

Understanding Society

Combined Interviewer Instructions

Covering W6 and W7



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 generic section which is common to all current waves of fieldwork with subsequent sections covering wave-specific differences.

Unless described otherwise in the wave-specific sections (Appendix A & B), all processes and procedures should follow those outlined in the core sections.

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

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 0800 015 2103.

Sample members can call Freephone 0800 015 5128 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. YOU should NOT be calling this number yourself *under ANY circumstances*

NB The Freephone number given on the Police letter (0800 015853) is for the client team at ISER. YOU should NOT be calling this number yourself *under ANY circumstances*.

Contents

CORE INSTRUCTIONS	4
1. Summary	4
2. Sample and fieldwork	7
3. Introducing the study	10
4. Fieldwork period	12
5. Who to interview	14
6. Movers and split households	20
7. Electronic Contact Sheet (ECS)	24
8. Sample Information Sheet (SIS)	28
9. Translations	29
10. Tracing sample members	31
11. Proxy interviews	41
12. Recording contact details	42
13. Collecting details about respondents' occupations	43
14. Adult CASI	46
15. Consent for linking to administrative records	47
16. CAPI interview	50
17. Notifying the police	53
18. The interview process	54
19. Before you contact the household	55
20. Call patterns	59
21. Doorstep documents	61
22. Incentives	63
23. Practice cases	65
24. Admin and return of work	66
25. Benefits module details	68
26. Top Tips for new interviewers	75
27. Common queries and objections	78
28. Data confidentiality	81
1. APPENDIX A: Instructions specific to Wave 6	1

2. The W6 sample	1
3. Between-wave mailings	4
4. W6 Fieldwork	5
5. Wave 6 Incentives	7
6. CAPI interview	8
7. W6 workpack	10
8. Admin and return of work	11
9. Things we hear from sample members	11
10. Top tips for new interviewers	12
11. Practice cases and Practice CAPI	12
12. Wave 6 Outcome codes	13
1. APPENDIX B: Instructions specific to Wave 7	1
2. The W7 sample	3
3. Fieldwork - your assignment	6
4. Between-wave contact	12
5. Advance mailings	12
6. W7 Incentives	16
7. Contacting the household	17
8. Introducing W7	18
9. Who to interview	20
10. Dealing with movers and split households	21
11. The Electronic Contact Sheet (ECS)	21
12. Sample Information Sheet (SIS)	22
13. Tracing sample members	24
14. The interview process	26
15. CAPI interview	30
16. W7 workpack	32
17. Admin and return of work	34
18. Practice cases and Practice CAPI	34
19. W7 Benefits module details	36
20. W7 Outcome codes	36
21. List of W7 modules	40
22. Comparison of W6 and W7 questionnaire content	43
23. W7 CAWI questionnaire	45

CORE INSTRUCTIONS

1. 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 Wave 7 begins in January 2015.

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. TNS BMRB has been commissioned to deliver Waves six to eight of the study.

1.1 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* over 18 years, 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.

We'd 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>

1.2 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. Sample and fieldwork

The main sample consists of three groups:

- General Population sample
- 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
- Living in Britain sample

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

	Jan – Dec 2015	Jan – Dec 2016	Jan – Dec 2017	Jan – Dec 2018
W6	Wave 6			
W7	W7 plus The <i>Living in Britain</i> sample members and all Northern Ireland sample	Wave 7		
W8		W8 plus The <i>Living in Britain</i> sample members and all Northern Ireland sample	Wave 8	
W9			W9 plus The <i>Living in Britain</i> sample members and all Northern Ireland sample	Wave 9

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 majority of interviews will be face-to-face and will be carried out at participants' households.

You will also carry out a final telephone mop-up stage with individuals and households who have not responded face-to-face.

From Wave 7, certain groups will have the choice of a completing their interview online (CAWI). Please refer to the wave-specific instructions for more details.

2.1 Telephone sample

In addition to the face-to-face and CAWI sample, there are a small group of around 400 *Living in Britain* households that have previously always been interviewed by telephone.

Telephone sample will appear with your other sample in the eReps grid, but when you enter the address you will be prompted to telephone them rather than to visit them for a face-to-face interview. Telephone sample will also be identified on the Sample Information Sheet.

For these households, contacting and interviewing should be done by telephone. However, it has become clear from previous waves that some of the respondents flagged as being part of the 'telephone sample' would now prefer to be interviewed face to face. As such we will allow you to complete a face to face interview should the respondents request this when you first call them.

Please always make first contact by telephone and do not offer the option of a face to face interview unless they spontaneously request this.

For any telephone sample cases who request a face to face interview, please make a note of this at UseInfo in the CAPI so the sample can reflect this next year.

2.2 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.

3. Introducing the study

As we are re-visiting the 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. You should be prepared to make multiple calls to the household, so every adult does not have to be at home at the same time.

For some frequently asked questions and answers, please consult the '*Understanding Society: Information for Participants*' leaflet (Section

21.2); also refer to the 'Introduction' of these instructions for the background information on the study (Section 3).

3.1 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. Fieldwork period

Monthly samples are issued in the first week of each month (please check the wave-specific instructions for exact dates).

For each month, there is an 8 week fieldwork period during which you must gain final outcomes on all sample. There is then a re-issue period and a telephone mop up period.

Overall fieldwork is scheduled as follows:

- 8 weeks original fieldwork
- 2 weeks mop up
- 3 weeks ISER tracing and office prep for re-issues
- 6 weeks Reissue period
- 4 weeks Telephone mop up on FTF sample

4.1 Response rate targets

As *Understanding Society* is a longitudinal study it is important to interview as many sample members 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.

We are aiming to conduct interviews with....

- 95% of productive households from the previous wave and
- 95% of the individuals interviewed at the previous wave.
- Non-responding households and individuals are issued at the following wave though we expect a lower response rate amongst for these cases (30%).

Along with response rate we also want to maximise the number of **fully productive (complete)** – 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.

10-15 self-completion interviews do not count towards the re-interview rate or the fully productive household rate.

4.2 Fieldwork milestones

Your targets for W6 and W7 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.

5. Who to interview

CASI 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 CASI interview which incorporates a CASI self completion.

5.1 Eligible adults aged 16+

CASI 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.


5.2 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.

5.3 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**, it should have the wave number printed in the bottom right hand corner.



Your
questionnaire

Self-completion questionnaire (10-15 yrs)

+
+

INTERVIEWER: WRITE IN FROM CAPI SCREEN

Serial

--	--	--	--	--	--	--	--

Person number

--	--

First name

--


Interviewer number

--	--	--	--	--	--

Month

--	--

+
+



**Understanding
Society**

260124936 **W7 GB**
10-15s

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.

Administration of questionnaires

The CAPI 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.

Incentive

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.

Distributing the questionnaires

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.

5.4 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.

5.5 Who not to interview

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.

5.6 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.

5.7 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 Waves 1, 2, 3, 4 and 5. Note though, if they have moved into institutional accommodation since the last wave, they should be treated as a split-off (see 6.2 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).

5.8 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.

6. 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:

6.1 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 13).

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.

6.2 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.

6.2.1 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.

6.2.2 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.

Once this is all 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.

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.

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.

Sample Member Type – 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;
- **Temporary sample members (TSMs)** - those who have moved to a household later than the start of a study; and
- **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.)

Following rules

When a household has split, we will look at the sample member 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 TSMs only 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 no 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.

7. Electronic Contact Sheet (ECS)

7.1 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:

- it is an important record for you in terms of managing your own assignment;
- 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

- the information reported back from the ECS is used by Head Office and by TNS BMRB 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 the same as their person number.

7.2 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 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.

7.3 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.

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

7.4 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**.

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

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.

7.5 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 |
| - Individual 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.

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

9. Translations

The questionnaire has been translated into certain languages:

Figure 9.1 Table of translated languages

	W6	W7
Arabic	•	•
Bengali	•	•
Cantonese	•	•
Gujarati	•	•
Punjabi (Gurmukhi script)	•	•
Punjabi (Urdu script)	•	•
Somali	•	•
Urdu	•	•
Welsh	•	•
Polish*		•
Portuguese*		•
Turkish*		•

* From W7 Year 2

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.

	Wave 6	Wave 7
Household translator requests	outcome 191 to 199 (one for each language)	outcome 188 to 199 (one for each language)
Individual translator requests	outcome 691 to 699 (one for each language).	outcome 688 to 699 (one for each language).

You also need to contact the office as you identify any cases with either whole or partial translation requests.

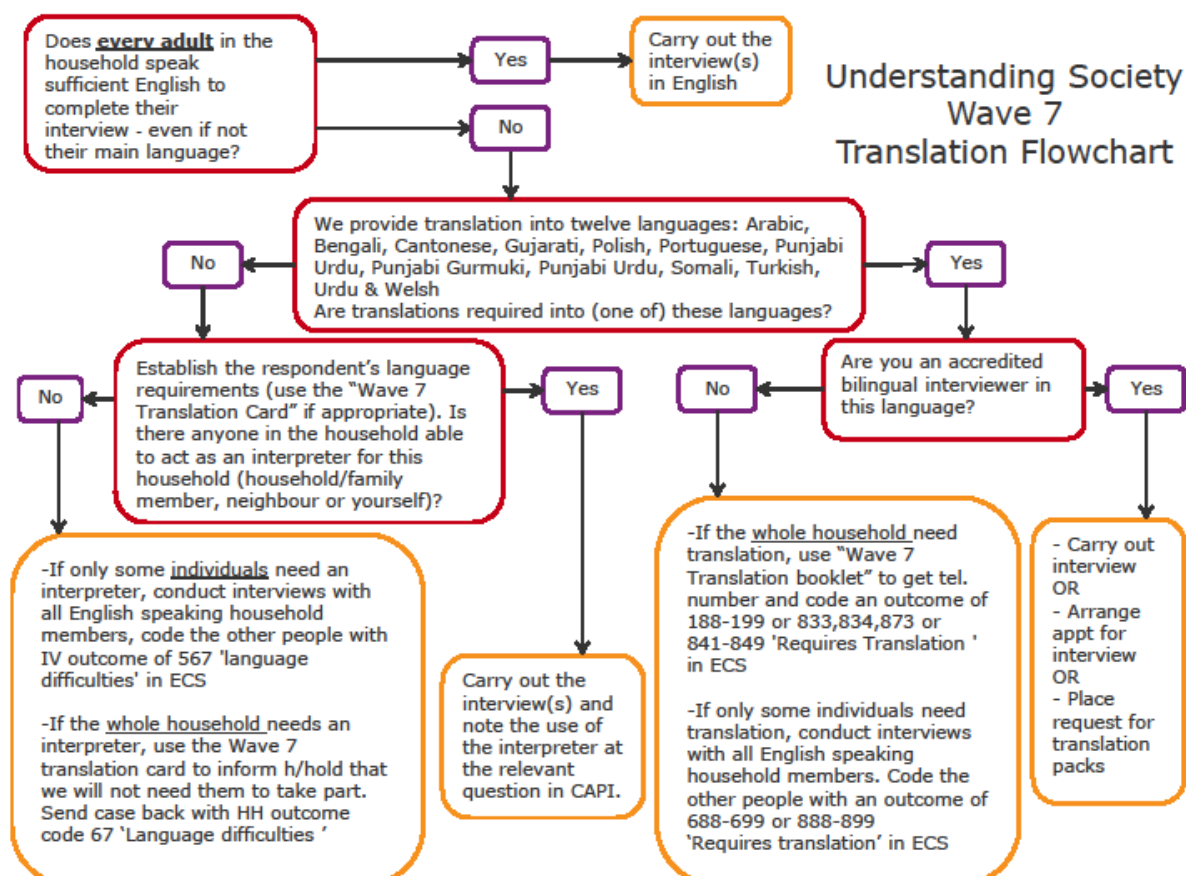
It is very important to use these outcome codes, as the team will be relying on them to identify translation requests. It is useful to have any other notes and comments about the translation cases, too, but you should not rely solely on notes or memos to record translation requests.

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 nine translated 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.

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

Figure 9.2 Translation flowchart



10. 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 (they may be eligible at a later date if they return);
- Are in prison; and
- 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 Field co-ordinator if you are unsure.

10.1 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.

10.1.1 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.

10.1.2 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 Nick Buck 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!).

Figure 10.1 Tracing letter example



The figure shows a tracing letter from the Understanding Society research project. The letter is addressed to a household that was interviewed last year. It explains that the study is concerned with how things change or stay the same over time and that the household's participation can help paint a unique picture of the UK. The letter asks the household to provide their current address and contact details. It also includes a section for the household to provide their name, address, and telephone number. The letter is signed by Professor Nick Buck, Director of Understanding Society. The letter includes several callouts with arrows pointing to specific fields: 'Today's date' points to the date field, 'Respondent name' points to the name field, 'Name of person passing on letter for you' points to the name of the person passing on the letter, 'Your signature' points to the signature of Professor Nick Buck, and 'Serial number' points to the serial number field.

 Understanding Society

Date ____/____/____ → **Today's date**

Year ____ → **Respondent name**

This time last year we interviewed your household for *Understanding Society*. The study is concerned with 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. We need to know the address your household was interviewed at last year and found that you no longer live there. We will not use your telephone number without your permission, but did agree to forward this letter to you.

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. You can call us on Freephone 0800 252 853, email us at 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 or call us using the Freephone number above.

Thank you in advance for your help.

Your signature

Yours sincerely,



Your interviewer
Understanding Society

Professor Nick Buck
Director, Understanding Society

Please complete this reply slip using BLOCK CAPITALS

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Serial:

--	--	--	--	--	--	--	--	--	--

 → **Serial number**

Person number:

--	--

Please turn over

125325GB

10.1.3 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."


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. If you have the same stable contact for everyone in the household, then you will only send one letter for that household, and should use the main adult's name in the body of the letter. The areas for you to complete are highlighted below.



Understanding Society

Date:

Dear

You may be aware that participated in an important research project called *Understanding Society* last year. The study is concerned with how things change over time, and we are hoping to revisit everyone who participated last time, to see how their lives have changed or stayed the same.

Unfortunately, we have been unable to contact the person named above. They gave us your name as a contact in the event of any change in their circumstances, and we would be most grateful if you would let us know their current address and telephone number, wherever they are living now. You can call us on Freephone 0800 252 853, email us at 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 their name, address and telephone number you are not committing them to be interviewed. Taking part is entirely voluntary, though we very much hope to achieve an interview with everybody who has taken part previously, so that our results give an accurate picture of people's experiences. Once we have their new details, an interviewer will contact them and invite them to take part.

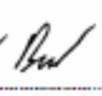
If you have any questions about the study, please visit www.understandingsociety.ac.uk or call us using the Freephone number above.

Thank you for your help.

Yours sincerely,

Your Interviewer

Understanding Society



Professor Nick Buck
Director, *Understanding Society*

Please complete this reply slip using BLOCK CAPITALS

Name:

Address:

Postcode:

Telephone:

Serial:

Person number:

Please turn over

10.2 Institutions

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

Prisons

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

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.

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 will 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.

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 14.3 on who is eligible to be a proxy informant).

10.3 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.

10.4 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.

10.5 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". TNS BMRB 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.

11. 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.

12. 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. 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.

13. 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 Operations 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 – Figure 13.1 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:

Figure 13.1 **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 Figure 13.2 below 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.

Figure 13.2 **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. Figure 13.3 illustrates 4 digit coding for teaching.

Figure 13.3 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

14. 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.

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.

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.

15. 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.

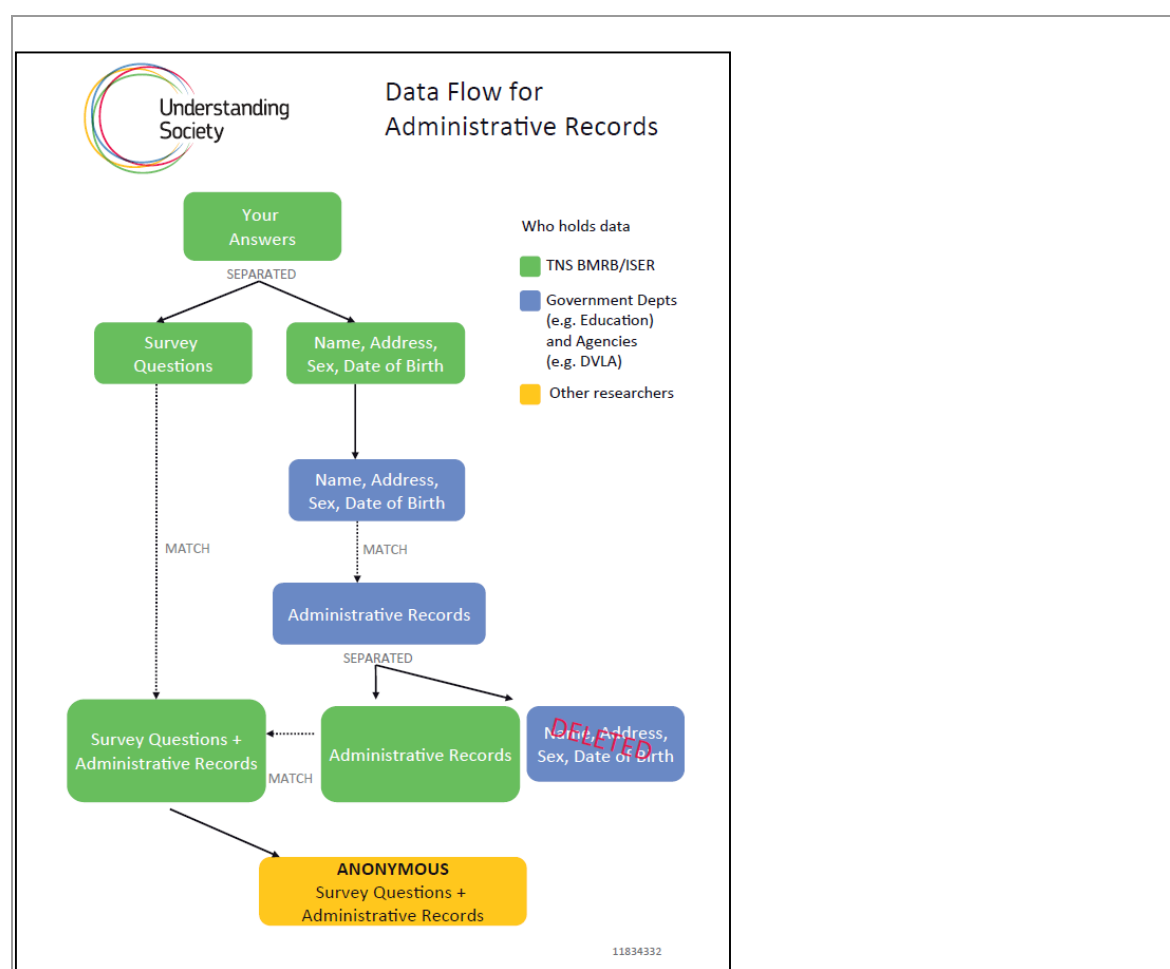
Depending on the wave you are working on you will either need to collect signed consent or verbal consent for the data linkage. Please refer to the wave-specific instructions for details.

Please refer to the wave-specific instructions for details of which consents are required and how they are to be administered.

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.

Figure 15.1 Data flow for administrative records chart



15.1.1 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.

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.”

Why written consent (if asked)?

Different government departments and agencies have different rules. For some, verbal consent is sufficient for them to release data. For others, however, they require a written form of consent. This does not affect in any way the secure way that we deal with the information.

15.2 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. Please make sure that you complete the information on the front of the MRS leaflet.

16. CAPI interview

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

16.1 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.

16.2 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.

16.3 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 25** 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.

16.4 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.

16.5 Search box

At CAPI questions which code the county respondents were born in, the school that they went to, and the university subjects young adults are planning to study, 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.

16.6 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.

17. Notifying the police

If you are working on an original issue assignment you must notify the police before you start working in your area. Hand in a copy of the Police Form and a copy of the generic advance letter. You should make a note of the name and number of the person you spoke to and ask them, if possible, to rubber-stamp your copy of the Police Form and sign it with their name. This will give you some proof of having notified the police.

You will need to record the name of the police station in the ECS. It is not essential to notify the police if you are working on a re-issue assignment.

If the police would like further information about the study, they may contact the Understanding Society team (at ISER) using the freephone number 0800 252 853.

18. The interview process

18.1 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 questionnaire 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.

18.2 Planning your work/tracking progress

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

19. Before you contact the household

We know that the interaction we have with respondents in between your interviews is important. ISER have put a lot of 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.

19.1 Between-wave mailings

Respondents are sent information about 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 tailored findings documents have been produced and sent to respondents, an example of which is below:

Figure 19.1 Inter-wave mailing example



There are 4 tailored versions of this document sent to each sample member. Variations will be based on factors such as employment, ethnic group and age. The mailing also includes a letter and change of address card.

Panel members receive a mailing from *Understanding Society* three times a year.

More recent mailings have had a slightly different look, and are not always tailored to particular sample types. Some examples are below:



19.2 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 a postcard with 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.

19.3 Change of Address Card (COA)

The Change of Address (COA) card (see below) is included to encourage sample members to inform us of any change in their contact details. Respondents will receive a £5 voucher (from the University of Essex) if they return the card with their new 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.

Figure 19.2 **Change of Address card (COA)**

**Moving home?
Take us with you**

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

FREEPOST RRXX-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, 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: _____

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: _____

11834325

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

19.4 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.

Respondents will also receive £5 if they notify ISER of a change of details 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

Your first contact with the household in a given fieldwork period **must** be face-to-face, as it is easier to establish a rapport this way and thus to avoid refusal. You may need to visit the household several times before you make contact.

* In some cases, a participant may have contacted ISER and requested an interviewer phones them in advance. If this is the case, the comment will be printed on the Sample Information Sheet. In these cases, please make first contact by phone to arrange an appointment only. DO NOT interview by telephone.

However, if there is no contact with a respondent after 6 calls to the household, you can attempt telephone contact if you have a telephone number for the household. This should be used as a last resort, but would be useful in order to avoid returning as a non-contact before all methods have been tried.

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

- At least **6** face-to-face visits to the address, 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 TNS BMRB 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 252 853) as a contact number. This number is staffed 9am – 5pm Monday to Friday. Outside these hours, an answer phone service operates.

Figure 20.1 Interviewer card



If you are unable to make contact with the household, follow the procedures for tracing sample members discussed in Section 13.

Upon making contact, **always** remember 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 252 853.

20.1 Subsequent contact with household

After you have made your **first contact in person**, subsequent contact can be made by telephone if the household are happy for you to call them, 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 (see Section 11 for information on 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.

21. Doorstep documents

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

- Interviewer card;
- 'Understanding Society: Information for Participants' leaflet (specific to each wave);
- Generic advance letter (specific to each wave
- Four two-page Understanding Society impact case studies (laminated)

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.

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 Impact cases studies

We have prepared four laminated cases studies 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 cases 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.

22. Incentives

Please also refer to the section on Incentives for the wave you are working on.

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.

For households issued from 2015 onwards incentives administered by interviewers will be in the form of gift cards, not paper vouchers.

22.1 Incentives for youth self-completion booklets

In waves where there is a youth self-completion booklet, 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.

22.4 Incentives for telephone sample

If telephone sample respondents have not been sent/received an advance letter, or are in the group receiving a conditional incentive you will need to post this to the respondent yourself once their interview is completed.

The CAPI script will prompt you to do this, and also tell you how much they should receive. The incentive will be in the form of a gift card. You will need to enter the gift card code into the CAPI script to activate it before posting it out. Please post the card promptly after completing the interview to avoid it getting lost/misplaced.

There are no youth self-completions administered by telephone.

22.5 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)

22.6 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 72 hours 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.

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. Practice cases

You must complete several Practice Interviews before you start work.

Practice CAPI Scripts:

Wave 6	UPRA6
Wave 7	U7PRAC

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 HH's 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

24. Admin and return of work

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.

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, movers or new web-first cases that are allocated to you.

Return of work

After each day's interviewing, you should complete your DAYREC and send both your DAYREC and all your interviews via your modem 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 – this would be all questionnaires (used/unused), consent forms (used/unused), unused vouchers, Voucher Confirmation Booklet (if applicable), the Sample Information Sheets and any other documentation.

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.

25. Benefits module details

List of benefits that appear in Benefits Module with explanations:

Question name and Benefit name	Further details on the benefit
BenPen NI Retirement Pension	<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>
BenPen Occupational Pensions from previous employers	<p>Include all employer's pensions not just retirement pensions. Include pensions paid before retirement (i.e., a respondent may still be working for an employer but has become entitled to receive payments) and pensions paid for early retirement.</p>
BenPen Pension from a spouse's previous employer	<p>Women may also be receiving an occupational pension in respect of a deceased spouse: these should be recorded as 03. Check that any amount recorded is net of tax and other deductions. Do not include pensions from a Trade Union or Friendly Society unless the pension is received as a direct result of the respondent's employment by them.</p>
BenPen Widow's Pension/War Widow's Pension/ Widowed Mother's Allowance /Widowed Parent's Allowance / Bereavement Allowance	<p>Do not include Widow's Benefit, Widow's Payment, or Bereavement Payment as these are single lump sum payments.</p>
BenPen Pension Credit	<p>This is a means tested benefit paid to pensioners. They will not receive it unless they have applied for it and qualification is dependent on income and assets.</p> <p>Pension Credit has been paid since October 2003. There are two main elements. The Guarantee Credit is the minimum amount a pensioner can be expected to live on. There will be additional amounts for owner occupiers' housing costs, for disability and for caring responsibilities. The Saving Credit is available only to pensioners age 65 and over and aims to reward those who have made provision for their retirement over and above the state pension.</p>

	Pension Credit will be amended from October 2014 to include help with eligible rent and dependent children.
BenDis BenEsa Employment and Support Allowance	<p>This is a new means tested benefit that replaced 'Incapacity Benefit' and 'Income Support (paid on incapacity grounds)' from the 27th October 2008.</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 ESA. Respondents may also receive income-related Employment and Support Allowance if they require additional financial support for specific reasons, for example, because of housing costs or as a result of disability or caring responsibilities.</p>
BenDis Severe Disablement Allowance	Is for people of working age who have not been able to work for at least 28 weeks but who cannot get Incapacity Benefit. Married women unable to perform household work may also receive it.
BenDis/BenAI Industrial Injury Disablement Allowance	Is a variable amount paid to someone disabled through either a work accident or an industrial disease.
BenDis Disability Living Allowance/ Care Component	<p>Since April 1992 this has replaced Attendance Allowance for people aged between 5 and 66 (although many people will continue to call the allowances by their old names). In addition some people not previously entitled to Attendance Allowance will receive this benefit. Those aged 66 or over will continue to receive Attendance Allowances.</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 person's own questionnaire.</p>
BenDis Disability Living Allowance Mobility Component	Paid for those unable, or virtually unable, to walk as a component of Disability Living Allowance. This benefit replaced Mobility Allowance.
BenDis Personal Independence Payments	From April 2013 Personal Independence Payment (PIP) replaces Disability Living Allowance (DLA) for eligible working age people aged 16 to 64. People aged 65+ who already receive Disability Living Allowance will continue to do so. All working age DLA claimants will undergo an assessment of need.
(BenDis Attendance Allowance	Paid to people who need high levels of care because of severe disability. Include Constant Attendance Allowance. If paid for a child under 16 include as mother's income, or if there is no mother then father/guardian.
BenDis Carer's Allowance	Weekly paid benefit for people of working age who give up working to look after someone receiving Attendance Allowance. This was formerly known as the Invalid Care Allowance.
BenDis	Payable to members of the armed forces disabled in the 1914-18

War Disability Pension	war or after 2nd September 1939. Merchant seamen and civilians disabled in the Second World War are also eligible. The amount paid varies according to an individual's rank and the extent of the disability.
BenDis Incapacity Benefit	This was introduced in April 1995. It replaced NI Sickness Benefit and Invalidity Benefit which officially do not exist any more. If a respondent reports receiving NI Sickness Benefit and/or Invalidity Benefit, code as Incapacity Benefit and record total amount received in grid.
BenBase Income Support	<p>Income Support replaced Supplementary Benefit (sometimes called Social Security Benefit). From October 2013, no new claims for Income Support will be taken and all potential applicants will be moved to Universal Credit, nevertheless some respondents will continue to receive IS until the transition is complete. 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 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>Any maintenance payments from a former or separated spouse or for child support which are paid through the DWP or other government agencies, should not be included as Income Support or any other benefit.</p>
BenBase Jobseeker's Allowance	<p>This replaced Unemployment Benefit in October 1996. Those receiving JSA are capable of work and available for work and actively seeking work and have a current jobseeker's agreement with the Employment Service. Full-time students, those on temporary release from prison and those receiving maternity allowance or statutory maternity pay are not eligible for JSA. There are two types of JSA - Contribution-based and Income-based. The Contribution-based component is paid in the first 26 weeks of unemployment if enough NI contributions have been paid. The Income-based component is a means-tested benefit (paid after 26 weeks for those who qualify for Contribution-based and pass the means-test).</p> <p>However, from October 2013, "income based" Jobseeker's Allowance will be 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>
BenBase Universal Credit	From October 2013 Universal Credit replaces Income Support, income-based Job Seeker's Allowance, income-related Employment Support Allowance, Housing Benefit, Child Tax Credit and Working Tax Credit. It can be payable to people who are not working, or who are in low paid work and will top up their earnings. 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

	<p>the same way as a monthly salary. Support with housing costs will go direct to the claimant as part of their monthly payment. Universal Credit is made up of a standard allowance and potentially five elements: Child Element / Disabled Child Additions; Childcare Element ; Carer Element; Limited Capability for Work Element; and Housing Element.</p> <p>The monthly Universal Credit payment covers everyone in a family who qualifies for support including a person claiming for themselves alone, a person claiming for themselves and their child or children, a couple making a joint claim for themselves, or a couple making a joint claim for themselves and their child or children. Children over 18 living with their parents or siblings can claim Universal Credit in their own right.</p>
BenSup Return to Work Credit	<p>This is a payment for people starting work of at least 16 hours a week and earning no more than £15,000 per year. Recipients will have been receiving an incapacity benefit (including statutory sick pay) for 13 weeks immediately prior to starting work. It is payable for up to 52 weeks.</p>
BenBase Child Benefit	<p>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.</p> <p>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 Child Benefit certain higher income families will no longer be eligible to receive Child Benefit.</p>
BenSup/BenTax/BenCTC Child Tax Credit	<p>Introduced in April 2003 this is paid to those with at least one dependent child. Child Tax Credit is paid to the person responsible for the care of the child(ren) so can be received by one person only in the household. If the respondent qualifies for the childcare element of Working Tax Credit, this will always be paid with the Child Tax Credit, even if the respondent is not themselves in receipt of Working Tax Credit.</p> <p>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</p>
BenSup/BenTax Working Tax Credit	<p>This replaced Working Families Tax Credit and the Disabled Person's Tax Credit in April 2003. It is paid to families with at least one dependent child or those with a disability who are working. In some cases it can be paid alongside JSA or income support for those not working. It is paid either as a tax credit through the respondent's pay check or as a direct benefit. It can also be paid as a lump sum covering a period of 26 weeks in some cases.</p> <p>Please note: Where a married or cohabiting couple are receiving WTC, they apply for the tax credit jointly but cannot be receiving it jointly. They will have had to say which couple member was to receive the benefit or tax credit.</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>
BenSup/BenTax 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>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>Is benefit paid to help with housing costs, either by the DWP or the Local Authority. Include here only if it is paid direct to the respondent. Where Housing Benefit is either deducted from the rent (council tenants) or paid direct to the landlord, details should be recorded in the Household Questionnaire.</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 UC.</p>
OthBen Council Tax Benefit/ Council Tax Reduction	<p>In April 2013 Council Tax Benefit was replaced by Council Tax Reduction. Council Tax Reduction is administered by local councils and 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. Obtain amount deducted and period covered. Do not include students who pay a reduced charge.</p> <p>If respondent is unable to give details of benefit received write details of amount he or she actually pays in a note, the amount deducted from the full charge (and the amount of that benefit) can then be calculated.</p>
OthBen Other State Benefits, Allowance or Credit	<p>List each separately and record full details. Include such things as Back to Work Bonus, Job Release Allowance Lone Parent Work Search Premium, Lone Parent in Work Credit, Child Maintenance Bonus, Child Maintenance Premium and Transitional Payments – though many of these are likely being abolished with the introduction of Universal Credit in 2013. Include also Enterprise Allowance and YTS, ET and New Deal Allowances. If any Transitional Payments are received it is important to record which benefit it replaces or tops up. Do not include: Payments from the Social Fund (these are loans) or other one-off payments from either DWP or local authority social services.</p>
BenSta	<p>Include all grants or scholarships paid in respect of education or training (but not YTS or ET Allowances which should be recorded</p>

Educational Grants	<p>as Other). Grants and scholarships may be provided by Local Authorities, the DfES, Research Councils, charities, prospective employers (e.g., companies or the Armed Forces), educational institutions, family trusts and a number of other bodies such as Trade Unions.</p> <p>Do not include Student Loans taken out by the respondent to cover their living expenses or fees. Do not include Top-Up Fee Bursaries as these are a type of interest free loan to be paid-back upon completion of a degree.</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>Grants are often paid in a lump sum at the beginning of a term or quarter to cover that term or a quarter. If a grant was paid for a term record that at (d) as Other. Do not include one-off payments for specific items such as extra travelling expenses, visits or equipment or individual prizes.</p>
BenSta Trade Unions/Friendly Societies	Include all payments from such bodies here with the exception of Educational Grants and Sickness or Accident Insurance. Include Strike Pay.
BenSta Maintenance or Alimony	<p>Note that men and non-married women can receive such payments. In most cases such payments come direct but they may also come via a solicitor, a court or the DWP. If it is paid by the DWP, check it has not been included in any Income Support already mentioned. Code only if the respondent is actually receiving or has received the payment. Do not code if payments should have been made, e.g., through a court order, but have not actually been made. Record actual amounts received rather than what is supposed to be paid. Payments received for a child should only be recorded if that child is present in the household.</p> <p>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>
BenSta Regular payment from family members not living here	E.g., payment from a spouse working and living away from home, regular payments to parents from children outside the household (but not payments for 'keep' from those living there) and payments from parents to students etc, provided they are not members of the same household. In any cases of doubt the respondent should be asked to decide for him/herself whether or not a payment is to be classed as 'regular'.
BenSta Rent from boarders or lodgers	Rent from accommodation let at respondent's address. However, do not include payments from boarders or lodgers who are part of the immediate family of the respondent. Do not include payments for keep from family members or rent from property outside the respondent's accommodation.
OthBen	Any foster carer who is looking after a child may receive a "Foster Allowance" or "Fostering Allowance" from the local Authority. It is

Foster Allowance /Guardian Allowance	designed to cover the costs of caring for a foster child. Local authorities are allowed flexibility to decide their own systems of payment. A “Guardian Allowance” is a tax free payment to individuals bringing up a child whose biological or adoptive parents have died or is otherwise unavailable for their rule (e.g., in prison, or detained in hospital). Recipients of Guardian Allowance must also receive Child Benefit.
OthBen In-Work Credit for Lone Parents	This credit will be paid on top of all tax credits and other benefits, for a 12 month period, to lone parents who have been on Income Support or Job Seeker’s Allowance for at least a year and who enter work of at least 16 hours a week. However, 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 Accident Insurance	Include any payments to compensate for lost wages during time off work through sickness (but not one-off payments to meet specific expenses such as medical fees or the cost of glasses or false teeth etc).
BenSta Other Regular payment	Exclude any payments from investments, stocks and shares, bonds and other interest payments (e.g., building society and bank savings accounts).

26. 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.
- Where applicable, look at any notes and additional info – it helps prepare you e.g., time and day the interview was done last time. You can also see dates of individual interviews in the additional info – worth noting whether they all did it on one day or not.
- 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.
- 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.
- Look at location of addresses on streetmap/google maps to check where they are
- Expect it to take you 6 or 7 weeks to finish your assignment – probably can't do it in a month.
- Read up about the study before you start – then be enthusiastic about it
- 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 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.
- 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.
- Interviewers could print their contact details onto sticky labels to add to the calling card along with a personal message – saves time and easier to read

Be patient and flexible

- 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
- 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.
- Step back a bit at the door – give them space
- Your first call is "I'm here to introduce myself" then try to make an appointment – they are unlikely to take part then and there.

Do

- Assume they are going to take part (makes it harder to say no)
- Try to interview people on their own – and 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.
- Take a little time over the grid – don't rush through it – particularly the question about any new household members (W6/W7).

- Keep it light and friendly – this is a fun thing to be involved in.
- Put a card through the door - some people will phone you back.
- Mention vouchers early on
- Know when to back off
- 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 the headlines document or a case study laminate 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 of the change of agency/interviewer
- Don't book appointments too close to each other
- Don't overbook yourself as you may need to rearrange appointments

27. 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 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 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).

28. Data confidentiality

As with all TNS BMRB 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, 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 TNS BMRB is contracted to carry out the fieldwork and data processing. 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 TNS BMRB 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 TNS 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.

1. APPENDIX A: Instructions specific to Wave 6

1.1 Introduction to Understanding Society

Please refer to core instructions Section 3 for more details.

2. The W6 sample

In Wave 6 we will be re-visiting productive and unproductive Wave 5 households, including partials. The sample will predominantly be interviewed face-to-face. In addition there is a small telephone sample (See core instructions Section 2.1).

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

You will be visiting:

- Fully and partially productive, as well as some unproductive, Wave 5 *Understanding Society* households; and
- Fully and partially productive, as well as some unproductive, Wave 5 *Living in Britain* households.

2.1 Your assignment

The fieldwork for mainstage Wave 6, will last for 2 years from January 2014 to December 2015, and will be split into 24 monthly samples.

The 24 monthly samples for Wave 6 are named:

- 2014: U6JA14, U6FB14, U6MR14, U6AP14, U6MY14, U6JN14, U6JL14, U6AU14, U6SP14, U6OC14, U6NV14, U6DC14
- 2015: U6JA15, U6FB15, U6MR15, U6AP15, U6MY15, U6JN15, U6JL15, U6AU15, U6SP15, U6OC15, U6NV15, U6DC15

Households are issued in the same quarter (e.g., those issued in January, February and March 2014 would also have been issued in January, February or March 2013) in each survey wave. They are not necessarily issued in the same month though.

2.2 In advance of contacting the household

Advance mailings are posted to each adult sample member by the office prior to the start of fieldwork, regardless of whether or not they have previously completed an individual interview.

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

- Incentive (£10 High Street voucher in most cases, £20 in some cases);
- Change of Address (COA) card;
- Freepost return envelope; and
- An A5 postcard with some recent findings from Understanding Society.

There are different types of advance letter depending on the type of sample. This is detailed in the table below:

Letter version	Sample member type
CAPI1	Previous wave non-contact households in the face to face sample
CAPI2	Previous wave refusal households in the face to face sample
CAPI3	Previous wave responding households in the face to face sample – responding adult
CAPI4	Previous wave responding households in the face to face sample – non-responding adult
CAPI5	“Rising 16s” – 16 year olds who will take part in an adult interview for the first time this year (in the face to face sample)
CATI7	Previous wave non-contact households in the telephone only sample
CATI8	Previous wave refusal households in the telephone only sample
CATI9	Previous wave responding households in the telephone only sample – responding adult
CATI10	Previous wave responding households in the telephone only sample – non-responding adult
CATI11	“Rising 16s” – 16 year olds who will take part in an adult interview for the first time this year (in the telephone only sample)
Generic	Use on the doorstep /new household members / those that have not received an advance letter.

The advance mailing also includes a Change of Address (COA) card (see core instructions Section 19.3) and a University of Essex Freepost return envelope. This is to encourage sample members to inform us of any change in their contact details. Respondents will receive a £5 voucher (from the University of Essex) if they return the card with their new 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).

2.3 Response rate targets

Our key response rate targets for the survey are:

- 95% household response rate among households that took part in Wave 5
- 95% adult interview rate among adults who took part in Wave 5

Please refer to core instructions Section 4.1 for more details.

2.4 Individuals and households

Understanding Society is a survey 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.

Along with response rate we also want to maximise the number of 'complete households' – where all individuals in the household complete an interview.

2.5 Who to interview

CAPI 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.

2.6 The ECS

The management of your assignment is done through the Electronic Contact Sheet (ECS).

Please refer to core instructions Section 7 for more details.

3. Between-wave mailings

Respondents are sent information about 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

Please refer to core instructions Section 19.1 for more details.

3.1 Tracing

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 moved outside the UK and those who are in prison. You are expected to make reasonable attempts to contact and/or trace the sample members; this may require more than one visit. You will also try to locate the untraced movers from Wave 5.

Please refer to core instructions Section 10 for more details.

3.2 The interview process

The data collection instruments are:

- CAPI household grid;
- CAPI household questionnaire;
- Individual Adult CAPI questionnaire for all aged 16+

- Adult CASI (administered as part of the adult CAPI interview);
- CAPI proxy questionnaire; and
- Youth paper self-completion questionnaire for all aged 10-15.

You should attempt to get a full individual interview with all eligible respondents. Proxy interviews are acceptable only if you are certain that you cannot get a productive interview.

3.3 CAPI interview

The main topic areas covered in the individual Wave 6 questionnaire are:

- Personal and family background;
- Ethnicity and religion;
- Health;
- Relationships;
- Annual events;
- Employment;
- Family networks and childcare;
- Finances; and
- Politics and cultural participation.

Please refer to core instructions Section 16 for more details.

3.4 Queries

Please contact your Regional Performance 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 0800 0152103.

4. W6 Fieldwork

The sample issued for Wave 6 in 2015 (i.e. Wave 6 Year 2) includes the mainstage general population and ethnic minority boost samples.

A fully productive household is defined as a household where all household members were interviewed; partial households are ones in which at least one adult completed an interview, but not all.

The majority of interviews will be face-to-face and will be carried out at participants' households.

You will also carry out a final telephone mop-up stage with individuals and households who have not responded face-to-face.

4.1 Fieldwork period

Fieldwork for each month of sample starts on the first of the month.

For each month, there is an 8 week fieldwork period during which you must gain final outcomes on all sample. There is then a re-issue period and a telephone mop up period.

Please refer to core instructions Section 4 for more details.

4.2 Fieldwork milestones

Please refer to core instructions Section 4.2 for more details.

4.3 Notifying the police

If you are working on an original issue assignment you must notify the police before you start working in your area.

Please refer to core instructions Section 17 for more details.

4.4 The website

Please refer to core instructions Section 1.1 for more details.

4.5 First contact with household: face-to-face sample

When contacting the household you cannot:

- Make first contact by telephone*
- Send texts to mobile numbers
- Conduct the interview by telephone

Your first contact with the household in a given fieldwork period **must** be face-to-face, as it is easier to establish a rapport this way and thus to avoid refusal. You may need to visit the household several times before you make contact.

* In some cases, a participant may have contacted ISER and requested an interviewer phones them in advance. If this is the case, the comment will be printed on the Sample Information Sheet. In these cases, please make first contact by phone to arrange an appointment only. DO NOT interview by telephone.

However, if there is no contact with a respondent after 6 visits to the household, you can attempt telephone contact if you have a telephone number for the household. This should be used as a last resort, but would be useful in order to avoid returning as a non-contact before all methods have been tried.

4.6 Call patterns

Please refer to core instructions Section 20 for more details.

It is important that you stick to the TNS BMRB call pattern rules and start work right at the beginning of the fieldwork period so that you can spread out your calls more.

Upon making contact, always remember to show your ID, even if the people you speak to do not appear to be interested in it.

4.7 Subsequent contact with household

Please refer to core instructions Section 20.1 for more details.

4.8 Contacting the household – telephone sample

You may also be allocated some telephone sample – these are households who have previously taken part in the survey by telephone, and which should only be contacted by telephone.

Please refer to core instructions Section 2.1 for more details.

4.9 Introducing the study

Please refer to core instructions Section 3 for more details.

4.10 Maximising response

Please refer to core instructions Section 3.1 for more details.

4.11 Doorstep documents

Please refer to core instructions Section 21 for more details.

4.12 Who to interview

Please refer to core instructions Section 5 for more details.

4.13 Eligibility of new entrants to the household

Please refer to core instructions Section 5.6 for more details.

4.14 Absent household members

Please refer to core instructions Section 5.7 for more details.

4.15 Non-resident household members

Please refer to core instructions Section 5.8 for more details.

4.16 Dealing with movers and split households

Please refer to core instructions Section 6 for more details.

4.17 Electronic Contact Sheet (ECS)

Please refer to core instructions Section 7 for more details.

4.18 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.

Please refer to core instructions Section 7.2 for more details.

4.19 Interim codes

Please refer to core instructions Section 7.3 for more details.

A full list of Wave 6 outcome codes is given in Section 12.

4.20 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 SIS is for your own use only; it should not be shown to the respondents or anyone else. The SIS contains confidential information about respondents; you must take great care with it.

Once fieldwork has closed, the SIS should be confidentially destroyed or returned to the office.

Please refer to core instructions Section 8 for more details.

Figure 4.1 **Example W6 Sample Information Sheet**

Understanding Society Wave 6	
Sample Information Sheet	
CAPI NAME	U6JA14
AREA CODE	9001
Serial number	900115
Address	22 Dover Road Salisbury Wiltshire SP5 1US
Home telephone number	01234567891
Last wave household outcome	Complete household
Sample type (F to F or Telephone)	Face to face
Whether have stable contact details	Yes
Day/time of household qaire completion last wave	Tuesday 18:30
Language household interviews completed in last wave	English
Do we suspect the household has split?	Yes
Comments from previous wave	Front door at side of house

Details of individuals in the household at the last wave are on the back of this [page](#)

Household members:

Screen no.	Name	Sex	Date of birth	Last wave outcome	Last wave language	Likely mover?	Possibly deceased?	Do not interview*?
1	John Smith	M	11/07/1969	Full adult interview	English	Yes		
2	Jane Smith	F	22/04/1969	Full adult interview	English			
3	Julia Smith	F	06/01/1998	Full youth interview	English			
4	James Smith	M	23/03/2003	Child <10				

*Some people have indicated in the past they want to withdraw from the study, so you do not need to attempt to interview these people. However, if they approach you and say they are happy to take part this year, then please complete the interview.

4.21 Translations

Please refer to core instructions Section 9 for more details.

4.22 Tracing sample members

It's vital that we re-contact and interview as many sample members as possible. We will follow any Wave 6 sample member who has moved except those who:

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

Please refer to core instructions Section 10 for more details.

4.23 Institutions

Please refer to core instructions Section 10.2 for more details.

4.24 Split-off households

Please refer to core instructions Section 6.2 for more details.

4.25 Incomplete addresses

Please refer to core instructions Section 10.3 for more details.

4.26 Movers/traced cases outside your fieldwork area

Please refer to core instructions Section 10.4 for more details.

4.27 Unsuccessful Tracing

Please refer to core instructions Section 10.5 for more details.

4.28 Planning your work/tracking progress

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

4.29 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 three months fieldwork period.

Please refer to core instructions Section 11 for more details.

4.30 Recording contact details

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

Please refer to core instructions Section 11 for more details.

4.31 Collecting details about respondents' occupations

Please refer to core instructions Section 13 for more details.

4.32 Adult CASI

Adults will be asked to complete a computer-assisted self-completion (CASI) during their CAPI interview which covers the following areas:

- Health
- Scottish Referendum (Scotland only)
- Neighbourhood
- Satisfaction
- Britishness
- Young adults
- Relationships

- Child development and Parenting Styles
- Mode preference

Please refer to core instructions Section 14 for more details.

4.33 List of Wave 6 modules

Module number	Module description	Who gets asked the questions
1	HH grid	All
2	Grid variables	All
3	HH Qnaire	All
4	Individual intro	All
5	Demographics	All
6	Initial conditions	New entrant/never interviewed
7	Own first job	New entrant never interviewed (excluding rising 16 year olds) and current economic activity is not employed or self-employed
8	Educational aspirations	Full time student
9	Young adults	Aged 16 - 21
10	Family background	Proxy last wave, non-interviewed adult or new entrant never interviewed, excluding rising 16 year olds
11	Ethnicity & national identity	New entrant never interviewed
12	Religion	New entrant never interviewed and is in the EM boost, GP comparison, a low density EM area with a non-white background or resident in Northern Ireland
13	Local neighbourhood	All
14	Service use	Part of EM Boost, GP comparison or LDA sample or is a recent immigrant
15	Social networks	All
16	Best friends	All
17	Groups and orgs	All
18	Disability	All
19	Health conditions	New entrant never interviewed
20	Smoking	All
21	Caring	All

22	Partnership history	New entrant never interviewed, excluding rising 16 year olds
23	Fertility history	New entrant never interviewed, excluding rising 16 year olds
24	Annual Event History	Interviewed at prior wave or has been interviewed previously
25	Current employment	All
26	Employees	Employees
27	Self employment	Self-employed
28	Commuting behaviour	Is an employee and works somewhere other than home or is self-employed and is not working at or from home
29	Job satisfaction	Worked in the last week or did not work last week but has a job
30	Work conditions	Employee
31	Non-employment	Did no paid work in last week and does not have a job
32	Mothers return to work	Currently 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 a job and does not want a job
33	Second jobs	All
34	Voluntary work	All
35	Charitable giving	All
36	Transport behaviour	All
37	Childcare	If responsible for children aged under 15
38	Benefits	All
39	Household finances	All
40	Savings	All
41	Personal pensions	All
42	Retirement planning	Of pensionable age and less than 71 years old and current economic status is not retired
43	Domestic labour	All
44	Politics	All
45	Political engagement	All
46	Political efficacy	All
47	News and media use	All
48	CASI start	Mode is face-to-face
49	SCA SF12	Mode is face-to-face and has agreed to self-completion OR Mode is telephone
50	SCA GHQ	Mode is face-to-face and has agreed to self-completion OR mode is telephone

51	SCA Scottish referendum	Mode is face-to-face and has agreed to self-completion OR Mode is telephone, region is Scotland and interview is up-to and including the date of the Scottish referendum
52	SCA Neighbourhood	Mode is face-to-face and has agreed to self-completion
53	SCA Satisfaction	Mode is face-to-face and has agreed to self-completion OR mode is telephone
54	SCA Britishness	Mode is face-to-face and has agreed to self-completion OR mode is telephone
55	SC young adults	Mode is face-to-face and respondent will complete CASI section & Aged 16 - 21
56	SCA Lat	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
57	SCA Child development	Mode is face-to-face and respondent will complete CASI section & Responsible adult for one or more children aged 3, 5 or 8
58	SCA parenting styles	Mode is face-to-face and respondent will complete CASI section & Parent (biological mother, biological father, adoptive mother, adoptive father, step-mother or step-father) of a child aged 10
59	SCA mode preference	Mode is face-to-face and has agreed to self-completion OR mode is telephone
60	CASI end	Mode is face-to-face
61	Consents intro	Mode is face-to-face & Respondent is a rising 16 year old and has never completed an adult interview
62	Education consents	Mode is face-to-face & Respondent is a rising 16 year old and has never completed an adult interview
63	Health consents	Mode is face-to-face & Respondent is a rising 16 year old and has never completed an adult interview
64	Posnegevents	All
65	Contact details	All
66	Stable contact	All
67	Interviewer obs	All
68	Proxy	Proxy interviews only

4.34 Youth self-completions

Paper self-completions are only administered to young people (aged 10-15). The questionnaire is an A5 booklet with a **red** cover.

Please refer to core instructions Section 5.2 for more details.

4.35 Consent for linking to administrative records

We are asking for consent to link to health and education (pre-16 and Higher) records held by government agencies. Health and education consent is only being asked of rising-16s who have not been interviewed previously.

Consent forms are only needed for health and education (pre-16) consents. Both of these are printed in carbon copy. The top copy is to be sent back to Warwick and the bottom copy is to be left with the respondent. Please get the respondent to initial the relevant boxes, sign, print their name and date the relevant section of the consent form. You will also need to sign and date the form. The CAPI screen will tell you which consent forms to administer and will give details of what you need to transfer onto the consent forms. **The respondent's serial number should be copied carefully onto the consent forms from the CAPI screen.**

Health consent

An example of the health consent form is included below. Consent will only be asked of rising-16s. An information leaflet should also be provided. It explains what records we would be linking to, which in summary are:

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

Figure 4.2 Health Consent Form

Understanding Society

Information on adding administrative health records

11834333

Understanding Society

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

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

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

Please write your initials to indicate that you give permission

HEALTH DATA

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

FOLLOW-UP ON HEALTH REGISTRATION

I understand that information held by the NHS and records maintained by The NHS Information Centre, the NHS Central Register and other central UK NHS bodies may be used to help contact me and provide information about my health status.

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

Respondent
Sign Date Print name

Interviewer
Sign Date Print name

Thank-you!

Serial Person number

Restricted | Kantar Operations, Olympus Avenue, Tachbrook Park, Warwick, CV34 6RJ | 11834336

Education (pre-16) records

An example of the education consent form and leaflet are included below. Like health, it will only be asked of new entrants to the sample who were educated in the UK.

Links would be made to:

National tests and formal assessments e.g., SATS/GCSEs/Standard Grades

Basic information on pupils e.g., demographic characteristics or Special Educational Needs.

Figure 4.3 Education Consent Form

Information on adding education records

Understanding Society

11834334

Adding information from administrative education records - adults

Please read this form and sign below if you give your permission for us to add information from education sources to your survey responses. You can withdraw your permission at any time in the future.

I have received a leaflet explaining what education data may be added to the survey and how it would be used. I have had the opportunity to ask questions. Please write your initials to verify the following

EDUCATION DATA

I authorise ISER to provide the minimum amount of my personal details (full name, full address, date of birth and gender) to, depending on the nation(s) in which I was educated, the Department for Education in England; the Department for Education and Skills in Wales; Education Analytical Services in Scotland; or the Department of Education / Education and Skills Authority in Northern Ireland so that my educational records held by them can be identified. They will then create a link between my education record and my survey responses before making my record anonymous. The education record will be placed on a secure computer so that researchers can use it for the purposes of research and statistics. My personal details will not be used for any other purpose and my dealings with the education authority will not be affected.

INITIALS

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

Respondent

Sign Date Print name

Interviewer

Sign Date Print name

Thank-you!

Serial

Personal number

Restricted | Kantar Operations, Olympus Avenue, Tachbrook Park, Warwick, CV34 6B | 11834337

Education (Higher and Further)

We will be asking for consent to link to records at Higher and Further Education institutions (e.g., Universities) within the UK if the respondent has completed a degree after 1995. There is no leaflet or form for this purpose, but the CAPI will set out what you need to say and have further explanation of what we are asking for. In summary, the information we would link to includes:

- entry qualifications,
- disability status
- ethnicity,
- details of programme of study,
- qualifications obtained,
- and placements after receipt of higher education qualifications

4.36 Administrative data flowchart

Please refer to core instructions Section 15 for more details.

4.37 Explaining data linkage

Please refer to core instructions Section 15.1.1 for more details.

4.38 Change of address (COA) cards

Please refer to core instructions Section 19.3 for more details.

5. Wave 6 Incentives

Please refer to core instructions Section 22 for more details.

The vast majority of adult respondents will receive their incentive as part of their advance mailing.

For others (e.g., new entrants), you will be responsible for giving the incentive at the end of the interview. For children/young people you will give out the incentive when they accept the self-completion questionnaire.

5.1 Incentive amount

The incentive for Wave 6 is £10 for most adults. The incentive for the completion of child self-completions is £5.

For whole households that refused or were non-contacts at the last wave, they will get £20 incentives at wave 6. In the case of household refusals, a £20 incentive has been sent to all adults in the household with their advance letter. In the case of non-contacted households, advance letters

did not include incentives, so you will need to give a £20 voucher to each adult that takes part.

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

Please refer to core instructions Section 22.2 for more details.

The CAPI script will prompt you to do this, and also tell you how much they should receive (£10 in most cases, but £20 for households that refused or were not contacted at wave 5).

Youth self-completions

The incentive amount for children is £5.

Please refer to core instructions Section 22.1 for more details.

Proxy interviews

There are no incentives for proxy interviews.

Telephone sample

Please refer to core instructions Section 22.4 for more details.

Administration of incentives

Please refer to core instructions Section 22.6 for more details.

6. CAPI interview

Please refer to core instructions Section 16 for more details.

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. Section 4.33 lists all the Wave 6 questionnaire modules and the conditions under which they are asked.

Please familiarise yourself with the different types of benefits listed in

6.1 W6 Benefits module details

Please refer to core instructions Section 16.4 for more details.

6.2 Help Screens

Please refer to core instructions Section 16.4 for more details.

6.3 Search box

Please refer to core instructions Section 16.5 for more details.

6.4 Unproductive and proxy interviews

Please refer to core instructions Section 6.4 for more details.

7. W6 workpack

Your workpack for Wave 6 should contain the following documents. If anything is missing or you need extra copies, contact your Regional Performance Management Team.

No.	Document
AREA SPECIFIC	Assignment Map – SAMPLE SPECIFIC
AREA SPECIFIC	Results Summary Sheet – SAMPLE SPECIFIC
AREA SPECIFIC	Assignment Sheet – SAMPLE SPECIFIC
AREA SPECIFIC	Sample Info Sheet – SAMPLE SPECIFIC
1	Interviewer Instructions (118343 Usoc W6 v7) or Combined Interviewer Instructions from Jan 2015
5	Paper Questionnaires- 10-15 years old – colour print
3	11834333 Health consent leaflet- RISING 16s ONLY – colour print on glossy paper
3	11834334 Education consent leaflet – RISING 16s ONLY – colour print on glossy paper
1 pad	11834336 Health consent form_Update RISING 16s ONLY – on 2 part carbon paper – pad of 20 sheets
1 pad	11834337 Education consent form v2_Update RISING 16s ONLY- on 2 part carbon paper – pad of 20 sheets
1	11834332 Consent Flowchart LAMINATED
1	Insights Participant Mailing (client produced) * NEW A5 VERSION
3	11834312 GB Info Leaflet – colour print on glossy paper
1	11834312 GB Info Leaflet - colour print on glossy paper LAMINATED
AREA SPECIFIC	Advance Letter – Welsh GENERIC Version LAMINATED
AREA SPECIFIC	Advance Letter – Welsh GENERIC Version
1	'Understanding Society in the News' slides – colour print LAMINATED
1	Advance Letter – Standard GENERIC Version –CAPI-generic (6)_v3 (ref:118343/AL/6) LAMINATED
5	Advance Letter – Standard GENERIC Version –CAPI-generic (6)_v3 (ref:118343/AL/6) colour print
3	11834330 Tracing Letter GB 3_Update NON-SAMPLE SPECIFIC – colour print
3	11834331 Stable contact letter 3_Update NON-SAMPLE SPECIFIC – colour print
5	11834308 Template Freepost DL PRINT1 Envelope
20	11834314 Thank you flyer (GB & NI)v1

20	11834399 GB MRS leaflet-1
5	Gift cards - £10
3	Gift cards - £5
2	Police Form – W6 January 2015 * NEW VERSION
1	Interviewer Pay_chart_v6
1	Showcards
10	11834325 Change of Address Card
20	11834313 Interviewer Card
1	118343VL Adult Voucher Letter generic2
1	11834354_Translation_card_v2 LAMINATED *IN BRIEFING PACKS FOR JAN 2015 NEW STARTERS
1	11834355 Translation booklet_4 *IN BRIEFING PACKS FOR JAN 2015 NEW STARTERS
1	1183436 Translation Flowchart3 LAMINATED *IN BRIEFING PACKS FOR JAN 2015 NEW STARTERS
1	Usoc W6/W7 Translation Guide v2 NEW DOCUMENT TO BE INCLUDED IN ALL PACKS
5	** C5 'Private and Confidential' printed brown envelopes (Non window) - Privacy envelope for 10-15 year old questionnaires
8	** Freepost C4 brown peel and seal envelopes addressed to High Wycombe (Survey Name: 'Understanding Society Study') (respondents and interviewers will use this to return 10-15 Questionnaires in their privacy envelopes and consent forms)
2	** Pre-stamped/Queen's Head 1st Class Blank DL envelope (for A4 letter folded in thirds) – no window (For sending Tracing and Stable Contact letters)
1	USOC 'Follow-on Work Pack' Memo-Updated V4 put on top of each FOLLOW ON pack NEW DOCUMENT

8. Admin and return of work

Please refer to core instructions Section 24 for more details.

Payment

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

9. Things we hear from sample members

Please refer to core instructions Section 27 for more details.

10. Top tips for new interviewers

Please refer to core instructions Section 26 for more details.

11. Practice cases and Practice CAPI

You must complete several Practice Interviews before you start work.

Wave 6 Practice Capi script is UPRA6. ALL PRACTICE INTERVIEWS MUST BE CONDUCTED UNDER THIS CAPI NAME.

To conduct a Practice Interview,

- In your Erep Grid go to UPRA6
- Select one of the 15 test serials you have been assigned
- Click on START SCREENER INT (do not click on PRACTICE)

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

Familiarise yourself with:

- ECS script for various scenarios
- Movers, refusals, translation requirements
- Individual interview
- Individual Interview for Rising 16 (16 year old Individual)
- Consent Forms and the Data linkage material
- Logging the administration of the Youth questionnaire
- Youth questionnaire content

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

12. Wave 6 Outcome codes

HOUSEHOLD or INDIVIDUAL	Description	Code #
HOUSEHOLD	HH OFFICE APPROVAL ONLY: Issued but not attempted	18
HOUSEHOLD	Other ineligible	19
HOUSEHOLD	HH Address inaccessible	20
HOUSEHOLD	HH Unable to locate address	21
HOUSEHOLD	HH Unknown whether any named HH members at address - Information refused	24
HOUSEHOLD	HH Unknown whether any named HH members at address - No Contact	25
HOUSEHOLD	HH Unknown whether any named HH members at address - Other REASON (give details)	26
HOUSEHOLD	HH Unknown whether any named HH members at address - Language barrier	27
HOUSEHOLD	HH No contact with anyone at address (HH members known to be at address)	40
HOUSEHOLD	HH Contact made but not with a responsible resident	41
HOUSEHOLD	HH Office Refusal	50
HOUSEHOLD	HH Office refusal	50
HOUSEHOLD	HH Refusal before Grid interview (HH members known to be at address)	52
HOUSEHOLD	HH Contact at HH but no appointment made	60
HOUSEHOLD	HH Broken appointment – no recontact	63
HOUSEHOLD	HH Whole household - Ill at home during survey period	64
HOUSEHOLD	HH Whole household - Away or in hospital during survey period	65
HOUSEHOLD	HH Whole household - Physically or mentally unable/incompetent	66
HOUSEHOLD	HH Language difficulties with HH as a whole	67
HOUSEHOLD	HH Other Unproductive	69
HOUSEHOLD	HH Completed HH Interview & all eligible HH members	70
HOUSEHOLD	HH Completed HH Interview & at least 1 individual interview	71
HOUSEHOLD	HH Completed HH Interview but no individual interviews	72
HOUSEHOLD	HH Completed enumeration and at least 1 individual interview but no HH Interview	73
HOUSEHOLD	HH Completed enumeration grid only	74
HOUSEHOLD	HH Interview - Data lost/corrupted. Interview could not be redone	78
HOUSEHOLD	HH Interview - Household requested data to be deleted	79
HOUSEHOLD	HH Untraced - address unknown, no more tracing possible by TNS or client	81
HOUSEHOLD	HH Follow up address is in GB but is outside area	82
HOUSEHOLD	HH All sample members no longer eligible - died. No TSMs	85
HOUSEHOLD	HH All sample members no longer eligible - live outside UK. No TSMs	86
HOUSEHOLD	HH Untraced - address unknown, no more tracing possible by interviewer (office check complete)	89
HOUSEHOLD	HH Follow up address is in Northern Ireland (MB Ulster reassignment)	90
HOUSEHOLD	HH Follow up address is in NI	90

HOUSEHOLD	HH Translator Request (Arabic)	191
HOUSEHOLD	HH Translator Request (Bengali)	192
HOUSEHOLD	HH Translator Request (Cantonese)	193
HOUSEHOLD	HH Translator Request (Gujarati)	194
HOUSEHOLD	HH Translator Request (Gurmukhi Punjabi)	195
HOUSEHOLD	HH Translator Request (Somali)	196
HOUSEHOLD	HH Translator Request (Urdu)	197
HOUSEHOLD	HH Translator Request (Welsh)	198
HOUSEHOLD	HH Translator Request (Urdu Punjabi)	199
HOUSEHOLD	HH Household no longer eligible - TSM's only	201
HOUSEHOLD	HH Household no longer eligible - merged with another Household	202
HOUSEHOLD	HH OFFICE USE ONLY: Split created in error - office deletion	204
HOUSEHOLD	HH OFFICE USE ONLY: Not issued to interviewer	205
HOUSEHOLD	HH Unproductive - final IV outcomes reported but no enumeration grid , HH interview or IV interviews completed.	210
HOUSEHOLD	HH No phone number provided for respondent	300
HOUSEHOLD	HH Always ringing, not answered (no answering machine/voicemail) or no response on pick up	301
HOUSEHOLD	HH Always busy/engaged line	302
HOUSEHOLD	HH Always fax/modem/data line/pager	303
HOUSEHOLD	HH Technical phone problems	304
HOUSEHOLD	HH Out of service or disconnected	305
HOUSEHOLD	HH Always answerphone/voicemail	306
HOUSEHOLD	HH Always answerphone/voicemail	306
INDIVIDUAL	IV No contact with adult sample member	542
INDIVIDUAL	IV Parental consent required for 16/17 year old - no contact with parent/guardian	543
INDIVIDUAL	IV Office refusal	550
INDIVIDUAL	IV Refusal before interview	552
INDIVIDUAL	IV Proxy refusal	553
INDIVIDUAL	IV Parental consent required for 16/17 year old - parental/guardian consent refused	554
INDIVIDUAL	IV Refusal during interview	555
INDIVIDUAL	IV Issued adamant refuser - Interview not required	557
	IV Contact made but no appointment made	560
INDIVIDUAL	IV Broken appointment - No recontact	563
INDIVIDUAL	IV Ill at home during survey period	564
INDIVIDUAL	IV Away or in hospital all survey period	565
INDIVIDUAL	IV Physically or mentally unable/incompetent	566
INDIVIDUAL	IV Language difficulties	567
INDIVIDUAL	IV Other Unproductive	569
INDIVIDUAL	IV Full adult interview	570
INDIVIDUAL	IV Full proxy interview	571
INDIVIDUAL	IV Partial adult interview	575
INDIVIDUAL	IV Partial proxy interview	576
INDIVIDUAL	IV Interview - Data lost/corrupted. Interview could not be redone	578

INDIVIDUAL	IV Interview - Respondent requested data to be deleted	579
INDIVIDUAL	IV Untraced - address unknown, no more tracing possible by TNS or client	581
INDIVIDUAL	IV Follow up address is in GB but is outside area	582
INDIVIDUAL	IV Individual has died	585
INDIVIDUAL	IV Moved outside of UK	586
INDIVIDUAL	IV In prison	587
INDIVIDUAL	IV In armed forces accommodation or institution	588
INDIVIDUAL	IV Untraced - address unknown, no more tracing possible by interviewer (office check complete)	589
INDIVIDUAL	IV Moved to Northern Ireland (MB Ulster reassignment)	590
INDIVIDUAL	IV Moved to Northern Ireland (MB Ulster reassignment)	590
INDIVIDUAL	IV TSM - Moved out separately from any OSM/PSM (not eligible for tracing)	598
INDIVIDUAL	IV MOVER - SPLIT OFF CREATED	599
INDIVIDUAL	IV Adult in non-contacted household	601
INDIVIDUAL	IV Adult in refusal household	602
INDIVIDUAL	IV Adult in other non-responding household	603
INDIVIDUAL	IV Unknown if Adult in household - no contact	604
INDIVIDUAL	IV Unknown if Adult in household - refusal	605
INDIVIDUAL	IV Unknown if Adult in household - other reason	606
INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to no contact with Youth	611
INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to no contact with Parent (consent not collected)	612
INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to Youth Refusal	613
INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to Parental Refusal	614
INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to Proxy Refusal	615
INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to Other reason	616
INDIVIDUAL	IV Youth identified - Paper questionnaire to be returned directly by Youth/HH	617
INDIVIDUAL	IV Child under 10 in non-contacted household	621
INDIVIDUAL	IV Child under 10 in refusal household	622
INDIVIDUAL	IV Child under 10 in other non-responding household	623
INDIVIDUAL	IV Unknown if Child under 10 in household - no contact	624
INDIVIDUAL	IV Unknown if Child under 10 in household - refusal	625
INDIVIDUAL	IV Unknown if Child under 10 in household - other reason	626
INDIVIDUAL	IV Unknown if Child under 10 in household - other reason	626
INDIVIDUAL	IV Translator Request (Arabic)	691
INDIVIDUAL	IV Translator Request (Bengali)	692
INDIVIDUAL	IV Translator Request (Cantonese)	693
INDIVIDUAL	IV Translator Request (Gujarati)	694
INDIVIDUAL	IV Translator Request (Gurmukhi Punjabi)	695

INDIVIDUAL	IV Translator Request (Somali)	696
INDIVIDUAL	IV Translator Request (Urdu)	697
INDIVIDUAL	IV Translator Request (Welsh)	698
INDIVIDUAL	IV Translator Request (Urdu Punjabi)	699
INDIVIDUAL	IV Youth in non-contacted household	701
INDIVIDUAL	IV Youth in refusal household	702
INDIVIDUAL	IV Youth in other non-responding household	703
INDIVIDUAL	IV Unknown if Youth in household - no contact	704
INDIVIDUAL	IV Unknown if Youth in household - refusal	705
INDIVIDUAL	IV Unknown if Youth in household - other reason	706
INDIVIDUAL	IV Completed youth interview	710
INDIVIDUAL	IV Full youth interview	710
INDIVIDUAL	IV Ineligible for interview - aged under 10	750
HOUSEHOLD	HH Untraced household - interviewer completed tracing (office check pending)	800
HOUSEHOLD	HH INTERIM HH not at address, Interviewer still trying to trace contact details	801
HOUSEHOLD	HH INTERIM HH not at address, Interviewer collected new address in area	802
HOUSEHOLD	HH INTERIM HH not at address. New address collected in area	802
HOUSEHOLD	HH INTERIM Household Grid started, not yet complete	804
HOUSEHOLD	HH INTERIM Household Grid COMPLETE	805
HOUSEHOLD	HH START INTERVIEW NOW / HH INTERIM Household Interview started, not yet complete (GRID Complete)	806
HOUSEHOLD	HH Household Interview COMPLETE - Individual outcomes outstanding	807
HOUSEHOLD	HH INTERIM Lost interview. TO BE REDONE	808
HOUSEHOLD	HH INTERIM - Contact made - interviewer conducting Individual Interview	809
HOUSEHOLD	HH INTERIM No contact made with anyone (HH FTF) (HH GRID/INTERVIEW NOT YET COMPLETED)	810
HOUSEHOLD	HH INTERIM Contact made - interviewer to call back (FTF) (HH GRID/INTERVIEW NOT YET COMPLETED)	811
HOUSEHOLD	HH INTERIM No contact made this call (HH FTF) (HH GRID/INTERVIEW COMPLETED)	812
HOUSEHOLD	HH INTERIM Contact made - interviewer to call back (FTF) (HH GRID/INTERVIEW COMPLETED)	813
HOUSEHOLD	HH INTERIM No contact with anyone - valid dial tone (HH tel) (HH GRID/INTERVIEW NOT YET COMPLETED)	814
HOUSEHOLD	HH INTERIM Contact made - interviewer to call back (TEL) (HH GRID/INTERVIEW NOT YET COMPLETED)	815
HOUSEHOLD	HH INTERIM No contact with anyone - valid dial tone (HH tel) (HH GRID/INTERVIEW COMPLETED)	816
HOUSEHOLD	HH INTERIM Contact made - interviewer to call back (TEL) (HH GRID/INTERVIEW COMPLETED)	817
HOUSEHOLD	HH INTERIM No contact made - disconnected or no dial tone (HH tel)	818
HOUSEHOLD	HH INTERIM No contact with Stable Contact (SC FTF)	819
HOUSEHOLD	HH INTERIM No contact with Stable Contact (SC Tel)	820
HOUSEHOLD	HH INTERIM No contact with neighbour	821

HOUSEHOLD	HH INTERIM No contact with other (O tel)	822
HOUSEHOLD	HH INTERIM Contact with Stable Contact (SC FTF)	823
HOUSEHOLD	HH INTERIM Contact with Stable Contact (SC Tel)	824
HOUSEHOLD	HH INTERIM Contact with neighbour (Nbr FTF)	825
HOUSEHOLD	HH INTERIM Contact with other contact (O Tel)	826
HOUSEHOLD	HH INTERIM Letter posted for Stable Contact	827
HOUSEHOLD	HH INTERIM Letter posted for Other	828
HOUSEHOLD	HH INTERIM Stable Contact NOT available on this number/address	829
HOUSEHOLD	INTERIM - Obs data to be recorded (Office refusal for Household)	830
HOUSEHOLD	INTERIM - Obs data to be recorded (Final Outcome for Household and Individuals recorded)	831
HOUSEHOLD	HH INTERIM Obs to be recorded (Final HH & IV outcomes done)	831
HOUSEHOLD	HH INTERIM - Obs data to be recorded (Final Outcome for Household and ALL Individuals recorded)	832
HOUSEHOLD	HH INTERIM Appointment arranged	835
HOUSEHOLD	HH INTERIM Translation(assigned int to complete) (Arabic)	841
HOUSEHOLD	HH INTERIM Translation(assigned int to complete) (Bengali)	842
HOUSEHOLD	HH INTERIM Translation(assigned int to complete) (Cantonese)	843
HOUSEHOLD	HH INTERIM Translation(assigned int to complete) (Gujarati)	844
HOUSEHOLD	HH INTERIM Translation(assigned int to complete) (Gurmukhi Punjabi)	845
HOUSEHOLD	HH INTERIM Translation(assigned int to complete) (Somali)	846
HOUSEHOLD	HH INTERIM Translation(assigned int to complete) (Urdu)	847
HOUSEHOLD	HH INTERIM Translation(assigned int to complete) (Welsh)	848
HOUSEHOLD	HH INTERIM Translation(assigned int to complete) (Urdu Punjabi)	849
INDIVIDUAL	IV Untraced - interviewer completed tracing (office check pending)	850
INDIVIDUAL	IV INTERIM Does not live at address, Interviewer still trying to trace contact details	851
INDIVIDUAL	IV INTERIM Individual not at address, Interviewer collected new address in area	852
INDIVIDUAL	IV INTERIM IV not at address. Collected new add in area	852
INDIVIDUAL	IV INTERIM Lost interview. TO BE REDONE	858
INDIVIDUAL	IV INTERIM Parental consent required for 16/17 year old - consent yet to be collected	860
INDIVIDUAL	IV INTERIM Parental consent collected for 16/17 year old - interview yet to be done	861
INDIVIDUAL	IV INTERIM Youth identified - Paper questionnaire NOT yet given (Parental consent not collected yet)	862
INDIVIDUAL	IV INTERIM Youth identified - Paper questionnaire NOT yet given (Parental consent collected)	863
INDIVIDUAL	IV INTERIM Youth identified - Paper questionnaire given but not yet collected	864
INDIVIDUAL	IV INTERIM Youth - Paper q'naire given but not yet collected	864
INDIVIDUAL	IV START INTERVIEW NOW / IV INTERIM Interview started, not yet complete	877
INDIVIDUAL	IV INTERIM Appointment arranged	880
INDIVIDUAL	IV INTERIM Appointment arranged	880
INDIVIDUAL	IV INTERIM Translation(assigned int to complete) (Arabic)	891

INDIVIDUAL	IV INTERIM Translation(assigned int to complete) (Bengali)	892
INDIVIDUAL	IV INTERIM Translation(assigned int to complete) (Cantonese)	893
INDIVIDUAL	IV INTERIM Translation(assigned int to complete) (Gujarati)	894
INDIVIDUAL	IV INTERIM Translation(assigned int to complete) (Gurmukhi Punjabi)	895
INDIVIDUAL	IV INTERIM Translation(assigned int to complete) (Somali)	896
INDIVIDUAL	IV INTERIM Translation(assigned int to complete) (Urdu)	897
INDIVIDUAL	IV INTERIM Translation(assigned int to complete) (Welsh)	898
INDIVIDUAL	IV INTERIM Translation(assigned int to complete) (Urdu Punjabi)	899
HOUSEHOLD	Address/Individual within area but I am unable to attempt/complete (CONTACT OFFICE)	900
INDIVIDUAL	IV NOT APPLICABLE - NO INDIVIDUAL ASSOCIATED WITH THIS SCREEN (HH GRID DONE)	901
INDIVIDUAL	IV NOT APPLICABLE - NO HH GRID	902

12.1 Data confidentiality

Please refer to core instruction Section 28 for more details.

1. APPENDIX B: Instructions specific to Wave 7

1.1 Mixed-mode design

The issued sample will differ to previous waves. The main difference is that Wave 7 will **be mixed-mode** from the invitation to take part (i.e., on sending the advance letter). We will be using **CAPI** (Face-to Face or F2F), **CAWI** (WEB) and **CATI** (Telephone or TEL).

Issued households fall into two main categories:

1. **CAPI-first**
2. **WEB-first**

More detail about the households that fall into each group can be found later on in Section 3.

You should be aware that households from the CAPI-first and WEB-first groups will form part of your assignment. When approaching your households you will need to be aware of whether they form part of your 'normal' sample and you will interview them in the usual way (CAPI-first) or whether the advance letter invited them to participate online (WEB-first) and they are yet to logon and complete it or have only partially done so.

1.2 Dress Rehearsal

Fieldwork for the Wave 7 Dress Rehearsal took place between 29th September and 9th November 2014.

1.3 Fieldwork

Wave 7 fieldwork will last for just over 2 years and is split into 24 monthly samples, issued between January 2015 and December 2016. The sample will be allocated according to the mix-mode design i.e., CAPI-first and WEB-first sample groups. The Sample Information Sheet (SIS) will clearly indicate whether the household falls into the CAPI-first or WEB-first categories.

1.4 Response rate targets

Please refer to core instructions section 4.1 for more details.

1.5 Who to interview

Please refer to core instructions section 5 for more details.

1.6 Electronic Contact Sheet (ECS)

Please refer to core instructions section 7 for more details.

1.7 Sample Information Sheet (SIS)

Please refer to core instructions section 8 for more details.

The W7 SIS also shows information on: the sample group (CAPI-first or WEB-first); login information for WEB-first households and the incentive amount for each member of the household and whether it was conditional or unconditional.

1.8 Tracing

Please refer to core instructions section 18 for more details.

1.9 The interview process

Please refer to core instructions section 18 for more details.

1.10 CAPI interview

Please refer to core instructions section 16 for more details.

The main topic areas covered in the individual Wave 7 questionnaire are:

- Personal and family background;
- Education;
- Ethnicity and religion;
- Health and disability;
- Relationships;
- Annual events;
- Employment;
- Family networks and childcare;
- Finances; and
- Politics, attitudes and cultural participation.

1.11 Youth self-completion booklet

Please refer to core instructions section 5.3 for more details.

At Wave 7 all children aged 10-15 are eligible for a **yellow** paper self-completion booklet.

1.12 Queries

Please refer to core instructions for more details.

If in doubt, please contact your Regional Manager or the CAPI Helpdesk (0800 015 2103) as appropriate.

2. The W7 sample

The sample for *Understanding Society* Wave 7 includes the mainstage general population and ethnic minority boost samples, and the *Living in Britain* sample (which was incorporated into the *Understanding Society* sample at Wave 2).

2.1 Mixed-mode sample design

We have moved to a mixed-mode sample design for Wave 7; the three modes are: **CAPI** (F2F), **CAWI** (WEB) and **CATI** (TEL). Modes will be used to complement and support each another as described below. Households will fall into three groups:

1. **CAPI-first**

These households participated at Wave 6 and will be issued directly to you as part of your Wave 7 assignment. If these households reach the re-issue stage they will be invited to participate on-line. Towards the end of fieldwork we will conduct a mop-up stage where you will attempt to contact the non-responding members of these households by telephone.

2. **WEB-first**

These households participated at Wave 5 but not at Wave 6. The advance letter will invite these respondents to participate online via CAWI and provide them with login details. After an initial period of 2 weeks, non-responding adults will be allocated to CAPI and form part of

your assignment. If they reach the mop-up stage you will be required to attempt to contact them by telephone.

The Wave 7 Year 1 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 refer to core instructions Section 2.1 for more details.

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

For those in the WEB-first group we will initially invite them to take part online; if they do not go ahead and complete a CAWI interview you will skip the CAPI stage and contact them by telephone to complete their interview.

For those in the CAPI-first group you will contact them by telephone to complete their interview. If they do not do a telephone interview we will invite them to take part online later on in the fieldwork period

Should your assignment contain any telephone sample households they will appear as usual in the list in the eReps grid, but when you enter the address you will be prompted to telephone rather than to visit them for a face-to-face interview.

Please be aware that if you don’t have any CAPI-first cases in your assignment you won’t be starting work until two weeks after the initial start date after the web period ends.

2.2 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.

However amongst those households who did not respond at the previous wave, response increased when the web option was introduced. As such it was decided that to maximise response the best approach for wave 7 would be to keep the CAPI mode for the majority of respondents (i.e., those who took part in the previous wave) and to introduce mixed mode data collection for those respondents who did not take part at the previous wave. The allocation of households into these groups will target face to face interviewing resource at households most worth pursuing.

3. Fieldwork - your assignment

3.1 Mainstage fieldwork

The fieldwork for mainstage Wave 7, will last for 2 years from January 2015 to December 2016, and will be split into 24 monthly samples.

CAPI-first fieldwork process

Original CAPI fieldwork will last for 8 weeks for this group, plus 2 weeks for CAPI mop-up.

1 week after the start of CAPI re-issues, individuals who have not taken part in a face to face interview will be invited to take part online (CAWI). The online survey will be open for 9 weeks for this group, and during the final 4 weeks of fieldwork there will be a CATI mop-up period.

Web-first fieldwork process

During the first two weeks interviews can only be conducted online for this group. Thereafter, CAPI will open for the WEB-first group, and you will be given any households that are not fully complete on web at that point. There will be 8 weeks of CAPI fieldwork for this group (plus 2 weeks of CAPI mop-up), and then there will be a CATI mop-up week in the final 4 weeks of fieldwork. The option to complete interviews in CAWI will remain open for the full 23 weeks of fieldwork for WEB-first groups.

WAVE 7 MAIN (23 wk rolling monthly cycle)				
	Year 1 (inc BHPS and NI)			
	Fieldwork start date: 8th of the month			
FW wk	CAPI 1st: mostly prod HHs at W6 Also inc. BHPS 'tel-only' HHs*		WEB 1st: mostly prod HHs at W5 but not at W6. Also inc. BHPS 'tel-only' HHs*	
1	CAPI 1*		CAWI 1	
2	CAPI 2*		CAWI 2	
3	CAPI 3*		CAWI 3	CAPI 1*
4	CAPI 4*		CAWI 4	CAPI 2*
5	CAPI 5*		CAWI 5	CAPI 3*
6	CAPI 6*		CAWI 6	CAPI 4*
7	CAPI 7*		CAWI 7	CAPI 5*
8	CAPI 8*		CAWI 8	CAPI 6*
9	CAPI mop-up 1*		CAWI 9	CAPI 7*
10	CAPI mop-up 2*		CAWI 10	CAPI 8*
11	ISER tracing 1*		CAWI 11	CAPI mop-up 1*
12	ISER tracing 2 and office RI prep*		CAWI 12	CAPI mop-up 2*
13	ISER tracing 3 and office RI prep*		CAWI 13	ISER tracing 1*
14	CAPI RI 1*		CAWI 14	ISER tracing 2 and office RI prep*
15	CAPI RI 2*	CAWI 1	CAWI 15	ISER tracing 3 and office RI prep*
16	CAPI RI 3*	CAWI 2	CAWI 16	CAPI RI 1*
17	CAPI RI 4*	CAWI 3	CAWI 17	CAPI RI 2*
18	CAPI RI 5*	CAWI 4	CAWI 18	CAPI RI 3*
19	CAPI RI 6*	CAWI 5	CAWI 19	CAPI RI 4*
20	CATI 1*	CAWI 6	CAWI 20	CATI 1*
21	CATI 2*	CAWI 7	CAWI 21	CATI 2*
22	CATI 3*	CAWI 8	CAWI 22	CATI 3*
23	CATI 4*	CAWI 9	CAWI 23	CATI 4*

* or by phone for BHPS 'tel-only' HHs

3.2 Your assignment

3.2.1 CAPI-first and WEB-first households

Your assignment will initially consist of **only** CAPI-first households, however after the two week CAWI period you may be issued some more WEB-first households who have not yet completed online, or have only partially done so. You will be responsible for managing and monitoring progress of each individual in these households through to the allocation of a final outcome.

You will need to distinguish between WEB-first households who have (and will continue to have) the opportunity to complete their interview in CAWI and those CAPI-first households who are **only** eligible for a CAPI interview, until the mop-up period starts. This information is available on your SIS, you can also distinguish between the two types of sample by the last two digits of the serial number such that:

01-49 denote CAPI-first cases

50-99 denote WEB-first (or WEB only) cases.

Please remember to check your assignment for any telephone sample (households that have always been interviewed by telephone that become part of the WEB-first group at Wave 7). Where these households do not complete a CAWI interview they will skip directly to the telephone stage and not be visited by an interviewer to administer CAPI.

3.2.2 Keeping track of CAWI completions

To identify the status of WEB-first households in your assignment you will need to access **the 'status summary' screen at Screen 0**. Screen 0 will show the status of all individuals in the household (e.g., whether not yet started, complete or partially complete). When you return to the eRep grid from the ECS, outcomes will be updated for any newly completed cases. Outcomes for both CAWI and CAPI individuals will be shown. Please note you will only be able to see the outcomes in the ereps grid once you have gone into Screen 0 and then refreshed the grid.

It is vital that before setting out to interview any WEB respondents you check the 'summary 'status' screen in Screen 0 for 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**.

Field will handle CAWI sample updates in the same way as opt outs/appointment requests; they will be picked up and relayed by phone/email to interviewers each day. Text message updates will be sent to anyone not directly spoken to via the normal opt out method.

If you call at a household where you believe there are interviews outstanding yet the respondent(s) say they have completed in CAWI you should contact your Regional Team or you can phone the USoc research team at TNS BMRB on 0800 015 0655 to confirm the household interview status.

3.2.3 Mop-up period

After 8 weeks of fieldwork the mop-up period will begin for the CAPI-first cases. All individuals that have not yet been interviewed on CAPI will be sent a reissue letter and email (where we have an email address) inviting them to take part online. You should be aware that the period for the web reopening overlaps with CAPI reissues and the CATI mop-up stage, so it is possible at that time that you may contact some respondents who have been invited to take part 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 the status summary screen.

Up to two reminder emails will also be sent to this group during the two week CAWI mop up period.

3.2.4 Viewing the status summary screen

The status summary screen will appear after Addresschk (the first question when you enter the ECS for Screen 0) if there has been any CAWI progress. An example of the status summary screen is below:

OutcomeDisplay

INTERVIEWER: SOME SCREENS STILL REQUIRE FURTHER ACTION.

LISTED BELOW ARE THE **FINAL** OUTCOMES FOR THIS ADDRESS:

SCREEN 1 (**Mark Jordan, Male, 12 August 1934**): (570) IV Full adult interview

LISTED BELOW ARE THE **INTERIM** OUTCOMES FOR THIS ADDRESS:

SCREEN 0 (**HOUSEHOLD**): Observational questions still to be completed,

SCREEN 2 (**Sarah Jordan, Female, 19 October 1939**): No outcome coded as yet

RECORD ANY UNPRODUCTIVE FINAL OUTCOME CODES FOR THE INTERIM CASES THROUGH THE HOUSEHOLD ECS (SCREEN 0).

In this example Screen 1 has a final outcome of full adult interview, so you know that this adult has completed their individual interview online already. However screen 2 is appearing under 'interim outcomes' because there has been no progress yet for this adult. Screen 0 is also appearing under 'interim outcomes' because the observational questions still need to be completed. If the household grid or household questionnaire also needed to be completed it would say this next to Screen 0 under the interim outcomes.

So in this example you know that when you arrive at the household you will need to complete the observational questions and attempt to interview the second adult face to face.

If you wish to view the status summary screen at home without going through a full ECS call you can do so by clicking on the 'No' option at Addresschk. In brackets next to 'No' it will either say 'No CAWI progress' if there has been no CAWI progress yet, or 'View CAWI progress' if there has been some CAWI progress. If so, if you click on the 'No' option it will take you to the status summary screen and then close the call. This option is there to save you from going all the way through the ECS if you just wish to look at the CAWI progress.

3.3 Summary of your responsibilities

Throughout your fieldwork assignment you will be responsible for:

3.3.1 CAPI-first sample:

- Contacting households and individuals and conducting CAPI interviews;
- Conducting CATI mop-up interviews in the final 4 weeks.
- Monitoring CAWI completions during the mop-up period

3.3.2 WEB-first sample:

- Monitoring CAWI completions in your assignments by viewing the 'status summary' screen by accessing Screen 0. You will not need to conduct interviews with individuals or households that have completed their CAWI interviews online;
- Contacting households and individuals and conducting CAPI interviews with those members of the WEB-first sample who haven't completed their interviews online;
- For telephone sample who haven't completed interviews online, contacting households and individuals and conducting CATI interviews;
- Picking up and completing any interviews that have been started in CAWI but are incomplete;
- Reminding WEB-first sample members that they can complete their interview in CAWI (until the end of the fieldwork period);
- Enabling CAWI where this is a stated preference, by reminding individuals of their CAWI username and password and providing support;
- Making reminder phone calls to individuals who are planning to complete in CAWI but have yet to do so;
- Conducting CATI mop-up interviews in the final 4 weeks.

NB. For the CAPI-first group in the final 9 weeks of fieldwork a CAWI mop-up survey opens. This will overlap with some CAPI reissues and the CATI mop-up week, so you need to be aware that during this period you'll need to monitor CAWI completions, pick up interviews that have started in CAWI but are incomplete, reminding and enabling respondents to complete online where this is their preference, as per the points covered above for the web-first sample.

3.4 Notifying the police

Please refer to core instructions Section 17 for more details.

4. Between-wave contact

Please refer to core instructions Section 19.1 for more details.

5. Advance mailings

Please refer to core instructions Section 19.1 for more details.

At Wave 7 the advance letters will differ to previous waves so that letters sent to adults living in Web-first households will include an invitation to participate in a CAWI interview and login information provided.

All adults in CAPI-first households will be sent an advance mailing around a week before the launch of fieldwork. Adults in WEB-first households will be sent an advance mailing on the first day of fieldwork (when the online survey is made live). At Wave 7 there are 17 versions of the advance letter due to the new mixed-mode approach and the need to tailor the letter to each sample group (e.g., outcome at last wave, new entrants and incentive types etc).

The most common advance letter types are:

Letter type	Mode of first issue	Respondent type	Previous <u>household</u> outcome	Incentive amount
1	CAPI first	Adult	Productive	£10 unconditional
4	CAPI first	Rising 16	Productive	£10 unconditional
7	WEB first	Adult	Non-contact	£20 conditional
8	WEB first	Adult	Refusal	£20 unconditional
9	WEB first	Rising 16	Non-contact	£20 conditional
10	WEB first	Rising 16	Refusal	£20 unconditional

5.1.1 CAPI-first and WEB-first groups

Letters to members of the CAPI-first group will let them know that an interviewer will visit them soon¹ and invite them to take part in the next stage of the study. Letters to members of the WEB-first group will invite them to participate in the CAWI study and provide login information. They also mention that if they are unable to take part online that an interviewer will contact them to arrange a convenient time for an interview. The advance letters for the WEB-first group do not give a deadline for completing the online survey.

5.1.2 New entrants

New entrants will receive a standard form of the advance letter. For WEB-first respondents, where a new entrant is identified by a household grid that is completed online, the office will send out the 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 respondent insists they would prefer to complete the interview online please contact the office to send out an advance letter with a username and password for the new entrant. You will need to have completed the Household Grid 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.


The letters will be despatched centrally by the mailing department. Each adult, including respondents who have turned 16 since the previous wave, will receive a letter – regardless of whether they have previously completed an individual interview.

As part of your workpack you will be provided with examples the letter types plus a generic letter to use on the doorstep, for new household members or those who have not received an advance letter.

An example of the advance letter is shown overleaf.

¹ Excluding 'telephone-only' sample

Figure 5.1 W7 Advance letter example



<resp_name>
 <FF_Address1>
 <FF_Address2>
 <FF_Address3>
 <FF_Address4>
 <FF_Address5>
 <FF_PostCode>

<Date>

Dear <NAME>,

Thank you for taking part in Understanding Society, it means a lot to us that you give your time so generously each year.

Your £10 voucher


We've enclosed a £10 voucher to say thank you for your help and let you know we value your contribution.

What happens next?

An interviewer will be in touch with you soon to arrange a convenient time for an interview.

Over 60,000 participants take part in this survey every year but each individual matters to us. If you have any questions about the study, please don't hesitate to get in touch with Sandra Jones or Colette Lo from our Participant Helpline - find their contact details below.

With many thanks,



Professor Nick Buck
 Director, Understanding Society
 Institute for Social and Economic Research
 University of Essex

Contact us:
 Participant helpline
 (Sandra & Colette):
 0800 252 853
 Web:
 understandingociety.ac.uk
 Email:
 contact@understandingsociety.ac.uk
 You can also follow us on
 Twitter @usociety.

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

<Serial_number=0161>
 <FF_person=07_PID>

We need your help

We'll arrange a time

Complete the survey


Here's £10

Find out more

Why are you important to us?
 You make the survey more complete and useful. Without you, the study is less complete.
 You have been specially selected to help us make sure that Understanding Society accurately represents experiences of all types of people. This way, we can see how factors such as the economy or housing affect lives across the whole of the UK.
 Your participation is crucial to the success of the study, its value to researchers and accuracy of their research findings. If we lose you, we can't replace you.

What is the study about?
 Understanding Society is a long-term study that helps us find out about the issues that matter to everyone. How is the recession affecting you? Are you happy with your local services and facilities? Are your health care requirements being met?
 The information we collect is used by academics and researchers to inform policy debates on issues that matter to you.

Why do you interview young people?
 Young people's opinions matter to us, too. If there are young people aged 10-15 in your household, we hope that they can complete their part of the survey. We'll ask them about their hobbies, friends, school life and hopes for the future. Each child that takes part will receive a £5 voucher.



Moving home? Take us with you.
 www.understandingsociety.ac.uk
 contact@understandingsociety.ac.uk
 FREEPOST RROK-KEKJ-JKJS
 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, alternatively you could call us on Freephone 0800 252 853 or return this card in the Freepost envelope (no stamp needed).

Name: RESP_NAME
 PID: FF_PID
 MOVING FROM...
 FF_ADDRESS1
 FF_ADDRESS2
 FF_ADDRESS3
 FF_POSTCODE

MOVING TO...
 New Address: _____

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

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

Name: _____
 Mobile: _____
 Name: _____
 Mobile: _____
 Name: _____
 Mobile: _____
 Name: _____
 Mobile: _____

5.2 Advance emails

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

An example of the email text is below:

We can't do without you, <NAME>.

I would like to ask you again if I can enlist your help. The Understanding Society helps track changes in our lives and needs. By taking part, you'll be helping to influence decisions at a local and national level on issues that matter to you.

You can complete this year's survey online. Just click [here](#).

<Click to Start the Survey>

To say thank you for your help, if you are able to take part this year, we will send you a £20 voucher.

Your participation is entirely voluntary, but we do hope you'll be able to help. We rely on the contribution you make. If you have any questions, please [email](#) Sandra and Colette. You can also find out more about the survey [here](#).

Many thanks,

*Professor Nick Buck
Director, Understanding Society
Institute for Social and Economic Research
University of Essex*

5.3 Additional items in the mailing

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

- Incentive (£10 or £20 High Street voucher); at Wave 7 these will be either conditional or unconditional for different groups (this is covered in Section 6);
- Change of Address (COA) card (see core instructions Section 19.3);
- Freepost return envelope; and
- An A5 postcard with some recent findings from Understanding Society.

5.4 Reminder emails

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

The reminder email reads as follows:

<NAME>, your help is still needed.

You may remember I emailed you recently asking for your help in this year's Understanding Society survey. There's still time to take part, and by doing so you can help influence decisions at a local and national level on issues that really matter to you. We hope you can take part this year. If you have already completed the survey then please ignore this message.

You can complete the survey online by clicking <[here](#)>.

<Click to Start the Survey>

Many thanks,

*Professor Nick Buck
Director, Understanding Society
Institute for Social and Economic Research
University of Essex*

6. W7 Incentives

For general information about administration of incentives please refer to core instructions Section 22.

6.1 Incentive amounts

At Wave 7 not all households will receive an unconditional incentive as part of their advance mailing as has been the case in previous years. Depending on the group they are allocated to they may receive a conditional or unconditional incentive.

Incentive amounts can vary at different waves. If you come across anyone who queries the amount they are to receive please contact your Regional Team Manager.

CAPI-first households

Each adult living in a CAPI-first household will receive a £10 unconditional incentive in their advance mailing. These will all be households where at least one adult took part in the interview at Wave 6.

Web-first households

Adults living in households that **refused** at Wave 6 will receive a £20 **unconditional** incentive in their advance mailing. Where the household

was coded as a **non-contact/other** at Wave 6 the £20 incentive is **conditional** and issued by the interviewer on their taking part.

6.2 When to issue incentives

The majority of adult participants will receive their incentive as part of their advance mailing. For others you will be required to hand out the incentive and will be provided with a supply of gift cards as part of your fieldwork kit. Those who you will need to provide gift cards to include:

- **New entrants/re-joiners** will not have received an incentive in the advance mailing. For CAPI-first respondents you will be required to issue a £10 gift card. For WEB-first respondents you will need to issue a £20 gift card on completion of the interview. Please note that incentives for new-entrants are always conditional so are only to be issued where they have completed an interview;
- **Adults in households coded as 'non-contact/other' at Wave 6** in the WEB-first group who decide to take part at Wave 7 (you will need to issue a £20 conditional gift card and this will be flagged in your SIS);

In addition there may be some respondents who should have received a conditional incentive in their advance mailing who say they did not receive it. In these cases you will need to code at the end of the interview that they did not receive their letter and you should then issue them a gift card.

For all conditional incentives we are using gift cards and you will need to make sure that you accurately enter the gift card code into the CAPI script when prompted.

7. Contacting the household

General information about call patterns is in core instructions Section 20.

7.1 First contact with household – CAPI-first and WEB-first sample

When first contacting the household you **cannot**:

- Make first contact by telephone (unless the case is 'tel-only')
- Send texts to mobile numbers
- Conduct the interview by telephone (unless the case is part of the telephone sample)

7.2 Contacting the household – telephone sample

Please refer to core instructions Section 2.1 for more details.

8. Introducing W7

Please refer to core instructions Section 3 for more details.

For some frequently asked questions and answers, please consult the '*Understanding Society: Information for Participants*' leaflet (Section 21.2) and also refer to the 'Introduction' of these instructions for the background information on the study (Section 3).

8.1 Maximising response in a mixed mode sample

It is important to note that the calculation of your assignment response rate will **include** cases that were completed via the Web survey. You will be credited for productive outcomes whatever the mode, which is in line with the aim of the interviewer role being to enable and manage Web survey completion in the field.

The mixed mode aspect of wave 7 brings some additional issues. 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 call the research team in TNS BMRB (0800 015 0655).
- **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.
- **Enable the Web survey where it is a clear preference.** However, where individuals clearly state a preference for CAWI, or where it seems to you likely 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 understand how to access the Web survey (see below for a description of how respondents enter the Web survey). If they do not have the necessary login information, telephone the research team at TNS BMRB to obtain it (0800 015 0655).
- **Support 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 Erep grid to check for WEB completions
 - 3) Following up with a phone 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.

8.2 Doorstep documents

Please refer to core instructions Section 21 for more details.

9. Who to interview

9.1 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.

Please refer to core instructions Section 5.1 for more details.

9.2 Children aged 10-15

You will also give out **yellow** paper self-completion booklets to young people (aged 10-15).

Please refer to core instructions Section 5.2 and 5.3 for more details.

For web interviews, a self-completion questionnaire will be posted out from the office for any eligible young people, once the household grid has been completed, so you may find that if you are visiting any partially complete web households that the youth questionnaire has already been received.

9.3 Other eligible adults

Please refer to core instructions Section 5.4 for more details.

9.4 Who not to interview

Please refer to core instructions Section 5.5 for more details.

9.5 Eligibility of new entrants to the household

Please refer to core instructions Section 5.6 for more details.

9.6 Absent household members

Please refer to core instructions Section 5.7 for more details.

9.7 Non-resident household members

Please refer to core instructions Section 5.8 for more details.

10. Dealing with 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.

Possible scenarios, and how to deal with them are in core instructions Section 6.

11. The Electronic Contact Sheet (ECS)

11.1 Introduction to the Electronic Contact Sheet

Please refer to core instructions Section 7.1 for more details.

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

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

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

To enter call details for an address you should click on the address line and press the 'Start Screener/Int' button. **You should always start the interview via screen 0 to complete the household grid before doing anything else.**

The household grid and household questionnaire are on screen 0.

Individual interviews are completed on screen 1 onwards (one screen per individual).

11.2 Final outcome codes – main adult interview

Please refer to core instructions Section 7.2 for more details.

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.

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

11.3 Interim codes

Please refer to core instructions Section 7.3 for more details.

Every call at an address must be recorded with either an interim or a final outcome code depending on which is appropriate.

A full list of Wave 7 outcome codes is given in Section 20 below.

11.4 Observations at issued address

Please refer to core instructions Section 7.4 for more details.

All questions in this section should be answered **before** making contact with the address.

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

If you are issued a partial CAWI household where some household members have completed online and others haven't, you will still need to complete the observation questions.

12. 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

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.

Understanding Society Wave 7

Dress rehearsal

Sample Information Sheet

+

CAPI NAME	U7DRTS
AREA CODE	1234
Serial number	123456
Last wave household outcome	Completed hhold & all eligible hhold members
Mode allocation (CAPI-first or Web-first)	CAPI-first
Sample type (FTF or telephone)	FTF
Whether have stable contact details	Yes
Day/time of household gair completion last wave	Saturday 15:06:56 20/04/2013
Language household interviews completed in last wave	English
Do we suspect the household has split?	No
Comments from previous wave	

Details of individuals in the household at the last wave are on the back of this page

*Some people have indicated in the past they want to withdraw from the study, so you do not need to attempt to interview these people. However they approach you and say they are happy to take part this year, then please complete the interview.

Note you have a field 'mode allocation' which was not included on the wave 6 SIS. This shows you whether the household is CAPI-first or web-first. Amongst the web-first group you will have some telephone only cases, these are flagged in the 'sample type' field. You will receive one SIS for all households in your assignment including all web-first households. If these households subsequently complete the survey online in the first two weeks of fieldwork you will not need to contact them and therefore you can simply destroy the SIS for these households.

In addition at Wave 7 you also have the working status of each individual from the last wave they were interviewed in, which should help you to tailor your calling patterns appropriately. Please note however that this may have changed since their previous interview.

You also have a field called 'Wave first completed full adult interview' which will give an indication of how long each individual has been part of the study. Note that for the 'Living in Britain' sample that were incorporated into Understanding Society, this field will indicate Wave 1 but they may have been taking part for much longer than this.

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

Once you have fully completed your assignment, the SIS should be confidentially destroyed.

Please refer to core instructions Section 8 for more details.

13. Tracing sample members

It's vital that we re-contact and interview as many sample members as possible. We will follow any Wave 7 sample member who has moved except those who:

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

- TSM only households.

We will also attempt to locate untraced movers from Wave 6.

Please refer to core instructions Section 10 for more details.

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 Field co-ordinator if you are unsure.

13.1 Tracing activities

Please refer to core instructions Section 10.1 for more details.

13.1.1 Contacting new residents and neighbours

Please refer to core instructions Section 10.1.1 for more details.

13.1.2 Tracing letter

Please refer to core instructions Section 10.1.2 for more details.

13.1.3 Contacting stable contacts

Please refer to core instructions Section 10.1.3 for more details.

13.1.4 Institutions

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

Please refer to core instructions Section 10.2 for more details.

13.2 Split-off households

Please refer to core instructions Section 6.2 for more details.

Suspected split-offs will be included in the original Wave 7 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.

13.3 Incomplete addresses

Please refer to core instructions Section 10.3 for more details.

13.4 Movers/traced cases outside your fieldwork area

Please refer to core instructions Section 10.4 for more details.

13.5 Unsuccessful Tracing

Please refer to core instructions Section 10.5 for more details.

14. The interview process

14.1 Overview of data collection instruments

Please refer to core instructions Section 18 for more details.

14.2 Planning your work/tracking progress

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

14.3 Proxy interviews

Please refer to core instructions Section 11 for more details.

14.4 Recording contact details

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

Please refer to core instructions Section 12 for more details.

14.5 Collecting details about respondents' occupations

The job description the sample member gave at the previous interview will be fed forward. Please confirm whether it is still correct and amend if it has changed. 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 Operations team needs more detailed information.

Please refer to core instructions Section 13 for more details.

14.6 Adult CASI

Adults will be asked to complete a CASI interview during their CAPI. Please refer to core instructions Section 14 for more details.

14.7 Youth self-completions

Paper self-completions are only administered to young people (aged 10-15). The questionnaire is an A5 booklet with a **yellow** cover. Please make sure you are using the right one for wave 7, it should have W7 in the bottom right hand corner.

Please refer to core instructions Section 5.3 for more details.

Incentive

There is an incentive of a £5 High Street gift card for young people to complete the self-completion.

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.

14.8 Consent for linking to administrative records

At Wave 7 are asking for consent to link to economic (social security benefits) and education records held by government agencies. At previous

waves we have required signed consent for this linkage however the study going mixed mode means that signed consent is no longer required and you now only need to code in the CAPI script whether or not the respondent has consented to the linkage.

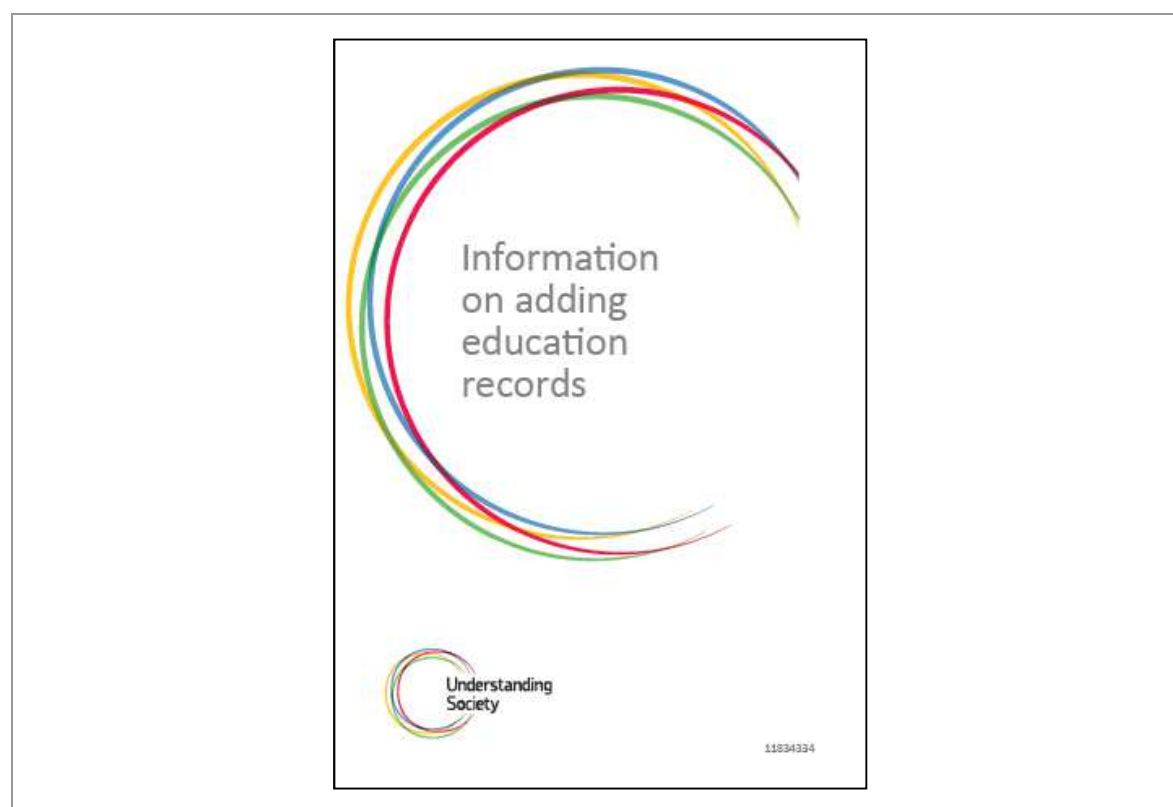
There is no consent to link to health records being collected for wave 7.

Two types of education consent are being asked at wave 7, one for consent to link the respondent's own education records and one for consent to link the education records of any child the respondent may be responsible for. Education consent has been asked of respondents in the past so not everyone will be asked these questions. In summary those who receive these questions will be:

- Rising 16s
- New entrants
- Those who haven't been asked consent in the past or where consent forms are missing or invalid
- Those who have refused consent only once in the past
- Those who have recently done a further education course

The CAPI script will prompt you if you need to ask for education consents. All those who are asked for consent should be given an education consent information leaflet to read before giving consent. The types of information that would be linked to are detailed in this leaflet. An example is shown below.

Figure 14.1 **Education Information Consent Leaflet**



In addition there is a privacy notice which should be handed to all respondents who agree to consent. This is for them to keep.

Economic consent

We are also asking for consent to link information about benefit payments and time spent on employment programmes to the survey answers. Again this has been asked in the past, so again we are only asking this of the following people:

- Rising 16s
- New entrants
- Those who haven't been asked consent in the past or where consent forms are missing or invalid
- Those who have refused consent only once in the past

There is a different information leaflet for the economic consents which should be handed to all respondents who are asked this consent. The information that is linked is detailed in this leaflet. Again the CAPI script will prompt you to ask for consent and to hand over this leaflet.

Please refer to core instructions Section 15 for more details.

14.9 Change of address (COA) cards

Please refer to core instructions Section 19.3 for more details.

15. CAPI interview

There are several components to the CAPI questionnaire, which are covered in detail in core instructions Section 16.

15.1 Household Grid and questionnaire

Please refer to core instructions Section 16.1 for more details.

15.2 Feed forward information

Please refer to core instructions Section 16.2 for more details.

15.3 Individual CAPI interviews

Please refer to core instructions Section 16.3 for more details.

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. Section 21 lists all the questionnaire modules and the conditions under which they are asked.

It is important to note that some of the topic areas covered in 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 the core instructions Section 25 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.

15.4 Help Screens

Please refer to core instructions Section 16.4 for more details.

15.5 Search box

Please refer to core instructions Section 16.5 for more details.

15.6 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.

Please refer to core instructions Section 16.6 for more details.

The individual level W7 outcome codes can be found in Section 20.

16. W7 workpack

Your workpack for the W7 should contain the following documents. If anything is missing or you need extra copies, contact your Field Co-ordinator.

No.	Document
AREA SPECIFIC	Assignment Map – SAMPLE SPECIFIC
AREA SPECIFIC	Results Summary Sheet – SAMPLE SPECIFIC
AREA SPECIFIC	Assignment Sheet – SAMPLE SPECIFIC
AREA SPECIFIC	Sample Info Sheet – SAMPLE SPECIFIC (In workpack for Jan'15, thereafter sent as separate 1st class mailing)
1	Combined Interviewer Instructions *NEW VERSION
5	W7_GB Youth self-comp_update_251114
20	W7_Consent_Info_Leaflet_economic_GB _update_251114
20	W7_Education consent leaflet_update_251114
20	W7_Education_privacy_leaflet_update_251114
1	11834332 Consent Flowchart LAMINATED
1	Insights Participant Mailing (client produced) *NEW A5 VERSION
3	11834312 GB Info Leaflet – colour print on glossy paper
1	11834312 GB Info Leaflet - colour print on glossy paper LAMINATED
1	Advance Letter – W7 GENERIC Version Letter – CAPI- colour print LAMINATED
5	Advance Letter – W7 GENERIC Version Letter – CAPI- colour print
AREA SPECIFIC	Advance Letter – Welsh GENERIC Version LAMINATED TBC
AREA SPECIFIC	Advance Letter – Welsh GENERIC Version TBC
3	11834330 Tracing Letter GB_update_251114 NON-SAMPLE SPECIFIC – colour print
3	11834331 Stable contact letter_update_251114 NON-SAMPLE SPECIFIC – colour print
5	11834308 Template Freepost DL PRINT1 Envelope
20	11834314 Thank you flyer (GB & NI)v1
20	11834399 GB MRS leaflet-1
5	High Street Gift Cards
2	Police Form W7 Jan – 2015 NEW VERSION
1	Interviewer Pay_chart_v6
1	Usoc English Showcards Master W7 v2

1	Usoc W6/W7 Translation Guide v2 NEW DOCUMENT CREATED BY FIELD TO BE INCLUDED IN ALL PACKS
10	11834325 Change of Address Card v2 (new tel number)
20	11834313 Interviewer Card
5	** C5 'Private and Confidential' printed brown envelopes (Non window) - Privacy envelope for 10-15 year old questionnaires
8	** Freepost C4 brown peel and seal envelopes addressed to High Wycombe (Survey Name: 'Understanding Society Study') (respondents and interviewers will use this to return 10-15 Questionnaires in their privacy envelopes and consent forms)
2	** Pre-stamped/Queen's Head 1st Class Blank DL envelope (for A4 letter folded in thirds) – no window (For sending Tracing and Stable Contact letters)

17. Admin and return of work

The 24 monthly samples for Wave 7 are named:

- 2015: U7JA15, U7FB15, U7MR15, U7AP15, U7MY15, U7JN15, U7JL15, U7AU15, U7SP15, U7OC15, U7NV15, U7DC15
- 2016: U7JA16, U7FB16, U7MR16, U7AP16, U7MY16, U7JN16, U7JL16, U7AU16, U7SP16, U7OC16, U7NV16, U7DC16

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, movers or new web-first cases that are allocated to you.

Return of work

After each day's interviewing, you should complete your DAYREC and send both your DAYREC and all your interviews via your modem overnight. It is essential that you send back your DAYREC along with your completed interviews in a timely fashion.

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 who 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.

18. Practice cases and Practice CAPI

You must complete several Practice Interviews before you start work.

Wave 7 Practice Capi script is UPRA7. ALL PRACTICE INTERVIEWS MUST BE CONDUCTED UNDER THIS CAPI NAME.

To conduct a Practice Interview,

- In your Erep Grid go to UPRA7
- 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 HH's with 2 16+ Individual interviews before beginning your assignment.

Familiarise yourself with:

- ECS script for various scenarios
- Movers, refusals, translation requirements
- Individual interview
- Individual Interview for Rising 16 (16 year old Individual)
- Consent Forms and the Data linkage material
- Logging the administration of the Youth questionnaire
- Youth questionnaire content

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

19. W7 Benefits module details

Please refer to core instructions Section 25 for more details.

20. W7 Outcome codes

HH or IV	Description	Code
HH	HH Address inaccessible	20
HH	HH Unable to locate address	21
HH	HH Unknown if named HH members at address - Info refused	24
HH	HH Unknown if named HH members at address - No Contact	25
HH	HH Unknown if named HH members at address - OTHER REASON	26
HH	HH No contact with anyone at address	40
HH	HH Contact made but not with a responsible resident	41
HH	HH Office refusal	50
HH	HH Contact made. All info refused (1+ HH members at address)	51
HH	HH Refusal before Grid interview (HH ELIGIBLE TO TAKE PART)	52
HH	HH Contact made but no subsequent contact	60
HH	HH Broken appointment - no recontact	63
HH	HH Whole household - Ill at home during survey period	64
HH	HH Household away or in hospital during survey period	65
HH	HH Household physically or mentally unable/incompetent	66
HH	HH Language difficulties with HH as a whole	67
HH	HH Completed HH & all eligible HH members	70
HH	HH Completed HH Int & at least 1 individual interview	71
HH	HH Completed HH Interview but no individual interviews	72
HH	HH Completed HH Grid and at least 1 IV Int but no HH Int	73
HH	HH Completed enumeration grid only	74
HH	HH Follow up address is in GB but is outside area	82
HH	HH All respondents no longer eligible - died	85
HH	HH All respondents no longer eligible - live outside UK	86
HH	HH Follow up address is in NI	90
HH	HH Translator Request (Arabic)	191
HH	HH Translator Request (Bengali)	192
HH	HH Translator Request (Cantonese)	193
HH	HH Translator Request (Gujarati)	194
HH	HH Translator Request (Gurmukhi Punjabi)	195
HH	HH Translator Request (Somali)	196
HH	HH Translator Request (Urdu)	197
HH	HH Translator Request (Welsh)	198
HH	HH Translator Request (Urdu Punjabi)	199
HH	HH Household no longer eligible - TSM's only	201

HH	HH Household no longer eligible - IVs died/abroad. No TSMs	206
HH	HH Unproductive- no IV ints(IVs within HH- all unproductive)	210
HH	HH Always ringing. No voicemail or no response on pick up	301
HH	HH Always busy/engaged line	302
HH	HH Always fax/modem/data line/pager	303
HH	HH Technical phone problems	304
HH	HH Out of service or disconnected	305
HH	HH Always answerphone/voicemail	306
IV	IV No contact with adult sample member	542
IV	IV Parental consent required for 16/17yr old- NC with parent	543
IV	IV Office refusal	550
IV	IV Refusal before interview	552
IV	IV Proxy refusal	553
IV	IV Parental consent required for 16/17yr old- parent refused	554
IV	IV Issued adamant refuser - Interview not required	557
IV	IV Contact made but no appointment made	560
IV	IV Broken appointment - No recontact	563
IV	IV Ill at home during survey period	564
IV	IV Away or in hospital all survey period	565
IV	IV Physically or mentally unable/incompetent	566
IV	IV Language difficulties	567
IV	IV Full adult interview	570
IV	IV Full proxy interview	571
IV	IV Moved within GB but outside assignment area	582
IV	IV Individual has died	585
IV	IV Moved outside of UK	586
IV	IV In prison	587
IV	IV In armed forces accommodation or institution	588
IV	IV Moved to Northern Ireland (MB Ulster reassignment)	590
IV	IV TSM - all OSM/PSM moved out from HH (TSM not eligible for interview)	597
IV	IV TSM - Moved out separately from any OSM/PSM (no tracing)	598
IV	IV Adult in non-contacted household	601
IV	IV Adult in refusal household	602
IV	IV Adult in other non-responding household	603
IV	IV Unknown if Adult in household - no contact	604
IV	IV Unknown if Adult in household - refusal	605
IV	IV Unknown if Adult in household - other reason	606
IV	IV Youth - Paper qnaire NOT placed/completed. NC with Youth	611
IV	IV Youth-Paper qnaire NOT placed.NC with Parent(no consent)	612
IV	IV Youth - Paper qnaire NOT placed/completed. Youth Refusal	613
IV	IV Youth - Paper qnaire NOT placed/done. Parent Refusal	614
IV	IV Youth - Paper qnaire NOT placed/completed. Proxy Refusal	615
IV	IV Youth - Paper qnaire NOT placed/completed. OTHER REASON	616
IV	IV Youth - Paper qnaire to be returned by Youth/HH	617

IV	IV Child under 10 in non-contacted household	621
IV	IV Child under 10 in refusal household	622
IV	IV Child under 10 in other non-responding household	623
IV	IV Unknown if Child under 10 in household - no contact	624
IV	IV Unknown if Child under 10 in household - refusal	625
IV	IV Unknown if Child under 10 in household - other reason	626
IV	IV Translator Request (Arabic)	691
IV	IV Translator Request (Bengali)	692
IV	IV Translator Request (Cantonese)	693
IV	IV Translator Request (Gujarati)	694
IV	IV Translator Request (Gurmukhi Punjabi)	695
IV	IV Translator Request (Somali)	696
IV	IV Translator Request (Urdu)	697
IV	IV Translator Request (Welsh)	698
IV	IV Translator Request (Urdu Punjabi)	699
IV	IV Youth in non-contacted household	701
IV	IV Youth in refusal household	702
IV	IV Youth in other non-responding household	703
IV	IV Unknown if Youth in household - no contact	704
IV	IV Unknown if Youth in household - refusal	705
IV	IV Unknown if Youth in household - other reason	706
IV	IV Full youth interview	710
IV	IV Ineligible for interview - aged under 10	750
HH	HH Untraced - int completed tracing (office check pending)	800
HH	HH INTERIM HH not at address. Int still trying to trace	801
HH	HH INTERIM HH not at address. New address collected in area	802
HH	HH Household intends to complete on the web	803
HH	HH INTERIM Household Grid started. Not yet complete	804
HH	HH INTERIM Household Grid COMPLETE	805
HH	HH INTERIM HH Int started but not complete (GRID Complete)	806
HH	HH INTERIM Household Interview COMPLETE	807
HH	HH INTERIM Contact made - conducting Individual interviewing	809
HH	HH INTERIM No contact made with anyone (SCREENING NOT COMP)	810
HH	HH INTERIM Contact made-int to call back SCREENING NOT COMP	811
HH	HH INTERIM No contact made call (SCREENING NOT YET COMP)	812
HH	HH INTERIM Contact made - call back (FTF) (HH GRID DONE)	813
HH	HH INTERIM No contact- valid dial tone (HH tel) (NO HH GRID)	814
HH	HH INTERIM Contact - to call back (TEL) (HH GRID NOT DONE)	815
HH	HH INTERIM No contact-valid tone (HH tel) (HH GRID DONE)	816
HH	HH INTERIM Contact made - call back (TEL) (HH GRID DONE)	817
HH	HH INTERIM No contact - disconnected/no dial tone (HH tel)	818
HH	HH INTERIM No contact with Stable Contact (SC FTF)	819
HH	HH INTERIM No contact with Stable Contact (SC Tel)	820
HH	HH INTERIM No contact with neighbour	821

HH	HH INTERIM No contact with other (O tel)	822
HH	HH INTERIM Contact with Stable Contact (SC FTF)	823
HH	HH INTERIM Contact with Stable Contact (SC Tel)	824
HH	HH INTERIM Contact with neighbour (Nbr FTF)	825
HH	HH INTERIM Contact with other contact (O Tel)	826
HH	HH INTERIM Letter posted for Stable Contact	827
HH	HH INTERIM Letter posted for Other	828
HH	HH INTERIM Stable Contact NOT available on this number/address	829
HH	HH INTERIM Obs to be recorded	830
HH	HH INTERIM Obs to be recorded (Final HH & IV outcomes done)	831
HH	HH INTERIM - Obs data to be recorded (Final Outcome for Household and ALL Individuals recorded)	832
HH	HH INTERIM Appointment arranged	835
HH	HH Interim Able to code final outcome but still pursuing	839
HH	HH INTERIM Min visits made	840
HH	HH INTERIM Translation(assigned int to complete) (Arabic)	841
HH	HH INTERIM Translation(assigned int to complete) (Bengali)	842
HH	HH INTERIM Translation(assigned int to complete) (Cantonese)	843
HH	HH INTERIM Translation(assigned int to complete) (Gujarati)	844
HH	HH INTERIM Translation(assigned int to complete) (Gurm Punj)	845
HH	HH INTERIM Translation(assigned int to complete) (Somali)	846
HH	HH INTERIM Translation(assigned int to complete) (Urdu)	847
HH	HH INTERIM Translation(assigned int to complete) (Welsh)	848
HH	HH INTERIM Translation(assigned int complete) (Urdu Punjabi)	849
IV	IV Untraced - int completed tracing (office check pending)	850
IV	IV INTERIM Not at address. Int still trying to trace	851
IV	IV INTERIM IV not at address. Collected new add in area	852
IV	IV INTERIM Parent consent 16/17yr old-consent yet to collect	860
IV	IV INTERIM Youth - have consent but qnaire yet to be given	861
IV	IV INTERIM Youth-Paper qnaire NOT yet given(no consent yet)	862
IV	IV INTERIM Youth-Paper qnaire NOT yet given(consent given)	863
IV	IV INTERIM Youth - Paper q'naire given but not yet collected	864
IV	IV CAWI Usable partial - ENCOURAGE RESP TO FINISH ONLINE	875
IV	IV INTERIM Interview started but not yet complete	877
IV	IV INTERIM Appointment arranged	880
IV	IV Individual intends to complete on the web	883
IV	IV INTERIM Translation(assigned int to complete) (Arabic)	891
IV	IV INTERIM Translation(assigned int to complete) (Bengali)	892
IV	IV INTERIM Translation(assigned int to complete) (Cantonese)	893
IV	IV INTERIM Translation(assigned int to complete) (Gujarati)	894
IV	IV INTERIM Translation(assigned int to complete) (Gurm Punj)	895
IV	IV INTERIM Translation(assigned int to complete) (Somali)	896
IV	IV INTERIM Translation(assigned int to complete) (Urdu)	897
IV	IV INTERIM Translation(assigned int to complete) (Welsh)	898
IV	IV INTERIM Translation(assigned int to complete) (Urdu Punj)	899

IV	Within area but I am unable to complete (CONTACT OFFICE)	900
HH	IV NA - NO INDIVIDUAL ASSOCIATED WITH SCREEN (HH GRID DONE)	901
HH	IV NA - NO HH GRID	902

21. List of W7 modules

Module number	Module description	Who gets asked the questions
1	HH grid	All
2	Grid variables	All
3	HH Qnaire	All
4	Individual intro	All
5	Demographics	All
6	Initial conditions	New entrant/never interviewed
7	Own first job	New entrant never interviewed (excluding rising 16 year olds) and current economic activity is not employed or self-employed
8	Educational aspirations	Full time student
9	Young adults	Aged 16 - 21
10	Young adults Higher Education	Aged 16 - 17
11	Parental Education Expectations	Parent of 16-17 year old living in the household
12	Family background	Proxy last wave, non-interviewed adult or new entrant never interviewed, excluding rising 16 year olds
13	Ethnicity & national identity	New entrant never interviewed
14	Religion	New entrant never interviewed and is in the EM boost, GP comparison, a low density EM area with a non-white background or resident in Northern Ireland
15	Harassment	Foreign born sample members or sample members living with somebody who is
16	Disability	All
17	Sleep	All
18	Health conditions	New entrant never interviewed
19	Health Service Use	All

20	Smoking	All
21	Nutrition	All
22	Exercise	All
23	Social Care	Aged 65 or over
24	Caring	All
25	Partnership history	New entrant never interviewed, excluding rising 16 year olds
26	Fertility history	New entrant never interviewed, excluding rising 16 year olds
27	Migration History	UK born respondents living with a foreign born resident
28	Annual Event History	Interviewed at prior wave or has been interviewed previously
29	Current employment	All
30	Employees	Employees
31	Self employment	Self-employed
32	Job satisfaction	Worked in the last week or did not work last week but has a job
33	Non-employment	Did no paid work in last week and does not have a job
34	Mothers return to work	Currently 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 a job and does not want a job
35	Second jobs	All
36	Discrimination	Ethnic Minority sample or foreign born respondent or living with a foreign born resident
37	Childcare	Number of children aged under 15 that respondent is responsible for
38	Family networks	All
39	Parents and children	Parents of children under 16
40	Remittances	Ethnic Minority sample or foreign born respondent or living with a foreign born resident
41	Benefits	All
42	Household finances	All
43	Child Maintenance	Parents of children aged 0-19 with an absent parent
44	Retirement planning	Of pensionable age and less than 71 years old and current economic status is not retired
45	Politics	All
46	Attitudes to the UK	All foreign born sample
47	General Election	All interviewed after the 2015 general election
48	The Commonwealth Games	All Scottish sample interviewed in 2015
49	CASI start	Mode is face-to-face
50	SCA SF12	Mode is face-to-face and has agreed to self-completion OR Mode is telephone

51	SCA GHQ	Mode is face-to-face and has agreed to self-completion OR mode is telephone
52	SCA Satisfaction	Mode is face-to-face and has agreed to self-completion OR mode is telephone
53	SCA Alcohol Consumption	Mode is face-to-face and has agreed to self-completion OR mode is telephone
54	SCA Mental Wellbeing	Mode is face-to-face and has agreed to self-completion OR mode is telephone
55	SCA Poverty Shame	Mode is face-to-face and has agreed to self-completion OR mode is telephone
56	SCA Partner	All married or living with a partner
57	SC young adults	Mode is face-to-face and respondent will complete CASI section & Aged 16 - 21
58	SCA Lat	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
59	SCA Child development	Mode is face-to-face and respondent will complete CASI section & Responsible adult for one or more children aged 3, 5 or 8
60	SCA parenting styles	Mode is face-to-face and respondent will complete CASI section & Parent (biological mother, biological father, adoptive mother, adoptive father, step-mother or step-father) of a child aged 10
61	CASI end	Mode is face-to-face
62	Consents intro	Mode is face-to-face & Respondent is a rising 16 year old and has never completed an adult interview
63	Education consents	Mode is face-to-face & Respondent is a rising 16 year old or education consent has never been asked or is missing
64	DWP consents	Mode is face-to-face & Respondent is a rising 16 year old or DWP consent has never been asked or is missing
65	Positive/Negative events	All
66	Contact details	All
67	Stable contact	All
68	End of interview	All
69	Interviewer obs	All
70	Proxy	Proxy interviews only

22. Comparison of W6 and W7 questionnaire content

Module description	W6	W7
HH grid and grid variables	.	.
HH Questionnaire	.	.
Demographics	.	.
Initial conditions	.	.
Own first job	.	.
Educational aspirations	.	.
Young adults	.	.
Young adults Higher Education		.
Parental Education Expectations		.
Family background	.	.
Ethnicity & national identity	.	.
Religion	.	.
Local neighbourhood	.	
Harassment		.
Service use	.	
Social networks	.	
Best friends	.	
Groups and orgs	.	
Disability	.	.
Sleep		.
Health conditions	.	.
Health Service Use		.
Smoking	.	.
Nutrition		.
Exercise		.
Social Care		.
Caring	.	.
Partnership history	.	.
Fertility history	.	.
Migration History		.
Annual Event History	.	.
Current employment	.	.
Employees	.	.
Self employment	.	.
Commuting behaviour	.	
Job satisfaction	.	.
Work conditions	.	

Module description	W6	W7
Non-employment	.	.
Mothers return to work	.	.
Second jobs	.	.
Voluntary work	.	
Charitable giving	.	
Transport behaviour	.	
Discrimination		.
Childcare	.	.
Family networks		.
Parents and children		.
Remittances		.
Benefits	.	.
Household finances	.	.
Child Maintenance		.
Savings	.	
Personal pensions	.	
Retirement planning	.	.
Domestic labour	.	
Politics	.	.
Political engagement	.	
Political efficacy	.	
News and media use	.	
Attitudes to the UK		.
General Election		.
The Commonwealth Games		.
CASI SF12	.	.
CASI GHQ	.	.
CASI Scottish referendum	.	
CASI Neighbourhood	.	
CASI Satisfaction	.	.
CASI Alcohol Consumption		.
CASI Mental Wellbeing		.
CASI Poverty Shame		.
CASI Partner		.
CASI Britishness	.	
CASI young adults	.	.
CASI Lat	.	.

CASI Child development	.	.
CASI parenting styles	.	.
CASI mode preference	.	.
Education consents	.	.
Health consents	.	.

DWP consents	.	.
Positive/Negative events	.	.
Contact details & stable contact	.	.
Interviewer observations	.	.
Proxy	.	.

23. W7 CAWI questionnaire

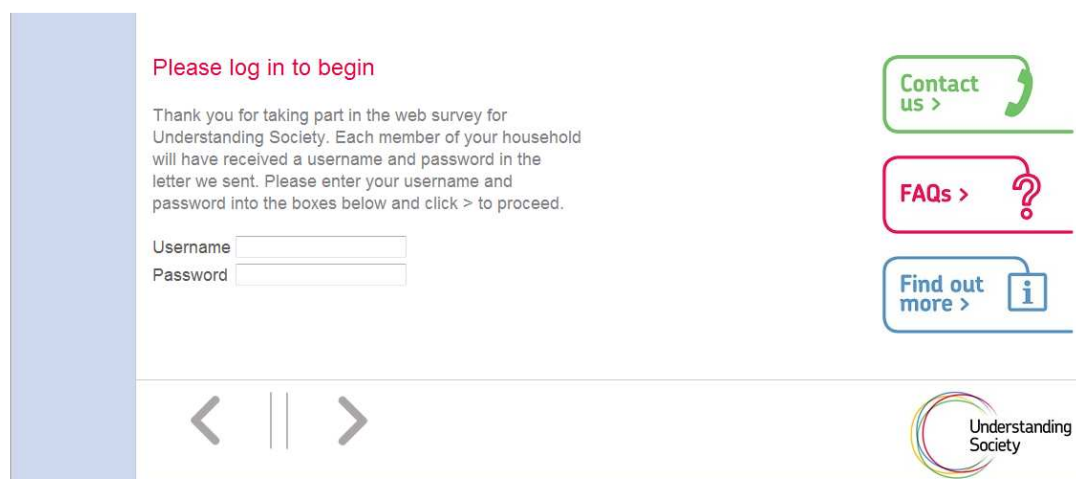
Occasionally you may be required to assist CAWI respondents in accessing the Web survey. The W7 Web address for the study is:

www.understandingsociety.ac.uk/Society

Each individual in the household will have been sent their own personal username and password. After entering the link above in the address bar at the top of their browser, respondents will be taken to the login screen shown below. Where you are helping participants to log on please ensure they type the address in the correct place and not, for example, into the 'Search' box, or into Google.

At this screen, respondents enter their code and click the 'Next' button (>) to continue. They are then asked to confirm their name before they continue into the Web survey. At this and the first login screens, respondents can also get further help and information by clicking on the links to the right of the login box.

If you are unsure how to guide the respondents on technical issues they may raise, please get in touch with the Helpline.



The screenshot shows a login interface with a light blue background. On the left, a white box contains the text "Please log in to begin" in red. Below this, a message states: "Thank you for taking part in the web survey for Understanding Society. Each member of your household will have received a username and password in the letter we sent. Please enter your username and password into the boxes below and click > to proceed." There are two input fields labeled "Username" and "Password". To the right of the input fields are three buttons: "Contact us >" with a green phone icon, "FAQs >" with a red question mark icon, and "Find out more >" with a blue information icon. At the bottom of the white box are navigation arrows: a left arrow, two vertical bars, and a right arrow. The Understanding Society logo is in the bottom right corner.