

# WAVE 10

## Interviewer materials

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Interviewer card – NatCen

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COA card



# Moving home? Take us with you

[www.understandingsociety.ac.uk](http://www.understandingsociety.ac.uk)  
[contact@understandingsociety.ac.uk](mailto:contact@understandingsociety.ac.uk)

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

Your continuing participation is very important to us. Please let us know if you move by updating your details on the *Understanding Society* website at [www.understandingsociety.ac.uk](http://www.understandingsociety.ac.uk), alternatively you could call us on **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: \_\_\_\_\_

#### MOVING TO...

PID: \_\_\_\_\_

New Address: \_\_\_\_\_  
\_\_\_\_\_

#### MOVING FROM...

\_\_\_\_\_

Home phone: \_\_\_\_\_  
(inc STD code)

\_\_\_\_\_

Postcode: \_\_\_\_\_

\_\_\_\_\_

Mobile: \_\_\_\_\_

Postcode: \_\_\_\_\_

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: \_\_\_\_\_

USOC/change of address card

## Interviewer Card - Kantar Public



# Understanding Society

0800 015 2908

[www.understandingsociety.ac.uk/society](http://www.understandingsociety.ac.uk/society)

[contact@understandingsociety.ac.uk](mailto:contact@understandingsociety.ac.uk)

USOC/interviewer card/Kantar Public

Interviewer card – NatCen



# Understanding Society

0800 652 4570

[www.understandingsociety.ac.uk/society](http://www.understandingsociety.ac.uk/society)

[contact@understandingsociety.ac.uk](mailto:contact@understandingsociety.ac.uk)

USOC/interviewer card/NatCen

## MRS Leaflet

**This Understanding Society interview was conducted by:**

**Interviewer Name:** \_\_\_\_\_

**Interviewer No:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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

## **What is the Market Research Society?**

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.

Under the MRS Code of Conduct, you have the right:

- 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](mailto:codeline@mrs.org.uk) or visit website [www.mrs.org.uk](http://www.mrs.org.uk)

Kantar is compliant with the following standards and legislation:

The Data Protection Act 2018, The Market Research Society (MRS) Code of Conduct, ISO 20252, ISO 9001 and ISO 27001

Thank you flyer



# We need your help to answer these important questions...

How well are you managing financially these days?

How would you rate your local services?

What do you consider your national identity to be?

Does your health limit you a lot, a little or not at all?



Understanding  
Society

USOC/thank you leaflet/W9-139140&W10-413158





## Thank you for your help and participation in Understanding Society.

It is only by talking to the same people each year that we can build a picture of how lives are changing over time. This is why you are so valuable to the study.

The anonymous information you share is being used by social researchers, policy-makers in government, charities and other third sector organisations in the UK and around the world to shape and guide new policy.

Go online to find examples of how Understanding Society influences policy and features in the news:

**[www.understandingsociety.ac.uk/participants](http://www.understandingsociety.ac.uk/participants)**



**KANTAR PUBLIC**=

**KANTAR MILLWARD BROWN**

**NatCen**

Social Research that works for society

Like us on Facebook:



Understanding Society -  
UK Household Longitudinal Study

### Tell us

What do you think of the mailings that are sent to you on behalf of Understanding Society? We would like to hear your feedback. Please email us [contact@understandingsociety.ac.uk](mailto:contact@understandingsociety.ac.uk) or call 0800 252 853



## Translation booklet



# Translation booklet

## English

We would like you to take part in Understanding Society: The UK household longitudinal study. This important study is being carried out by TNS BMRB on behalf of the Institute for Social and Economic Research at the University of Essex, to find out how people feel about living in the UK today. In particular, the study aims to understand the life experiences of the members of minority ethnic groups. We wanted to ensure that we collect views and opinions of those people who do not have English as their first language, Therefore we will be translating the questionnaire into a number of different languages. We do hope that you and other members of your household will agree to take part in this survey. We would like to arrange for an interpreter to explain more about what is involved in the survey and to help conduct the interview which will take about 30-45 minutes per person. Could we take a phone number to contact you on?

## Bengali

[illegible]

## Gujarati

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## Polish

Chcielibyśmy, byś wziął udział w ankiecie Understanding Society: analiza gospodarstw domowych w Wielkiej Brytanii. Badanie prowadzi TNS BMRB w imieniu Institute for Social and Economic Research na University of Essex. Jego celem jest analiza odczuć mieszkańców na temat życia w dzisiejszej Wielkiej Brytanii. W szczególności analitycy chcą poznać doświadczenia osób z kręgu mniejszości etnicznych. Zadbaliśmy o to, by zebrać opinie i poglądy osób, dla których angielski nie jest pierwszym językiem. Kwestionariusz zostanie więc przetłumaczony na wiele różnych języków. Szczerze wierzymy, że i ty i inni członkowie twojej rodziny zechcecie wziąć udział w ankiecie. Planujemy współpracować z tłumaczami ustnymi, by dokładnie wyjaśnić, o co w niej chodzi i przeprowadzić wywiady, które zajmą 45-60 minut na osobę. Czy możesz nam zostawić swój numer telefonu?

## Portuguese

Gostaríamos que você participasse do Understanding Society: O estudo longitudinal das famílias do Reino Unido. Este importante estudo está sendo realizado pela TNS BMRB, em nome do Institute for Social and Economic Research da University of Essex, para descobrir como as pessoas se sentem vivendo no Reino Unido hoje. Particularmente, o estudo busca compreender as experiências de vida dos integrantes de grupos étnicos minoritários. Desejamos muito obter pontos de vista e opiniões daquelas pessoas que não têm o inglês como língua materna. Por isso, traduziremos o questionário para diversos outros idiomas. Esperamos que você e outros membros de sua família concordem em participar desta pesquisa. Gostaríamos de providenciar um intérprete para explicar melhor o que está envolvido na pesquisa e ajudar a conduzir a entrevista, que durará cerca de 45 a 60 minutos por pessoa. Você poderia fornecer um número de telefone para entrarmos em contato?

## Punjabi (Gurmukhi)

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45-60

## Punjabi (Urdu)

اسی تہانوں آپس دی سمجھوتہ سوسائٹی مطالعہ اچ حصہ لین دا مشورہ دیاں گے۔ ایہ وڈھا مطالعہ یونیورسٹی آف اسسیکس دے ولوں کرایا جا رہیا اے، ایہ سمجھن لئی کہ یو کے اچ زندگیاں کیویں بدل رہیاں نیں۔ ایس سروے اچ ہر سال 60,000 لوک حصہ لیندے نیں۔ اسیں ایس گل نوں یقینی بناؤنا چاہندا آں پئی اسیں اوہناں لوکاں نوں وی ایس سروے اچ شامل کریے جیناں دی مادری زبان انگریزی نئیں، ایس لئی ایس سوالنامہ کئی وکھریاں بولیاں اچ ترجمہ کیتا گیا اے۔ سانوں امید اے کہ تسی تے تہاڈے گھر دے دوجے لوکی ایس سروے چ شامل ہونا پسند کرن گے۔ اسی انٹرویو چ مدد لئی تے سروے بارے ہور وضاحت لئی مترجم دا انتظام کرن لئی تیار آں۔ سانوں امید اے کہ تسی تے تہاڈے گھر دے دوجے لوکی ایس سروے اچ شامل ہونا پسند کرن گے۔ انٹرویو اچ ہر بندے دے 45-60 منٹ تائیں لگن گے۔ مہربانی کر کے سانوں اپنا ناں تے فون نمبر دیو تاں جے اسی تہاڈے لئی مترجم دا انتظام کرسکیے۔

## Turkish

Understanding Society çalışmasına katılmanızı isteriz: Birleşik Krallık hane halkı uzun vadeli çalışması. Bu önemli çalışma, günümüzde Birleşik Krallık'ta yaşamının insanların için nasıl bir şey olduğunu saptamak amacıyla Institute for Social and Economic Research adına University of Essex'te TNS BMRB tarafından yapılmaktadır. Bu çalışma özellikle azınlık etnik grupların üyelerinin yaşam deneyimlerini anlamayı amaçlar. Ana dilleri İngilizce olmayan bu insanların görüşlerini ve fikirlerini aldığımızdan emin olmak istedik. Bu nedenle de anketi çok sayıda farklı dillere çevireceğiz. Siz ve hanenizdeki diğer kişilerin bu ankete katılmayı kabul etmesini umuyoruz. Anketin neler içerdiği üzerine daha fazla açıklama yapması ve yaklaşık 45-60 dakika sürecek görüşmenin yürütülmesinde yardımcı olması için bir çevirmen ayarlamak istiyoruz. Sizinle bu konu hakkında iletişim kurabilmemiz için bize telefon numarası bırakmanız mümkün mü?

## Urdu

ہم چاہتے ہیں کہ آپ سوسائٹی کی تفہیم کے مطالعے میں شرکت کریں۔ برطانیہ میں زندگیاں کیسے تبدیل ہو رہی ہیں اس کی تفہیم کیلئے Essex کی یونیورسٹی کے ذریعے اس عظیم مطالعہ کو سر انجام دیا جا رہا ہے۔ ہر سال 60,000 سے زائد افراد اس سروے میں حصہ لیتے ہیں۔ ہم یقینی بنانا چاہتے ہیں کہ ہم ایسے لوگوں کو شامل کرتے ہیں جو انگریزی کو اپنی پہلی زبان کے طور پر نہیں بولتے ہیں، اس لئے سوال نامہ کا متعدد مختلف زبانوں میں ترجمہ کیا گیا ہے۔ ہم امید کرتے ہیں کہ آپ اور آپ کے خاندان کے دیگر اراکین اس مطالعہ کا حصہ بننے کیلئے متفق ہیں۔ سروے سے متعلق مزید وضاحت کرنے اور انٹرویو میں تعاون کرنے کیلئے ہم ایک مترجم کا انتظام کرنا چاہیں گے۔ انٹرویو میں ہر فرد کے تقریباً 45-60 منٹس لگیں گے۔ براہ کرم ہمیں رابطہ کا ایک نام اور ٹیلیفون نمبر فراہم کریں تاکہ آپ سے رابطہ کرنے کیلئے ہم مترجم کا انتظام کر سکیں۔

## Welsh

Fe hoffem i chi gymryd rhan yn yr astudiaeth Deall Cymdeithas. Prifysgol Essex sy'n cynnal yr astudiaeth fawr hon, er mwyn deall sut y mae bywydau yn y DU yn newid. Mae dros 60,000 o bobl yn cymryd rhan yn yr arolwg hwn bob blwyddyn. Rydym yn awyddus i wneud yn siŵr ein bod yn cynnwys pobl nad ydynt yn siarad Saesneg fel eu hiaith gyntaf, felly mae'r holiadur wedi cael ei gyfieithu i nifer o ieithoedd gwahanol. Rydym yn gobeithio y byddwch chi ac aelodau eraill o'ch teulu yn cytuno i fod yn rhan o'r astudiaeth hon. Byddem yn hoffi trefnu cyfieithydd i esbonio mwy am yr arolwg ac i'ch helpu yn y cyfweiliad. Bydd y cyfweiliad yn cymryd tua 45-60 munud i bob person. A fydddech cystal â rhoi enw cyswllt a'ch rhif ffôn i ni, er mwyn i ni drefnu i'r cyfieithydd gysylltu â chi.

## Translation card

## TRANSLATIONS CARD

I speak Bengali	Ž kđ ą ŁęŁ ĆłŁ Ł ¹ đŁ
I speak Gujarati	ઉં ગુજરાતી બોલું છું.
I speak Punjabi (Urdu)	میں پنجابی (اردو) بولدا ہاں
I speak Punjabi (Gurmukhi)	w+ gzikph (r[ow]yh) p'bdk\$ p'bdh jK
I speak Polish	Mówię po polsku
I speak Portuguese	Eu falo Português
I speak Turkish	Türkçe Konuşurum
I speak Urdu	میں اردو بولتا/بولتی ہوں
I speak Welsh	Rwy'n siarad Cymraeg
I speak Arabic	أتكلم العربية
I speak Albanian	Unë flas shqip
I speak Amharic	ፈላጊ ሆኖ ለህጻናት ማሳለፍ
I speak Cantonese	我 中文
I speak Chinese	我说中文
I speak Farsi	من فارسی صحبت می کنم
I speak French	Je parle français
I speak Greek	Μιλώ Ελληνικά
I speak Hindi	मैं हिन्दी बोलती/बोलता हूँ।
I speak Lingala	Nalobaka Lingala
I speak Lithuanian	Aš kalbu lietuviškai
I speak Luganda	Njogela Luganda
I speak Malayalam	Rm³ aebmfw kwkmcn;p¶p
I speak Mandarin	我说中文
I speak Pashto	زه پښتو وایم
I speak Russian	Я говорю по-русски
I speak Serbian	Ja govorim srpski
I speak Somali	Soomaali ayaan ku hadlaa
I speak Spanish	Hablo español
I speak Swahili	Ninaongea Kiswahili
I speak Tamil	இனது இந்மொ «ð²«ōùø
I speak Tigrinya	ፈ ሆኖ ለህጻናት ማሳለፍ
I speak Vietnamese	Tôi nói tiếng Việt
NONE OF THESE	

INTERVIEWER: TURN TO  
RELEVANT PAGE IN  
TRANSLATION BOOKLET

INTERVIEWER: TURN TO  
RELEVANT SENTENCE  
OVERLEAF



## Translation flowchart

# Understanding Society Translation Flowchart

Does **every adult** in the household speak sufficient English to complete their interview - even if not their main language?

Yes

Carry out the interview(s) in English

No

We provide translation into nine languages: Bengali, Gujarati, Polish, Portuguese, Punjabi Urdu, Punjabi Gurmukhi, Turkish, Urdu & Welsh  
Are translations required into (one of) these languages?

No

Yes

Establish the respondent's language requirements (use the "Translation Card" if appropriate). Is there anyone in the household able to act as an interpreter for this household (household/family member, neighbour or yourself)?

Yes

No

Are you an accredited bilingual interviewer in this language?

No

Yes

-If only some individuals need an interpreter, conduct interviews with all English speaking household members, code the other people with IV outcome of 567 'language difficulties' in ECS

-If the whole household needs an interpreter, use the "Translation Card" to inform h/hold that we will not need them to take part. Send case back with HH outcome code 67 'Language difficulties'

Carry out the interview(s) and note the use of the interpreter at the relevant question in CAPI.

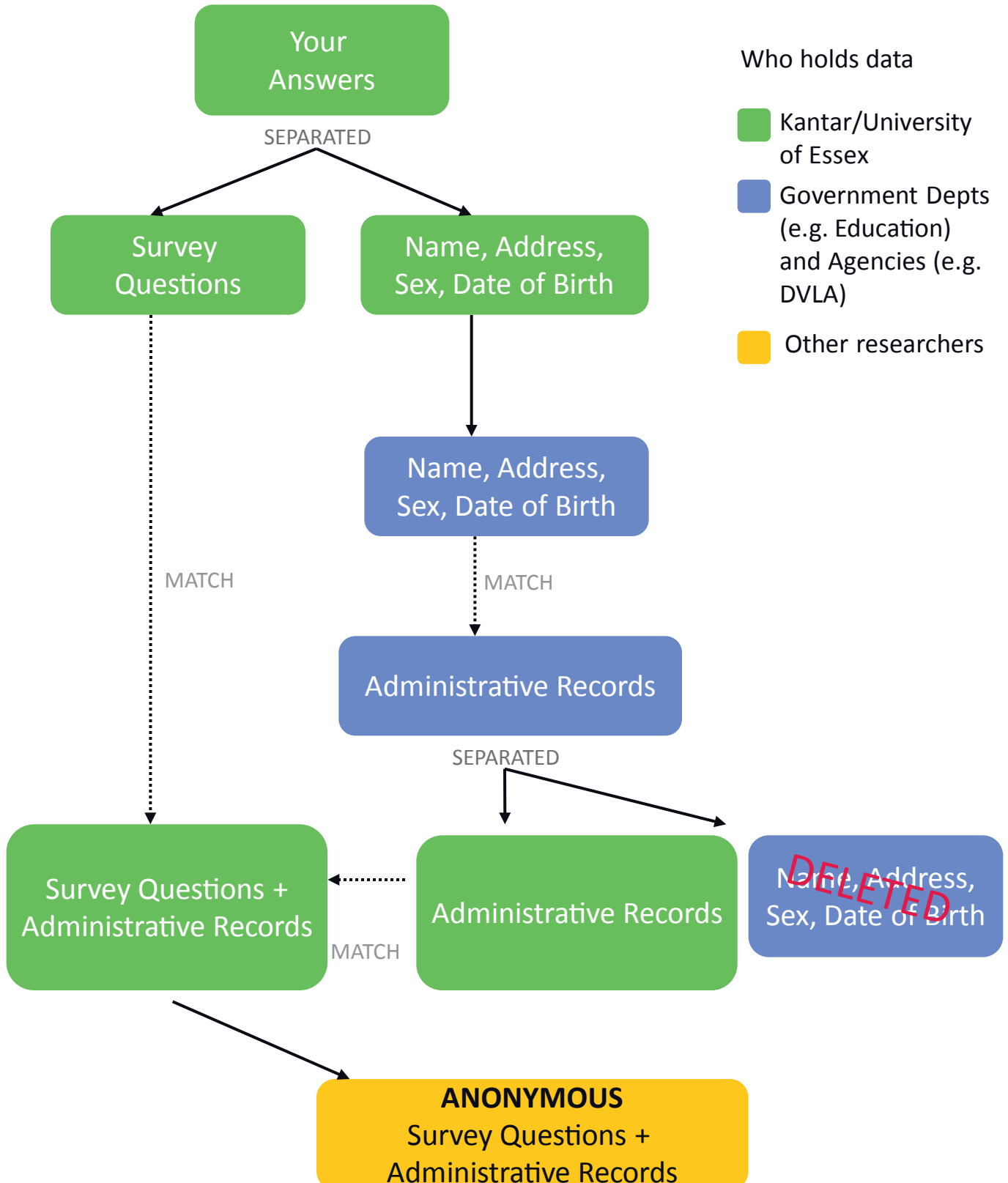
-If the whole household need translation, use the "Translation booklet" to get tel. number and code an outcome of 188-199 or 833,834,873 or 841-849 'Requires Translation' in ECS

-If only some individuals need translation, conduct interviews with all English speaking household members. Code the other people with an outcome of 688-699 or 888-899 'Requires translation' in ECS

- Carry out interview  
OR  
- Arrange appt for interview  
OR  
- Place request for translation packs

## UKHLS Consent flowchart

# Data Flow for Administrative Records



**W10 Consent info leaflet Economic GB**



# Information on adding economic records

## Thank-you

If you have any questions or concerns,  
just call our Freephone number 0800 252 853  
or write to Freepost RRXX-KEKJ-JGKS,  
Understanding Society, University of Essex,  
Wivenhoe Park, Colchester, CO4 3SQ



KANTAR PUBLIC=

**NatCen**  
Social Research that works for society

W10/GB/information on adding  
economic records/413158





## Data linking

Government departments and agencies collect a range of information about all of us for administrative purposes, so they can plan and provide services. Added to the responses you have provided in this study the information can inform further analyses and help us get a better picture of those who are using services provided by the government.

## What am I being asked to give permission for?

The Department for Work and Pensions (DWP) keeps records of everybody's benefit claims and any periods people spend on employment programmes.

The *Understanding Society* study at the University of Essex would like to add these records to the responses you have given to this study.

If you give your permission, it will inform further analysis to help us get a better picture of those who are claiming benefits and how they can best be helped.

## What will happen if I give permission?

- 1) The *Understanding Society* study will give the DWP your name, address, sex and date of birth.
- 2) The DWP will use these details to identify the correct records it holds about you.
- 3) The DWP will send your DWP records to the *Understanding Society* study.
- 4) The DWP will not keep any of the personal information passed on to them.
- 5) The *Understanding Society* study will add the DWP records to your study responses.
- 6) Your personal information (name and address) will be removed before any research is done.

## What will the research be used for and who will use it?

Like your study responses, the additional information would be used by professional academic and social policy researchers for non-commercial research and statistics. Any sensitive information would only be made available to them under restricted access arrangements which make sure that the information is used responsibly and safely. Names and addresses are never included in the results and no individual can be identified from the research.

The data will not be used to work out whether any individual is claiming benefits they should not be and will not affect any current or future claims for benefits.

## What if I change my mind?

You can withdraw permission at any time for your DWP records to be added to your study answers.

## Who do I contact?

If you would like any further information or want to withdraw your permission, please contact us at:

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

Freephone 0800 252853  
Email: [contact@understandingsociety.ac.uk](mailto:contact@understandingsociety.ac.uk)

**W10 Consent info leaflet Economic NI**



# Information on adding economic records



## Thank-you

If you have any questions or concerns,  
just call our Freephone number 0800 252 853  
or write to Freepost RRXX-KEKJ-JGKS,  
Understanding Society, University of Essex,  
Wivenhoe Park, Colchester, CO4 3SQ



KANTAR **MILLWARD BROWN**

KANTAR PUBLIC

**NatCen**

Social Research that works for society

W10/NI/information on adding  
economic records/413158

## Data linking

Government departments and agencies collect a range of information about all of us for administrative purposes, so they can plan and provide services. Added to the responses you have provided in this study the information can inform further analyses and help us get a better picture of those who are using services provided by the government.

## What am I being asked to give permission for?

The Social Security Agency (SSA) keeps records of everybody's benefit claims and any periods people spend on employment programmes.

The *Understanding Society* study at the University of Essex would like to add these records to the responses you have given to this study.

If you give your permission, it will inform further analysis to help us get a better picture of those who are claiming benefits and how they can best be helped.

## What will happen if I give permission?

- 1) The *Understanding Society* study will give the SSA your name, address, sex and date of birth.
- 2) The SSA will use these details to identify the correct records it holds about you.
- 3) The SSA will send your records to the *Understanding Society* study.
- 4) The SSA will not keep any of the personal information passed on to them.
- 5) The *Understanding Society* study will add the SSA records to your study responses.
- 6) Your personal information (name and address) will be removed before any research is done.

## What will the research be used for and who will use it?

Like your study responses, the additional information would be used by professional academic and social policy researchers for non-commercial research and statistics. Any sensitive information would only be made available to them under restricted access arrangements which make sure that the information is used responsibly and safely. Names and addresses are never included in the results and no individual can be identified from the research.

The data will not be used to work out whether any individual is claiming benefits they should not be and will not affect any current or future claims for benefits.

## What if I change my mind?


You can withdraw permission at any time for your SSA records to be added to your study answers.

## Who do I contact?

If you would like any further information or want to withdraw your permission, please contact us at:

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

Freephone 0800 252853  
Email: [contact@understandingsociety.ac.uk](mailto:contact@understandingsociety.ac.uk)



## **W10 Consent Information on adding education records**

## What about data security?

Your survey answers and education records will be anonymised and will only be used for research and statistics. We are very security conscious and all of our systems are password protected and accessed by a small number of authorised staff. The information we need to exchange with the government departments and agencies will be sent via secure transfer systems. We implement the most up to date data security protocols and procedures. Your personal details will be secure at all times.

## What if you change your mind?

If you wish to withdraw your permission at any point in the future, please write to **Freepost RRXX-KEKJ-JGKS, Understanding Society, University of Essex, Wivenhoe Park, Colchester, CO4 3SQ** stating: "I < your name>, currently living at < your address and postcode> am a participant on Understanding Society and I wish to withdraw my permission for administrative education data to be added to my survey data." Please sign and date your letter. If you have any questions or concerns, just call our Freephone number 0800 252 853 or write to Freepost RRXX-KEKJ-JGKS, Understanding Society, University of Essex, Wivenhoe Park, Colchester, CO4 3SQ.

For more information, visit: [www.understandingsociety.ac.uk/participants](http://www.understandingsociety.ac.uk/participants)

## Thank-you

If you have any questions or concerns, just call our **Freephone number 0800 252 853**, email **[contact@understandingsociety.ac.uk](mailto:contact@understandingsociety.ac.uk)**, or write to **Freepost RRXX-KEKJ-JGKS, Understanding Society, University of Essex, Wivenhoe Park, Colchester, CO4 3SQ**

For more information, visit:  
**[www.understandingsociety.ac.uk](http://www.understandingsociety.ac.uk)**

# Information on adding education records



KANTAR PUBLIC

**NatCen**  
Social Research that works for society

USOC/information on adding education  
records/W9-139140&W10-413158



# Introduction

Government departments and agencies collect a range of information about all of us for administrative purposes. This is so they can provide education and other services to us when we need them. While we can learn about people's lives, economic circumstances, experiences, behaviour and beliefs by asking direct questions, it can sometimes be easier to obtain some of this information from government departments. Doing this means that we don't have to ask you about these and the interview can be much shorter.

This leaflet explains more about this. Please take a moment to read it.

## What information would be added?

### Education Records including:

- National tests and formal assessments, for example SATS and GCSEs in England, Wales and Northern Ireland and Standard Grades and Highers in Scotland
- Basic information on pupils like demographic characteristics (including ethnicity), special educational needs, attendance and eligibility for free school meals
- Further education courses taken, grades and funding
- Pre-school attended

### From:

- In England, the Department for Education or agencies working on their behalf (as applicable)
- In Wales, the Welsh Department for Children, Education, Lifelong Learning and Skills.
- In Scotland, the Scottish Government Learning Directorate.
- In Northern Ireland, the Department of Education and the Education and Skills Authority.

## Who will use it?

Like your survey responses, the additional information would be used by academic and social policy researchers for non-commercial statistical analysis. Any sensitive information would only be made available to them under restricted access arrangements which make sure that the information is used responsibly and safely. Names and addresses are never included in the results and no individual can be identified from the research.

## Your permission – what does it cover?

Information can only be released with your permission. To make the link between education records and your survey responses we would need to pass on personal information to the government departments and agencies holding the records. They can then add your/your child's education records to your survey responses. The necessary personal details include full name, full address, gender, date of birth and school name, where applicable. These details will only be used to identify your information. Before the departments and agencies send any information you have authorised back to us, your name and other details will be removed.

Like the answers you have given us in the survey, the information from other sources will be treated in confidence and in accordance with the Data Protection Act. Your current or future dealings with any of the departments or agencies will not be affected.

## How long does your consent last?

We would like to add information relating to your present, past and future circumstances. We would like to continue to link in your data until you complete your school and further education. We will remind you regularly of the permissions you have given, and you are free to withdraw your consent at any time. If you do choose to withdraw your consent we will no longer link your records to your survey responses but we will retain data which has been previously linked if you have given us permission.

## What about your children's information?

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



## W10 Core instructions

## *Understanding Society* CORE Interviewer Instructions for 2018

Covering elements that are applicable  
for all mainstage waves



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# 1. Introduction

## 1.1 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. In order to reflect this, the interviewer instructions will consist of a CORE set of generic instructions which are common to all current waves of fieldwork (this document) PLUS a separate set of instructions that are specific to the wave you are working on.

Unless described otherwise in the wave-specific sections all processes and procedures should follow those outlined in the core sections.

Also, if you are working on multiple waves please ensure you use the correct documents for each specific wave.

## 1.2 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 are having **technical** difficulties, please contact 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) to speak to someone about your visit. This number (printed on the *Understanding Society* interviewer card) is staffed 9am – 5pm Monday to Friday. Outside these hours, an answer phone service operates. **Interviewers should NOT be calling this number *under ANY circumstances***

## 2. Summary

*Understanding Society* (also known as the UK Household Longitudinal Study (UKHLS) among the academic community) is the largest household panel study of its kind in the world, with an achieved sample size at Wave 1 of almost 40,000 households across the UK. The study launched in January 2009 and a new wave is launched in January of every year thereafter.

*Understanding Society* focuses on all aspects of an individual's life such as health, relationships, finances, employment status and well-being; measuring the impact of social and economic change on the household.

*Understanding Society* is an initiative of the Economic and Social Research Council (ESRC), with scientific leadership from the Institute for Social and Economic Research (ISER) at the University of Essex. Kantar has been commissioned to deliver Waves 6 to 11 of the Study.

### 2.1 Background

*Understanding Society* provides valuable data about people across the UK - their lives, experiences, behaviour and beliefs - and enables an unprecedented understanding of diversity within the population. The study will help us understand the short and long-term effects of social and economic change, as well as policy interventions designed to impact upon the general well-being of the UK population. The data are used by academic researchers and policy-makers, feeding into policy debates and influencing the outcome of those debates.

The design of the study is similar to that of *Living in Britain* (the umbrella term for studies known as *Living in Britain*, the *Northern Ireland Household Panel Survey*, *Living in Scotland* and *Living in Wales*) which ran from 1991 to early 2009 and was also managed by the team at ISER. It followed 8,150 households across the UK and is well respected within the research community. In *Living in Britain*, children born at the start of the study have been followed into adulthood and into the labour market. Those who were young adults when the study started have been tracked through their years of partnership formation, marriage and establishing a family, along with all the effects this has on other areas of their lives such as employment, housing needs and income. People who were middle-aged when *Living in Britain* started have been followed through their retirement period to understand their well-being into old age.

*Understanding Society* will do the same over the coming years but with a much larger sample size. This allows us to look in more detail at small sub-groups within the population as well as year groups within the sample. So as not to lose the rich experience of the

*Living in Britain* participants, at Wave 2 the existing sample was incorporated into the *Understanding Society* sample. Participants knew that study as ***Living in Britain, Living in Scotland, Living in Wales*** or the ***Northern Ireland Household Panel Survey***. We refer to this sample as the “*Living in Britain*” sample, for short-hand.

ISER’s experience of conducting both *Living in Britain* and of *Understanding Society*, is that both respondents and interviewers enjoy the study. Respondents enjoy the fact that their interviewer returns every year and they can update them on things that have happened to them and other household members. Similarly, interviewers enjoy revisiting the same people to see how they are getting on, even if sometimes they encounter people in difficult circumstances. *Understanding Society* is building up a unique picture of how people’s lives develop and change as events and experiences unfold in their lives.

Participants are also able to update their details – and find much more information about the study – on the website. The address is [www.understandingsociety.ac.uk](http://www.understandingsociety.ac.uk). We recommend that you take a look too. The website is updated regularly with news of research findings and coverage in the media.

Some early findings from the study are published in the annual reports:  
<https://www.understandingsociety.ac.uk/research/publications/findings>

For information on the media coverage of *Understanding Society*, please visit the ‘News’ page of the *Understanding Society* website at:  
<https://www.understandingsociety.ac.uk/news>

You can also find more information about the benefits of panel studies, including *Living in Britain* and *Understanding Society*, in an ISER/ESRC produced document, ‘In Praise of Panel Surveys’:  
<https://www.iser.essex.ac.uk/files/in-praise-of-panel-surveys.pdf>

## 2.2 Branding

When developing Wave 1 ISER worked with Public Zone, a communications agency, to look at the way in which respondents are communicated with and how the study itself is branded. Through this process, ISER decided on the *Understanding Society* name, logo and brand guidelines for all documents. The purpose of the branding is to increase initial response rates to the study, encourage study loyalty and recognition in the future and therefore minimise attrition at subsequent waves. You will see this logo on all respondent documents.



## 2.3 Sample and fieldwork

The main sample consists of four groups:

GPS	General Population sample
EMB	Ethnic minority boost sample (focusing on five main ethnic groups: Indian, Pakistani, Bangladeshi, African, Caribbean) - one of the largest UK longitudinal study samples of ethnic minorities
BHPS	Living in Britain sample
IEMB	Immigrant and ethnic minority boost sample introduced at Wave 6

Each year we will be re-visiting productive and unproductive households from previous years, including partials. The *Living in Britain* sample members and all Northern Ireland sample members will be issued during the first 12 months of each wave. The IEMB sample will be issued during the second 12 months of each wave.

The sample for each wave is split into 24 monthly samples and issued over 2 calendar years as follows:

	Jan – Dec 2017	Jan – Dec 2018	Jan – Dec 2019	Jan – Dec 2020
W9	W9 plus The <i>Living in Britain</i> sample members and all Northern Ireland sample	W9 plus respondents recruited via the IEMB		
W10		W10 plus The <i>Living in Britain</i> sample members and all Northern Ireland sample	W10 plus respondents recruited via the IEMB	
W11			W11 plus The <i>Living in Britain</i> sample members and all Northern Ireland sample	W11 plus respondents recruited via the IEMB

All households will be issued within the same quarter as at the previous wave (though are not necessarily in the same month) so respondents are generally interviewed at approximately 12 month intervals.

Assignment sizes will vary, although they will normally be comprised of around 10-15 households, clustered to reflect geographical areas.

The sample will be allocated according to a **mixed-mode** design and initially invited to take part (i.e. on sending the advance letter) as **CAPI** (Face-to Face or F2F) or **CAWI** (WEB).

Modes of allocation for households are either CAPI-first or WEB-first. The proportion of the sample issues to each mode varies from wave to wave.

**WEB-first** households will be given a period of time to complete their interview online (CAWI) before being passed to an interviewer to complete any outstanding interviews.

**CAPI-first** households will, in the first instance, be invited to complete their interview face-to-face with an interviewer (CAPI). Towards the end of fieldwork outstanding respondents are sent login details so they can complete their interview online.

Please refer to the wave-specific instructions for more details on the timeframes for both sample types.

## **2.4 Individuals and households**

*Understanding Society* is a study of individuals in their household context. Therefore, it is very important that as far as possible we obtain FULLY productive households – where ALL eligible individuals are interviewed. This may require you to make multiple visits to households in order to interview all eligible individuals.

## **2.5 Kantar and NatCen consortium**

A consortium has been developed with NatCen Social Research to deliver Waves 9 – 11. As the holders of the *Understanding Society* contract for Waves 1-5, NatCen have experience with the most vital aspects of effective delivery of *Understanding Society*.

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 interview continuity.

Assignments have been allocated between the two field forces in a way that will best help us maximise the response rate for the face-to-face interviews and ensuring 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 area level allocation.

### **2.5.1 Division of face-to-face fieldwork**

All face-to-face fieldwork in England and Wales will be shared evenly between Kantar and NatCen. Kantar will be responsible for fieldwork in Scotland and, through Millward Brown's *Understanding Society* interviewer panel, in Northern Ireland.

## 2.6 Telephone interviews

Within the CAPI-first and WEB-first samples, there are a small group of around 400 *Living in Britain* households that have previously always been interviewed by telephone. There is also a final telephone mop-up stage with individuals and households who have not responded face-to-face.

NatCen's Telephone Unit will conduct all telephone (CATI) interviews.

**CAPI interviewers should not be conducting any interviews over the phone.**

### 3. Introducing the study

As we are revisiting the same households annually, it is important to stress that the study is concerned with **stability and change** over time and this is why we would like to interview the household again. Remind the respondents that **this is a study about them as individuals** and that we want to find out how different aspects of their lives interact and influence each other. The respondent cannot be replaced by someone else: it is only by talking to the same people each year that we can properly measure change and stability in our society. It is important that you prepare answers to potential questions so that on the doorstep you are able to tailor your response depending on the objections raised and who you are talking to.

Use your expertise when introducing the study and highlight different areas of the study accordingly. Below are some of the research questions that this study addresses and that you may find helpful when encouraging people to take part:

- How people's well-being changes over time;
- The effects of poor health on employment opportunities;
- Whether or not our education system provides the springboard for young people to develop their careers;
- Whether retired people are managing on their pensions;
- Whether disabled people are getting the care they need;
- The effect of the economic down-turn on different aspects of life;
- How family life is changing and what people think about these changes.

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

For some frequently asked questions and answers, please consult

- The *Understanding Society* website  
**[www.understandingsociety.ac.uk/participants](http://www.understandingsociety.ac.uk/participants)**
- the '*Understanding Society*: Information for Participants' leaflet (Section 21.2 );
- the 'Introduction' of these instructions for the background information on the study.

## 4. Maximising response

Remember that a friendly approach works best. Withdraw if it's not a good time and a refusal is likely and come back at a different time. You **must** make multiple visits if necessary to interview all eligible individuals – members of the household don't all have to be in at the same time; it is very important that you aim to achieve a fully productive household i.e., a household interview and individual interviews with all household members aged 16 and over.

### 4.1 Fieldwork period

Fieldwork follows the following monthly schedule:

- Web (only) period for WEB-first sample
- Original fieldwork (CAPI-first sample and non-responding WEB-first sample)
- Reissue period (plus time for ISER tracing and office prep)
- Telephone mop up

The number of weeks for each phase varies from wave to wave. Please refer to the wave-specific instructions for more details.

### 4.2 Response rate targets

As *Understanding Society* is a longitudinal study it is important to interview as many sample members as possible year after year to maintain the representativeness of the overall sample as well as to build on the information already collected at previous waves for each sample member.

Response rates vary by wave and by sample type. Overall we are aiming to conduct interviews with over 90% of individuals interviewed at the previous wave and with over 28% of non-responding individuals.

Along with response rate we also want to maximise the number of **fully productive (complete)** households– where all eligible individuals in the household complete an interview (not by proxy).

For a household to count as **productive**, at least one full adult interview must be been completed.

Proxy interviews do not count towards the adult re-interview rate or the fully productive household rate.

10-15 self-completion interviews do not count towards the re-interview rate or the fully productive household rate. However, it is vital to include all members of the household in the household grid and complete youth self-completion booklets with as many young people as possible.

### 4.3 Fieldwork milestones

Your targets for coverage during the fieldwork period are:

End of Week 2:

Make first call to ALL serials (FTF and Tel sample)

End of Week 4:

Tel sample: Minimum 6 Telephone calls made

FULLY covered 50% of Households (exclude No Contacts)

End of Week 6:

FTF sample: Minimum 6 FTF visits made

All tracing steps for known movers and no contacts completed

Translation for survey language needs identified

FULLY covered 90% of Households (exclude No Contacts if still working)

End of Week 8:

FULLY covered 100% of Households

**SPEAK TO REGIONAL TEAM AS SOON AS YOU KNOW YOU WILL WORK BEYOND THE 8 WEEK DEADLINE. IT IS IMPORTANT THE WE MAINTAIN A STEADY PACE OF WORK TO ENSURE THE SAMPLE IS WORKED ADEQUATELY.**

### 4.4 Who to interview

The CAPI script will determine the eligibility of individuals once the Household Grid has been completed. You will also be following and interviewing eligible movers and members of their new household. All household members aged 10+ are invited to take part:

Children (10-15s) complete a paper self-completion;

Adults (16+) complete a CAPI interview which incorporates a CASI self-completion.

### 4.5 Eligible adults aged 16+

CAPI will determine 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.

**New entrant** – this is someone who has joined the household since the last interview.

**Re-joiner** – this is a sample member who left the original household and then rejoined it at a later wave.

### 4.5.1 Children aged 10-15

You will also give out a paper self-completion booklet to young people (aged 10-15). It should be given out when prompted with a plain envelope so that respondents can return it to you in a sealed envelope to protect the confidentiality of their answers. The booklet should take approximately 10-15 minutes to complete. The questions change at each wave so please familiarise yourself with the content.

Before handing out youth booklets please get verbal consent from the parent or responsible adult for the child(ren). The young person must also consent to complete the questionnaire – just because their parent has said they can do it doesn't mean they have to. We are not asking for written consent. If a parent asks to see the completed questionnaire of their child please, refuse politely. State that you have guaranteed confidentiality to the child and this promise cannot be broken. If you think it would be helpful, offer to show them a blank questionnaire, before the child completes it.

## 4.6 Self-completion booklets

Paper self-completions are only administered to young people (aged 10-15). The questionnaire is an A5 booklet. **The colour of the cover changes each wave. Please make sure you are using the right one for the wave you are working on.**

The wave number is printed in the bottom right hand corner.

If possible, you should ask young people to fill in their self-completions during your visit(s) whilst you are interviewing adult sample members. If this is not possible, try to return to the household a couple of days later to collect them – this will ensure a higher return rate.

#### 4.7 Administration of youth booklet

The CAPI script has been structured in such a way that self-completion details are stored in the ECS in eReps for respondents aged 10-15. You can access this as soon as you have completed the Household Grid.

If you select a 10 – 15 year old and press “Start screener int” you will enter a mini script that allows you to record that you have handed out the paper questionnaire, and that you have collected it.

You must write the serial number, person number, the sample member’s first name, your interviewer number and the month on each questionnaire before handing it out. Please ensure that you copy this information directly from the CAPI screen.

The script also allows you to say that parents have refused permission, or the young person has refused to complete the questionnaire.

#### 4.8 Incentive for youth booklet

There is an incentive of a £5 High Street gift card for young people to complete the self-completion. The incentive should be given to the young person at the same time as giving them the questionnaire, NOT when you are collecting the completed questionnaire.

If you are leaving the questionnaire with another household member to pass to the young person, leave the incentive as well.

Please note that you will need to enter the voucher card code into the youth ECS in order to activate it. You should do this before handing over the incentive at the point that you place the questionnaire.

#### 4.9 Distributing the youth booklet

You can give out the self-completions to young people as soon as the Household Grid has been completed, e.g., while you are conducting CAPI interviews with the adults. **However, before you do so, you need to get verbal consent from the parent or responsible adult. We are not asking for written consent.**

If the child has trouble understanding the questionnaire, please explain it to them. If they have reading difficulties, please help them or administer the questionnaire if necessary. A child should not be completing their questionnaire in front of a parent. They should be

asked to go away and answer the questions in private, and return the questionnaire to you in the sealed envelope provided.

You will need to record the outcome of the self-completion in the ECS, so that we can track response.

Only as a last resort should you leave a self-completion to be returned to the office. In such cases please leave a freepost return envelope addressed to High Wycombe with the household, so that they can send the questionnaire directly. However, we know that the proportion of young people who return the self-completion by post is much lower than if they are collected in person.

Please do make every effort to collect the self-completions in person, either when you return to the household to complete other appointments or if you are in the area.

#### **4.10 Other eligible adults**

In addition, you will be following and attempting to interview:

Respondents who have moved to 'institutions' (e.g., hospitals, nursing homes/Old People's Homes, Army Camps, halls of residence but not prisons); but not those who are judged by other sample members/guardians to be 'too frail or mentally impaired'. In such cases, you may try to get a proxy interview on their behalf from someone in the original household.

#### **4.11 Who not to interview**

We **do** want you to interview respondents you have interviewed at a previous wave. We **do not** want you to interview respondents:

- Who are known to you either personally (e.g., a friend, a neighbour, son or daughter of a friend) or in a professional capacity, e.g., a colleague at work, a teacher at night school etc. Refer such cases back to your Regional Team immediately and the case will be re-allocated; and
- Who are in prison.
- Those marked as 'do not interview' on the SIS. However, if they approach you and say they are happy to take part this year, then please complete the interview.

#### **4.12 Eligibility of new entrants to the household**

For new entrants to the household you will need to determine whether they should be added to be a part of the household. To do so, use the household definition below:

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

**Sharing at least one meal a day:**

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

### **Sharing living accommodation:**

Living accommodation in this case is defined as a living or sitting room and also includes addresses where there is no living room separate from the kitchen, i.e., if it forms part of the same room, or where the living room is used as a bedroom. Shared kitchens and/or bathrooms do not count as shared living accommodation.

Occasionally an individual or a group of people will have both their own living accommodation (that is living room/bedsit and kitchen) and the use of a communal living room. In such cases priority should be given to having their own accommodation, and they should be treated as separate households. Examples of this include warden assisted housing for the elderly, flat let houses, or separate annexes flats where the parent occasionally also uses the family living room.

### **General points to note:**

Members of a household need not be related by blood or marriage.

To be included in the household an individual must sleep at the address when s/he is in residence: anyone who sleeps at one address but has all their meals elsewhere must therefore be included at the address where they sleep.

Some potential new entrants might have more than one residence.

Where there is doubt, their MAIN residence should be decided by the person themselves.

Normal household residents would also include:

Members (including children of any age) normally living in the household but temporarily away, e.g., on a short course or temporary job likely to last less than 6 months;

Au-pairs, or anyone else on long-term engagement in the household (6 months or more), even if they have their main residence elsewhere;

People who are temporarily resident at the address (e.g., guests) unless they have a date of departure. Boarders should be included, even if they have not been there for six months, unless they know they are moving out within the next six months.

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

## **4.13 Absent household members**

In the Household Grid, CAPI will also ask you to confirm the location of household members who were absent at the previous wave. Absent members include anyone living away from the household in institutional accommodation (e.g., students in Halls of

Residence) at Wave 1 and have been at that same address at every subsequent wave. Note though, if they have moved into institutional accommodation since the last wave, they should be treated as a split-off (see 5.2 below). Other absent household members **include** people who are normally resident in the household but are presently working away, e.g., people who work away from home for whom this is their **only** fixed or **main** dwelling unit (e.g., on business, in the armed services, fishermen, oil rig workers or merchant seamen).

#### **4.14 Non-resident household members**

The following are not regarded as eligible household members:

People working away from home and who only come home at weekends or holidays and for whom it is not their main address;

Spouses who are separated (whether or not they visit the household);

Children who have been (or are expected to be) in care for 6 months or more;

Household members who have been away continuously for 6 months or more;

Paying guests, e.g., in a bed and breakfast;

Anyone not sleeping at the address – to be counted as resident an individual must sleep at the address. Anyone who has their meals at one address but sleeps elsewhere must be included at the address where they sleep.

## 5. 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.

The possible scenarios, and how to deal with them, are as follows:

### 5.1 Whole household moves

This is the simplest case, where a household has moved together to a new address and no household members living at the original address. In this case you should try to find out the new address (see further details on this in Section 9).

If the new address is within your sample area, you should attempt to interview the household at the new address yourself.

If the new address is outside your sample area, code this in the ECS and the address will be reallocated by the Office to another interviewer.

Note that if the household had told ISER that they had moved before the household was issued at the current wave, the new address will already have been updated in the sample so you don't need to do tracing. The SIS will show the *current* address.

### 5.2 Split households

One or more household members still live at the original address, and one or more household members have moved to a new address or new addresses ("split-off")

For more complicated scenarios, e.g., household members have not all moved together and are now at different addresses, the first task will be to complete the household grid with a household member at a new address (using the original serial number). Once this is done, additional split off households will be created as needed.

#### 5.2.1 Suspected split (identified prior to allocation)

ISER may have been notified of a sample member moving from the household since the last time they have been interviewed, for example, the sample member may have returned a COA card with their new contact details to ISER. In these circumstances the sample member will be treated as a suspected split-off mover and will need to be dealt with in the field.

Suspected split-offs will be included in the original issued household (rather than being put in a separate household) and **this will be indicated on Sample Information Sheet (SIS) under the ‘Suspected split-off mover?’ heading.**

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

In this 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 (if the new address is in your area) or to another interviewer.

### **5.2.2 Split (identified by interviewer)**

During the grid completion you will identify which household member/s have moved. Try to identify the new address they have moved to. You must have a new full address and postcode in order to request a split off serial. If you are not able to obtain a new address , then the respondent(s) should be coded as untraced mover(s).

Once this is coded correctly in the household grid, a ‘split off household’ will be created in the Office, for the household member/s who have moved to a new address. The split off household will have a new serial number. This process may take up to 2-3 days so please ensure you identify movers and splits as soon as possible and use the correct outcome codes as this will help speed up the process.

If the split off household is within your sample area, it will be reallocated to you. If it is outside your area, it will be reallocated to another interviewer. You will need to re-connect to pick up the new serial number. You will not be able to interview at a split-off household before the new serial number has been created, so bear this in mind when scheduling your calls.

If split off household members have moved to more than one address, just record this in the ECS and additional split off households will be created. If the original household is able to confirm the sample member has left the household, and you have been able to trace the split-off mover you should treat this as you would any other mover.

### **5.2.3 Completing the household grid in split-off households**

If you are allocated a split off household for interview, you might find that there are other people living with the mover at their new address. You need to add these people as ‘new household members’ in the household grid. CAPI will take you through this process.

### 5.2.4 Who will be followed to split-off households

There are some complex rules on whether or not a household member will continue to be interviewed if they move apart from their original household members. You will not need to make decisions about this yourself, as this will be dealt with by the CAPI programme and by the in-office procedure for creating split households. However, the rules are included here for reference.

### 5.2.5 Merged households

Each situation can be quite different - please contact your Regional Contact for guidance if unsure. If you have more than one serial with the same address, you must visit the first in the list and do a grid to establish who is there before asking the Office to code the redundant serial – this is an 'office only' code. Interviewers cannot code redundant households.

## 5.3 Sample Membership Status – Original/Permanent or Temporary

In order to identify which sample members we would like to follow and re-interview in future waves, ISER have categorised the sample into three groups:

**Original sample members (OSMs)** - those who were members of an original Wave 1 or BHPS household, and any natural children of female OSM's;

**Permanent sample members (PSMs)** - temporary sample members who have fathered children with an original sample member. (Further reasons for becoming a PSM may be elaborated in the future as the study develops.)

**Temporary sample members (TSMs)** - those who have moved to a household later than the start of a study.

## 5.4 Following rules

When a household has split, we will look at the sample membership status of the people in each of the resulting households to determine whether the people remain eligible to take part.

We always want to keep track of OSMs and PSMs throughout the study. Therefore, if an OSM or PSM moves we will try to follow them and interview them. If a split household includes any OSMs or PSMs, a new serial number will be created and issued.

But TSMs are only temporary members of the sample who we are interested in because they have joined a sample household temporarily. If a TSM moves and is no longer living with any OSMs or PSMs, we would not want to follow and interview them; if a split household includes only TSMs they will not be issued for interview. In addition, if someone has moved out to go to prison and is not intending / expected to return to the household they will not be treated as a split household. These individuals will be permanently removed from the sample.

The following is an example temporary sample member scenario: at the last wave of *Understanding Society* we interviewed a household that was comprised of a couple Michael and Sue and their lodger, Lucy. Michael and Sue are OSMs but Lucy is a TSM as she only moved into the household 18 months ago and was not living in the household during the first wave of *Understanding Society*. When we go back to the household at this wave, we find that Lucy has moved out of the original household. Michael and Sue are OSMs and are coded as living in household 1. Lucy is moved out to household 2. Because she is classified as a TSM, and is longer resident with any OSMs or PSMs household, she is no longer eligible for interview and our system will not issue a new split household for her.

# 6. Electronic Contact Sheet (ECS)

## 6.1 Introduction to the Electronic Contact Sheet

The management of your assignment is done through the Electronic Contact Sheet (ECS). The ECS sits at the beginning of the interviewing script (accessed through Screen 0 in the eReps grid). This is where all information about your contact with the address should be entered.

It is important that you record **every** contact attempt made at an address on the ECS and send this information back to us electronically **at the end of each working day**. In cases where you are interviewing a large household you are very likely to have to make multiple trips to complete all interviews and collect youth self-completion booklets. Please keep track of these trips in ECS (using Screen 0).

This is crucially important information since it provides us with information such as:

- the days and times you call at an address;
- the final household and individual outcomes you achieve at that address;
- the area characteristics that you record; and
- any other notes or information that may be relevant in terms of the location of an address, any relevant details about contact made,

You will need to be familiar with the ECS and be clear about how it is used during your assignment and the different types of procedures and information that you will need to carry out at each address.

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

The ECS has three crucial functions:

1. **it is an important record for you in terms of managing your own assignment;**
2. **it is an important source of reference for interviewers who are doing re-issue assignments** since they will be able to look at your call patterns and read any notes to help them try and achieve an interview; and
3. **the information reported back from the ECS is used by Head Office and by Kantar researchers to monitor the progress of the study across the whole country.** Outcomes reported back by you are also sent to ISER on a daily basis so that they can monitor the progress of the study.

For all these reasons it is absolutely essential to the success of the whole study that Electronic Contact Sheets are filled in as accurately as possible. A good rule to use when

completing the ECS is to always make sure you have completed it in a way where you yourself would be happy to get the information you have included if you were doing a re-issue assignment.

**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.**

The household grid and household questionnaire are on screen 0.

Individual interviews are completed on screen 1 onwards (one screen per individual). The screen number for each individual is NOT the same as their person number.

## **6.2 Final outcome codes – main adult interview**

Remember you must report a Final Outcome Code for each of the addresses 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 calls at an address. You would, for example, only code a non-contact as a final outcome after you have made a minimum of 6 calls at the address. You would not report a non-contact as a final outcome after your first or second call.

If you do not manage to get an interview, we want as much information as possible about why. Therefore, if you get a refusal, please also give as much information as possible on reasons for refusal on the notes page of the ECS, as this is extremely useful for those working on re-issues.

If you strongly feel that an address should NOT be re-issued at the current wave please code this at the appropriate screen and add full details on why the address should not be re-issued. Please note that we will still re-issue contacts where the "DO NOT re-issue" box has been selected if the reasons given are not felt to be valid.

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

### **6.2.1 Interim codes**

As well as the final outcome codes there are also a number of interim codes you will be using to record the outcome of each visit before the 'final outcome' has been achieved. In these cases, you will need to continue making calls until a final outcome is achieved.

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 says they intend to complete the interview online this is an interim code. You will need to check that the interview has been completed and follow up until a final outcome is recorded.**

Please refer to the wave-specific sections for a full list of codes.

### **6.3 Observations at issued address**

All questions in this section should be answered **before** making contact with the address. We are interested in your initial observations and judgement, so even if you later discover that your initial observations were incorrect, e.g., if you recorded that the address doesn't have children under 10 years of age but later found out that there were children of that age living at the address, **do not change your observations.**

The number of interviewer observation questions for *Understanding Society* is higher than for a typical survey. This is because we will use these questions to define non-response weights and to predict response and attrition at subsequent waves.

#### **6.3.1 Which addresses should I complete the observation questions for?**

Observation questions need to be completed for all non-deadwood addresses including office refusals, although you should not contact the latter.

If the whole household has completed online after the serial is in your Ereps grid, or you have been informed of a household opt out prior to survey start, you will not need to complete the observation questions, however if you are in the area conducting interviews on another serial the script will allow you to complete these questions for wholly productive households. You will be paid for completing the observation questions. Do not make a special visit just to complete the observation questions for such cases.

if the household is incomplete you will need to answer these questions as you will be visiting the household to complete interviews with any outstanding sample members.

### **6.4 CAPI name**

The CAPI questionnaire is structured as follows:

- ECS, household grid and household questionnaire
- Individual questionnaire for those aged 16+
- ECS for self-completion paper questionnaires for children

Each CAPI component of the *Understanding Society* script on your ERep Grid is given a unique reference. The format of the CAPI name is as follows:

Erep Grid	U[wave][month][year]
-----------	----------------------

- ECS
- HH Enumeration Grid
- HH Interview

Occasionally you may be instructed by the CAPI Helpline to access the script via Dimensions IRunner in which case please follow the instructions as given at the time.

## 7. Sample Information Sheet (SIS)

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 details printed on the SIS vary according to the wave. Please refer to the wave-specific instructions more details.

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.

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 completed your assignment and uploaded all electronic files, the SIS should be confidentially destroyed.

## 8. Translations

The questionnaire has been translated into several languages (also known as the 'survey languages') and accessed via the main script. Languages vary wave by wave. Please refer to your wave-specific instructions for a list of the languages where a translated script is available.

The language used for each respondent at the last interview is shown on the SIS (where applicable).

Translation requests need to be recorded in the CAPI by assigning the whole households or the individuals needing translation specific outcome codes. Please refer to your Wave-specific instructions to see the outcome codes to use.

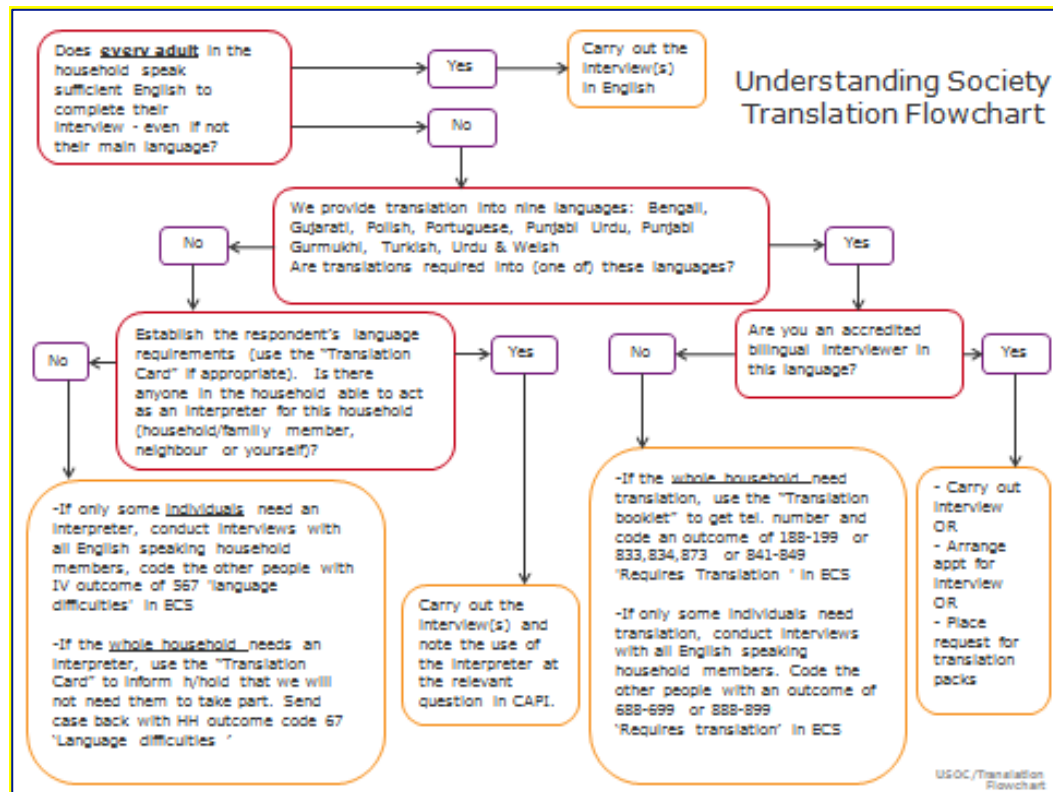
You also need to contact the office as you identify any cases with either whole or partial translation requests. It is very important to use these outcome codes, as the team will be relying on them to identify translation requests. It is useful to have any other notes and comments about the translation cases, too, but you should not rely solely on notes or memos to record translation requests.

Please note that households/individuals requiring translation into one of the available languages should NOT be coded as 'Language difficulties' (household outcome code 67 or individual outcome code 567). These are final unproductive codes intended be used only in cases where people don't speak English or any of the translated survey languages and there is no-one available in the household/family/neighbour to translate for them. Using these codes for households/individuals who could still be interviewed in translation means these translation cases will be missed.

The only exception is accredited bilingual interviewers, who can proceed to use the relevant translated script to conduct the interview if they encounter a household who speak the language they speak. Where possible serials requiring translation will be re-allocated to an accredited bilingual interviewer. Alternatively, you might be asked to accompany an agency translator or a Kantar/NatCen accredited bilingual interviewer who is not working on Understanding Society.

The translation flowchart below shows the process and order for interviews to be conducted in languages other than English.

## 8.1 Translation flowchart



# 9. Tracing sample members

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

Any sample member who has moved address since the previous wave will be followed to their new address for interview with the exception of those who

- Have left the UK long-term, i.e., not just on holiday (they may be eligible at a later date if they return); or
- Are in prison; or
- TSM-only households.

We will also attempt to locate untraced movers from the previous wave.

You are expected to make reasonable attempts to contact and/or trace the sample members; this may require more than one visit. You will also try to locate the untraced movers from the previous wave.

Note that a mover may be someone under 16 who moves without an adult sample member. Children, like adults, should be followed to their new address and any eligible adult at the new address should be interviewed. For example, if a child moves in with his/her grandparents, the grandparents would become eligible for an interview even if our sample child is too young to be interviewed himself/herself.

You are expected to make reasonable attempts to contact and /or trace the sample members; this may require more than one visit. In general, if the household has moved to a new address within 15 miles of the original address, or is closer than that address to your own home you should attempt the interview at the new address (and be prepared to follow up further moves). You should check this with your Regional Contact if you are unsure.

## 9.1 Tracing activities

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

- attempting to contact the **current occupants** of the address;
- try all **telephone** numbers provided in the ECS and any new numbers established via tracing;
- attempting to contact neighbours/ local residents;
- attempting to contact the **stable contact** in person or by using the stable contact letter; and
- leaving a **tracing letter** with the current occupants or neighbours.

These tracing activities can be done simultaneously and in the order that you think is best.

### 9.1.1 Contacting new residents and neighbours

The new residents at the issued address, or neighbours, may be able to give you information about the sample member's new address or may be able to direct you to friends or relatives who will know their whereabouts. If you are still unable to find the sample member you should contact the stable contact.

## 9.2 Tracing letter

If someone (excluding the stable contact) knows the whereabouts of the sample member/household but are reluctant to pass this information on, ask the person if they would be willing to send a letter on to the sample member for you. The **tracing letter** can be used in this situation along with two types of envelope: one addressed to *Understanding Society* (postage paid), and the other 1st class stamped blank.

### Who to address the letter to


For whole household moves, the tracing letter should be addressed to the main adult or couple in the household – you can make this judgement based on the composition of the household and the details provided. For any individual split offs, a separate tracing letter should be used for each individual.

The letter notes that we have been trying to contact the sample member but that the address we have for them is incorrect. It is signed by Michaela Benzeval from ISER and asks the sample member to complete and return the reply slip.

If using a tracing letter:

- Add the date, sample member's name, the name of the person you spoke to, your name and their serial number on the letter;
- Put the letter and the *Understanding Society* return envelope into a plain DL envelope, seal it, add a 1st class stamp and write the sample member's name on the outside;
- Ask for this to be posted or passed on to the sample member, so they can get in touch (NB they will need to write the address on the envelope before they post it!).

## Tracing letter example



**Understanding Society**

Date 11/11/2011 → **Today's date**

Dear Mr. Smith → **Respondent name**

This time last year we interviewed your household for Understanding Society. We are interested in how things change or stay the same over time – your participation can help us paint a unique picture of what the UK looks like today and how it is gradually changing.

We would very much like to interview you and your household again this year. However, we found that you did not respond to our letter last year → **Name of person passing on letter for you**

We would be most grateful if you would let us know your current address and telephone number, whenever you are living now. You can call us on Freephone 0800 252 853, email us at [contact@understandingsociety.ac.uk](mailto:contact@understandingsociety.ac.uk) or complete and return the reply slip below in the Freepost envelope provided – you do not need a stamp.

By giving us your name, address and telephone number you are not committing yourself to be interviewed. Once you have confirmed your new details, an interviewer will contact you and invite you to take part. If you are willing, a convenient time for an interview can then be arranged.

The study is being conducted by researchers from the University of Essex, together with TNS BMRB. If you have any questions about the study, or would prefer not to be contacted again, please visit the special participants' website at [www.understandingsociety.ac.uk](http://www.understandingsociety.ac.uk) or call us using the Freephone number above.

Thank you in advance for your help. → **Your signature**

Your University,  
\_\_\_\_\_  
Your interviewer  
Understanding Society  
for \_\_\_\_\_

Professor Michaela Benzeval  
Director, Understanding Society

Please complete this reply slip using **BLOCK CAPITALS**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

Serial:           → **Serial number**

Person number:

Please turn over

001 50471508

### 9.3 Contacting stable contacts

If current residents/neighbours do not know where the sample member(s) have moved to, you should contact the stable contact. During previous interviews, respondents were asked to provide details of someone outside the household who could be contacted if the sample member had moved address and the interviewer was unable to locate them. Details of the stable contact come up in the ECS. If there is a stable contact, this will be indicated on the SIS. You should contact the stable person by:

- Telephone;
- If no telephone number or no contact via the telephone, visit the address, if it is in your local area (i.e., within 15 miles of the original address); or
- If no contact after several visits to the stable contact, leave a stable contact letter completing all the relevant information on the letter.

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

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

### 9.4 Stable contact letter

This letter is to be used when you cannot make contact with the stable contact either by phone or in person. It explains that the sample member is part of a research study but that you have not been able to get in touch with them and provides details of how the stable contact can inform ISER about the sample member's new address. It also mentions that completing the letter does not commit the sample member to participate in an interview this year.

You may need to complete a letter for each member of the household as they might have each supplied different stable contact details. You will need to fill in various parts of the letter, as indicated below, then:

- Enclose a freepost envelope, addressed to the University of Essex, with the stable contact letter; and
- Enclose the letter and freepost envelope in a 1st class stamped blank envelope, especially if you are posting it through the stable contact's front door.

Please note that you will need to use the sample member's person number in the last two boxes when completing the serial number. A person number for each sample member can be found on the SIS.

## Stable contact letter example



### **9.4.1 Institutions**

Sample members who have moved into an institution remain eligible for interview at their new institutional address.

### **9.4.2 Prisons**

Sample members who have moved to prison are not eligible for interview.

### **9.4.3 Nursing Homes**

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

### **9.4.4 University/ college**

If a young person has left the parental home to live away at University or College either in a private household or halls of residence, a split off household should be created and this new sample will be issued to an interviewer (if they are in close proximity to the original address this will be issued to you). If they have moved into halls of residence at University/College you should interview only the sample member, not all the other students that are living there. If they have moved into private accommodation, interview the sample member plus all others who are resident.

Sometimes parents prefer to include the students in their households and be interviewed there because they come home very often so in theory they haven't really moved out. It's important that we don't interview the same person twice in the same year so a student should only be recorded as belonging to one household – this should be the address they consider as their 'main residence'.

### **9.4.5 Obtaining an interview in an institution**

Obtaining an interview with someone in an institution may sometimes be difficult.

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

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

We can provide you with a letter to confirm the project and who you are; contact the Office if this is needed.

Where a sample member has moved to a care home (or similar environment), it may be helpful and reassuring if a family member of the person you are interviewing can be present whilst you carry out the interview. If the person is unable to complete a full interview (due to a language difficulty or disability) please complete a proxy interview with a suitable adult (see Section 10 on who is eligible to be a proxy informant).

#### **9.4.6 Incomplete addresses**

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

#### **9.4.7 Movers/traced cases outside your fieldwork area**

In the instances where you have successfully traced the household, but the new address is not in your sample area, code this in the ECS and the address will be reallocated to another interviewer. You must record your tracing activities in detail for these cases. This is because final direct contact has not yet been made with the sample member and there is a possibility that tracing might need to be picked up again by another interviewer. CAPI will route you to the relevant questions.

### **9.5 Unsuccessful Tracing**

If you have been unable to trace the sample member to a new address, you will be instructed to return the case to the office. As you are tracing, you should record what you have done and the outcomes in the ECS.

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

You should use all the information provided in the ECS and gathered during tracing before returning the case to the office. There is space for you to record any further information which you think may help tracing, and - should you need it - there is the usual space at the end of the admin block for you to record "any information useful at re-contact".

Kantar will send untraced cases to the University of Essex, who will then conduct further tracing such as contacting the sample member by email.

If the University successfully trace the case, the new address and/or telephone details will be issued to a field interviewer as required.

## 10. Proxy interviews

You should attempt to get a full individual interview with all respondents. You should not take a proxy interview unless you are absolutely sure that you are unable to get a productive interview during the fieldwork period. For example, if one adult is out when you first call, then you must make another visit to attempt to interview them rather than taking a proxy interview from someone else.

There are certain criteria for determining whether someone can act as a proxy. A proxy respondent must be an **adult aged 16 or over** and either:

- a close relative;
- another adult in the household who knows the respondent well; or
- be nominated by the non-participant.

In all cooperating households proxy interviews should always be attempted unless the respondent explicitly refuses to have any information about them collected.

# 11. Recording contact details

It is vital 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.

You should check that each sample member's details collected at previous interviews are still correct and collect contact information for each new entrant to the household. CAPI will prompt you to do this. For new entrants we want to collect any personal telephone numbers (both mobile and landline phones) and email addresses. If a respondent is adamant that they don't want to be contacted again, then there is a code to use in CAPI at the point that contact details are collected.

You also need to check that the stable contact details given by each interviewed sample member at the previous wave are unchanged and to obtain a stable contact for each new entrant. Although this may appear to be time consuming, it is less onerous than having to trace sample members when they have moved. Where there are no stable contact details, please attempt to get details for each person in the household. Where necessary, please reassure respondents the stable contacts will only be approached in the event the person moves and we are unable to trace them.

We will only ask the stable contact whether they have contact details for the sample member, the stable contact person will not become part of the study and the sample member is not 'signing them up' to any obligation.

A stable contact should be someone outside the household who could be contacted if the sample member moves address and the interviewer is unable to locate them. Please also remember that we would like a different stable contact for each person in the household. The more contact details we have, the better chances we have of finding our movers.

As *Understanding Society* is a longitudinal study and we will be contacting and visiting respondents on a yearly basis, it is very important to ensure that ALL names, addresses and job titles are spelt correctly. Such details are used for mailing respondents and obviously their details need to be correct so that we create a good impression and materials are sent to the correct person at the correct address.

## 12. 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. For new entrants to the household 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) to 4 digits rather than to the standard 2.

To code to 4 digits, the Coding team needs very detailed information e.g., if someone works in a shop, it is not sufficient to record “clothes shop” – we need to know what kind of shop and what their duties are (e.g., are they the owner, manager or do they work on the till, stockroom etc), so **probing is essential**.

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

The different 4 digit SIC codes for the manufacture of clothing for men, women and children are illustrated below:

### 4 Digit coding for manufacture of clothing

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

From the coding options for 'glass manufacture' you will also notice that 4 digit SIC coding requires greater detail than 2 digit. 'Glass manufacture' would be sufficient for 2 digit SIC coding but to code to the 4 digit SIC level, you would need to find out what type of glass was manufactured.

#### 4 Digit coding for glass manufacture

4 digit SIC Code	Type of manufacture
2314	Manufacture of glass fibres
2313	Manufacture of glass inner for vacuum flasks
2312	Manufacture of glass mirrors
2391	Manufacture of glass paper
2319	Manufacture of glass wear for laboratory

Similarly, for teaching, just knowing that someone teaches in secondary education is not sufficient and more probing would be needed to determine what types of subjects and level of qualifications are taught. The box below illustrates 4 digit coding for teaching.

#### 4 Digit coding for teaching

2 digit SIC Code	4 digit SIC Code
	85.10: Pre-primary education
	85.20: Primary education.
85.3: Secondary education.	85.31: General secondary education. 85.32: Technical and vocational secondary education.
85.4: Higher education.	85.41: Post-secondary non-tertiary education 85.42: Tertiary education.
85.5: Other education.	85.51: Sport and recreation education 85.52: Cultural education 85.53: Driving school activities 85.59: Other education n.e.c.
	85.60: Educational support activities

## 13. Adult CASI

Adults will be asked to complete a CASI (self-completion on the laptop) section during their CAPI interview. The content varies according the wave.

### 13.1 Completion by interviewer

You will be asked to record at the beginning of the self-completion section whether the respondent will complete the CASI themselves or whether the interviewer will ask the questions, because the respondent is unable to complete it themselves, for example because of sight/ reading/ language problems.

#### 13.1.1 Security of answers

At the end of the self-completion section, you will be prompted to enter your interviewer number in order to lock the answers given by the respondent. After doing this, you will no longer be able to access the self-completion section. Please check that the respondent does not want to change any of their answers before locking the self-completion.

Consent for linking to administrative records

Another feature of *Understanding Society* is that we ask for consent to link to certain records held by government agencies. The type of records (health, education, social security benefits etc) varies according the wave and whether consent has already been sought.

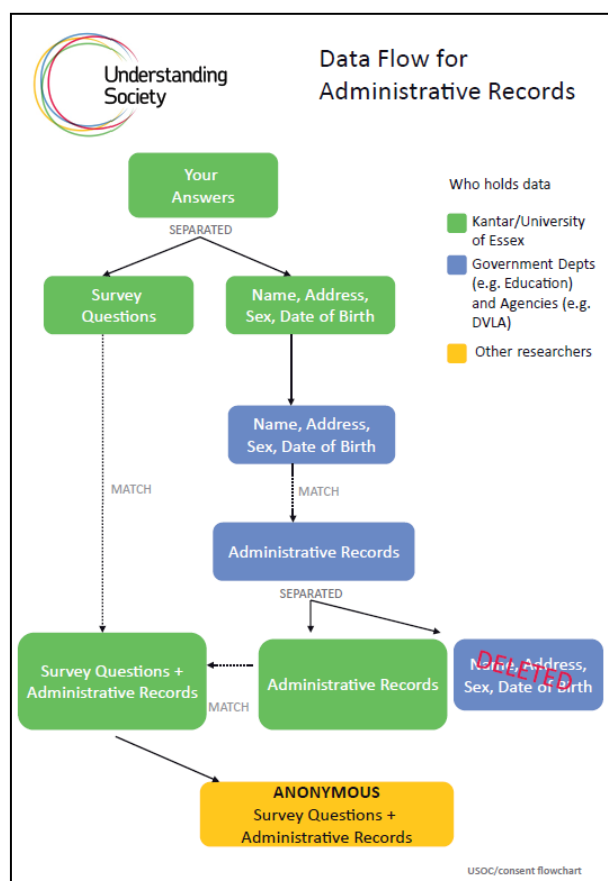
The CAPI script will prompt you if you need to ask for consents. All those who are asked for consent should be given a copy of the relevant consent information leaflet to read before giving consent. The types of information that would be linked to are detailed in this leaflet.

You will need to collect verbal consent for the data linkage. Please refer to the wave-specific instructions for details.

Please refer to the wave-specific instructions for details of which consents are required.

# 14. Administrative data flowchart

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



## 14.1 Explaining data linkage

Some interviewers have reported that explaining data linkage and how it is obtained can sometimes be problematic. For that reason, you can use the following (or a similar) form of words if you're finding it difficult to reassure respondents.

### 14.1.1 Confidentiality / data security

"We can link the answers you give in these interviews to other data that is held by government departments or agencies. There are huge benefits in doing this; it allows us to, for example, find out more about you without having to ask lots of additional questions. I'd like to reassure you that linking this data is completely secure. Your survey answers are **never shared** with government departments or agencies and giving your consent to link **will not alter any of your dealing with those organisations**. The data we add to the

survey is completely anonymous, held in accordance with the Data Protection Act, and you and your household will not be identifiable from the data or results.”

### **14.1.2 Consent leaflet and privacy notice**

Why no written consent (if asked)?

The consenting process needs to accommodate all modes of interviewing: CAPI, CAWI (web) and CATI (telephone). This does not affect in any way the secure way that we deal with the information.

At each question where you are seeking consent to link to administrative records in the interview you will be prompted to hand over a consent leaflet and privacy notice. These give the respondent more information about the data that will be linked and used.

### **14.1.3 The end of the interview: COA card, thank you flyer and MRS leaflet**

At the end of the individual interview you may be prompted to hand over a change of address (COA) card and a University of Essex freepost return envelope.

You will also be prompted to provide **all** respondents with a Thank you flyer and a MRS leaflet at the end of the interview (Kantar interviewers only). Please make sure that you complete the information on the front of the MRS leaflet.

# 15. CAPI interview

There are several elements to the CAPI questionnaire, which are covered in detail in this section.

## 15.1 Household Grid and questionnaire

Ideally both the household grid and questionnaire would be conducted with either the householder or their spouse/partner. The householder is the person who owns or rents the accommodation.

If they are not available, the household grid and household questionnaire can be completed with any other adult (16+) household member.

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

### 15.1.1 Feed forward information

For participants who have been interviewed in a previous wave certain key items of information are fed forward into their CAPI interview and are used for checking purposes at various points in the interview.

Checking the feed forward information from the previous wave should take 5 minutes on average, although this will vary considerably depending on household size and on whether any new people have joined the household. The household questionnaire should take 10 minutes on average. If any of the feed forward data is incorrect you are able to amend those details as necessary here.

## 15.2 Individual CAPI interviews

All adults aged 16 and over at the point at which the household is enumerated should complete an individual CAPI interview. This lasts around 30 - 40 minutes, including the CASI section.

The main topic areas covered in the individual questionnaire vary each wave and are repeated at regular intervals.

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. The Wave-specific instructions list 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 CAPI 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, it is extremely important that wherever possible you interview the sample member alone and in private so they 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 Section 28 in order 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.

### **15.2.1 Help Screens**

Information about individual questions will be found in the CAPI help screens rather than in these project instructions. There are many more help screens than you would find in a usual CAPI program, and you can access them by selecting the **HELP** link which appears on screen at particular questions.

### **15.2.2 Search box**

At CAPI questions that code the county respondents were born in and the school they went to, you will need to search from the extensive list of options available from our look-up files. There is a box on screen within which you have to start to type the first letters of the county/school and the relevant location is then displayed. There are further instructions provided within the CAPI screen at the relevant locations.

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

## **15.3 Unproductive and proxy interviews**

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

For all unproductive interviews you should attempt to get a proxy interview, and you must record the outcome of the attempt to get a proxy interview as well.

The individual level outcome codes for each Wave are given in the Wave-specific instructions.

# 16. Overview of data collection instruments

The data collection instruments and their average timings are:

- 15 min CAPI household grid and household questionnaire;
- 30 min Individual Adult CAPI questionnaire for all aged 16+;
- 10 min adult CASI;
- 10 min CAPI proxy questionnaire; and
- 10-15 min Youth paper self-completion questionnaire for all aged 10-15.

The main individual interview CAPI takes around three-quarters of the interview time for the individual, in addition the CASI element is around one-quarter of the total running time.

The household grid will vary in length because larger households will take longer to enumerate whilst single person households will take less time. The enumeration will take approximately 5 minutes on average followed by a further 10 minutes (approximately) of questions for the household.

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

## 16.1 Planning your work/tracking progress

If you have a large household you are likely to have to make multiple trips to complete all interviews and to collect youth self-completions.

### 16.1.1 Before you contact the household

We know that the interaction we have with respondents in between your interviews is important. ISER have put extensive effort into how they communicate with respondents. Some examples of what has been done so far, and an idea of where we hope to get to in the future, are included below.

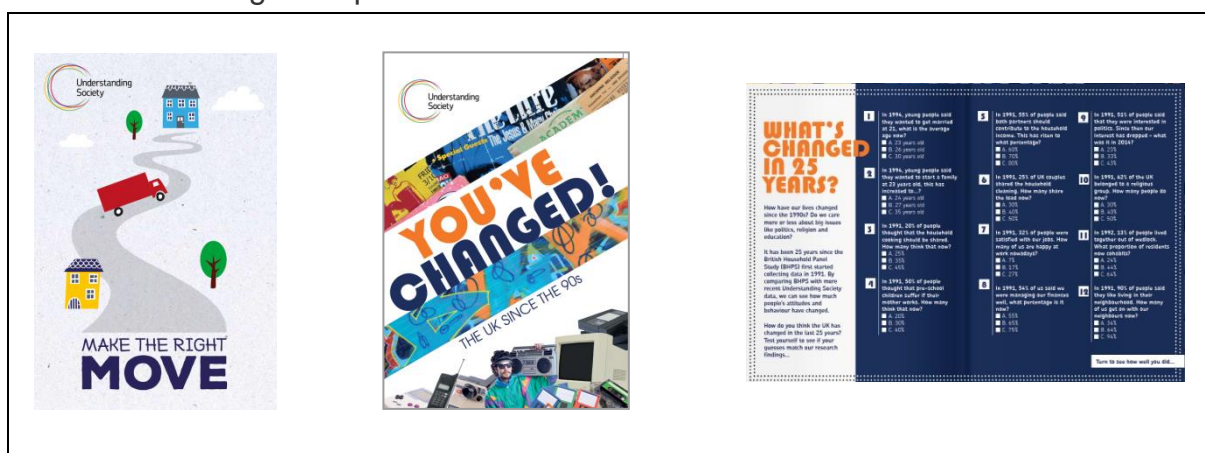
# 17. Between-wave mailings

Respondents are sent information including recent findings from the Study between waves. This aims to:

- Tell respondents why their individual contribution was valuable;
- Provide more information about why *Understanding Society* is important;
- Provide communication that reflects their individual circumstances and motivations

A number of findings documents have been produced and sent to respondents, examples of which are below:

Inter-wave mailing example



The mailing also includes a letter and change of address card to encourage sample members to inform us of any change in their contact details.

Panel members receive a mailing from *Understanding Society* once a year.

## 18. Change of Address Card (COA)

Respondents receive a £5 voucher (from the University of Essex) if they return the card with their new address details. COA cards are pre-printed with each individual's current contact details (name, personal contact details and address) – rather than just one per household – so that we can be notified if only one person in the household moves (as opposed to a whole household move). An example COA card is shown below.

For new entrants to the household or those sample members who report not having received their advance mailing, you will be prompted by CAPI at the end of the individual interview to hand over a change of address (COA) card and University of Essex freepost return envelope. The CAPI screen will also prompt you to copy the following information from the screen onto the back of the card:

- Respondent name (first name and surname);
- Respondent's 14 digit Personal Identifier (PID)

Please ensure you copy the details from the CAPI screen to the COA card accurately as these will be returned to ISER should the sample member move address, and ISER will subsequently have to update their records based on the information that you have transcribed.

**Moving home?  
Take us with you**

www.understandingsociety.ac.uk  
contact@understandingsociety.ac.uk

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

**Understanding Society**

Your continuing participation is very important to us. Please let us know if you move by updating your details on the *Understanding Society* website at [www.understandingsociety.ac.uk](http://www.understandingsociety.ac.uk), alternatively you could call us on **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.

**MOVING TO...**

Name: \_\_\_\_\_

PID: \_\_\_\_\_

New Address: \_\_\_\_\_

Home phone: \_\_\_\_\_  
(inc STD code)

Postcode: \_\_\_\_\_

Mobile: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Date of move: \_\_\_\_\_

**MOVING FROM...**

Name: \_\_\_\_\_

PID: \_\_\_\_\_

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: \_\_\_\_\_

Name: \_\_\_\_\_

Mobile: \_\_\_\_\_

11834325

Blank versions of the COA card and freepost envelope are included in your workpack.

## 19. Advance mailings

In general, advance mailings are posted to each adult sample member by the office prior to the start of fieldwork. The mailing includes: an advance letter, a change of address (COA) card and a Freepost return envelope for the COA card, and some recent findings from *Understanding Society*. If the respondent is in a group which receives an unconditional incentive, this will also be enclosed in the advance letter.

Please also refer to the Advance Mailing Section for the wave you are working on for more information.

### 19.1 The Understanding Society website

Participants are also able to update their details – and find much more information about the study – on the website. The address is [www.understandingsociety.ac.uk/participants](http://www.understandingsociety.ac.uk/participants)

Respondents will also receive £5 if they notify ISER of a change of address through the website. We'd recommend that you take a look too. The website is updated regularly with news of research findings and coverage in the media.

## 20. Call patterns

**From Wave 9 of the Study interviewers must phone to arrange appointments for households that were productive last wave.** Please check the SIS to identify the best person/people to ask for in the first instance.

First contact is to (re) introduce yourself and to book an appointment to do the interview and it's more efficient to do this by phone. If, however you are already in the area conducting interviews at another household you can make contact in person but you should not be making a special visit just to make first contact at an address. However, if there is no contact with a respondent after a few telephone attempts then make contact in person. The Field teams will be monitoring call patterns.

### 20.1.1 Subsequent contact with household

After you have made your **first contact by telephone**, subsequent contact can also be made by telephone e.g., to arrange or check appointment times. However, you must not carry out interviews by telephone.

You will need to record details of all telephone calls in the ECS including the following information:

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

There are some outcomes that are different for telephone contact attempt vs face-to-face so follow the ECS carefully.

The **minimum** call requirements before coding a final 'no contact' outcome are:

- At least **6** face-to-face visits to the address (in addition to any telephone calls) on different days;
- These must include at least 3 visits on a weekday evening (after 7pm) or at the weekend
- Calls must be made over a period of at least **3** weeks.

Research shows that:

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

So, it is important that you stick to the Kantar call pattern rules and start work right at the beginning of the fieldwork period so that you can spread out your calls more.

If no one is at home, leave an *Understanding Society* interviewer card (see below) to inform the residents of your visit. You may use the study Freephone number 0800 015 2908 (for Kantar assignments) or 0800 652 4570 (for NatCen assignments) as a contact number. This number is staffed 9am – 5pm Monday to Friday. Outside these hours, an answer phone service operates. Agency-specific interviewer cards have printed with the appropriate Freepost telephone number that respondents can use if they need to contact the office.

If you are unable to make contact with the household, follow the procedures for tracing sample members discussed in Section 9.

## 21. Doorstep documents

There are a number of documents for you to use on the doorstep:

- Interviewer card;
- ‘*Understanding Society: Information for Participants*’ leaflet;
- Generic advance letter (specific to each wave);
- A5 laminated *Understanding Society* impact case studies.
- Current version of ISER’s Insights publication.

### 21.1 Interviewer card



You are supplied with an Interviewer card that allows you to write your own message regarding an appointment or broken appointment, depending on the circumstances. Remember that if you are leaving a card following a Broken Appointment you can add your telephone number or the office phone number for the respondent to contact you to propose a different interview time.

There are agency-specific interviewer cards with the appropriate Freepost telephone number that respondents can use if they need to contact the office.

With the expansion of the mixed-mode design to a larger proportion of the sample, and the online questionnaire being available to anyone (either as a first or second mode) the URL for the online interview will be printed on the interviewer card so you have a printed copy to hand.

### 21.2 ‘Understanding Society: Information for Participants’ leaflet

For new entrants to the household (i.e., those who joined since the previous interview) there is also a study leaflet which provides more information about the study and the interview. You can show this leaflet to established sample members as well if appropriate.

This leaflet should be shown to all new entrants, either on the doorstep or at the end of the interview.

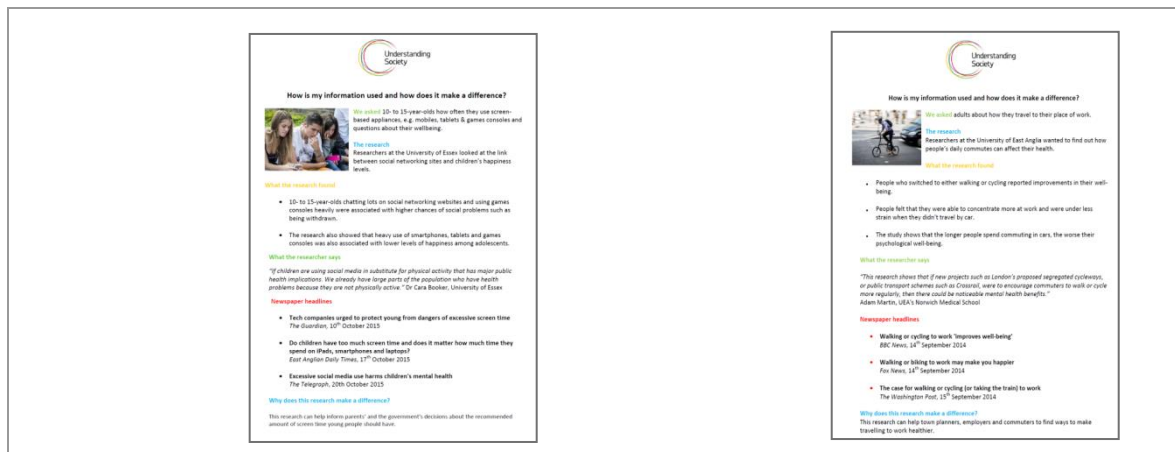
## 21.3 Generic advance letter

For all waves we have produced a laminated generic version of the advance letter which can be used on the doorstep, so that you do not have to carry multiple versions of the advance letter when visiting a household and to avoid any confusion over which letter to use. The generic version does not differentiate between participation history; it simply tells the sample member about the study and encourages them to take part. In addition to the laminated copy, your workpack includes spare copies of the generic advance letter (which have not been laminated) and these can be given to sample members on request, e.g., if they are a new entrant or did not receive their advance mailing. If you require further copies of these, please contact the office.

## 21.4 Laminated case study leaflets

You will be issued with a number of laminated case study leaflets covering different topics, with information about the impact of *Understanding Society* data. These can be used on the doorstep to show to respondents to help engage them and emphasise the importance of the study. The case studies have been designed to cover different types of households and you can decide which one to use depending on who you are talking to.

Examples of recent leaflets are:



## 21.5 Interviewer ID card

When making contact in person, **always** make a point to show your ID, even if the people you speak to do not appear to be interested in it. If sample members have any queries which you cannot answer at your initial face-to-face visit, ask them to call the *Understanding Society* team on Freephone 0800 015 2908 (Kantar) / 0800 652 4570 (NatCen).

## 22. Incentives

The incentive amount will be indicated on your SIS and will be flagged at the end of the CAPI interview. Adults who do not wish to take part do not need to return the incentives they received in their advance letters even if they offer to do so, these incentives are unconditional.

Incentives administered by interviewers will be in the form of gift cards, not paper vouchers.

### 22.1.1 Incentives for youth self-completion booklets

All respondents aged 10-15 will receive an unconditional £5 gift card. The incentive should be given when you are handing out the questionnaire, NOT when you are collecting the completed questionnaire. This also applies if you are leaving the questionnaire to be completed later and posted back to the office.

You will need to enter the gift card code into the CAPI script to activate it. The script will prompt you to do so when you go into the ECS for that respondent.

### 22.2 New entrants/sample members who have not received their advance mailing

In cases where a productive interview has been obtained but an adult sample member has not received their advance mailing, i.e., because they are a new entrant to the household or their advance mailing did not arrive, respondents are entitled to an incentive. You should give this to them at the end of their interview. The CAPI script will prompt you to do this, and also tell you how much they should receive.

### 22.3 Incentives for Proxy interviews

There are **no** incentives for proxy interviews.

#### 22.3.1 How to redeem incentives

Incentives are Love2Shop High Street gift cards. They can be used as payment in a number of High Street stores (a full list can be found at [www.highstreetvouchers.com](http://www.highstreetvouchers.com))

#### 22.3.2 Administration of incentives

CAPI will prompt you to issue the gift card and state the amount it is worth which you will need to note on the card. When you hand over the gift card please enter the gift card code into the CAPI script and explain that it will take up to three working days for the card to be activated with the correct amount.

The CAPI script will prompt you to hand out the gift card and will ask you to enter the serial number from the back of the card. **Please make sure you enter this carefully** as any mistake may result in the card not being activated. Please remind the respondent that they will need to wait a few days for the card to be activated before they can use it.

Your workpack will include a supply of gift cards. If you require additional cards, contact your Regional Team. Please return all unused gift cards to the High Wycombe office/Brentwood office.

It is critical that you connect your CAPI machine at the end of every day that you work. This will send information back to the office about the incentives and will ensure that they are activated as quickly as possible.

## 23. Mixed mode

### 23.1 Mixed-mode sample design

*Understanding Society* has a mixed-mode sample design; the three modes are: **CAPI** (F2F), **CAWI** (WEB) and **CATI** (TEL). Modes will be used to complement and support each another as described below. The model used to allocate households to mode of allocation is reviewed and refined prior to launch of each wave. Please refer to your wave-specific instructions for more details. Households will fall into these groups:

#### 23.1.1 CAPI-first

These households will be issued directly to you as part of your assignment. If these households reach the re-issue stage they will be invited to participate online. Towards the end of fieldwork we will conduct a mop-up stage where the case will be transferred to NatCen's CATI Unit who will attempt to contact the non-responding members of these households by telephone.

If, however a respondent expresses a preference to complete their interview online before the re-issue stage you can facilitate this by telling them their login details (on SIS and in AddInfo) and the web address [www.understandingsociety.ac.uk/society](http://www.understandingsociety.ac.uk/society) (also on interviewer card).

#### 23.1.2 WEB-first

The advance letter will invite these respondents to participate online via CAWI and provide them with login details. After an initial period (see Wave specific instructions for details), non-responding adults will be allocated to CAPI as part of your assignment. If they reach the mop-up stage they will be transferred to NatCen's CATI Unit who will attempt to contact the non-responding members by telephone.

All households in your assignment (CAPI-first and WEB-first) are yours to manage, ideally by getting a F2F interview.

### 23.2 New entrants

For WEB-first respondents, 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 face to face, please go ahead and conduct the interview in CAPI. 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 a few days before the respondent receives their login details so it may be advantageous to encourage a CAPI interview.

### 23.3 Telephone-only cases

The sample also includes around 400 *Living in Britain* households that have always been interviewed by telephone. We refer to them here – and on the SIS - as the ‘telephone sample’.

Please see Section 2.6 for more details.

There will be ‘telephone sample’ cases in both the CAPI-first and WEB-first groups.

**NatCen’s Telephone Unit will conduct all telephone (CATI) interviews so you will not be required to conduct any interviews over the telephone.**

### 23.4 Rationale for a mixed-mode design

There are several reasons for moving to a mixed mode design. Firstly there is a drive amongst those who commission surveys to move towards more online fieldwork, mainly for cost efficiency reasons but also because it increases the speed of data collection as well as potentially being more convenient for respondents. However experience on the Innovation Panel shows that these objectives may be difficult to achieve on a household panel study, and these experiments have shown that in general response tends to be lower when the mixed mode option is introduced for a random sample.

However amongst those households who did not respond at the previous wave, response increased when the web option was introduced. The allocation of households into mode will target face to face interviewing resource at households most worth pursuing.

### 23.5 CAWI completions/Status Summary Screen

**All households in your assignment are yours to manage until a final outcome code is reached.** CAWI completions are logged overnight and will appear in your EReps grid. Each time you synchronise all CAWI progress will be updated.

Maximising response in a mixed mode sample

Here are some considerations for countering some of the issues relating to the mixed mode sample:

**Ensure you have the latest information** about WEB completions in the household before setting out. If you have any questions contact your Regional Contact in the first instance.

**Push for a F2F interview:** Be clear yourself and with sample members that the face to face approach is the **primary** means of interviewing on *Understanding Society*. This will be the case for the foreseeable future and is essential to ensuring the study represents the widest possible population.

In line with this, you should be **prepared to counter** suggestions from sample members that they will carry out the survey on the Web. Consider what you might say to encourage a face to face interview 'while I'm here'. Individuals may genuinely intend to carry out the survey online, but there is a risk that an opportunity never presents itself. In all cases, it is very important to keep your approach positive, be enthusiastic about the study and highlight the importance of taking part especially since this is a panel study and we want to hear from everyone who is on the panel to maintain the quality of the research.

Results from previous waves show that WEB-first respondents who are keen to complete online usually do so in the period before face-to-face interviewing begins and very few complete online after that period. This means that by the time you receive your sample there's a good chance of getting a face-to-face interview.

**Enable the Web survey where it is a clear preference.** Where individuals clearly state a preference for CAWI, or where it seems probable that others in the household may be more likely to complete the interview this way this should be encouraged and **enabled**. Please make sure that all household members have their **username and password** (included in the SIS and AddInfo) and understand how to access the Web survey.

Support and follow up those who are adamant they want to complete online. You also need to manage this process of Web survey completion:

- 1) Make room for yourself to maintain contact by telling sample members that you will telephone them in a couple of days "to make sure you haven't had any problems with completing the survey online" and
- 2) Monitoring the Ereps grid to check for WEB completions
- 3) Following up with a phone/visit call two days later to chase where the Web survey has not been completed. If it isn't complete, phone again if this is appropriate or re-start the personal visits.

Adult interviews completed online for serial numbers issued to a CAPI interviewer will generate a fee to reflect your efforts in contacting these participants for a face-to-face interview. Please refer to the paychart for the wave of fieldwork you are working on.

## **23.6 Data conflicts**

It can happen that two interviews are received for the same respondent – one in CAPI the other online. WEB interviews are logged overnight so please synchronise in the morning to pick up all CAWI progress. Similarly, CAPI interviews are logged by the process of synchronisation so please tell respondents to **wait 24 hours** after your visit before doing anything in CAWI **and** please synchronise at the end of every day you've done any interviewing as this will prevent you/respondents re-entering elements that have already been completed.

## 24. Practice cases

You must complete several Practice Interviews before you start work. Please refer to your wave-specific instructions for the name of the practice scripts.

ALL PRACTICE INTERVIEWS MUST BE CONDUCTED UNDER THESE CAPI NAMES.

To conduct a Practice Interview,

In your Erep Grid go to appropriate CAPI script

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+ Adult Individual interviews after your briefing but before you do any live interviewing.

Familiarise yourself with:

- ECS script for various scenarios
- Movers, refusals
- Process for conducting in languages other than English
- Individual interview
- Consents and the Data linkage material
- Logging the administration of the Youth questionnaire
- Youth questionnaire content
- How to access the script in translation

## 25. Admin and return of work

### 25.1 Before you start work

You should read these instructions carefully and go through the questionnaire a few times to make sure that you are used to the interview process and the various instructions and so that you are also aware of the sort of questions that appear in the self-completion section.

Also ensure you are comfortable with the ECS and have made a number of 'practice calls' before you go out. Refer to the ECS Guidelines and contact the CAPI 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 take it along as well.

The CAPI name used for all functions (logging your ECS calls, completing the HH Grid; the HH Interview and Individual Interviews) changes for each monthly assignment and wave.

### 25.2 Notifying the police

It is no longer necessary to notify the police that you are working in the area.

### 25.3 Connecting

You MUST get into a regular habit of connecting each day before you work on *Understanding Society*. We will be sending you emails regarding opt outs and cancelled appointments that may affect your work schedule for the day.

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.

### 25.4 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.

All unused branded materials should be returned to the High Wycombe office – including all youth booklets (used/unused), consent leaflets, unused gift cards, the Sample Information Sheets and any other documentation.

### 25.5 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 - they should **always** be your first point of contact if you have any field issues and you should contact the CAPI Helpline if you have any technical issues.

## 26. How to Use AddInfo in ECS

### 26.1 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 ie 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 the Sampling Department at Kantar and are used by Sampling and Field to allocate and manage fieldwork.

### 26.2 How to access the AddInfo?

- In EReps 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 on the red button marked “x” in the top right.

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

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

Full name:	<i>ff_forname, ff_surname</i>
DoB:	<i>ff_birthd, ff_birthm, ff_birthy</i>
Telephone numbers (respondent):	<i>ff_rhland, ff_rphmob, ff_rphwrk, ff_homephon</i>
Telephone numbers (contact person):	<i>cttel, ff_ctte2</i>
Telephone numbers (movers):	<i>NewAddress2_Telephone, NewAddress3_Telephone, NewAddress4_Telephone,</i>
Useful information for re-contact:	<i>ff_saadinf</i>
Date of individual interview at previous wave:	<i>ff_intdate</i>
Username and password for WEB interviews:	<i>UserName, Password</i>

## 26.4 Complete list of all AddInfo data

Variable	Description	Values	Populated for new entrants before interview	Updated during interview	Processed when generating split household
HHSerial		digits 1-4 = sample point; digits 5-6 = incremental HH ID within that point;	Yes	No	blanked out
IndivSerial		digits 1-4 = sample point; digits 5-6 = 2 digit TNS HH ID (digits 5-6 of HHSerial); digits 7-8 = incremental Individual ID within that household;	Yes	No	blanked out
Screen		00 for household, 01-16 for household individuals, 17+ for each rejoiner in the rejoiner file	Yes	No	updated / recalculated
ff_tel	Telephone interview at this wave (applies BHPS sample only):	1 = telephone interview 0 = Otherwise	No	Yes	copied
ff_nonprod	Non-productive household at preceding wave:	1 = household refusal 2 = household non-contact 3 = no interview due to age/ill-health 4 = untraced split-off household 5 = untraced (unknown address) 6 = other non-productive 7 = other "dormant" household	No	No	copied

		8 = untraced/dormant with email address			
Field_Regi on_2		values: 1 to 6	No	No	blan ked out
ADMIN_H HOLD		values: 1 = Original; HH; 2 = split household	No	No	n/a
ff_sid	Survey Identifier	Survey Identifier Digits 1-5 of HID	No	No	copied
ff_newhid	Current wave HID;	Current wave HID; digits 1-2 = wave number; digit 3 = stage (0 for IP; 1 for DR; 2 for Main); Digits 4-5 = month of issue (when originally issued) but for the DR this will be 01 for all cases; Digits 6-10 = incremental unique ID within wave; Digit 11 = original household (issued in this wave) or a split household created during (or immediately prior to) fieldwork. It's 0 for the original household, 1 for the first split, 2 for the 2nd split etc.; Digit 12 = check digit	Yes	No	copied
ff_EMBoos tLW	From EM Boost sample	1 = EM boost 0 = Otherwise	No	No	copied
ff_GPCom pareLW	From General Population comparison sample:	1 = GP comparison sample 0 = Otherwise	No	No	copied
ff_EMBoos t	EM Boost sample:	1 = EM boost: 0 = Otherwise	No	No	copied

ff_hhgrid_mode_dv	Hhold grid mode type:	1 = CAPI 2 = CATI 3 = CAWI 4 = Unproductive	No	No	copied
ff_GPCompare	General Population comparison sample:	1 = GP comparison sample 0 = Otherwise	No	No	copied
ff_address1	Address Line1		No	Yes	updated
ff_address2	Address Line 2		No	Yes	updated
ff_address3	Address Line 3		No	Yes	updated
ff_address4	Address Line 4		No	Yes	updated
ff_address5	Address Line 5		No	Yes	updated
ff_postcode	PostCode		No	Yes	updated
ff_country	Previous wave Region of residence:	1 = England 2 = Wales 3 = Scotland 4 = Northern Ireland	No	No	copied
ff_homephone	Home Telephone Number		No	Yes	updated
ff_all_moved	If all members of the household since previous interview have moved:	1 = To known address 2 = To unknown address 3 = Out of scope 4 = Deceased	No	No	blanked out
ff_suspsplit	Suspected split-off mover:	1 = Yes 0 = Otherwise	No	No	blanked out
ff_useother	Other useful info		No	No	copied

ff_saadinf	Useful information for re-contact		No	No	copied
ff_forname	First Name		No	Yes	copied
ff_surname	Surname (Family Name)		No	Yes	copied
ff_sex	Sex		No	No	copied
ff_birthd	Day of birth		No	No	copied
ff_birthm	Month of birth		No	No	copied
ff_birthy	Year of birth		No	No	copied
ff_intdate	Date of individual interview at previous wave	Date of individual interview at previous wave	No	No	n/a
ff_HHComment					
ff_IndivComment					
ff_potrejoiner	Potential rejoinder flag:	1 = Yes 2 = Yes, and in an untraced but fed forward split-off household 0 = Otherwise	No	No	copied
ff_LDA	LDA ethnic minority respondent:	1 = LDA ethnic minority respondent 0 = Otherwise	No	No	copied
ff_idateiv	Day of week, date and time of day when the individual was interviewed at previous wave		No	No	copied

ff_ivlowlw	Individual Interview Outcome at preceding wave:	1 = individual interview (inc. tel.) 2 = proxy interview 3 = adult not interviewed 4 = youth interview 5 = youth not interviewed 6 = child	No	No	copied
ff_everint	Ever full individual interview (inc. tel.):	1 = Interviewed previously 2 = Never interviewed	No	No	copied
ff_lingua	Language individual needs translation in	same coding frame as ff_ivintleng	No	No	copied
ff_conlang	Individuals contact language	0 = English 1 = Arabic 2 = Bengali 3 = Cantonese 4 = Gujarati 5 = Punjabi: Gurmukhi 6 = Punjabi: Urdu 7 = Somali 8 = Urdu 9 = Welsh 10 = Polish 11 = Portuguese 12 = Turkish	No	No	copied
ff_rhland	Home landline number		No	No	n/a
ff_rphmob	Personal mobile phone number		No	No	n/a
ff_rphwrk	Work phone number		No	No	n/a
ff_remail	Email address		No	No	n/a

ff_ctname	Name of contact person		No	No	n/a
ff_ctrel	Relationship to respondent:	1 = Mother / Father 2 = Son / Daughter 3 = Brother / Sister 4 = Aunt / Uncle 5 = Grandparent 6 = Other Relative 7 = Friend / Work Colleague 8 = Someone else	No	No	n/a
ff_ctadd1	Address line 1		No	No	n/a
ff_ctadd2	Address line 2		No	No	n/a
ff_ctadd3	Address line 3		No	No	n/a
ff_ctadd4	Address Line 4		No	No	n/a
ff_ctadd5	Address Line 5		No	No	n/a
ff_ctpcode	Postcode		No	No	n/a
ff_cttel1	Telephone number		No	No	n/a
ff_cttel2	Alternative telephone number		No	No	n/a
ff_ctemail	Email address		No	No	n/a
ff_exclude	Part of the household, but not to be contacted:	1 = Deceased (for confirmation – see above) 2 = Refuses to participate 3 = Too old / infirm 4 = Other no contact Blank otherwise	No	No	copied
ff_marstat	Legal Marital Status at previous interview:	1 = Single, never married or never in a Civil Partnership 2 = Married 3 = Legally recognised Civil	No	No	copied

		Partnership 4 = Separated, but legally married 5 = Divorced 6 = Widowed 7 = Separated from Civil Partner 8 = Former Civil Partnership (legally dissolved) 9 = Surviving Civil Partner			
ff_r01 to ff_r016	Relationship codes (as per household grid) at previous household enumeration:	0 = Self 1 = Husband/Wife 2 = Partner/Cohabitee 3 = Civil Partner 4 = Natural son/daughter 5 = Adopted son/daughter 6 = Foster child 7 = Stepson/stepdaughter 8 = Son-in-law/daughter-in-law 9 = Natural Parent 10 = Adoptive parent 11 = Foster parent 12 = Step-parent 13 = Parent-in-law 14 = Natural brother/sister 15 = Half-brother/sister 16 = Step-brother/sister 17 = Adopted brother/sister 18 = Foster brother/sister 19 = Brother/sister-in-law 20 = Grand-child 21 = Grand-parent 22 = Cousin 23 = Aunt/Uncle 24 = Niece/Nephew 25 = Other relative 26 = Employee 27 = Employer 28 = Lodger/Boarder/Tenant	No	No	blanked out

		29 = Landlord/Landlady 30 = Other non-relative			
ff_ppid	Partner PID	Computed if cohabiting with partner at previous interview	No	No	copied
ff_absent	Absent at previous interview:	1 = At boarding school 2 = In halls of residence 3 = In an institution	No	No	copied
ff_ivlowl01- ff_ivlowl05	Participation in previous waves. ff_ivlowl01 for wave 1, ff_ivlowl02 for wave 2, etc. (uses the same coding frame as ff_ivlowl)	For waves 1-5. Blank for waves 6+ and waves prior to wave 1	No	No	copied
ff_brfedlw	Flag indicating whether child was breastfed at the last wave the biological mother was interviewed	1 = Breastfed previous wave Blank otherwise	No	No	copied
ff_pid	PID;	Digits 1-11 = digits 1-11 from HID; Digits 12-13 = the person number of that person from the first wave they are enumerated in; Digit 14 = check digit	No	Yes - if new joiner	copied
ff_hholdcontact	Principal household contact		No	No	blanked out

ff_hhcphone1	Principal contact landline		No	No	blanked out
ff_hhcphone2	Principal contact mobile		No	No	blanked out
ff_jbsemp	Employment type at previous interview:	1=Employee 2=Self-employed	No	No	n/a
ff_jbstat	Employment Status at previous interview:	1 = Self employed 2 = In paid employment 3 = Unemployed 4 = Retired 5 = On maternity leave 6 = Looking after family or home 7 = Full-time student 8 =Long term sick or disabled 9 = On a government training scheme 10 = Unpaid worker in a family business 11 = Working in an apprenticeship 97 = Doing something else	No	No	n/a
ff_xsoc2000	Four digit SOC code		No	No	n/a
ff_jbsic07	Industry description	(verbatim)	No	No	n/a
ff_sic2007	Five digit SIC code	Five digit SIC code	No	No	n/a
ff_jbmngr	Managerial duties (employees):	1 = A manager 2 = A Foreman/supervisor 3 = Not a manager or supervisor	No	No	n/a
ff_jbsize	Number of people at workplace	1 = 1 – 2 2 = 3 – 9 3 = 10 – 24 4 = 25 – 49	No	No	n/a

	(employees):	5 = 50 – 99 6 = 100 – 199 7 = 200 – 499 8 = 500 – 999 9 = 1000 or more 10 = Don't know but fewer than 25 11 = Don't know but 25 or more			
ff_bentype 01 to ff_bentype 41	Non-employment income sources at previous wave:	1 = Mentioned 0 = Not mentioned	No	No	n/a
ff_soccont	Permission to use social network sites	Permission to use social network sites		No	n/a
ff_hlpreg	Whether pregnant at previous interview:	1 = Pregnant Blank, or zero, otherwise	No	No	n/a
ff_drive	Has driving licence at previous interview:	1 = Has licence 2 = No licence	No	No	n/a
ff_notuk	Flag for non-UK citizens:	1 = Not a UK citizen Blank otherwise	No	No	n/a
ff_newimm	Recent immigrant:	1 = Recent immigrant 0 = Otherwise	No	No	n/a
NewAddress2_1			No	Yes	blanked out
NewAddress2_2			No	Yes	blanked out
NewAddress2_3			No	Yes	blanked out
NewAddress2_4			No	Yes	blanked out

NewAddress2_5			No	Yes	blanked out
NewAddress2_Postcode			No	Yes	blanked out
NewAddress2_Telephone			No	Yes	blanked out
NewAddress3_1			No	Yes	blanked out
NewAddress3_2			No	Yes	blanked out
NewAddress3_3			No	Yes	blanked out
NewAddress3_4			No	Yes	blanked out
NewAddress3_5			No	Yes	blanked out
NewAddress3_Postcode			No	Yes	blanked out
NewAddress3_Telephone			No	Yes	blanked out
NewAddress4_1			No	Yes	blanked out
NewAddress4_2			No	Yes	blanked out
NewAddress4_3			No	Yes	blanked out
NewAddress4_4			No	Yes	blanked out
NewAddress4_5			No	Yes	blanked out
NewAddress4_Postcode			No	Yes	blanked out
NewAddress4_Telephone			No	Yes	blanked out

ff_hsbeds	Number of bedrooms at previous interview		No	No	blanked out
ff_hsrooms	Number of other rooms at previous interview		No	No	blanked out
ff_hshownd	Tenancy Status at previous interview:	1 = Owned outright 2 = Owned/being bought on mortgage 3 = Shared ownership(part owned/part rented) 4 = Rented 5 = Rent free 97 = other	No	No	blanked out
ff_sampst	Sample membership status:	1 = OSM 2 = PSM 3 = TSM	No	No	copied
Fresh		values: 1 or blank 1 = Fresh Sample blank = ISER sample	Yes	No	copied
ff_idate	Interview date for the household interview:		No	No	copied
ff_mail_flag	Advance letter code	1= Responding adult, CAPI 2 = Responding adult, web 3 = Non-resp adult in responding HH, CAPI 4 = Non-resp adult in responding HH, web 5 = Adult in refusal HH, CAPI 6 = Adult in other non resp HH, CAPI 7 = Adult in refusal HH, web 8 = Adult in other non resp HH, web 9 = Rising 16 in responding HH, CAPI		No	copied

		10 = Rising 16 in responding HH, web 11 = Rising 16 in refusal HH, CAPI 12 = Rising 16 in other non resp HH, CAPI 13 = Rising 16 in refusal HH, web 14 = Rising 16 in other non resp HH, web			
Month	months within wave	values: 1 to 24	Yes	No	copied
ff_dead	Notified deceased since last interview:	1 = Deceased since previous wave 2 = Otherwise	No	No	copied
ff_IEMB	IEMB sample:	1 = IEMB sample 0 = Otherwise		No	copied
ff_FBorn	Foreign born:	1 = Foreign born 0 = Otherwise		No	copied
ff_neww4	New entrant since W4:	1 = New entrant since W4 (excluding rising 16s since W4) 0 = Not a new entrant since W4 (i.e., any responding adult at W4 or earlier, or rising 16 year old since W4 including at W7)		No	copied
ff_npdconsent	National Pupil Database consent:	0 = no consent information (e.g., never asked consents) 1 = consent revoked 2 = consent rejected more than once 3 = consent rejected only once 4 = consent given, form is present and valid 5 = consent given, either form is not present or present but not valid		No	copied

ff_yr2uk4	Year came to Britain.	Listed as 4 digit year		No	copied
ff_schsta	Type of school child attended (state or private)	Type of school child attended (state or private)		No	copied
ff_schnam ecpt	Name of private school attended			No	copied
ff_schcode st	"Internal" school code			No	copied
ff_schtown cpt	Town of private school attended			No	copied
ff_consent ben	Benefit records consent	0 = no consent information (e.g., never asked consents) 1 = consent revoked 2 = consent rejected more than once 3 = consent rejected once only 4 = consent given, form is present and valid 5 = consent given, either form is not present or present but not valid		No	copied
ff_issue_m ode	Allocated interview mode:	1 = CAPI first 2 = Web first 3 = Web only		No	copied
Tranche		Values 1 - 100	Yes	No	No
ff_ivlowlw06- ff_ivlowlw0n	Participation in previous waves. ff_ivlowlw01 for wave 1,	For waves 1-n. Blank for waves 6+ and waves prior to wave 1	No	No	copied

	ff_ivlowlw02 for wave 2, etc. (uses the same coding frame as ff_ivlowlw)				
ff_pris	Absent in prison at previous interview	1 = Absent at prison 0 = Otherwise			copied
ff_schnamecst	Name of state school attended				copied
ff_email_flag	Advance email code	1 = Responding adult 2 = Non-resp adult in responding HH 3 = Rising 16 in responding HH 5 = Adult in refusal HH 6 = Rising 16 in refusal HH 8 = Adult in other non resp HH 9 = Rising 16 in other non resp HH			copied
ff_consent_hmrc	Flag to ask HMRC record linkage consent	0 = Do not ask (those who consented at W5/ have revoked consent since W5) 1 = Ask HMRC record linkage Blank otherwise			copied
ff_plbornnc	Country of birth of respondent				
ff_pacob	Father's country of birth				
ff_macob	Mother's country of birth				

ff_pgprob	Paternal grandfather's country of birth				
ff_pgmrob	Paternal grandmother's country of birth				
ff_mgprob	Maternal grandfather's country of birth				
ff_mgmrob	Maternal grandmother's country of birth				
ff_oprlg	Belongs to a religion	1 = Religion 2 = No religion			
ff_oprlg0	Religion brought up in:	1 = No religion 2 = Church of England/Anglican 3 = Roman Catholic 4 = Church of Scotland 5 = Free Church or Free Presbyterian Church of Scotland 6 = Episcopalian 7 = Methodist 8 = Baptist 9 = Congregational/United Reform/URC 17 = The Church of Wales 10 = Other Christian 11 = Christian (no denomination specified) 12 = Muslim/Islam 13 = Hindu 14 = Jewish 15 = Sikh 16 = Buddhist 97 = Other			

ff_oprlg1	Religious affiliation	As for ff_oprlg0 excluding code 0			
ff_oprlg0ni	Religion brought up in: NI	1 = Catholic 2 = Presbyterian 3 = Church of Ireland 4 = Methodist 5 = Baptist 6 = Free Presbyterian 7 = Brethren 8 = Protestant - not specified 9 = Other Christian 10 = Buddhist 11 = Hindu 12 = Jewish 13 = Muslim 14 = Sikh 96 = No Religion 97 = Any other religion			
ff_nirel	Religion: NI	As for ff_oprlg0ni excluding code 96			
ff_kidlang	Language spoken at home when a child. From wave 2 interview (blank if not interviewed ).	1 = English 2 = Welsh 3 = Gaelic 4 = French 5 = German 6 = Italian 7 = Polish 8 = Spanish 9 = Arabic 10 = Bengali 11 = Gujarati 12 = Punjabi 13 = Urdu 14 = Somali 15 = Cantonese 16 = Hindi 17 = Sylheti 18 = Mandarin 97 = Other			

UserName	Username for CAWI interview	8 characters. 2 numbers for the Wave followed by 6 lowercase alphas, no 'l' or 'I'	No		created
Password	Password for CAWI interview	6 alpha characters – all lowercase, no 'l' or 'I'	No		created

## 27. Top Tips for new interviewers

The following list has been collated from comments and suggestions made by other interviewers working on *Understanding Society*:

### **Be organised**

It's very important to be organised (things like ordering your addresses based on how you are going to visit them) – spending a bit more time getting organised at home will save you time once you're out visiting the addresses.

Keep your documents organised by wave.

Always look at any notes and additional info – it helps prepare you e.g., time and day the interview was done last time and whether a household all did their interviews on one day.

If you are given information by the office (e.g. the household has moved to a new address; a respondent is asking for you to call and make an appointment; a respondent's partner has died since the last visit), please make a note of it on the relevant Sample Information Sheet and action it as soon possible.

Before leaving home, always check the latest CAWI progress info for the households that you intend to visit that day. Even if some the respondents have completed online, you will still need to check which elements have been downloaded and if there are any outstanding respondents that will need to be chased or completed face to face.

Identify the person who will help you organise the HH to take part (often wife/mother). Do ask to speak to someone who took part – not someone who refused or was interviewed by proxy.

Use Streetmap/Google Maps to find the location of addresses – this is especially important when visiting rural areas.

For larger HHs, spreading interviewing over more than one visit can make it seem shorter for them (and easier for you).

You won't be able to do lots of interviews in one day.

Don't expect to do any interviewing on the first day – use it to make phone calls or go round your addresses and suss them out - make appointments where possible.

Good idea to do these first visits in daylight – particularly in rural areas where it might make it easier to find the addresses.

If you have visited the household in previous waves, you should phone for an appointment before visiting the household in person – this is also the case when dealing with addresses in remote rural areas – don't run up unnecessary mileage.

Write out or print your contact details onto sticky labels to add to the appointment cards – make sure that your name is legible and it would be a good idea to leave you must leave your mobile number, if you are happy to do this, so that respondents can call you to make an appointment, or reschedule it.

### **Be patient and flexible**

Step back a bit at the door – give them space.

Many respondents react better if you give them options rather than trying to fit them in to your schedule.

Be prepared to make lots of visits/phone calls.

Be honest about how long it's going to take.

Don't expect each interview to be the same as the last one – they are highly variable.

### **Be prepared**

Where applicable, know the make-up of a household before knocking on the door. Know before you knock on the door who has taken part last year.

Have a stock answer for someone saying "Nothing has changed" e.g. "that's great, that's exactly the sort of thing we want to find out" and "interview is only an hour a year".

Read up about the study before you start – then be enthusiastic about it

Look at ages of people in the household – helps gauge when might be a good time to catch them at home. Also look at ages of children – don't visit in the evening if there are very young children, or around 3pm (school run time) if there are school age children.

Be confident in yourself – you may be a new interviewer to this respondent but if you're confident "I'm your interviewer now" then it won't be a problem.

**Do**

Put a card through the door - some people will phone you back.

Make a real point of showing them your ID, even if they don't seem concerned.

Assume they are going to take part (makes it harder to say no)

Do your best to collect stable contact details (or check they are correct) as this will help with chasing in the future.

Make sure to leave plenty of time between appointments, and don't try to get people to take part when they don't really have time – you won't be able to do it in a rush – make an appointment to go back instead.

Know when to back off

Try to interview people on their own –it's fine to ask people to do this (even with 16/17 year olds) but you have to accept it if they say no.

Always take time over the grid – don't rush through it – particularly the question about any new household members – it is very difficult to rectify mistakes.

Keep it light and friendly – this is a fun thing to be involved in.

Show interest in the family and tell them how important they are

Be shocked and upset if people say they don't want to take part: "But you've been doing it for so long!"

During the interview let them know what you're doing if there are pauses e.g., "Now we've finished the household interview I'm just opening up your individual interview"

Explain pauses by saying that you're ensuring their answers are saved successfully.

Give the respondents a case study laminate or the A4 Insights report to read during pauses.

Ask people how long they've been doing the study – actually a really positive thing if you can say "I think it's great you're so dedicated" etc.

As you leave, thank them and compliment them again on their contribution – end the interview on a positive note in preparation for next year.

**Don't**

Don't make an issue if there has been a change of agency / interviewer since the last wave.

Don't book appointments too close to each other.

Don't overbook yourself as you may need to rearrange appointments

Don't distract the respondent while they are doing the self-completion – use that time for completing thank you leaflets etc.

Even if you think that you have developed a rapport with a respondent, don't ever comment on their responses – either positively or negatively. You are only there to collect information.

## **27.1 Common queries and objections**

The following are examples of common reasons respondents give for not taking in part in studies such as *Understanding Society*. Underneath each reason is a possible response that you can give:

**“I don't have time to do the survey”**

I can come back at a time that suits you. Can I make an appointment at a more suitable time?

**“What difference is it going to make?”**

The study covers important subjects such as your health, your opinions, your family and your job. The information collected can inform Government policy and is used by academics, policy-makers and researchers working for charities and the voluntary sector in this country and abroad.

Also show the newspaper headlines and direct the person to [www.understandingsociety.ac.uk/participants](http://www.understandingsociety.ac.uk/participants) for further examples

**“I never take part in market research!”**

This is not market but social research. This study is being done on behalf of the University of Essex. The information collected can inform Government policy and is used by academics, policy-makers and researchers working for charities and the voluntary sector in this country and abroad.

Also show the newspaper headlines and direct the person to [www.understandingsociety.ac.uk/participants](http://www.understandingsociety.ac.uk/participants) for further examples

**“I can never get everyone together at the same time”**

The household does not have to be done at the same time. You can make appointments to suit their availability where appropriate.

**“Questions are too personal”**

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

**“I'm too busy with work”**

This is the most important group in the study, because of the numbers of people that are retired, unemployed or looking after the home or family, we need all the information that only full-time workers can give us to have an accurate view of working life in Britain

**“I'm not interested in the subject of the survey”**

The study covers wide range of topics such as your health, politics, your opinions, life satisfaction, your family background and your job. Taking part gives you a chance to tell me about your life story.

**“What is the point for someone my age – I'm too old for these things!”**

Everybody's opinions count – we are interested in hearing about your ideas and experiences.

**“I'm worried about the confidentiality of my answers”**

We are governed by the Data Protection Act, we guarantee that no information you give can be linked back to you. Only specific people have access to the computer with your details. The files are encrypted and protected by high-level security. Your personal details are never put onto CDs or sent through the post. Results using the information will be in the form of percentages in tables, so individuals or households will never be identified.

**“Nothing has changed in my life”**

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

**“I've done my share”**

By taking part this year they are making the information even more valuable because we can measure how things change over time.

Without them the study would be less representative – they cannot be replaced with anyone else.

They are one of only a small number of addresses/households selected for the study in their area (postcode sector).

### **Data confidentiality**

As with all Kantar and NatCen studies, the information collected from respondents by interviewers on *Understanding Society* is treated with the strictest confidence and in accordance with the Data Protection Act 1998. Respondents' personal details and any information they give us are kept confidential. Information provided will only be used for the purposes of the research and will not be passed on to people outside the research team. The reporting of the findings will never be in a form that can reveal their identity or link any piece of information back to them.

The laptops used by interviewers are encrypted so all the information stored in them is protected and cannot be accessed by anyone other than the password holder.

Respondent information is saved in a dataset which also includes all the data collected by interviewers. The dataset is stored in a secure file at the University of Essex, which only specific members of the project team have access to.

### **Who are the research team?**

For *Understanding Society*, ISER are the principle investigators and Kantar is contracted to carry out the fieldwork and data processing with NatCen being sub-contracted by Kantar. ISER are the owners of the sample so the master dataset is stored in their facilities. Sample details are maintained by ISER and passed onto Kantar prior to each month of fieldwork. Respondents are instructed in the survey literature to contact ISER with name/address changes or have questions about data linkage etc. However we are still committed to the assurances we give to respondents and expect you to comply by Kantar standards of respondent confidentiality (in accordance with our ISO 27001 procedures) when you collect personal information and samples from respondents on our behalf. ISER is also certified to the ISO 27001 standard, and so the respondent's data will be secure throughout the survey process.

## 28. Benefits' details

List of benefits that appear in Benefits Module with explanations:

Question name and Benefit name	Further details on the benefit
BenPen NI Pension/ State Retirement Pension	<p>A National Insurance (NI) or State Retirement Pension is the normal State Pension for men and women who reach state pension age and have paid National Insurance (NI) contributions at the standard rate, and for widows/widowers on their late partner's contributions. Most employers take NI contributions out of the employee's wages. Those who are self-employed are responsible for paying their own NI contributions.</p> <p>For married couples, you should try to get the separate amount paid for the respondent rather than any joint amount. If the respondent is unable to separate it, show the whole amount received and record it as received jointly.</p> <p>If the wife is aged under 60, she may not receive a state pension in her own right. Be sure to query whether she receives any in her own right, otherwise any NI pension income would be solely the husband's.</p> <p>Retirement Pensions may have an earnings-related supplement. This is normally paid on the same order book and should be included in the amount recorded.</p> <p>Persons who receive a National Insurance (NI) or State Retirement Pension may also get Pension Credit.</p> <p>Note. The majority of pensioners you interview will be getting this pension.</p>
BenPen  Occupational Pensions from previous employers	<p>An occupational pension scheme is an arrangement an employer makes to give their employees a pension when they retire.</p> <p>Occupational pensions are also known as company pensions, workplace pensions or superannuation schemes.</p> <p>Include all employer's pensions, including retirement pensions, pensions paid for early retirement, and pensions paid before retirement (i.e., a respondent may still be</p>

	working for an employer but has become entitled to receive payments).
BenPen  Pension from a spouse's previous employer	<p>A pension from a spouse's previous employer may be received in respect of a deceased spouse.</p> <p>Check that any amount recorded is net of tax and other deductions.</p> <p>Do not include pensions from a Trade Union or Friendly Society unless the pension is received as a direct result of the spouse's employment by them.</p>
BenPen  Widow's Pension/War Widow's Pension	<p>Widow's Pension is a weekly benefit for women aged 45-65 (or 40-65 if widowed before 11 April 1988), paid when their husband dies or when their Widowed Mother's Allowance ends.</p> <p>From April 2001, it was replaced by Bereavement Allowance although existing claimants continue to receive it.</p> <p>War Widow's/Widower's Pension is payable to widows/widowers and children of someone killed in the Armed Forces or who died as a result of injury sustained in the Armed Forces.</p> <p>Do not include Widow's Benefit, Widow's Payment, or Bereavement Payment as these are single lump sum payments.</p>
BenPen  Widowed Mother's Allowance/Widowed Parent's Allowance/Bereavement Allowance	<p>Widowed Parent's Allowance, formerly known as Widowed Mother's Allowance, is a weekly benefit plus an allowance for each dependent child for whom the parent gets Child Benefit. The child(ren) must be child(ren) of the widow/widower and their late husband/wife.</p> <p>Bereavement Allowance is paid to widows/widowers who are widowed when aged 45 and over, with no dependent children. The benefit is time-limited and paid for one year only.</p> <p>Do not include Widow's Benefit, Widow's Payment, or Bereavement Payment as these are single lump sum payments.</p>
BenPen	Pension Credit is a means-tested benefit paid to pensioners which they have to apply for. Qualification is dependent on

Pension Credit	<p>income and assets. Pension Credit replaced Minimum Income Guarantee (MIG) in October 2003.</p> <p>There are two main elements:  The Guarantee Credit is the minimum amount a pensioner can be expected to live on. There will be additional amounts for owner occupiers' housing costs, for disability and for caring responsibilities.  The Saving Credit is available only to pensioners aged 65 and over and aims to reward those who have made provision for their retirement over and above the state pension.  From October 2014, Pension Credit is amended to include help with eligible rent and dependent children.</p>
BenDis/BenEsa  Employment and Support Allowance	<p>Employment and Support Allowance (ESA) is a means-tested benefit that replaced Incapacity Benefit and Income Support (paid on incapacity grounds) from October 2008. ESA claimants receive a 'Main Phase' payment along with either a 'work related activity' or 'support' component depending on how the claimant's condition affects their ability to work. Severe Disability/Enhanced Disability/Carer/Pensioner and Higher Pensioner premiums are available.</p> <p>Anyone receiving Incapacity Benefit or Income Support (paid on incapacity grounds) at the change-over date could continue to receive those benefits, so long as they continue to satisfy the entitlement conditions, however existing recipients are gradually being shifted to Employment and Support Allowance.</p>
BenDis  Severe Disablement Allowance	<p>Severe Disablement Allowance is for people of working age who have not been able to work for at least 28 weeks but who do not qualify for Incapacity Benefit. Married women unable to perform household work may also receive it.</p> <p>Be careful that the respondent does not confuse Severe Disablement Allowance with Incapacity Benefit or Severe Disability Premiums within income-related benefits.</p>
BenDis  Industrial Injury	<p>Industrial Injury Disablement Benefit is a variable amount paid to employees disabled through either a work accident</p>

Disablement Benefit	or an industrial disease. The amount is dependent on the degree of disablement.
BenDis  Disability Living Allowance	<p>Persons under 65 can claim for Disability Living Allowance (DLA) if they need help with personal care and/or getting around. Once an initial claim is made, there is no upper age limit.</p> <p>There are two components: The Care Component covers things like washing, dressing, using the toilet, cooking a main meal. It is paid at one of three rates.</p> <p>Since April 1992, this benefit has replaced Attendance Allowance for people aged between 5 and 66 (although many people will continue to call the allowances by their old names). In addition, some people not previously entitled to Attendance Allowance will receive this benefit. Those aged 66 at the transition continued to receive Attendance Allowance.</p> <p>The Mobility Component is paid for persons who are unable, or virtually unable, to walk. It is paid at the higher or lower rate. This benefit replaced Mobility Allowance.</p> <p>When the person is under 16, the allowance will normally be paid to the person responsible for them. In such cases, it should be recorded as income on the questionnaire for the responsible adult for the child. Where someone is 16 or over, this should be recorded on the person's own questionnaire.</p> <p>People can get Disability Living Allowance even if no one is actually providing them with care.</p> <p>Note. There is no automatic migration from Disability Living Allowance to Personal Independence Payments but from October 2013, new claims for Disability Living Allowance will only be accepted for those aged under 16 and changes to existing claims will only be accepted for those aged under 16 or over 65.</p>
BenDis  Personal Independence Payments	From April 2013, Personal Independence Payment (PIP) replaces Disability Living Allowance (DLA) for eligible people aged 16 to 64 with a long-term health condition or disability.

	<p>There is no automatic migration from Disability Living Allowance (DLA) to Personal Independence Payments (PIP) but existing DLA recipients aged 16 to 64 are invited to claim PIP.</p> <p>Once an initial claim is made, there is no upper age limit. People aged 65+ who already receive Disability Living Allowance will continue to do so.</p> <p>There are two components:</p> <p>The Daily Living Component covers activities including eating and drinking, washing and dressing, using the toilet, communicating and understanding, managing medication or therapy, engaging with people and making budgeting decisions. It is paid at a standard or enhanced rate.</p> <p>The Mobility Component covers planning and following journeys and moving around. It is paid at a standard or enhanced rate.</p>
BenDis  Attendance Allowance	<p>Attendance Allowance is paid to people aged 65 or over who live at home and need high levels of care because of severe disability. There are two rates: a lower rate for attendance during either day or night, and a higher rate for attendance during both day and night.</p> <p>Include Constant Attendance Allowance.</p> <p>People can get Attendance Allowance even if no one is actually providing them with care.</p>
BenDis  Carer's Allowance	<p>Carer's Allowance, formerly known as Invalid Care Allowance, is a weekly-paid benefit for people of working age who give up working to look after a severely disabled person who receives either Attendance Allowance or Disability Living Allowance.</p> <p>It has two components: the Allowance itself and the Adult Dependent addition.</p>
BenPen  War Disablement Pension	<p>War Disablement Pension/Armed Forces Compensation Scheme is payable to members of the armed forces disabled in the 1914-18 war or after 2nd September 1939. Merchant seamen and civilians disabled in the Second World War are also eligible. The amount paid varies according to an individual's rank and the extent of the disability.</p>
BenDis  Incapacity Benefit	<p>Incapacity Benefit (IB) is paid to people who have been medically assessed as incapable of working, conditional on having paid enough National Insurance (NI) contributions.</p>

	<p>There are three basic rates, depending on the period of the claim, age of the individuals and severity of incapacity.</p> <p>It replaced NI Sickness Benefit and Invalidity Benefit in April 1995. If a respondent reports receiving NI Sickness Benefit and/or Invalidity Benefit, code as Incapacity Benefit and record total amount received in grid.</p> <p>Note. From October 2008, Incapacity Benefit is replaced by Employment and Support Allowance (ESA).</p>
<p>BenBase</p> <p>Income Support</p>	<p>Income Support (IS), formerly known as Supplementary Benefit or Social Security Benefit, is payable to persons with no income or a low income but working less than 16 hours a week and have not signed on as unemployed. The rate is assessed on the grounds of age and marital status, with a flat-rate premium for children and special premiums for people such as lone parents, people with disabilities and pensioners.</p> <p>Income Support is often paid along with other benefits or earnings from part-time work as a supplement. You should try, wherever possible, to record the amount of Income Support separately, even in the case where it is paid with Job Seeker's Allowance or with a state pension. The specific amount paid as Income Support will usually be shown on the cover of the Benefit Order Book.</p> <p>Do not include any maintenance payments from a former or separated spouse or for child support which are paid through the DWP or other government agencies.</p> <p>Note. From October 2013, Income Support is replaced by Universal Credit, however some respondents will continue to receive Income Support until the transition is complete.</p>
<p>BenBase</p> <p>Job Seeker's Allowance</p>	<p>Job Seeker's Allowance (JSA) replaced Unemployment Benefit and Income Support for Unemployed People in October 1996. Those receiving JSA must be out of work or working less than 16 hours a week, actively seeking work and have a current Job Seeker's agreement with the DWP. Not eligible for JSA: Full-time students, those on temporary release from prison and those receiving maternity allowance or statutory maternity pay.</p>

	<p>There are two types of JSA - Contribution-based and Income-based.</p> <p>The Contribution-based component is paid in the first 26 weeks of unemployment and is dependent on the amount of National Insurance (NI) contributions paid in the past. The Income-based component is paid after 26 weeks of unemployment and a means-tested benefit (i.e., dependent on income and savings).</p> <p>Note. From October 2013, income-based JSA is replaced by Universal Credit, though those receiving this type of JSA at that time may continue to receive it until they are transferred to UC.</p> <p>There are fixed age-related allowances with extra allowances and premiums for those on income-based JSA.</p>
<p>BenBase</p> <p>Universal Credit</p>	<p>From October 2013 Universal Credit (UC) replaces Income Support, income-based Job Seeker's Allowance (JSA), income-related Employment Support Allowance (ESA), Housing Benefit, Child Tax Credit and Working Tax Credit.</p> <p>It can be payable to people who are not working, or who are in low-paid work and will top up their earnings. It is made up of a standard allowance and additional elements depending on the claimant's circumstances: Child Element; Disabled and Severely Disabled Child Additions; Childcare Element; Carer Element; Limited Capability for Work Element; and Housing Element.</p> <p>It will be calculated and delivered electronically and automatically adjusted each month in line with earnings. Claimants will receive just one monthly payment, paid into a bank account in the same way as a monthly salary. Support with housing costs will go directly to the claimant as part of their monthly payment.</p> <p>The monthly Universal Credit payment covers everyone in a family who qualifies for support including</p> <ul style="list-style-type: none"> <li>a person claiming for themselves alone</li> <li>a person claiming for themselves and their child(ren)</li> <li>a couple making a joint claim for themselves</li> <li>a couple making a joint claim for themselves and their child(ren).</li> </ul>

	Children over 18 living with their parents or siblings can claim Universal Credit in their own right.
OthBen  Return to Work Credit	Return to Work Credit is a payment for people starting work of at least 16 hours a week and earning no more than £15,000 per year. It is payable for up to 52 weeks. Recipients will have been receiving an Incapacity Benefit (including Statutory Sick Pay) for 13 weeks immediately prior to starting work.
BenBase  Child Benefit	Child Benefit is a payment for those who are responsible for a child under 16 or aged 16-19 and still in full-time further (but not higher) education. A higher rate is paid for the only/elder/eldest child and a lower rate for each subsequent child.  It is normally paid to the mother (unless there is none in the household) and should be shown as her income. Where it is paid into a joint bank account, the names of both account holders will be on the benefit order book but this should still be recorded as the mother's income.  Child Benefit (Lone Parent) was withdrawn in July 1998, however single parents responsible for children continuously since July 1998 may continue to receive this. Note. From January 2013, certain higher income families are no longer eligible to receive Child Benefit.
BenCTC  Child Tax Credit	Child Tax Credit (CTC) is a means-tested payment to those with at least one dependent child. It is paid to the person responsible for the care of the child(ren), so can be received by one person only in the household. If the respondent qualifies for the childcare element of Working Tax Credit, this will always be paid with the Child Tax Credit, even if the respondent is not themselves in receipt of Working Tax Credit.  In 2013 Universal Credit was introduced to replace six benefits including Child Tax Credit. The process of transferring claimants from Child Tax Credit to Universal Credit is scheduled to take until 2017, therefore respondents may still be receiving Child Tax Credit.
OthBen  Working Tax Credit	Working Tax Credit (WTC) replaced Working Families Tax Credit and Disabled Person's Tax Credit in April 2003. It is paid to families with at least one dependent child or those with a disability who are working. In some cases, it can be

	<p>paid alongside Job Seeker's Allowance (JSA) or Income Support for those not working. If the respondent qualifies for the childcare element of Working Tax Credit, this will always be paid with the Child Tax Credit, even if the respondent is not themselves in receipt of Working Tax Credit.</p> <p>It is paid either as a tax credit through the respondent's pay check or as a direct benefit. It can also be paid as a lump sum covering a period of 26 weeks in some cases.</p> <p>Please note: Where a married or cohabiting couple are receiving Working Tax Credit, they apply for the tax credit jointly but cannot be receiving it jointly. They will have had to say which couple member was to receive the benefit or tax credit.</p> <p>In 2013 Universal Credit was introduced to replace six benefits including Working Tax Credit. The process of transferring claimants from Working Tax Credit to Universal Credit is scheduled to take until 2017, therefore respondents may still be receiving this benefit.</p>
OthBen Disabled Person's Tax Credit	<p>This was replaced by Working Tax Credit from April 2003. It is paid to people with disabilities either in work or seeking work who are aged under 66. Any respondent claiming this should be coded as receiving the Working Tax Credit.</p> <p>In 2013, Universal Credit was introduced to replace six benefits including Working Tax Credit. The process of transferring claimants from Working Tax Credit to Universal Credit is scheduled to take until 2017, therefore respondents may still be receiving Working Tax Credit.</p>
OthBen Maternity Allowance	<p>Maternity Allowance is a benefit which applies only to women not eligible for Statutory Maternity Pay. Usually women receiving Maternity Allowance will be either self-employed or will have recently changed jobs.</p>
OthBen Housing Benefit /Rent Rebate (also known as 'Local Housing Allowance')	<p>Housing Benefit/Rent Rebate, also known as Local Housing Allowance (LHA), is a benefit paid to help with housing costs, paid either by the DWP or the Local Authority. Include here only if it is paid directly to the respondent. Where Housing Benefit is either deducted from the rent (council tenants) or paid directly to the landlord, details should be recorded in the Household Questionnaire.</p>

	<p>From October 2013, Housing Benefit and Rent Rebate will be replaced by Universal Credit, though anyone receiving Housing Benefit/Rent Rebate at that time may continue to receive it until they are transitioned onto Universal Credit.</p>
<p>OthBen</p> <p>Council Tax Benefit/ Council TaxReduction</p>	<p>Council Tax Reduction, formerly Council Tax Benefit, is administered by local councils. Recipients will receive this benefit in the form of a reduced council tax bill. This benefit is open to those on low incomes and may be dependent on the type of other benefits received. This can include reductions for being in receipt of other benefits but also discounts and exemptions under various circumstances including being a student, being a single person household, pensioners, or having someone in the household who is in receipt of social care.</p> <p>Obtain amount deducted and period covered. Do not include students who pay a reduced charge.</p> <p>For tenants in multi-occupied accommodation (e.g., bedsits), the landlord is usually liable for the tax and adds an amount to the rent. Here, the tenant will not be able to get the reduction.</p> <p>If respondent is unable to give details of benefit received, write details of amount he or she actually pays for Council Tax in a note. The amount deducted from the full charge (and the amount of that benefit) can then be calculated.</p>
<p>OthBen</p> <p>Other State Benefits, Allowance or Credit</p>	<p>For any other state benefits, allowances or credits, list each separately and record full details. Include Back to Work Bonus, Job Release Allowance, Lone Parent Work Search Premium, Lone Parent in Work Credit, Child Maintenance Bonus, Child Maintenance Premium and Transitional Payments – although some of them were replaced by other benefits. If any Transitional Payments are received, it is important to record which benefit it replaces or tops up. Include also Enterprise Allowance, Youth Training Scheme (YTS), Employment Training (ET) and New Deal Allowances.</p> <p>Do not include: Payments from the Social Fund (as these are loans) or other one-off payments from either DWP or local authority social services.</p>

<p>BenSta1</p> <p>Educational Grants</p>	<p>Include here as an Educational Grant any payment from any source (other than from family members) which is intended to cover the living expenses or fees over a period of time of someone in full- or part-time education, specifically so they may undertake that education.</p> <p>Educational grants and Scholarships may be provided by Local Authorities, the DfES, Research Councils, charities, prospective employers (e.g., companies or the Armed Forces), educational institutions, family trusts and a number of other bodies such as Trade Unions.</p> <p>Do not include:  Student Loans taken out by the respondent to cover their living expenses or fees  Top-Up Fee Bursaries as these are a type of interest free loan to be paid-back upon completion of a degree  One-off payments for specific items, such as extra travelling expenses, visits, equipment or individual prizes</p> <p>Grants are often paid in a lump sum at the beginning of a term or quarter to cover that term or a quarter. If a grant was paid for a term, record that as Other.</p>
<p>BenSta1</p> <p>Trade Unions/Friendly Societies</p>	<p>Please include all payments from Trade Unions or Friendly Societies, including Strike Pay.</p> <p>Please do not include Educational Grants or Sickness or Accident Insurance provided by Trade Unions or Friendly Societies.</p>
<p>BenSta1</p> <p>Child maintenance, alimony or separation allowance</p>	<p>Maintenance or Alimony can be received by men or non-married women. In most cases, such payments come direct but they may also come via a solicitor, a court or the DWP. If it is paid by the DWP, check it has not been included in any Income Support already mentioned. Code only if the respondent is actually receiving or has received the payment. Do not code if payments should have been made, e.g., through a court order, but have not actually been made. Record actual amounts received rather than what is supposed to be paid.</p>

	<p>Payments received for a child should only be recorded if that child is present in the household. If a respondent receives payment for the support of a child, code as respondent's sole income. But if they receive money which is to be passed on to the child itself, exclude from respondent's income.</p>
<p>BenSta1</p> <p>Regular payments from friends or relatives outside the household</p>	<p>Please include, for example, payments from a spouse working and living away from home, regular payments to parents from children outside the household and payments from parents to students, provided they are not members of the same household.</p> <p>Please do not include payments for 'keep' from family members living with the respondent.</p> <p>In any cases of doubt, the respondent should be asked to decide for him/herself whether or not a payment is to be classed as 'regular'.</p>
<p>BenSta1</p> <p>Rent from Boarders or Lodgers</p>	<p>Rent from accommodation let at respondent's address. However, do not include:</p> <ul style="list-style-type: none"> <li>Payments from boarders or lodgers who are part of the immediate family of the respondent</li> <li>Payments for 'keep' from family members</li> <li>Rent from property outside the respondent's accommodation.</li> </ul>
<p>OthBen</p> <p>Foster Allowance /Guardian Allowance</p>	<p>Any foster carer who is looking after a child may receive a Foster Allowance/Fostering Allowance from the local Authority. It is designed to cover the costs of caring for a foster child. Local authorities are allowed flexibility to decide their own systems of payment.</p> <p>A Guardian Allowance is a tax-free payment to individuals bringing up a child whose biological or adoptive parents have died or are otherwise unavailable for their rule (e.g., in prison, or detained in hospital). Recipients of Guardian Allowance must also receive Child Benefit.</p>
<p>OthBen</p> <p>In-Work Credit for Lone Parents</p>	<p>In-Work Credit for Lone Parents is paid on top of all tax credits and other benefits, for a 12 month period, to lone parents who have been on Income Support or Job Seeker's Allowance for at least a year and who enreducter work of at least 16 hours a week.</p>

	Note. This benefit is being scrapped when Universal Credit is introduced in 2013. Some respondents may continue to receive this until they are transferred to UC.
BenDis  Sickness and Accident Insurance	Sickness and Accident Insurance includes any payments to compensate for lost wages during time off work through sickness. It does not include one-off payments to meet specific expenses, such as medical fees or the cost of glasses or false teeth etc.
BenSta2  Other regular payment	For any other regular payment, in any case of doubt survey participants should be asked to decide for him/herself whether or not a payment is to be classed as 'regular'. Do not include any payments from investments, stocks and shares, bonds and other interest payments (e.g., building society and bank savings accounts).
Niserps  State Earnings Related Pension Scheme (SERPS)	The State Earnings Related Pension Scheme (SERPS), also known as the additional State Pension, ran from 1978 to 2002 when it was reformed by the State Second Pension. A person who was in employment may have paid into SERPS. It will not be received if the respondent 'contracted out' of the state scheme into a private pension scheme.

Common misconceptions/points of confusion related to state benefits<sup>1</sup>

## General problems

### Omission of benefits

Respondents are likely to omit a benefit if they receive one payment which covers multiple benefits. For example, Pension Credit is often omitted as it is paid alongside the respondent's State Pension.

### Confusion around individual and household benefits

Respondents may report benefits received by other household members as their own benefits because they deal with the household finances (misreported benefit) or may not report a benefit because they view it as a household benefit (omitted benefit). For example, a respondent who deals with the household finances may report that he receives Child Benefit even though it is received in his wife's name.

<sup>1</sup> Balarajan, M., and Collins, D. (2013). A review of questions asked about receipt of state benefits on the Family Resources Survey, DWP Working Paper 115.

## W10 Privacy Notice

## Privacy Notice

### Linking education records held by the Department for Education (DfE) to survey data held by the Economic and Social Research Council.

The DfE hold education details for those born since 1984 who attended school in England and those born since 2008 attending pre-school in England. For the purposes of the Data Protection Act, the DfE is the data controller.

The DfE will identify your/your child's education records and establish this link between these and your/your child's Understanding Society survey responses. During this process the DfE will be responsible for ensuring that the personal information used to link your answers to your education records (your name, address, sex, date of birth and school name, as applicable) handled during this process is handled fairly and in compliance with the Data Protection Act. Once a link has been established, the DfE will delete your/your child's personal details. They will not keep a copy of these personal details.

### How the information passed to DfE will be used

If you provide permission for your/your child's education records to be linked to your/your child's survey answers, the Institute for Social and Economic Research (ISER) at the University of Essex, acting for the Economic and Social Research Council (ESRC), will pass your/your child's personal details (such as full name, gender, date of birth, and full address) to the DfE. These are the minimum details necessary for the DfE to be able to identify the correct record on the National Pupil Database (NPD) and/or the Early Years Census (EYC) and/or Individualised Learner Record (ILR) so that this information can be linked to the Understanding Society survey information.

Your/your child's personal details (name, address, sex, date of birth and school name) will not be used for any other purpose and the DfE will delete all personal details passed to them as soon as they have linked the answers with the education records.

The education information from the NPD and/or EYC and/or ILR which is linked to the Understanding Society survey information will only be used for research and statistical purposes. All personal data will be treated in accordance with the Data Protection Act.

### How the information will be stored

All information will be securely stored and transferred via secure transfer systems.

### Withdrawing consent to link in education data

You may withdraw permission for your/your child's education data to be linked at any time, in which case no further links between your answers and their education records would be made. However, the education records that had already been linked in up to that date will be kept and used for research and statistical purposes only. If you wish to withdraw your permission, please contact the study at: FREEPOST RRXX-KEKJ-JGKS, Understanding Society, University of Essex, Wivenhoe Park, Colchester, CO4 3SQ.

Please ensure that in your notification you tell us if you are withdrawing consent for you or your child/ren and to state your or their name.

### Further information

If you would like to know more about the process of data linking or what will be done with the linked data, please see the Understanding Society website: [www.understandingsociety.ac.uk/participants](http://www.understandingsociety.ac.uk/participants). If you have any concerns about how your personal data is being stored, handled or used as part of this survey, please contact the study on Freephone 0800 252853 in the first instance.

**W10 Showcards – yellow**

## W10 Specific instructions

## *Understanding Society* Wave 10 Interviewer Instructions

Covering elements that are specific to Wave 10  
**TO BE USED IN CONJUNCTION WITH CORE  
INSTRUCTIONS**



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# 1. What's new, updated, changed for Wave 10?

*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. In order 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 Wave 10.

Unless described otherwise in these instructions all processes and procedures should follow those outlined in the core instructions.

If you are working on multiple waves, please ensure you use the correct documents and instructions for each specific wave.

## 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 are having technical difficulties, please contact the CAPI Helpline on

Kantar interviewers: ..... 0800 015 2103

NatCen interviewers: ..... 01277 690200

## 3. Kantar and NatCen consortium

A consortium has been developed with NatCen Social Research to deliver Waves 9 – 11. 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 for the face-to-face interviews. 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 Division of face-to-face fieldwork

All face-to-face fieldwork in England and Wales will be shared evenly between Kantar and NatCen. Kantar will be responsible for fieldwork in Scotland and, through Millward Brown's *Understanding Society* interviewer panel, in Northern Ireland.

## 4. Telephone interviews

NatCen's Telephone Unit will conduct **all** telephone (CATI) interviews. This includes CATI mop-up interviews used to improve the response rate towards the end of fieldwork and those carried out instead of face-to-face interviews among BHPS sample members who have expressed a preference for taking part in the survey by telephone.

Please notify your Regional Contact if you receive a Sample Information Sheet where Sample Type = Telephone.

# 5. Mixed-mode design

## 5.1 Mixed-mode design

The sample will be allocated according to a mixed-mode design. For Wave 10, 70% of households will be initially invited to take part online (WEB-first sample) and 30% initially issued to an interviewer for a face-to-face interview (CAPI-first sample). This is the **initial** mode that respondents will be invited to complete by. However, WEB-first respondents can complete a face-to-face interview and CAPI-first respondents can complete online if this is their preference.

### 5.1.1 CAPI-first sample

These are predominantly the households that participated at Wave 9 although they may also include some Wave 9 non-responding households.

If any respondents in this group express a preference to complete their interview online before the re-issue stage you can facilitate this by giving the web address [www.understandingsociety.ac.uk/society](http://www.understandingsociety.ac.uk/society) (also on the Interviewer card) and their login details from the SIS or in the AddInfo. You will need to follow these and all addresses in your assignment until a final outcome is coded.

If these households reach the re-issue stage without fully completing, they will be sent a letter inviting them to participate online whilst still keeping the option open for a face-to-face interview. Towards the end of fieldwork, we will conduct a mop-up stage where the case will be sent to NatCen's CATI Unit who will attempt to contact the non-responding members of these households by telephone.

### 5.1.2 WEB-first sample

The advance letter will invite the Web-first respondents to participate online via CAWI and provide them with login details. After an initial period of 5 weeks, non-responding adults will be allocated to CAPI and form part of your assignment and you will attempt to contact and interview these adults. If they reach the mop-up stage without participating face-to-face, you will be asked to code these up and they will be sent to NatCen's CATI Unit who will try to interview them by telephone.

## 6. Survey materials

New/revised materials are listed below. For other materials please refer to your core instructions.

### 6.1 Sample Information Sheet (SIS)

The Wave 10 SIS also shows information on: the sample group (CAPI-first or WEB-first); login information for ALL households and the incentive amount for each member of the household and whether it was conditional or unconditional.

Please notify your Regional Contact if you receive a Sample Information Sheet for a household not in your assignment area.

### 6.2 Interviewer calling card

URL for online interviews

With the expansion of the mixed-mode design to a larger proportion of the sample, and the online questionnaire being available to anyone (either as a first or second mode) the URL for the online interview will be printed on the interviewer card so you have a printed copy to hand. Agency-specific interviewer cards have been printed with the appropriate Freephone telephone number that respondents can use if they need to contact the office.

### 6.3 Youth self-completion booklet

At Wave 10 all children aged 10-15 are eligible for a **YELLOW** paper self-completion booklet.

You will be provided with a small number of youth booklets in your workpacks. Please monitor your stocks regularly and be sure to order more in good time.

### 6.4 Education consent leaflet and privacy notice

There is a question within the Wave 10 interview that asks for consent to link to education records held by the Department for Education (DfE). The question is only asked of adults who meet the criteria (see module list). There is a consent leaflet and privacy notice to give to respondents.

### 6.5 Insights 2017

ISER's flagship publication – Insights – is published annually. For assignments conducted in 2018, you will receive a copy of the full A4 version of Insights 2017. Participants will be sent a smaller A5 version in the post and can request a copy of the A4 version from the *Understanding Society* website.

### 6.6 Laminated case study leaflets

You will receive a full set of 8 laminated case study leaflets for your Wave 10 assignments. These are the same as those distributed at Wave 9 and can be used on all current waves of interviewing.

## **6.7 Examples of recent findings using *Understanding Society* data**

This document was included in the Wave 10 briefing packs. Please familiarise yourself with these examples as they may be useful when recruiting new entrants or persuading reluctant respondents.

# 7. Fieldwork schedule

## 7.1 Mainstage fieldwork

The fieldwork for mainstage Wave 10, will last for over 2 years from January 2018 to May 2020, and will be split into 24 monthly samples, issued between January 2018 and December 2019.

Each month of face-to-face fieldwork lasts 15 weeks and consists of

- 8 weeks for original CAPI fieldwork, followed by
- 2 weeks for CAPI mop-up, followed by
- 5 weeks for Re-issues.

At the end of this time all outstanding serials will be transferred from interviewer laptops and passed to NatCen's Telephone Unit to conduct telephone mop-ups.

WEB-first households will be invited to take part online in the 5 weeks prior to the start of face-to-face fieldwork and the web survey will remain open for this group for the full fieldwork period (approx. 19 weeks). At the start of the Re-issue period non-responding CAPI-first sample is invited to take part online. A letter and email with login details will be sent to them from the office. However, please remember to check CAWI progress for all households during the re-issue period.

We anticipate that an Original assignment of work should be fully completed by the end of week 8.

## 8. Your assignment

Please check your Sample Information Sheets (SIS) and ECS sample thoroughly when you receive them and contact the office if you have any queries.

### 8.1 Checking for CAWI progress

CAWI completions are logged overnight. You will need to synchronise and go into Screen 0 to see the latest CAWI progress for each household. **It is vital that before setting out to interview any WEB respondents you synchronise to pick up any updates.**

Because the CAWI option remains available throughout the fieldwork period participants in the Web sample may complete their survey at any point during that time. It is equally important that you send your ECS information back to us electronically **at the end of each working day.**

If you call at a household where you believe there are interviews outstanding yet the respondent(s) say they have completed online you should contact your Regional Team (after synchronising and going through the CAWI progress checking process).

### 8.2 Data conflicts

It can happen that two interviews are received for the same respondent – one in CAPI the other online. WEB interviews are logged overnight so please synchronise in the morning to pick up all CAWI progress. Similarly CAPI interviews are logged by the process of synchronisation so please tell respondents to **wait 24 hours** after your visit before doing anything in CAWI **and** please synchronise at the end of every day you've done any interviewing as this will prevent you/respondents re-entering elements that have already been completed.

### 8.3 Web interviews for CAPI-first sample

You should be aware that during the re-issue period, CAPI-first respondents can also complete online. You will be told when the mop-up period starts for this group and before any further contact with these respondents you should check for any CAWI progress.

Web invite letters for CAPI-first cases will be sent after 10 weeks of face-to-face interviewing.

### 8.4 Summary of your responsibilities

Throughout your fieldwork assignment you will be responsible for all serials in your EReps – both CAPI-first and WEB-first.

### 8.5 Managing your CAWI sample

Results from earlier waves show that WEB-first respondents who are keen to complete online usually do so in the period before face-to-face interviewing begins and very few complete online after that period. This means that by the time you receive your sample

there's a good chance of getting a face-to-face interview. Always push for a face-to-face interview.

## **8.6 CAPI-first sample**

If a CAPI-first respondent expresses a clear preference to do their interview online please facilitate this by:

- giving individuals their CAWI username and password (from the SIS or the AddInfo file on the CAPI machine)
- giving individuals the URL: [www.understandingsociety.ac.uk/society](http://www.understandingsociety.ac.uk/society) (on the interviewer card)

In the last 5 weeks, respondents who haven't been interviewed will be sent a web-invite letter. You should continue to make contact with the household during this period and push for a face-to-face interview but please remember to synchronise to pick up the latest CAWI outcomes.

# 9. Incentives

## 9.1 Incentive amounts

As always, incentive amounts are set at the household level so, if they take part, adults within the same household will receive the same level of incentive – either £10 or £20.

## 9.2 Incentive conditions

Last wave responding adults will continue to receive a £10 unconditional incentive in their advance letter.

Adults who didn't take part last wave will receive a conditional incentive:

£10 if they are in household where someone took part at Wave 9

£20 if they are in a household where no one took part at Wave 9

....but only if they participate this wave.

The script will guide you when to administer an incentive.

## 9.3 New entrants/rejoiners

Incentives for new entrants/re-joiners are always conditional and only to be issued when they have completed an interview.

## 10. Contacting the household

General information about call patterns is in the core instructions.

### 10.1 First contact with the household

**From Wave 9 of the Study interviewers must phone to arrange appointments for households that were productive last wave.** Please check the SIS to identify the best person/people to ask for in the first instance. First contact each wave is generally to (re-)introduce yourself and make appointments so for the vast majority of households this is most efficiently done by telephone. The Field teams will be monitoring call patterns.

# 11. Electronic Contact Sheet (ECS)

## 11.1 Interim codes

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. Please follow up such cases until a final outcome is recorded. A full list of Wave 10 outcome codes is given in Appendix A.

## 12. Wave 10 Work pack

Your work pack for Wave 10 should contain the following documents. If anything is missing or you need extra copies please notify your Regional Contact.

MAIN WORKPACKS	STARTER PACK QUANTITY	FOLLOW-ON PACK QUANTITY
Assignment Map – SAMPLE SPECIFIC	AREA SPECIFIC	AREA SPECIFIC
Results Summary Sheet – SAMPLE SPECIFIC	AREA SPECIFIC	AREA SPECIFIC
Assignment Sheet – SAMPLE SPECIFIC	AREA SPECIFIC	AREA SPECIFIC
USOC branded pens STARTER PACKS ONLY	5	0
Understanding Society Interviewer instructions CORE <b>STARTER PACKS ONLY</b>	1	0
Wave-Specific Instructions for W10 <b>STARTER PACKS ONLY</b>	1	0
W10_GB_Youth_self-completion (yellow cover)	7	4
W10_NI_Youth_self-comp_v1 (yellow cover)	7	4
Insert for Youth booklet - to be inserted in the inside back page of the Youth Questionnaire	7	4
W10 Information on adding education records STARTER PACKS ONLY	20	0
W10 Consent Info Leaflet Economic GB Update STARTER PACK ONLY	20	0
W10 Privacy Notice STARTER PACKS ONLY	20	0
USOC Consent flowchart LAMINATED STARTER PACKS ONLY	1	0
AP2296 GB Info Leaflet (wave 10)	3	3
AP2296 GB Info Leaflet (wave 10) LAMINATED STARTER PACKS ONLY	1	0
NI Info Leaflet (wave 10) – colour print on glossy paper	3	3
NI Info Leaflet (wave 10) - colour print on glossy paper LAMINATED STARTER PACKS ONLY	1	0
Advance Letter – W10 Letter14_Generic LAMINATED STARTER PACKS ONLY	1	0
Advance Letter – W10 Letter14_Generic	5	5
Advance Letter – W10 Letter14_Generic - WELSH LAMINATED STARTER PACKS ONLY	AREA SPECIFIC	0

Advance Letter –W10 Letter14_Generic - WELSH	AREA SPECIFIC	AREA SPECIFIC
Tracing Letter GB_v1 NON-SAMPLE SPECIFIC	3	3
Tracing Letter NI_v1 NON-SAMPLE SPECIFIC	3	3
Stable contact letter_v1 NON-SAMPLE SPECIFIC	3	3
Template Freepost DL PRINT1 Envelope	5	5
Thank you flyer	20	20
USOC GB MRS leaflet	20	20
USOC NI MRS leaflet	20	20
High Street Gift Cards	6	3
USoC interviewer pay chart W9 V3 and W10 Q1	1	1
W10 Showcards (yellow) STARTER PACKS ONLY	1	0
USoc Interviewer Fieldwork Tips - Updated for W9 and W10 STARTER PACKS ONLY	1	0
Case Studies x 8 LAMINATED STARTER PACKS ONLY	1	0
Translation_card LAMINATED STARTER PACKS ONLY	1	0
Translation booklet STARTER PACKS ONLY	1	0
Translations flowchart LAMINATED STARTER PACKS ONLY	1	0
USoc W9 and W10 Translation Guide	1	0
Change of Address Card COA card	3	3
Interviewer Card - Kantar Public	20	20
CAPi Reissue letter STARTER PACKS ONLY	8	0
C5 'Private and Confidential' printed brown envelopes (Non window) - Privacy envelope for 10-15 year old questionnaires**	7	4
Freepost <b>C4</b> brown peel and seal envelopes <b>addressed to High Wycombe</b> (Survey Name: 'Understanding Society Study') - <i>respondents and interviewers will use this to return 10-15 Questionnaires in their privacy envelopes</i>	4	4
Pre-stamped 1 <sup>st</sup> Class Blank <b>DL</b> envelope (for A4 letter folded in thirds) – no window - <i>For sending Tracing and Stable Contact letters</i>	2	2
USOC W10 Follow-on Work Pack Memo FOLLOW ON PACK ONLY	0	1

# 13. Translations

The questionnaire has been translated into several languages and accessed via the main script at either the start of the household grid, household interview or individual interview.

Translated scripts for Wave 10 will be available in:

- Bengali
- Gujarati
- Punjabi Urdu
- Urdu
- Punjabi Gurmukhi
- Polish
- Portuguese
- Turkish
- Welsh

The language used for each respondent at the last interview is shown on the SIS (where applicable). Interviews in these languages must be completed using the translated script. The translation flowchart (see core instructions) shows the process and order for interviews to be conducted in languages other than English.

# 14. Admin and return of work

The CAPI script names for the 24 monthly samples are:

**2018:** U10JA18, U10FB18, U10MR18, U10AP18, U10MY18, U10JN18, U10JL18, U10AU18, U10SP18, U10OC18, U10NV18, U10DC18

**2019:** U10JA19, U10FB19, U10MR19, U10AP19, U10MY19, U10JN19, U10JL19, U10AU19, U10SP19, U10OC19, U10NV19, U10DC19

NATCEN INTERVIEWERS:

Please note the wave reference in CMS where you record your trips will be shorter. It will be JA1, FB1 and for year 2 it will be JA2, FB2. CMS is restricted to a 3 digit wave reference.

## 14.1 Return of work (Kantar Interviewers only)

After each day's interviewing, you should complete your DAYREC and send both your DAYREC and all your interviews at the end of your working day, but before midnight. Connect to your broadband and synchronise your Erep Outcomes and Dimensions Data every day you work (these are separate tasks). It is essential that you send back your DAYREC along with your completed interviews in a timely fashion. This applies to Kantar interviewers only.

Return all completed Paper Youth Questionnaires, unused gift cards and any other paperwork to the High Wycombe Kantar Office via the pre-paid envelope supplied in your work pack

NATCEN INTERVIEWERS ONLY:

Completed Youth self-completion booklets should be returned to Kantar in the pre-paid envelopes supplied.

NatCen will supply its interviewers with a quantity of stationery up front and you will then need to request additional materials as you need them to avoid oversupply. Each month you will be sent only the assignment specific documents and some Kantar gift cards.

Should you have any excess materials return them to the NatCen Brentwood office as normal.

## 14.2 Payment

Please refer to the Pay chart in your work pack for details on pay.

If you have any queries about anything covered by these instructions, please contact your Regional Team who should always be your first point of contact if you have any field issues and you should contact the appropriate CAPI Helpline if you have any technical issues.

# 15. Practice interviews

You must complete several Practice Interviews before you start work.

Wave 10 Practice Capi script is U10PRAC. ALL PRACTICE INTERVIEWS MUST BE CONDUCTED UNDER THIS CAPI NAME.

Complete AT LEAST 2 practice HH's with 2 16+ Individual interviews **before** beginning your assignment.

## Appendix A - Wave 10 outcome codes

Wave 10 outcome codes are the same as the Wave 9 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 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 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

## Appendix B – Wave 10 Modules

Module Description	Who gets asked the questions
Household Grid	ALL- one person per HH
Household questionnaire	ALL- one person per HH
Individual intro module	ALL
Demographics	ALL
Initial Conditions	New entrant never interviewed
Welsh Language	Address in Wales
Own First Job	New entrant never interviewed (excluding rising 16 year olds and current economic activity is not employed or self-employed)
Educational Aspirations	Full-time students
Young adults	aged 16-21
Family Background	proxy last wave, non-interviewed adult or new entrant never interviewed, excluding rising 16 year olds
Ethnicity and National Identity	New entrant never interviewed
Language	Part of the EMBoost, GP Comparison, LDA, or Immigrant and Ethnic Minority Boost sample, or foreign-born continuing respondents and their co-resident sample members, or any other foreign-born identified this wave, AND fed-forward English first language is missing
Religion	New entrant never interviewed
Religious Practice	Part of EM Boost, GP Comparison, LDA, or Immigrant and Ethnic Minority Boost sample, or foreign-born continuing respondents and their co-resident sample members, or any other foreign-born identified this wave & Belongs to a religion
Service Use	Part of EM Boost, GP comparison, LDA or Immigrant and Ethnic Minority Boost sample, or foreign-born continuing respondents and their co-resident sample members, or any other foreign-born identified this wave
Disability	ALL
Sleep	ALL
Health Conditions	New entrant never interviewed
Health Service Use	ALL
Smoking	ALL
Fertility Intentions	Male aged 16-64 and Female aged 16-45
Caring	ALL
Partnership History	New entrant never interviewed, excluding rising 16 year olds
Fertility History	New entrant never interviewed, excluding rising 16 year olds
Annual Event History	Interviewed at prior wave or has been interviewed previously
Current Employment	ALL
Employees	Employees
Self-employment	Self-employed
Commuting Behaviour	Employees or self-employed not working at home

Job Satisfaction	Worked in the last week or did not work last week but has a job
Work conditions	Employee
Non-employment	Did no paid work in the last week and does not have a job
Mothers return to work	Current on maternity leave OR is a new mother since last interview and is either (a) currently working or (b) currently not working and has not looked for and does not want a job
Second Jobs	ALL
Voluntary Work	ALL
Charitable Giving	ALL
Transport Behaviour	ALL
Childcare	If the respondent is responsible for children aged under 15
Remittances	Part of the EM Boost, GP Comparison or LDA sample or IEMB sample or foreign-born continuing respondents and their co-resident sample members, or any foreign-born identified this wave.
Unearned income and state benefits	ALL
DWP Consents	If eligible for consent questions (minority of respondents)
Pension Drawdown	Aged 50 or over
Household Finances	ALL
Savings	ALL
Personal Pensions	ALL
Retirement Planning	Of pensionable age and less than 71 years old and current economic status is not retired
Domestic Labour	Married, in a civil partnership and partner/spouse is coresident
Environmental Behaviour	ALL
CASI Start	ALL where mode is face to face
CASI General Election	Asked on selected CAPI months (Jan - May of year 1)
CASI SF12	Mode is face-to-face and has agreed to self-completion OR mode is telephone or web
CASI GHQ	Mode is face-to-face and has agreed to self-completion OR mode is telephone or web
CASI Satisfaction	Mode is face-to-face and has agreed to self-completion OR mode is telephone or web
CASI Loneliness	Mode is face-to-face and has agreed to self-completion OR mode is telephone or web
CASI Gender Attitudes	Mode is face-to-face and has agreed to self-completion OR mode is telephone or web
CASI Environmental Attitudes	Mode is face-to-face and has agreed to self-completion OR mode is telephone or web
CASI Mental Wellbeing	Mode is face-to-face and has agreed to self-completion OR mode is telephone or web
CASI Young Adults	Mode is face-to-face and respondent has agreed to self-completion or mode is web and aged 16 - 21
CASI Non Co-Resident Partnerships	Mode is face-to-face and has agreed to self-completion OR mode is telephone & Does not have a spouse or partner residing in the household and is not living with someone in household as a couple

CASI Cohabitation	Mode is face-to-face and has agreed to self-completion OR mode is telephone or web and currently cohabiting
CASI Child Development	Mode is face-to-face and has agreed to self-completion OR mode is web & Responsible adult for one or more children aged 3, 5 or 8
CASI Parenting Styles	Mode is face-to-face and has agreed to self-completion OR mode is web. Parent (biological mother, biological father, adoptive mother, adoptive father, step-mother or step-father) of a child aged 10.
CASI End	Mode is face-to-face
Consents Intro	ALL
Education Consents	Respondent is a rising 16 year old, OR was born after 1981 and is either a new entrant since wave 7, has no consent information, or was asked consent and rejected only once.
FCA Consents	ALL
Positive/Negative Events	ALL
Respondent Contact Details	ALL
Stable Contact Details	ALL
End of Interview	ALL
Interviewer Observations	ALL
Proxy	Proxy Interviews only

W10 FAQ screenshot

## FAQs

### How do I start the questionnaire?

Simply enter the username and password from the letter that We sent you into the box under the title "Please log in to begin", If you received an email, you can click on the link there to get directly into the questionnaire.

### I don't have a username and password to get into the questionnaire

No problem. Either call the Freephone helpline on 0800 015 2907 or email us at [understandingsociety@kantarpublish.com](mailto:understandingsociety@kantarpublish.com).

### How long is the questionnaire?

The questions about the household take about 10 minutes to complete, and need to be completed by only one member of the household. The individual questionnaire takes about 40 minutes to complete. This is an average. and the time will vary depending on your particular circumstances

### Do I have to complete it all in one go?

No. You can complete it in stages if you want to. The questionnaire will be saved automatically, so just close your browser to leave. To come back to it, enter the URL, user name and password/ click on the link in the email as before and you will be returned to the point you left off after we confirm your name

### The questionnaire timed out

To protect the confidentiality of your answers, the questionnaire is closed down if it is left for a period of time. Your answers will have been saved just log back in using the URL user name and password / click on the link in the email as before and you will be returned to the point you left off after we confirm your name.

### I enter my user name and password / click on the email link. but get a message saying that somebody else is in the questionnaire

The first part of the questionnaire for your household is to confirm who is living in the house at the moment. The first member of your household to enter the questionnaire will be asked to provide this information and until they have finished these questions, you won't be able to get into your own questionnaire. It should only take them about 10 minutes (please encourage them to complete the questions if they have started but not finished). Call the helpline if you continue to have problems.

### Can help others in my household / can others in my household help me with completing the study?

The user name, password and links in the email that we sent you are unique to you - everyone aged 16 or over in your household should have received their own details because we want to hear from everyone individually. However, if you need some help with completing the survey. or if you need to help someone else. this is fine. Please give our support team a call with any questions.

### I enter the user name and password / click on my link. but get this message "Our records show that you have already completed the questionnaire, Thank you for your time!"

Although it is possible to fill in the questionnaire in more than one sitting, once you have completed the questionnaire, the questionnaire becomes locked and it is not possible to go back in and change the answers.

### Can I complete the survey on my smartphone?

The questionnaire is designed to be completed on a desktop or laptop computer, and also on Some tablet devices. It is not designed to work on a mobile phone and will be difficult for you to complete.

### I have done my survey, but you still sent me a reminder.

Thanks! it might be that you completed the survey after we checked our records and sent out the reminder. Our apologies if you completed the survey on line we will have safely received your answers

**Is the information I provide safe online?**

We take very seriously our responsibilities to keep your personal information secure. As such we take every reasonable precaution to ensure your information is protected from loss, theft or misuse. We use a secure Website (HTTPS) to ensure that your data is protected. This the same type of Website that you would generally see when shopping online.

As part of our commitment to the security of your information, Kantar Public has regular interim and external audits of its information security. and is accredited to the International Standard for Information Standard for Information Security, ISO 270M.

**What about cookies?**

This web questionnaire detects your computer's operating system. screen resolution and the browser you are using in order to adjust the questionnaire to best suit your system. The done by the use of a cookie created on your computer. This information is returned to us and stored for statistical purposes only. We do not collect or store any personal information. It possible for you to delete 'cookies' or to prevent their use by adjusting the browser settings on your computer.