



P2821: *Understanding Society* Unit:
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Wave 2

CAPI

Project Instructions

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Summary

Introduction

Understanding Society is a UK longitudinal survey with annual interviews with 40,000 households. The study launched in January 2009, with wave 2 beginning in January 2010. The study focuses on all aspects of an individual's life such as health, relationships, finances, employment status and well being.

Sample

For wave 2 we will be revisiting productive households interviewed in wave 1 and also incorporating sample members from the British Household Panel Study (BHPS). The full *Understanding Society* sample will be a named sample for wave 2, and 40,000 households are being issued in total. The sample will be interviewed by face to face interviewers. In the field, the British Household Panel Study is known as *Living in Britain*, *Living in Scotland*, or *Living in Wales*. From wave 2 onwards, respondents will know the study as *Understanding Society* only.

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

Contact and Gaining Co-operation

The advance mailing is being posted by the office prior to the start of fieldwork. One advance mailing will be sent to each adult who was present in the household at wave 1, or who was part of the *Living in Britain* sample at wave 18, regardless of whether or not they have previously completed an individual interview. The mailing will include: an advance letter, an incentive (high street gift voucher), a change of address (COA) card and a Freepost return envelope for the COA card.

There are five versions of the advance letter, each of which is designed to target a different type of sample member (e.g. interviewed at wave 1, *Living in Britain* sample members interviewed by telephone etc.). There is a generic version of the advance letter which can be used on the doorstep.

Each adult will receive a gift voucher in their advance mailing. If they do not wish to participate in the study then it is not necessary that they return the gift voucher, even if they offer to do so. *Understanding Society* sample members will receive £5 and original *Living in Britain* sample members will receive £10. Young people aged 10-15 who complete the youth self-completion will also receive a voucher - *Understanding Society* youths will receive £3, whilst *Living in Britain* youths will receive £5. There are no incentives for proxy interviews.

You may have to hand out vouchers during the interviews (for example, for new household members or those who say they did not receive their advance mailing) and these will be provided for you in your workpack. Any vouchers which are handed out during the interview **MUST** be recorded and signed for by the sample member on a voucher receipt form, which should then be returned to the office.

ARF

There are three types of ARF:

- ARF A relates to the original household;
- ARF B relates to split households i.e., some of the sample members have left the original address; and,
- ARF C relates to split households that we are not going to interview, such as temporary sample member (TSM) households only.

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

Tracing

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

Any wave 1 or *Living in Britain* 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.

The Interview Process

The data collection instruments are:

- 15 min (average) CAPI household questionnaire;
- 32.5 min (average) Individual Adult CAPI questionnaire for all adults aged 16+;
- 32.5 min (average) Individual Adult CATI questionnaire for those *Living in Britain* sample members who are interviewed via telephone only;
- 10-15 min (average) Adult Paper Self-Completion questionnaire for all adults aged 16+;
- 10 min (average) CAPI proxy questionnaire; and,
- 10-15 min (average) Youth Paper Self-Completion questionnaire for all aged 10-15.

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

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

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

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

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

As at wave 1, we will be carrying out SIC coding to 4 digits instead of 2; therefore, it is essential for you to gather more detailed information than usual about where the respondent works.

CAPI Interview

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

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

- Household questionnaire;
- Individual questionnaire;
- Household split;
- Self-completions for adults and children; and,
- Admin.

The main topic areas covered at wave 2 in the individual questionnaire are:

- Family, relationships, fertility, child-birth history;
- Educational aspirations; future plans; retirement expectations
- Health, physical activity, nutrition, disability and caring;
- Leisure, culture, transport, voluntary work and charitable giving;
- Employment, work conditions, finance and personal consumption; and
- Ethnicity, religion, politics and political engagement.

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

Admin

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

1 Introduction

1.1 Background

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

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

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

The design of the survey is similar to the British Household Panel Survey (BHPS) which ran from 1991 to early 2009 and was also managed by the team at ISER. BHPS sample members knew the study as *Living in Britain*, *Living in Scotland* or *Living in Wales*. In *Living in Britain*, children who were born at the start of the study were being followed into adulthood and into the labour market. People who were young adults when the survey started have been tracked through their years of partnership formation, marriage and establishing a family, with all the effects this has on other areas of people's lives such as their employment participation, housing needs and income. People who were middle-aged when *Living in Britain* started have been followed through their retirement period and will continue to be tracked to understand their well-being into old age. *Understanding Society* will do the same over the coming years but with a much larger sample size that will allow us to look in more detail at small sub-groups within the population as well as year groups

within the sample. **At Wave 2, the existing *Living in Britain* sample is being incorporated into the *Understanding Society* sample.**

The experience of ISER in conducting *Living in Britain* over the last 18 years is that both respondents and interviewers enjoyed the survey. Respondents enjoy the fact that their interviewer returns every year and they can update them about things that have happened to them and other household members. And interviewers enjoy going back to the same people to see how they are getting on, even if sometimes they are 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.

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

Understanding Society was officially launched by the ESRC on 13th October 2008. NatCen has already carried out an Innovation Panel (IP) for wave 2. IP2 was a study (about 1500 households) that allowed us to test different data collection methods. The results of the Innovation Panel informed the techniques we are using on wave 2. Wave 2 fieldwork will run between January 2010 and December 2011.

2 The Sample

2.1 Overview

The total sample for wave 2 is going to be around 40,000 households and will include the wave 1 general population and ethnic boost samples, plus the Innovation Panel sample and also *Living in Britain* households. In wave 2 we will be revisiting productive households interviewed in wave 1 (the wave 1 sample was randomly selected using the Postcode Address File). As just mentioned for wave 2 we will also be incorporating the remaining *Living in Britain* panel members who were last interviewed in wave 18 of *Living in Britain*.

Those households interviewed at wave 1 of Understanding Society will be interviewed by face to face interviewers. The majority of the *Living in Britain* sample that we are incorporating at wave 2 will also be interviewed by face to face interviewers. However, a sub-sample of the *Living in Britain* sample – around 500 households – will be interviewed by telephone interviewers at the NatCen telephone unit. **You** must carry out all your interviews in person. Under no circumstances are you allowed to conduct an interview over the telephone.

Wave 2 is a named sample. We have liaised with area managers and clustered the sample to reflect geographical areas. The clustering should be similar to the clustering of the wave 1 sample. Assignment sizes vary but have been set at a maximum of 13 cases, as we are mindful that some of the cases will require tracing and we want your workload to be manageable.

You should interview all adults aged 16+ in the household, and administer self-completions to these adults and any youths aged 10 to 15 years old.

2.2 Who to interview

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

Respondents who are known to you

We do **not** want you to interview anyone you know personally, such as a friend, a neighbour, son or daughter of a friend. In addition, you should not interview anyone you know in a professional capacity such as a colleague at work, a teacher at night school etc. Refer such cases back to your team leader immediately and the case will be re-allocated.

Whom to interview and where

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

For wave 2, we are following people who have moved into 'institutions' (e.g., hospitals, nursing homes/Old Peoples Homes, Army Camps, halls of residence but not prisons). We will not be interviewing those who are judged by other sample members/guardians to be "too frail or mentally impaired", but you may try to get a proxy interview on their behalf from someone in the original household.

Split households

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

2.3 Fieldwork design

The fieldwork for wave 2 of *Understanding Society* lasts for 2 years from January 2010 to December 2011, and is split into 24 monthly samples. Sample members will remain in the same monthly sample that they were allocated to in wave 1. There can be no swapping of addresses to a different monthly sample.

The 24 monthly samples are named:

- JA1, FE1, MR1, AP1, MY1, JE1, JL1, AU1, SE1, OC1, NV1, DE1
- JA2, FE2, MR2, AP2, MY2, JE2, JL2, AU2, SE2, OC2, NV2, DE2

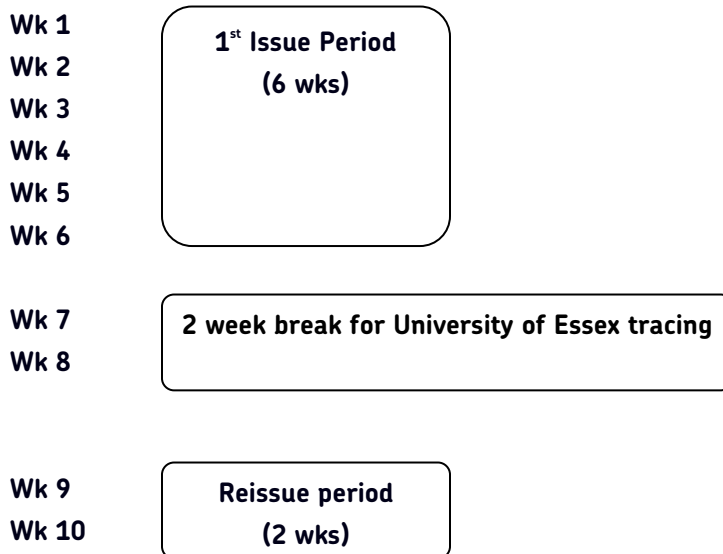
Each Field Area will have a hit-squad of mobile interviewers who are on standby to work on uncovered assignments and reissues.

2.4 Interviewing phase

At wave 2, the first issue period will start on the 8th of each month. You will have four weeks for the first issue and a further two weeks to complete tracing of movers. Weeks 5 and 6 of the first issue period is not solely for tracing of movers however, and you can use this time for appointments. This is especially applicable to cases where the sample member may be on holiday or unavailable until later into the interviewing phase. If you identify a mover early on in the interviewing phase then you can begin tracing immediately- you do not have to wait until weeks 5 and 6 for this. This is followed by a 2 week 'break' where the first issue period is finished, and all cases are returned to the office. These cases are then sent to Essex for further tracing so during this two week break you may receive movers that have been traced for interviewing.

The second issue period lasts 2 weeks and you will be covering cases which have been successfully traced – or which still require further tracing – and reissued cases. You could therefore receive traced cases at any point during the fieldwork period.

The fieldwork period can be broken down as follows:



The targets for coverage during the 1st issue period are:

By day 21: 60% covered and transmitted back with final outcome;

By day 32: 80% covered and transmitted back with final outcome;

By day 42: 100% covered and transmitted back with final outcome;

2.5 Fieldwork timetable

Below is a fieldwork timetable detailing year one of wave 2, January– December 2010. There is a more detailed timetable, including dates when workpacks will be sent out and when work will be available on the host, in Appendix I of these instructions.

FIELD MONTH	1st issue fieldwork starts (6 weeks)	1st issue fieldwork ends – last transmission (by evening)	2 week break starts	Reissue fieldwork starts (2 weeks)	Reissue fieldwork ends – last transmission (by evening)
JA1-10	Fri 08/01/10	Sun 21/02/10	Mon 22/02/10	Mon 08/03/10	Sun 21/03/10
FE1-10	Mon 08/02/10	Sun 21/03/10	Mon 22/03/10	Thur 08/04/10	Wed 21/04/10
MR1-10	Mon 08/03/10	Tue 20/04/10	Wed 21/04/10	Sat 08/05/10	Sun 23/05/10
AP1-10	Thurs 08/04/10	Thu 20/05/10	Fri 21/05/10	Tue 08/06/10	Mon 21/06/10
MY1-10	Sat 08/05/10	Sun 20/06/10	Mon 21/06/10	Thu 08/07/10	Wed 21/07/10
JU1-10	Tues 08/06/10	Tue 20/07/10	Wed 21/07/10	Sun 08/08/10	Sun 22/08/10
JE1-10	Thurs 08/07/10	Fri 20/08/10	Sat 21/08/10	Wed 08/09/10	Tue 21/09/10
AU1-10	Sun 08/08/10	Mon 20/09/10	Tue 21/09/10	Fri 08/10/10	Thu 21/10/10
SE1-10	Weds 08/09/10	Wed 20/10/10	Thu 21/10/10	Mon 08/11/10	Sun 21/11/10
OC1-10	Fri 08/10/10	Sun 21/11/10	Mon 22/11/10	Wed 08/12/10	Tue 21/12/10
NV1-10	Mon 08/11/10	Mon 20/12/10	Tue 21/12/10	Sat 08/01/11	Fri 21/01/11
DE1-10	Weds 08/12/10	Thu 20/01/11	Fri 21/01/11	Tue 08/02/11	Mon 21/02/11

2.6 The ARF

There are three types of ARF:

- ARF A relates to the original household;
- ARF B relates to split households, i.e. those sample members that have left the original address; and
- ARF C relates to split households that we are not going to be interviewing. These would be households, for example, that are made up of Temporary Sample Members (TSM) residents only (explained in further detail in section 2.4.2) and where sample members have gone to prison and are not returning to the original household.

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

The ARFs that you will be using have a non-standard layout and structure. A column format has been used to ensure that the length of the ARF is kept to a minimum, and interviewer observations are gathered throughout the ARF.

2.6.1 ARF A structure

ARF Labels

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

- Serial number consisting of a leading 2 to indicate that this is wave 2, two digit month, 3 digit point number, 2 digit address and a 1 digit split household number;
- Check letter;
- Field area;
- Sample month
- Sample type: i.e. Understanding Society W1 or *Living in Britain*;
- Address; and,
- Address co-ordinates (these are not provided for updated addresses).

Example address label:

SN: 201000111 - A	FA: 3
JA1	
Understanding Society	
35 Northampton Square	
London	
EC1V 0AX	
E: 123456 N: 654321	

If you open ARF B (for a split household) please note that the first eight digits of the serial number will be identical to those on the ARF A address label but the final digit will differ

and must be generated in the CMS. You **must** also remember to transfer all information from the household information label on ARF A.

Address co-ordinates

Where the issued address for a household is the same as W1, address co-ordinates will be provided on the ARF label as shown in the example above. However, if the household has moved, address co-ordinates will not appear on the ARF label.

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

Household information label:

This label (see example below) provides the value of the incentive/ voucher the household has been sent in advance and is eligible for. Please note that on this label, for any unproductive *Living in Britain* sample households, an extra variable indicates the reason for being unproductive at the previous wave.

The household information label includes the following:

- Serial number
- Check letter
- Field area
- Voucher amount received: £5 for Understanding Society sample, £10 for *Living in Britain*, and
- Reason household was unproductive at previous wave (*Living in Britain* households only)

Example household label:

SN: 201000112- A	FA: 3
Voucher received: £5	
Last wave unproductive	
LIB only-unprd OC:Age/ill health	

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

There is also an additional section which allows you to keep track of progress through the household, so that you can record who has been interviewed, who has done their self-completion, and whether vouchers are required.

Sections A-D

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

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

These observation questions must be filled in before making contact with the address, and we are interested in your initial observation and judgement. For example, if you think that an address doesn't have children aged under 10, record this during your observation. We do not want you to change your observation if you subsequently find out that there are children of this age at the address. Observation questions need to be completed for all non-deadwood addresses including office refusals, although you should not contact any addresses that are an office refusal.

Please note that there is no section A on ARF B.

Section E

This section is for use on the doorstep for you to check the language requirements of the household and whether translations into any of the 9 translated languages are required. It is necessary to do this also in Wave 2 of the survey in case of new entrants, and in case there have been any changes to the language requirements of existing household members. For non-English speaking household ARF directs you to use the W2 ARF Translation Card (different from the Wave 1 version) and ARF Translation Booklet to check the languages spoken.

Section F

This section asks you to record topics queried by eligible households. You need to record anything that the household raises with you, such as enquiring about interview length or what the purpose of the study is. It is very important that we gather this information so we can identify the most common concerns the sample has about participating. There is also a question asking you to rate their resistance to taking part when initially contacted. As different members of the household may vary in their resistance to taking part you should base your answer on the household member who made the ultimate decision about whether or not to take part. Do try and get a reason about why the household does not want to take part - this information helps us to try and prevent other participants from dropping out of the survey in the future. Question F2 deals with how strongly a sample member resists co-operation- it is very important that you gauge this correctly as this information is used to help us decide whether any unproductive cases should be re-issued.

Section G

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

Section H

Section H contains follow up questions about reasons for refusal, whether another interviewer might get an interview and the standard open question to record more details about non-productive outcomes. Please record as much detail as you can about non-productive outcomes as it helps us to understand the most common reasons for refusal.

2.7 Sample Information Sheet (SIS)

This provides extra information that may prove helpful when contacting the household and planning the interview. It is based on information from the sample member's last interview, but please bear in mind that people's circumstances change and this information may be out of date by the time the case is issued to you. The SIS is for your own use only, and should not be shown to the respondents or anyone else. A key to the various codes used in the SIS, can be found on the final page of the SIS.

The sample information sheet contains the following information, where available:

Serial number, check letter and field area

Household information

This first section of the SIS provides information about the household:

- how many adults and children aged 10-15s there were in the household at the previous wave;
- the name of the principal household contact;
- contact telephone numbers for the principal contact; and,
- phone number for the household.
- whether they are a suspected split-off mover (i.e. they have left the wave 1 household): 'yes' if we have been notified of their move, blank if 'not';

Individual information

This section contains the following information – where possible – for each household member enumerated at wave 1 or for each *Living in Britain* sample member (including those who were not interviewed/absent at the previous wave):

- name;
- sex (see key below);
- age;
- whether they are deceased: 'yes' if we have been notified of their death, blank if 'not';
- whether they have ever been interviewed;
- individual outcome at previous wave (see key below);
- date and time of last individual interview;
- absent sample members: where absent sample members at wave 1 were living (see key below). This will be blank for non-absent sample members;
- job status at previous wave (see key below);
- telephone number(s): home landline, mobile, work numbers;
- whether they are a rising 16 or a rising 10: '16' indicates the sample member has turned 16 since their last interview and is now eligible for a full interview; '10' indicates the sample member has turned 10 and is now eligible for the youth self-completion. This will be blank for all other sample members;
- what language the previous interview was conducted in (see key below); and,
- sample member type (see key below).

A key to the Sample Information Sheet follows and can be found on the back of the Sample Information Sheet

Key to sex codes:

"M"	Male
"F"	Female

Key to individual outcome codes:

"P"	Productive
"Pr"	Proxy
"U"	Unproductive
"Y"	Youth self-completion productive
"Y U"	Youth self-completion unproductive
"<10"	Child under 10, ineligible at last interview

Key to absent sample members:

"BS"	At boarding school
"HoR"	At Halls of Residence
"I"	In an institution

Key to job status:

"SE"	Self-employed
"E"	In paid employment (full or part-time)
"UE"	Unemployed
"R"	Retired
"ML"	On maternity leave
"LFH"	Looking after family or home
"FTS"	Full-time student
"S/D"	Long-term sick or disabled
"GTS"	On a Government Training Scheme
"FB"	Unpaid worker in family business
"O"	Other

Key to language interviewed in at previous wave:

"E"	English
"A"	Arabic

"B"	Bengali
"C"	Cantonese
"G"	Gujarati
"PG"	Punjabi Gurmukhi
"PU"	Punjabi Urdu
"S"	Somali
"U"	Urdu
"W"	Welsh

Key to sample member status:

"O"	Original sample member
"P"	Permanent sample member
"T"	Temporary sample member

Office notes/ updates

Space for any new information received by the office before the ARF is sent to you. In this section you will also find reasons for non-productive at previous wave.

Stable contact details

At wave 1 each sample member who completed an individual interview was asked for contact details of someone we could contact in the event that we are unable speak to them.

Where *available* the following information will be provided on the SIS:

- person number of each household member;
- name of each household member;
- name of stable contact person;
- relationship of the stable contact person to the sample member (see key below);
- address of stable contact person; and,
- up to two telephone numbers for the stable contact person.

Please note that not all sample members will have provided a stable contact and so this table maybe blank.

Key to stable contacts relationship to sample member:

"P"	Parent
"C"	Child
"S"	Sibling

"A/U"	Aunt/Uncle
"G"	Grandparent
"OR"	Other relative
"F/C"	Friend/Colleague
"O"	Other

Interviewer comments from previous wave

Any useful comments made by the interviewer at the previous wave regarding either the household as a whole, or individual sample members, will be included here.

Suspected split-offs

If a sample member is suspected to have left the household since the last wave (indicated under "Split-off mover") any information provided about the move will be supplied in this section. For each split-off mover, this may include:

- person number;
- name;
- date of move;
- reason for move (see key below);
- new address; and,
- new landline number.

You **MUST** visit the original household first and confirm that the suspected sample member is no longer resident at the address before using any of the new contact details provided in this section. For Data Protection purposes you should not mention the new address or telephone number to anyone other than the sample member who is the suspected split-off.

If a member of the original household provides you with contact details for the suspected split-off which differ from the address provided on the SIS you **MUST** use the contact details provided by the original household first. If you are unable to find the suspected split-off mover at this address you should then attempt contact using the details given on the SIS, under the split off mover section. For more information see section 4.2 on split-off movers.

Key to reason for move:

"LH"	"Left home"
"Dis"	"Disappeared"
"De"	"Death"

"Div"	"Divorce"
"St"	"Student"
"NH"	"Moved to new home"
"RA"	"Re-appeared"
"MBH"	"Moved back home"
"OoS"	"Out of scope"
"Ref"	"Refusal from interim mailing"
"O"	"Other"

2.7.1 ARF B (split households)

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

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

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

Understanding Society - Wave 2

Forms Answer Navigate Options Help

New serial number: 201500013 RESIDENT CODES TO TRANSFER TO ARF B.

PLEASE ENTER THESE CODES IN THE NEW SERIAL NUMBER ON YOUR LAPTOP EVEN IF UNABLE TO FOLLOW UP THIS SPLIT HOUSEHOLD YOURSELF.

Person ResCode Name

P1: 3 Jane Smith, aged 44

P2: 2 John Smith, aged 44 Tel: 01234567891

P3: 3 Michael Smith, aged 21

P4: 1 * Anna Smith, aged 18 Tel: 01111111111

P5: 3 Mr Joshua Smith, aged 15

P6: 2 Ms Katie Smith, aged 9

* Those reported to be in the new split household.

Press <ENTER> to continue

	HHNum	Serial	P[1]	P[2]	P[3]	P[4]	P[5]	P[6]	P[7]	P[8]	P[9]	P[10]	P[11]	P[12]	P[13]	P[14]	P[15]	P[16]
HH[1]																		
HH[2]	2	2015000	3	1	3	2	3	1										
HH[3]	3	2015000	3	2	3	1	3	2										
HH[4]																		

473/599 UnderstandingSociety 201500 11 QSplit#H.QTH#Sum.HH[3].HHNum 18/11/2009 11:08:00

Note that on ARF B there is no section A. However, sections B through to G are the same as ARF A, where you will find observation questions for each follow up address you find. You must complete these observation questions before making contact. Please do not change these once you have made contact as they are your initial observations.

Split households outside of your interviewing area

If you generate a split household that is out of your interviewing area you should speak to your project manager first and then use outcome code 673.

2.7.2 ARF C (split household not being interviewed)

You may encounter split households that will not be eligible for interview. In some cases, these will be households comprised of only temporary sample members (TSM).

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

- 1) Original sample members (OSM's)- those who were members of an original wave 1 household, and any natural children of female OSM's;
- 2) Temporary sample members (TSM's)- those who are co-resident with an original sample member at *this* wave; and
- 3) Permanent sample members (PSM's)- those who are temporary sample members and have fathered children with an original sample member. In future, further reasons for becoming a PSM may be elaborated in the future as the study develops.

The following is a temporary sample member scenario: at the last wave of *Living in Britain* 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 wave 2 of *Understanding Society* we find that Lucy has moved out of the original household. Michael and Sue are still OSM's and living in household 1. In household 2, Lucy is still classified as a TSM but because she is no longer resident in an OSM household, she is ineligible for interview.

Whilst we want to keep track of OSM's and PSM's throughout the study, we do not want to follow TSM only households as they are only temporary members of the sample. Taking the example from above, we would not want to follow, and interview, Lucy as she is no longer living with an OSM (she is a TSM only household).

You may also encounter other split households that we will not be interviewing. For example, this may occur when a sample member has gone to prison and will not be returning to the original household. If you come across any households that are comprised of TSM's only, or any other split households not eligible for interview, then you will be instructed to use ARF C and complete the information in the admin block. ARF C is completed in the same way as ARF B, i.e. you need to copy the names of all original household members and their resident codes from the CAPI onto the front of the ARF. You will also need to create a new household and serial number in the CMS (see section 2.4.3) and copy the information from ARF C into the new household in CAPI. The outcome code for split households ineligible for interview is 784, and is written on the front of the ARF.

2.7.3 Creating an additional household in CMS

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

MenuSystem - [Case Selection]

Live Interviewing - Address menu P2927 - PIL

Arrow down to select a serial number and then press <Enter> or <Alt + E >

	Serial No	Case Status	No of Calls	Outc	Blaise Admin	Transm on Trip	Comment
1	9001011	No Call	0	000			
2	9001012		0				
3	9001021	No Call	0	000			
4	9001031	No Call	0	000			
5	9001041	No Call	0	000			
6	9001051	No Call	0	000			
7	9001061	No Call	0	000			
8	9001071	No Call	0	000			
9	9001081	No Call	0	000			
10	9001091	No Call	0	000			
11	9001101	No Call	0	000			
12	9001111	No Call	0	000			
13	9001121	No Call	0	000			
14	9001131	No Call	0	000			
15	9001141	No Call	0	000			
16	9001151	No Call	0	000			
17	9001161	No Call	0	000			

Back <Alt+B> Search <Alt+S> Create New Household <Alt+N> Enter Serial <Alt+E>

Power Status 100 % : Mains Connected 05/12/2008 15:23

Projects menu
Address menu

Highlight the address where you need to create an extra household.

Then use <Alt><N> to create a new household

MenuSystem - [Case Selection]

Live Interviewing - Address menu P2927 - PIL

Arrow down to select a serial number and then press <Enter> or <Alt + E >

	Serial No	Case Status	No of Calls	Outc	Blaise Admin	Transm on Trip	Comment
1	9001011	No Call	0	000			
2	9001012		0				
3	9001021	No Call	0				
4	9001031	No Call	0				
5	9001041	No Call	0				
6	9001051	No Call	0				
7	9001061	No Call	0				
8	9001071	No Call	0	000			
9	9001081	No Call	0	000			
10	9001091	No Call	0	000			
11	9001101	No Call	0	000			
12	9001111	No Call	0	000			
13	9001121	No Call	0	000			
14	9001131	No Call	0	000			
15	9001141	No Call	0	000			
16	9001151	No Call	0	000			
17	9001161	No Call	0	000			

Back <Alt+B> Search <Alt+S> Create New Household <Alt+N> Enter Serial <Alt+E>

Power Status 100 % : Mains Connected 05/12/2008 15:24

start E:\ MenuSystem - [Case ... Document - WordPad 15:24

Projects menu

Address menu

You will need to enter a new household number. You can see that in this example there is already a second hhold, so in this instance you would type a <3> in this box.

MenuSystem - [Case Selection]

Live Interviewing - Address menu P2927 - PIL

Arrow down to select a serial number and then press <Enter> or <Alt + E >

	Serial No	Case Status	No of Calls	Outc	Blaise Admin	Transm on Trip	Comment
1	9001011	No Call	0	000			
2	9001012		0				
3	9001013		0				
4	9001021	No Call	0	000			
5	9001031	No Call	0	000			
6	9001041	No Call	0	000			
7	9001051	No Call	0	000			
8	9001061	No Call	0	000			
9	9001071	No Call	0	000			
10	9001081	No Call	0	000			
11	9001091	No Call	0	000			
12	9001101	No Call	0	000			
13	9001111	No Call	0	000			
14	9001121	No Call	0	000			
15	9001131	No Call	0	000			
16	9001141	No Call	0	000			
17	9001151	No Call	0	000			
18	9001161	No Call	0	000			

Back <Alt+B> Search <Alt+S> Create New Household <Alt+N> Enter Serial <Alt+E>

Power Status 100 % : Mains Connected 05/12/2008 15:24

start E:\ MenuSystem - [Case ... Document - WordPad 15:24

Projects menu

Address menu

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

3 Contact and gaining co-operation

3.1 Branding



When developing wave 1 we worked with a communications agency (Public Zone) to look at the way we communicate with respondents and how the survey itself is branded. Through this process we decided on *Understanding Society* name, logo and brand guidelines for all documents. The purpose of the branding is to increase initial response rates to the survey and to encourage survey loyalty and therefore minimise attrition at subsequent waves.

We have developed alternative ways of communicating with respondents about the survey, for example, designing a participant's pack to be given to households at the end of the interview.

3.2 In advance of contacting the household

3.2.1 Informing the police

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

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

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

3.2.2 Advance mailing

For wave 2 the advance mailing letters will be posted by the office. One advance mailing will be sent to each adult (including rising 16s) who were present in the household at wave 1 and to all *Living in Britain* adult sample members, regardless of whether or not they have previously completed an individual interview.

A sample member's advance mailing will include the following:

- Advance letter;
- Incentive (high street gift voucher);
- Change of address (COA) card; and,
- COA Freepost return envelope.

Advance letters

In order to accommodate the different types of respondents (i.e. those that were interviewed at wave 1 of *Understanding Society*, those that were not interviewed at wave 1, rising 16s, *Living in Britain* sample members interviewed face to face and *Living in Britain* sample members interviewed via the telephone) we have produced five versions of the advance letter plus a generic version which can be used on the doorstep should you need to. The five versions of the letter are worded slightly differently depending on the type of sample member they are targeting (see appendix H).

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

Generic advance letter

So that you do not have to carry all five versions of the advance letter when visiting a household and to avoid any confusion over which letter to use, we have produced a laminated generic version of the advance letter that can be used on the doorstep. The generic version does not differentiate between sample member types (i.e. whether they are a wave 1 *Understanding Society* sample member or a *Living in Britain* sample member interviewed face to face for example); it simply tells the sample member about the study and encourages them to take part. This letter also refers to the sample members receiving an incentive for taking part but it does not specify the amount that they are given.

Your workpack also includes spare copies of the generic advance letter which have not been laminated and can be given to sample members on request. If you require further copies of these, please contact the office.

If an individual says that they have not received their advance letter and asks for a new one, please give them generic version included in your workpack. Note that new household members will not have received an advance letter. Again, give them the generic version of the advance letter.

Table 5.1 Versions of the advance letter

Advance mailing version	Type of sample member	Incentive amount
A	Interviewed at wave 1	£5 included in mailing
B	Not interviewed at wave 1	£5 included in mailing
C	Rising 16 since wave 1	£5 included in mailing
D	<i>Living in Britain</i> , CAPI interview	£10 included in mailing
Generic	Use on the doorstep / new household members / those that have not received an advance letter	Incentive will be given to all those who take part

3.2.3 Incentives

Gift vouchers for each adult will be included in their advance mailing. **Vouchers will be sent out to adult sample members in the advance letter so in most cases you will not be handing any out during the interview.** Please note that if they do not wish to participate in the study then it is not necessary that they return the gift voucher, even if they offer to do so. The amount will vary depending on whether the household is part of *Understanding Society* or if they are a *Living in Britain* sample member.

The voucher amounts differ by sample type because historically *Living in Britain* respondents have always received £10. There are concerns that reducing the incentive amount, changing fieldwork agency and incorporating the *Living in Britain* sample into a new survey would lead to high levels of attrition and as a result, 19 years of data and hard work by interviewers to retain these sample members would be lost. Therefore, the *Living in Britain* sample will continue to receive their £10 voucher.

The above concerns are less of an issue for the *Understanding Society* sample as the survey has only just begun. The wave 1 incentive was £10; this has now been reduced to £5 for wave 2 following findings from the second Innovation Panel. The findings indicated that there was a minimal difference in attrition if the incentive was reduced from £10 to £5 amongst a sub sample at IP2.

Table 5.2 shows the amounts voucher for the different sample types:

Sample member type	Adults (16+)	Youth self-completion (10-15)
<i>Understanding Society</i> wave 1	£5	£3 (3 x £1 vouchers)
<i>Living in Britain</i> (CAPI & CATI)	£10	£5

The ARF label will tell you whether the household is part of the *Understanding Society* sample or *Living in Britain* sample and also the incentive amount they are eligible for. Please note that there are no incentives for proxy interviews or for adult paper self-completions.

Youth self-completions

If a young person aged 10 to 15 completes a self-completion questionnaire they will receive a voucher. If they complete and return their self-completion whilst you are in the household you will need to give them their voucher (£3 or £5 as appropriate).

Young people who post their self-completion back themselves will be sent their voucher from the office.

Change of address card

The advance mailing will also include a change of address (COA) card and a University of Essex Freepost return envelope for sample members to return their COA card in.

The wave 2 sample will be used again in wave 3, and so by providing sample members with a COA card we can encourage them to let us know if they have moved address. COA cards are being sent to each individual – rather than just one per household – so that we can be notified if only one person in the household were to move out (as opposed to a whole household move).

The COA card has been personalised for each individual and will include their current contact details (name, personal contact details and address).

Moving house?
Take us with you

www.understandingsociety.org.uk/participants
contact@understandingsociety.org.uk

Understanding Society

Thank you for taking part in Understanding Society this year. Your continuing participation is very important to us. Please let us know if you move by updating your details on the Understanding Society website at www.understandingsociety.org.uk/participants, alternatively you could call us on Freephone 0800 252 853 or return this card in the Freepost envelope (no stamp needed). To say thank-you we will send you a £5 voucher.

Name: _____ MOVING TO...
PID: _____ New Address: _____
MOVING FROM...
Home phone: _____
(inc STD code)
Postcode: _____
Mobile: _____
Postcode: _____ E-mail address: _____
Date of move: _____

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

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

Printed on Forest Stewardship Council (FSC) accredited and 100% recycled paper

Blank versions of the COA card and freepost envelope are included in your workpack should you come across a new entrant to a household or anyone who did not receive their advance mailing (see section 3.5 for more information).

Respondents will receive a £5 voucher if they return a change of address card. This voucher will be sent by the University of Essex once they have received the updated contact details. There is also a participant website where they can update their address details. The web address is on all the respondent materials www.understandingsociety.org.uk/participants

3.3 Call patterns

Research shows that:

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

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

3.4 On the doorstep

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

3.4.1 First contact with the household

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

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

If you are unable to make contact with a sample member you should follow the procedures for tracing sample members in chapter 4.

If sample members have any queries that you can not answer at your initial face-to-face visit, ask them to call the *Understanding Society* team on Freephone 0800 252 853¹. This number is staffed 9am – 5pm Monday to Friday. Outside these hours an answer phone service operates.

3.4.2 Subsequent contact with households

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

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

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

¹ However, calls to this number from mobile phones will incur a charge.

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

3.4.3 Introducing the Survey

As we are re-visiting households from wave 1 and *Living in Britain* households it is important to stress that **the study is concerned with how things change over time and that this is why we would like to interview the household again**. Remind respondents that this is a **survey about them as individuals and we want to find out how different aspects of their lives interact and influence each other**. It is very important that you prepare responses to potential questions so that on the doorstep you will be able to tailor your arguments depending on who you talk to.

Use your expertise when introducing the study and mention different areas of the survey accordingly. We have listed below some of the research questions that this survey addresses that you might find helpful when encouraging people to take part.

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

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

Living in Britain sample members, who have come to know the survey as *Living in Britain/Scotland/Wales*, might ask you why they are now part of a study called *Understanding Society*. Please explain that from 2010, *Living in Britain/Scotland/Wales* is being incorporated into a major new study called *Understanding Society*. Everyone who participated previously in these studies is now being invited to take part in *Understanding Society*. *Living in Britain* sample members have been involved in these studies for the past

18 years and as *Understanding Society* is the successor of *Living in Britain*, we do not want to lose these very valuable sample members hence why we are incorporating them into the *Understanding Society* sample. *Understanding Society* will build on the many insights and extremely rich data gained from *Living in Britain/Scotland/Wales* so far. *Understanding Society* will collect similar information on people's lives and how they are changing as was previously collected in *Living in Britain/Scotland/Wales*, and it is also managed by the University of Essex similar to the previous study. Those sample members who took part in *Living in Britain/ Scotland/ Wales* have received a mailing from Essex advising them about the change and inviting them to participate in *Understanding Society*. A copy of the letter and leaflet, sent out to these sample members, is in appendix J.

You should refer to the information provided on the SIS to give yourself an idea of what to expect when you visit an address for the first time.

3.4.4 Maximising response

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

Now that this is a longitudinal study, the minimum target response rate is 80%. This rate is a reasonable target for the study at wave 2 and is based on our experience of other longitudinal studies, such as *Families and Children's*.

3.4.5 Appointment Card, Participant's Update 1 and Survey Leaflet

Participant's Update

Included in your workpacks are a number of copies of the 'Participant's Update' for you to use on the doorstep. This update is being sent to wave 1 sample members approximately six months after their interview. It includes some initial findings from the first few months of fieldwork.

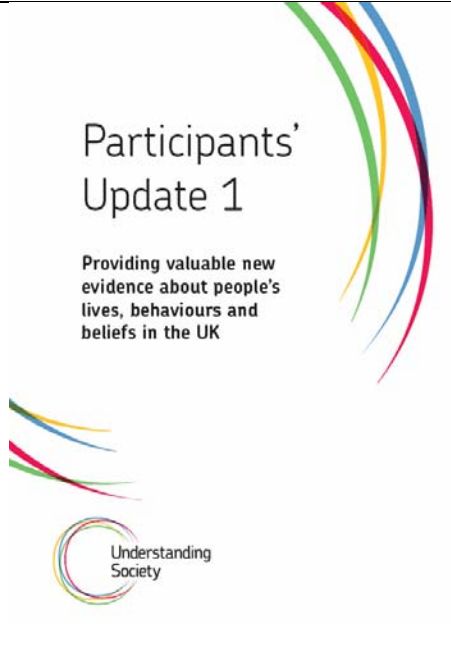
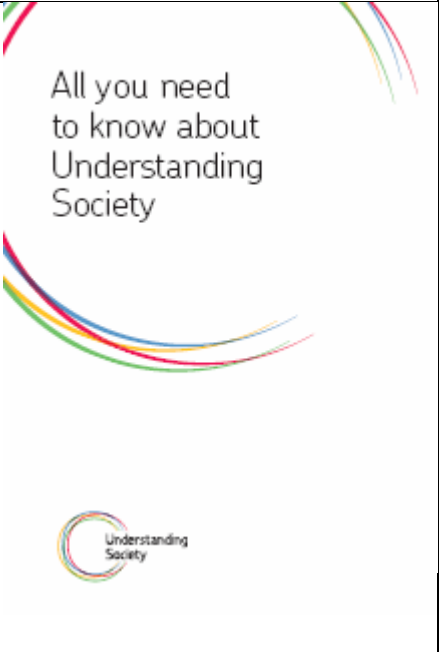
You can use this on the doorstep as a way to refresh their memory.

Appointment card

You have been supplied with an appointment card for you to use when you arrange the appointment with the household. They can pin this on their pin board, keep it by the phone or maybe put it on the fridge. It has space for you to fill in your name and appointment details. The blank space on the larger appointment card can be used to write a message.

Information leaflet

For **new entrants** to a household (i.e. joined since the previous interview) there is also a survey leaflet which provides more information about the survey and the interview. Households that were approached at wave 1 received a copy of the information leaflet when they did their first interview. As the information leaflet has not been updated we do not want to give them another one- the leaflet was targeted to pique initial interest in the study, hence why it is only being given to new entrants at this wave.

Participant's Update 1	Appointment card	Information leaflet
 Participants' Update 1 Providing valuable new evidence about people's lives, behaviours and beliefs in the UK Understanding Society	 Understanding Society 0800 252 853 www.understandingsociety.org.uk/participants contact@understandingsociety.org.uk Printed on Forest Stewardship Council (FSC) accredited and 50% recycled paper Your interview time and date: _____ Your interviewer name & number: _____	 All you need to know about Understanding Society Understanding Society

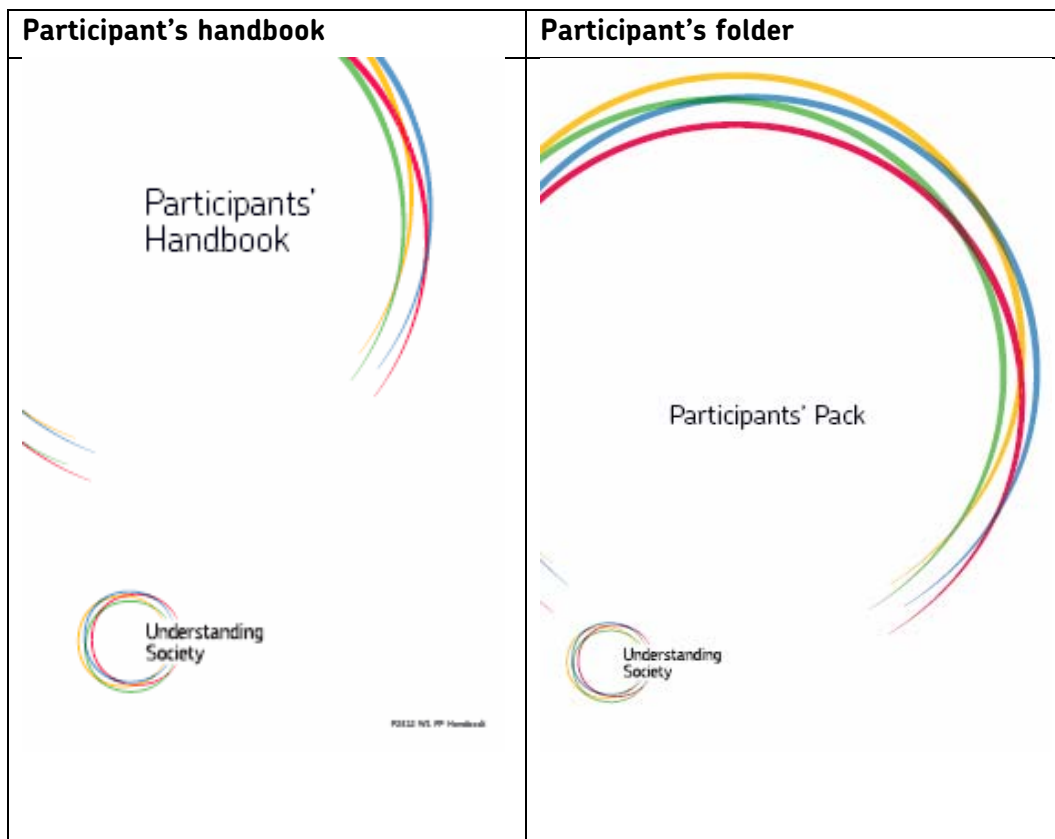
3.5 In the interview

Participant's pack

Only *Living in Britain* households will be provided with a participant's pack consisting of a participant's handbook and folder. Each household at wave 1 *Understanding Society* was given a participant's pack to introduce them to the survey. The content has not changed so we are not giving them another one at this wave.

The Participants handbook has three purposes:

- it explains the reasons why we are carrying out *Understanding Society*
- it also contains some information about how data from *Living in Britain* has been used previously, which gives respondents an idea of how their data might be used,
- and it could also be used on the doorstep to help sell the survey. Its purpose is also to encourage people to remain part of the survey.



Pens

There are also *Understanding Society* pens which should be handed out to ALL sample members who participate, including 10-15s who fill-in a self-completion. They should not be given to children under 10.

Change of address cards

For new entrants to a 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);
- Respondents 14 digit Personal Identifier (PID); and,
- Respondents full address including postcode.

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.

3.6 Keeping in touch with sample members

In order to keep in touch with sample members between each wave of *Understanding Society*, we have developed a participant website and participant report mailing.

3.6.1 Participant website

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

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

3.6.2 Participant report mailing

As in wave 1, sample members will be sent a Participant's Update around six months after their wave 2 interview containing findings from the study. The aim of the update will be to include sample members in the bigger picture and to share with them some of the things that we have learnt so far in the study.

4 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 wave 1 sample member, or any *Living in Britain* sample member, who has moved address since their last interview will be followed to their new address for interview with the exception of those who have moved outside the UK, those who are in prison and TSM only households. Those who have moved out of the UK are not eligible for interview at this wave but remain potentially eligible sample members should they return to the UK at a later wave.

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

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

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

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

- attempting to contact the sample member by phone – you **must** try all telephone numbers provided on the Sample Information Sheet and any new numbers established via tracing;
- attempting to contact neighbours;
- attempting to contact the current occupants of the address;
- attempting to contact the stable person (by telephone or personal visit). How you approach the stable contact will be dependent on where you live in relation to the

stable contact and whether you have been provided with a contact telephone number;

- sending a stable contact letter to any stable contacts living outside your area, detailing that you have been trying to make contact with the sample member to no avail, and could they provide you with any current contact details;
- leaving a tracing letter with the current occupants or neighbours; speaking to local residents, consulting electoral registers, maps, phone books, the police, public records, or other local shops and services such as estate and letting agents, post office etc.

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

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

If ISER successfully trace the case, the new address and/or telephone details will be sent to Brentwood so that the case can be re-issued to a field interviewer as required.

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

4.1 Split-off households

ISER may have been notified of a sample member moving from the household they were living in at wave 1 of *Understanding Society* or at wave 18 of *Living in Britain*; for example, the sample member may have returned a change of address 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 wave 1 household (rather than being put in a separate household) and this will be indicated on the Sample Information Sheet (SIS) under the 'Suspected split-off mover?' column. The third page of the SIS will provide any new contact details that the suspected split off has provided to ISER.

For suspected split households, you MUST visit the original household first and confirm that the sample member is no longer resident at the address before using any of the new contact details provided on the SIS. For Data Protection purposes you should not mention the new address or telephone number to anyone other than the sample member named as the suspected split-off.

If a member of the original household provides you with contact details for the suspected split-off which differ from the address provided on the SIS you MUST use the contact details provided by the original household first. If you are unable to find the suspected split-off mover at this address you should then attempt contact using the details given on the SIS.

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 (i.e. open an ARF B and generate a new household). If the split-off mover's new address is in your area, you should attempt to do an interview; if the new address is outside of your area the case should be returned to the office to be reissued to another interviewer.

The advance mailing for the suspected split-off will be sent to their new address (i.e. the one they have notified ISER they have moved to) and so if you find that they have not moved or that the address they provided ISER with is no longer valid, it is likely that they have not seen a copy of the letter and you should provide them with a copy of the generic advance letter.

4.2 Incomplete addresses

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

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

4.3 Contacting neighbours and stable contacts

To find a new address, ask the current residents of the issued address or neighbours. They may not know, but may be able to direct you to friends or relatives nearby who will know

how to contact the sample member. If you are still unable to find the whereabouts of the sample member you should contact the stable contact.

At the previous interview, interviewers were asked to collect details for someone outside the household who could be contacted if the sample member had moved address and the interviewer was unable to locate them. Details of the stable contact can be found on the Sample Information Sheet.

You should contact the stable person by:

1. Telephone;
2. If no telephone number or no contact via the telephone, visit the address if it is in your local area (i.e. within 15 miles of the original address); or,
3. 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 survey for NatCen and they gave us your [address/telephone number] so that we could contact you in case they moved address. I have tried to contact [Title, Surname] at their last address, but have not been able to speak to [him/her]. Do you have an address or contact number for [Title, Surname] for where they are living now? By helping us to contact your [Relationship to stable contact] you are not committing them to be interviewed.”

4.3.1 Completing the stable contact letter

The stable contact letter is to be used when you can not make contact with the stable contact either by phone or in person. The letter 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 need to complete a letter for each member of the household as they should have each supplied different stable contact details. Address the letter to the stable contact, and fill in the sample member's name in the body of the letter. You also need to enter your name at the bottom and fill in the sample member's serial number at the top of the reply slip. Please note that you will need to use the sample member's person number in the last two

boxes when completion the serial number. A person number for each sample member are found on the first page of the sample information sheet, in the individual information section. However, if you have the same stable contact for everyone in the household then you will only send one letter to the household, and should address it to the principal contact. You will need to enclose a freepost envelope, addressed to the University of Essex, with the stable contact letter. Enclose the letter and freepost envelope in another envelope, especially if you are posting it through the stable contact's front door.

Stable contact letter

4.4 Tracing letter

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

4.4.1 Who to address the letter to

In the case of whole household moves, the tracing letter should be addressed to the principal household contact (provided on the sample information sheet – SIS). For any individual sample member(s) who have left the original household and who need to be traced, separate tracing letter(s) should be completed for each individual.

The tracing letter informs the sample member that we have been trying to contact them as part of the latest stage of the study, but the address we have for them is not correct. The letter is signed by Nick Buck from ISER and asks the sample member to complete the reply slip and return it to ISER. It also quotes the *Understanding Society* contact details in case the Sample member requires more information about the study.

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

1. Complete the following information: date, principal contact name or sample member's name, the name of the person you spoke to, your name and the serial number, check letter on the letter.
2. Put the letter and the *Understanding Society* return envelope into a blank post-paid envelope, seal it and write the sample member's name on the outside.

3. Ask for this to be posted or passed on to the sample member, so they can get in touch (NB they will need to write the address on the envelope before they post it!).

4.5 Institutions

Wave 1 or *Living in Britain* sample members who have moved into an institution remain eligible for interview at their new institutional address.

Sample members enumerated as temporarily absent from a household and living in an institution who were not interviewed at wave 1 of *Understanding Society* or wave 18 of *Living in Britain* and who remain resident in an institution at wave 2 are not followed for an interview.

4.5.1 Prisons

Sample members interviewed at wave 1 or wave 18 who have moved to prison are exempt from interview at wave 2. These sample members should be coded as temporarily absent members of the household if the address is still considered their main residence but we are not attempting to interview those in prison. If they will return to the issued address after release then they are eligible for a proxy interview.

If a mover to prison will not return to the issued address after their period in prison, a new household should be created for them and they should be coded as ineligible for this wave i.e. they are treated as a mover but not interviewed.

4.5.2 Nursing Homes

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

4.5.3 University/ college

If a young person has left the parental home to live away at university or college either in a private household or halls of residence, a split off household should be created. 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), a nurses' home, hospital or resides on an army base, you should be able to make direct contact with the respondent by a visit or telephone call.

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

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

Where a sample member has moved to a care home (or similar environment), it may be helpful and reassuring if a family member of the person you are interviewing can be present whilst you carry out the interview. If the person is unable to complete a full interview (due to a language difficulty or disability) we would like you to complete a proxy interview with a suitable adult (see section 5.2 on who is eligible to be a proxy informant).

4.6 ISER e-mail

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

4.7 Unsuccessful Tracing – record all details in admin block

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

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

You should use all the information provided on the Sample Information Sheet, 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".

4.7.1 Traced cases outside your fieldwork area

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

5 The Interview Process

5.1 Overview of data collection instruments

The data collection instruments are:

- 15 min (average) CAPI household questionnaire (including the enumeration of the household in the grid);
- 32.5 min (average) Individual Adult CAPI questionnaire for all aged 16+;
- 10 min (average) CAPI proxy questionnaire;
- 10-15 min (average) Adult self completion questionnaire; and
- 10-15 min (average) Youth Self-Completion questionnaire for all aged 10-15

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

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

5.2 Eligibility and proxy interviews

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

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

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

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

- a proxy nominated by the non-participant
- a close relative
- another adult in the household who knows the respondent well
- Adult 16+
- Nominated by non-participant
- Close relative
- Adult living in the household that knows respondent well

5.2.1 Normal household residents

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

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

Sharing at least one meal a day:

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

Sharing living accommodation:

- Living accommodation in this case is defined as a living room or sitting room.
- This also includes addresses where there is no living room separate from the kitchen; i.e., if it forms part of the same room.
- A household can also be treated as one if the living room also has to be used as a bedroom.
- Shared kitchens and/or bathrooms do not count as shared living accommodation.
- Occasionally an individual or a group of people will have both their own living accommodation (that is living room/bed-sitter 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 because respondents have more than one residence their MAIN residence should be decided by the person him or herself.

Normal household residents would also include:

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

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

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

5.2.2 Absent household members at school / university

At wave 2 we need to confirm the location of absent students in the household grid. The absent household members classification at wave 2 will depend on where they were living at wave 1 of *Understanding Society* or at wave 18 of *Living in Britain*, and where they are living now. The table below illustrates how each absent member should be dealt with:

Wave 1 (US) / Wave 18 (<i>Living in Britain</i>)	Wave 2	Classification at this wave
At boarding school	At boarding school	Absent
Student in a private address	Student in a private address	Living in a different

		household
Student in halls of residence	Student in <i>different</i> halls of residence	Absent
Resident	Student in halls of residence	Mover (split household)
Absent (not halls of residence)	In halls of residence	Mover (split household)

5.2.3 Other absent household members

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

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

5.2.4 Non-resident household members

The following are not regarded as eligible household members:

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

5.3 Planning and organising workload and trips

If you have a large household you are likely to have to make multiple trips to carry out all the interviews and collect the self-completions. On the inside cover of the ARF is a progress table where you can fill in the names of all eligible people in the household and keep a paper record of which interviews have been done and which self-completions filled in. It is not mandatory for you to fill this in, but you may find it useful when tracking progress of the different elements.

5.4 Spelling of names, addresses etc.

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

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

5.5 Contact details

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

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

You also need to check the stable contact details given by each interviewed sample member at the previous wave are unchanged and obtain a stable contact for each new entrant. Although this may appear to be time consuming, it is less onerous than having to trace a sample member when they have moved.

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 chance of finding our movers. It is important that when you are collecting stable contact details you record these in the CAPI and not on the stable contact section of the SIS.

5.6 Collecting details about respondents jobs

The job description the sample member gave at the previous interview will be fed forward in the wave 2 questionnaire and you will ask them to confirm whether it is still correct. If it has changed, you should amend this. If there are new household members you will be required to record their job description as described below.

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

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

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

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

From the table below you will also notice that 4 digit SIC coding requires greater detail than 2 digit. For example, '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.

Glass manufacture: 2 digit SIC Code: 23

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

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

5.7 In the Interview

As already mentioned in Section 3, you will not need to administer any incentives **unless** you come across new entrants to a household or if the sample member says they did not receive their incentive in their advance mailing. All adults within a household receive the same incentive. If an individual says that they did not receive the voucher, then you need to

record this in the CAPI (regardless of whether you believe them or not), hand over a voucher, complete a voucher receipt form and ask the sample member to sign the voucher receipt form to confirm they received their voucher. **You will only complete a voucher receipt form if you hand over any voucher/(s) during the interview.**

You will not have to complete a receipt form for the incentive sent to them in the advance mailing, unless they did not receive it and you need to hand over a replacement voucher. The office will know about the vouchers that are sent in advance- for any that you give out, a form must be completed.

Split households or a new household member to an existing household will not have received their voucher in advance. These individuals are assigned to the same incentive condition as the original address and the labels on the ARF tell you which incentive amount the household should receive. As mentioned above, you will need to complete a voucher receipt form for these new household members.

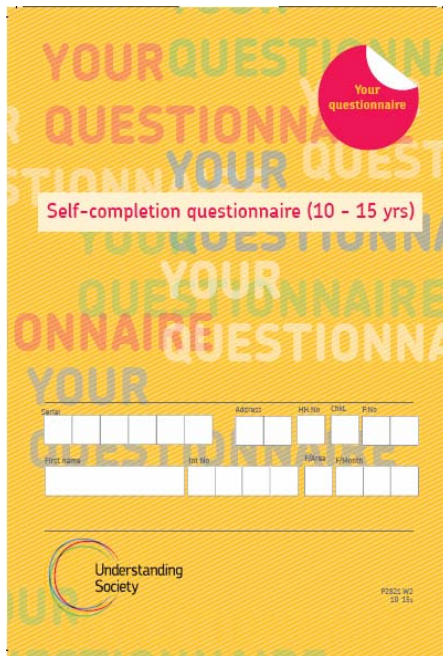
5.8 Self Completions

It is essential that you ask people to fill in self-completions during your visit(s). If the sample member does not have time to complete the questionnaire at the time of the interview then try to return to the household a couple of days later to collect it. We would expect over 95% of those interviewed to fill-in a self completion and as the self-completions are short, we do expect sample members to complete them whilst you are in the household and to give them back to you once complete.

Similar to wave 1, there are separate self-completions for adults (16+) and children (10-15), and you can use the inside of ARF A to keep a track of which ones have been completed.

The adult self-completion should take ten to fifteen minutes on average to complete and it contains questions on health, alcohol consumption, wellbeing, life satisfaction, and support networks. The youth questionnaire should take ten minutes on average to complete and contains questions on health, behaviours, school, leisure activities, families, hopes and concerns.

Youth self completion



YOUR QUESTIONNAIRE

Self-completion questionnaire (10 - 15 yrs)

Understanding Society

P2821 W2 10-15

Serial number fields: 1 2 3 4 5 6 7 8 9 10

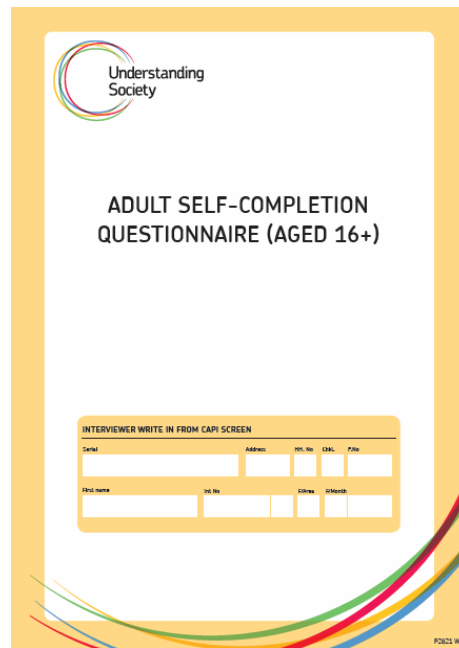
Interviewer name fields: 1 2 3 4 5 6 7 8 9 10

Interviewer address fields: 1 2 3 4 5 6 7 8 9 10

Interviewer phone number fields: 1 2 3 4 5 6 7 8 9 10

Interviewer email address fields: 1 2 3 4 5 6 7 8 9 10

Adult self completion



Understanding Society

ADULT SELF-COMPLETION QUESTIONNAIRE (AGED 16+)

INTERVIEWER WRITE IN FROM CAPI SCREEN

Serial number fields: 1 2 3 4 5 6 7 8 9 10

Interviewer name fields: 1 2 3 4 5 6 7 8 9 10

Interviewer address fields: 1 2 3 4 5 6 7 8 9 10

Interviewer phone number fields: 1 2 3 4 5 6 7 8 9 10

Interviewer email address fields: 1 2 3 4 5 6 7 8 9 10

5.9 Administration of questionnaires

The CAPI has been structured so that self-completion details are stored in a parallel block and can be easily accessed. You can access this parallel block as soon as you have completed the household grid. You need to write the serial number, person number, person check letter, the sample member's first name and your interview number on each questionnaire before handing it out. **Please ensure that you copy this information directly from the CAPI screen.** The serial number given for each sample member is individual to them and it is essential that the correct number is written on the corresponding self completion accurately. Note that the Serial Number on the front of the ARF is not sufficient for the front cover of the self completion. Therefore, you must copy the information from the CAPI screen when it is presented to you.

Understanding Society - Wave 2

Forms Answer Navigate Options Help

INTERVIEWER: Self completion booklets should be prepared for the people whose names are displayed below. Please write the individual serial numbers and check letters on the appropriate self completion form.

Name	Point	Address	HH.No	ChkL	P.No	Form
JANE	201500	01	1	B	01	Yellow Adult
MICHAEL	201500	01	1	B	02	Yellow Adult
JOSHUA	201500	01	1	B	03	Yellow Youth
DAVID	201500	01	1	B	04	Yellow Adult

DEP Watch Window - AdminFees

*** Selected fields ***

FL_HELPTEXT: <F3> FOR HELP

1. Press 1 and [Enter] to continue.

SCompDisp

1/5 QSelfComp 201500 11 QSelfComp.SCompDisp 18/11/2009 11:19:55

5.10 Distributing questionnaires

As you will be interviewing all adults in a household, you can give out self-completions to other people (adults and children) in the household, so that they can complete them while you are conducting a CAPI interview with another sample member. All self-completions should be given out with a plain envelope so that respondents can return the questionnaires to you in a sealed envelope to protect the confidentiality of their answers.

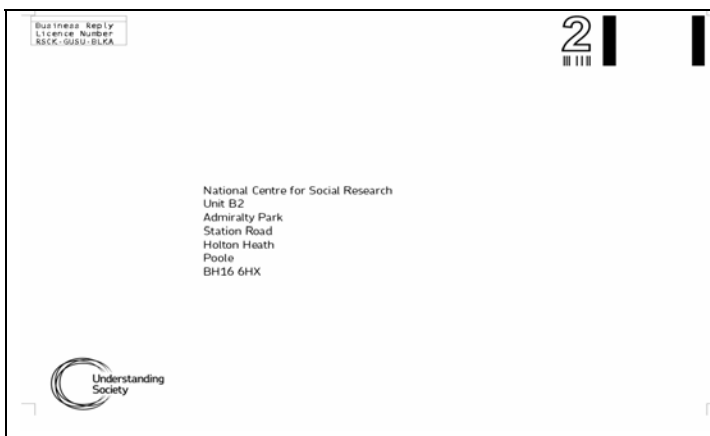
Before asking a child aged 10 to 15 to fill-in the paper version of the youth questionnaire, you need to get verbal consent from the parent or responsible adult before asking children aged 10-15 to fill-in the youth questionnaire. We are **not** asking for written consent. If the child has trouble understanding the questionnaire, please explain it to them. If a child has reading difficulties, please help them or administer the questionnaire if necessary. A child should not complete a questionnaire in front of a parent. They should be given the questionnaire and asked to go away and answer the questions in private, and return the questionnaire to you in the sealed envelope.

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.

You will need to record the outcome of the self-completion in the self completion parallel block. You need to complete the parallel block as appropriate for the self completions, so that we can track their progress. See chapter 6 for more details.

Only as a last resort should you leave a self-completion to be returned to the office. If this is the case then you have postage paid envelopes addressed to MCL in Poole that you can leave behind in the household for the sample member to send to Poole directly. 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.

Poole Freepost return envelope for self-completions



5.11 Vouchers for self completions

There is no incentive for adult paper self completions and we do not accept proxy paper questionnaires for this study. If a child completes the self completion and hands it back to you during the appointment, or at a follow up visit, then you will need to give them their voucher. The office will send out vouchers to children for any youth self completions that are left behind in the household, and posted back to MCL in Poole by the child themselves. CAPI will tell you the amount that needs to be given to each child.

6 CAPI Interview

6.1 Help screens

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

6.2 CAPI Structure

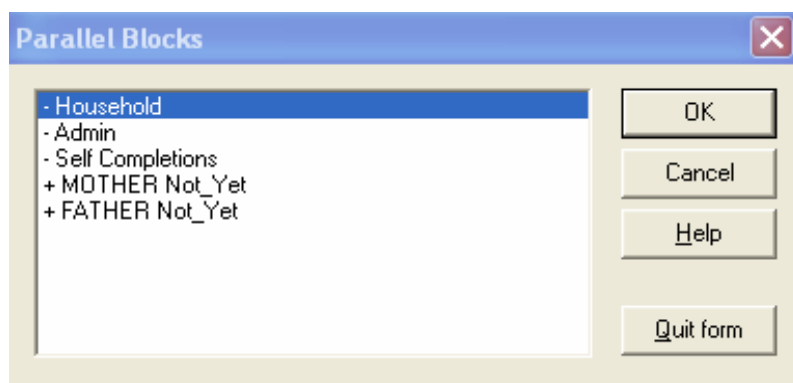
There are several elements to the CAPI questionnaire, which are covered in detail in this section.

Parallel blocks:

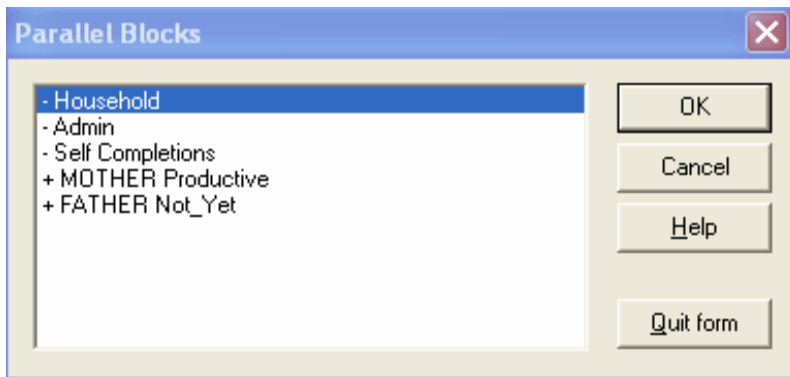
The CAPI questionnaire is structured within 5 main parallel blocks, these are:

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

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



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



6.3 Household grid and questionnaire

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

In the household grid the information collected 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.

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.

6.4 Individual CAPI interviews

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

6.4.1 Main topic areas

The main topic areas covered at wave 2 in the individual questionnaire are:

- Family, relationships, fertility, child-birth history;
- Educational aspirations; future plans; retirement expectations
- Health, physical activity, nutrition, disability and caring;
- Leisure, culture, transport, voluntary work and charitable giving;
- Employment, work conditions, finance and personal consumption; and
- Ethnicity, religion, politics and political engagement.

Some of the topic areas will only be asked of certain people such as those new to the household, rejoiners or those who have never been interviewed before.

It is important to note that some of the topic areas covered in the 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 you interview the sample member alone and in private so they feel comfortable providing you with that 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 see **Appendix A** for information on types of benefits that you need to familiarise yourself with.

The diagram below lists the modules that will be asked of all sample members.

W2 Individual Questionnaire Overview- all sample members

Demographics	
Educational aspirations	
Young adults	
General health	
Nutrition	
Physical activity	
Smoking history	
Disability	
Caring	
Current employment	
Employees	
Self-Employed	
Non-employment	
Commuting behaviour	
Job Satisfaction	
Work conditions	
Second Job	
Voluntary work	
Charitable giving	
Unearned income and state benefits	
Savings	
Household finances	
Personal pensions	
Domestic division of labour	
Politics	
General Election	
Leisure, Culture and Sport	
Leisure accessibility	Contact Details
Positive or negative events	Stable Contact

6.5 Trigram search tool

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

To make this change:

US: Understanding Society
Forms Answer Navigate Options Help

RICHARD
In which UK **county** were you born?

INTERVIEWER: Start typing county name.
Use <ALT T> to switch to search for any text in county name.
If unable to code type 'ZZZ'

1. Type any three letters into the look-up e.g. SUR for Surrey.

2. A pop-up box of answer options (e.g. U.K. counties) will appear.

3. "alpha" and "trigram" should be displayed under the heading "key type", "alpha" should be ticked.

CountyTxt	CountyCode	Country
Perth & Kinross	238	Scotland
Perthshire	239	Scotland
Powys	127	Wales
Shropshire	128	Wales
South Ayrshire	240	Scotland
South Glamorgan	129	Wales
South Lanarkshire	241	Scotland
South Yorkshire	242	Scotland
Staffordshire	38	England
Stirling	243	Scotland
Stirlingshire	244	Scotland
Suffolk	39	England
Surrey	40	England
Sussex	44	England

Search: sul

Key type
☒ Alpha ☐ Trigram

Select Cancel

13/123 Indiv[1] 9997 11 QInd[1].QInitial.PLBornUKCode 21/09/2009 10:52:47

US: Understanding Society

Forms Answer Navigate Options Help

RICHARD
In which UK **county** were you born?

INTERVIEWER: Start typing county name.

Use <ALT T> to switch to search for any text in county name.

If unable to code type 'ZZZ'

4. Key "ALT + T"
concurrently to change to
trigram.

5. "Trigram" is now ticked, and search
option is enabled. The screen will
appear blank.

PLBOTH
IC_YR2UK4
IC_CITZN CI
IC_CITZN1 C
PLBornUKCo 36

C:\Memp\Qure_780709\County - Database Browser

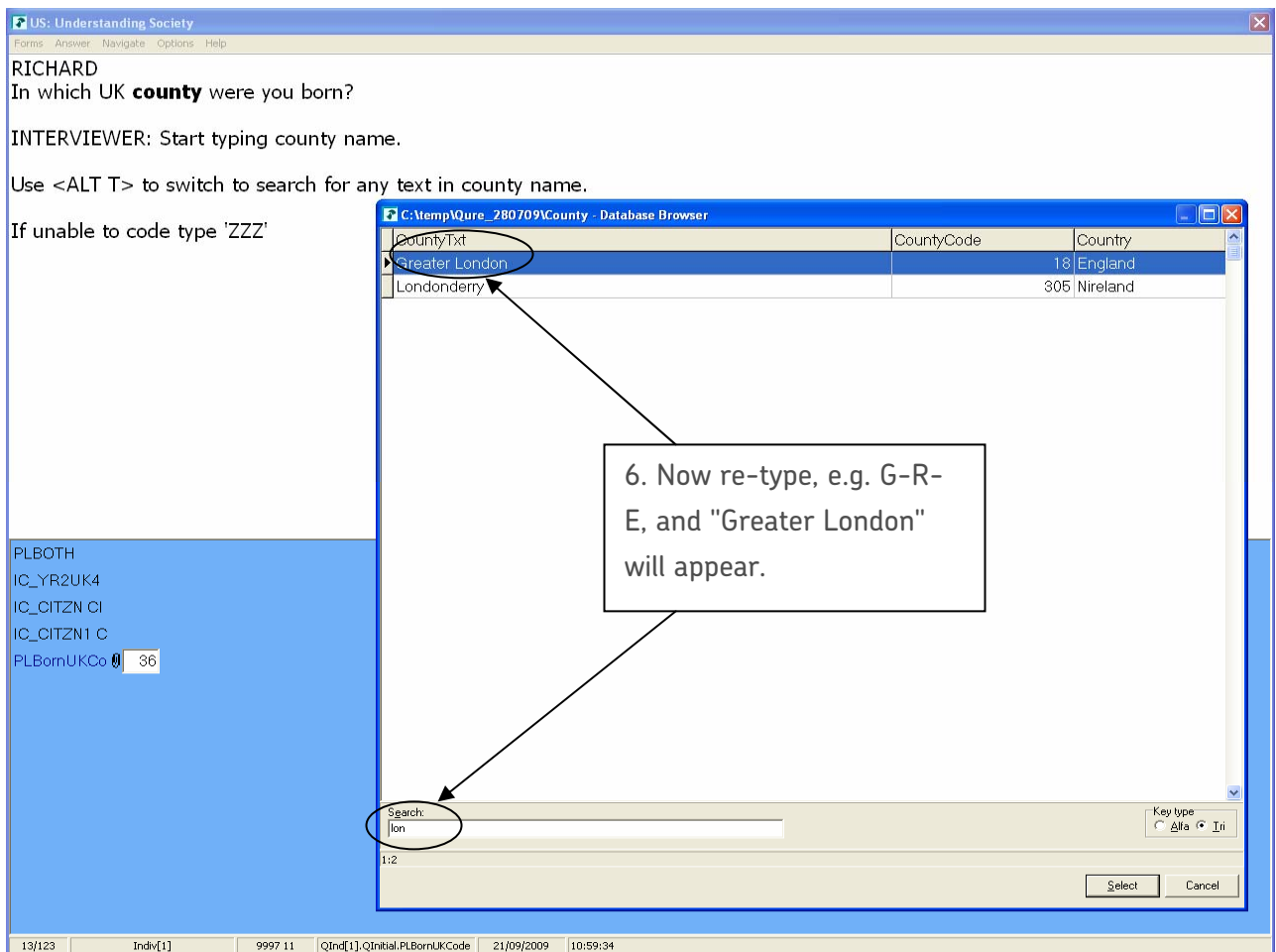
CountyTxt	CountyCode	Country
-----------	------------	---------

Search:

Key type
☒ Alfa ☐ Iri

Select Cancel

13/123 Indiv[1] 9997 11 QInd[1].QInitial.PLBornUKCode 21/09/2009 11:01:25



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

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

6.5.1 Self-completion

Self-completions are recorded in a separate parallel block. This is to give you the flexibility to administer a self completion questionnaire to one respondent while you are interviewing another one.

The first screen in the self-completion parallel block lists the serial numbers for all individuals and the type of questionnaire that they need to complete, i.e.: adult or child. You

need to transfer this information to the front of the relevant paper questionnaire and hand this to the appropriate respondent. You will need to transfer the serial number, person number and person check letter onto the front of the self-completion. **Note that the check letter is not the same as the check letter on the ARF label – always copy this information from the CAPI self completion block (see below)**

US: Understanding Society

Forms Answer Navigate Options Help

INTERVIEWER: Self completion booklets should be prepared for the people whose names are displayed below. Please write the individual serial numbers and check letters on the appropriate self completion form.

Name	Point	Address	HhNo	PNo	ChkL	Form
RICHARD	1001	02	1	01	G	Blue Adult
EVA	1001	02	1	02	H	Blue Adult
FRANK	1001	02	1	03	J	Red Youth

When you know the outcome of the self-completion, you should record whether the respondent completed or refused to complete the paper questionnaire. You can select 'code later' if you need to skip to another person in the household (e.g. if you want to give respondent X their questionnaire before respondent Y). If you do this then you will need to return to this screen at a later point to code whether the questionnaire for each respondent was completed or not. You will also be asked to code an outcome if the respondent refused to complete the questionnaire.

US: Understanding Society

Forms Answer Navigate Options Help

INTERVIEWER: DID RICHARD COMPLETE HIS/HER SELF COMPLETION?

☐ 1. Agreed to complete
☐ 2. Refused to complete
☐ 3. CODE LATER

	AxName	AxSerial	Complete	Unprod	SelfCom	ChVouch
QSComp[1]	RICHARD	1001-02-1-01-G	☐	☐	☐	☐
QSComp[2]	EVA	1001-02-1-02-H	☐	☐	☐	☐
QSComp[3]	FRANK	1001-02-1-03-J	☐	☐	☐	☐
QSComp[4]						

Note that this screen also has the serial numbers for each self completion

If self-completions are returned, ChVouch will prompt you to hand over £3/£5 voucher for any completed youth questionnaires.

In addition to being in a parallel block, there is also a prompt at the end of each individual questionnaire about self completions. The serial number to write on the appropriate self-completion is shown in the individual CAPI interview, but you still have to go to the parallel self-completion block to record whether it was returned and completed.

We are asking you to collect the self-completions, as we know from other studies that response rates are always higher when you collect the self completions in person than if they are returned by the participant in the mail. Please make every effort to collect the self-completions in person where possible.

Only as a last resort should you leave the self-completion to be posted back by the respondent. In these cases we have provided you with a Freepost envelope addressed to Poole (where they will go to be scanned).

For confidentiality purposes self-completions should be handed to the respondent in the plain envelope provided. You should instruct the respondent to put their self-completion back in the envelope and to seal the envelope once they have finished and return it to you.

You can ask the respondents to fill-in their self-completion while you are interviewing other sample members in the household or you can return to collect them at a later date if you are intending to visit the household again.

6.6 Unproductive and proxy interviews

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

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

6.7 Admin block

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

If the interview is partial you will see some warnings which encourage you to complete the interview but you will be able to continue by suppressing any checks, nevertheless.

If it is not possible to complete a full interview then you must ensure you have an outcome code for each individual by going into their parallel block and recording an unproductive outcome. Remember that if you have traced the household, then you need to make sure all your tracing attempts and follow up addresses are recorded in the admin block. This ensures that we have a complete record of the efforts you went to, and we can calculate the correct fees.

6.7.1 Recording translation requests

To make sure that we clearly identify all households that require translation, in Wave 2 we will be using a specific outcome code **543 'Hhold requires translation'**. If you encounter a **whole household** requiring translation you should:

- use the unproductive outcome code 543 'Hhold requires translation'
- send the case back to the office as soon as possible
- contact the Understanding Society team in operations in Brentwood to request a translation.

The only exception is bilingual interviewers, who can proceed as normal if they encounter a household who speak the language they are bilingual interviewers in.

Please note that households requiring translation should NOT be coded as 541 'Language difficulties'. This unproductive code is reserved for households where no-one speaks either English or one of the nine translated languages, and where no-one in the household/family/neighbour is available to translate. Using this code for households requiring translation means these translation cases will be missed. You also shouldn't record details of translation requests anywhere else in CAPI (eg in notes or memos). The team will be

relying on the outcome code 543 to identify whole households requiring translation requests – comments or requests recorded anywhere else will be missed.

If you come across a household where an **individual** or **individuals** require translation (rather than the whole household), we cannot rely on the household outcome code to record and identify these translation cases, however. It may be, for example, that the household has an outcome of 210, but there is one sample member who needs a Bengali translation.

Instead, individuals requiring translation need to be identified by assigning them the outcome code **55 'Requires translation'** in their individual parallel block.

It is very important that this code is used, instead of any other unproductive code, for all individuals who could be interviewed in translation, as otherwise these cases will be missed. In particular, individuals who can be interviewed in translation should NOT be coded 54 'Language difficulties'. This code should only be used in cases where an individual does not speak English or any of the nine translated languages and there is no-one available in the household/family/neighbour to translate for them.

6.8 Recording useful information for the future

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

7 Translations

7.1 Non-English interviews

At wave 1 we translated the questionnaire and a selection of the survey materials into nine languages. Therefore, you may be given a household which contains one or more wave 1 *Understanding Society* sample members who were interviewed in translation in wave 1. The language the previous interview was conducted in will be indicated on your sample information sheet under the heading 'Prev Lang'. The nine translated languages and their identifiers used on the SIS are as follows (the identifier for English is "E"):

Language interviewed in at previous wave (Prev Lang):

"A"	Arabic
"B"	Bengali
"C"	Cantonese
"G"	Gujarati
"PG"	Punjabi Gurmukhi
"PU"	Punjabi Urdu
"S"	Somali
"U"	Urdu
"W"	Welsh

In Wave 2 you should still check the language requirements of all households using section E of the ARF. There could be new entrants to the household whose language requirements need to be checked. Also in cases where translated interviews were conducted at Wave 1, you should check whether the household/individuals would still like to be interviewed in the same language in Wave 2.

The questions on the ARF direct you to check the household languages. In case of households where no-one speaks any English, you are directed to use the W2 ARF Translation Card to confirm the languages spoken. (Please note that the W2 ARF Translation Card differs from the Wave 1 Translation Card – please use the correct version.) The front of the translation card asks people to indicate the language they speak. If the language is one of the nine translated languages, you are then directed to use the ARF Translation Booklet to request a phone number and permission for an interpreter to call. If the language is not one of the nine, you'll be asked to check whether anyone else is

available to translate for the individual. If not, you'll be asked to tell the respondents their help will not be needed in the study using the back of the W2 ARF Translation Card.

As described in the earlier section 6.7 the information collected on the ARF needs to be correctly transferred to the CAPI to make sure that all cases requiring translation are identified correctly:

- **Whole households** requiring translation should be assigned outcome code **543** in the Admin block
- **Individuals** requiring translation should be assigned outcome code **55** in their individual parallel block

7.1.1 Notes on languages

Bengali/Sylheti

Some people originating from Sylhet in Bangladesh speak Sylheti; they can use Bengali documents. As Sylheti is a dialect and not a formal written language, the interview must be conducted using the Bengali questionnaire. In another survey, some interviewers felt uneasy about doing this due to the cultural implications it held and translated the questions into Sylheti. This must not occur with this survey. If a problem arises you can explain to the respondent that it is an official survey commissioned by the Economic and Social Research Council and as such uses an official written language. You can also explain that the reason all the questions are written down is so everyone gets asked the same questions in the same way regardless of their origin. There is little alternative as a written Sylheti transcript cannot be produced and explain that no offence is intended. Feel free to use Sylheti when introducing the survey to the respondent and when speaking generally.

7.1.2 Punjabi

Punjabi has two scripts: **Urdu** which is used by people of Pakistani origin and **Gurmukhi** which is generally used by people of Indian origin.

7.2 Roles of interviewers and translators

7.2.1 Bi-lingual interviewers

If you are an accredited NatCen bi-lingual interviewer you will carry out interviews in the translated language yourself if you are issued any wave 1 households containing a sample member who had a translated interview at the previous wave. You will also carry out the interview yourself should you come across any new entrants to a household who speak that language. If you are not an accredited NatCen interviewer you can use your language skills to help to arrange an appointment with a sample member, but not for interviewing itself. You will be sent a pack of materials in the appropriate language once you've contacted Brentwood and informed them of the request.

7.2.2 English-only speaking interviewer

You will need to arrange for a translator to accompany you and you need to arrange this by liaising with the Understanding Society operations team in Brentwood. You must also let your team leader know but it is vitaly important that you contact Brentwood as soon as you can, so they can make the arrangements for the translation to take place, either by a bi-lingual interviewers, or an English-speaking interviewer accompanied by an interpreter.

If you are an English-speaking interviewer and have been allocated a case that requires translation, you will be sent a pack of materials in the appropriate language. Once an appointment has been arranged either by you or a translator, you will accompany a translator who will be conducting an interview in CAPI. Translators will be given a basic training in how to operate a CAPI system and your role will be to help during the interview if the translator requires assistance.

For example, you might be required to check whether the data has been entered correctly once a soft check or a hard error appears, or when a translator needs to enter 'Do not know' or 'Refused'. Also you will complete the ADMIN block.

The CAPI only shows the language that is being interviewed in during the interview, so you will not be able to read off the screen as the interview progresses. Therefore, it is important that you familiarise yourself with the questionnaire content so that it will be easier for you to help if required. You can toggle the language (by pressing <F11>) and view the questionnaire in English at any point during the interview.

7.2.3 NatCen or Agency interpreters

An interviewer will have already made contact at the address and tried to establish the language needs of the person selected for interview. You will be involved in making an appointment if the interviewer was not able to make contact with an English speaker. Your main task will then be to conduct an interview using CAPI. You will be given brief training on how to operate the programme and you will have practical sessions during the briefing to familiarise yourself with an interview. **Remember – always ask the interviewer if you are unsure about anything during the interview.** He/she is there to assist you and ensure that an interview runs smoothly.

Key things to remember:

- Introduce the survey and answer any questions from the respondents. If unsure what to say – consult the interviewer.
- Read translated questions using the exact wording as it appears on the screen. Most questions have closed answer options and it is essential that you use the exact wording provided. This way everyone gets asked the questions in the same way so that we get reliable and accurate data. Do not ask the interviewer to read the question in English which you then translate. You **MUST** read the translated question, and not translate from scratch in the interview. **Remember that you are reading the questions, not translating them.**
- Follow INTERVIEWER INSTRUCTIONS in the CAPI (always preceded with INTERVIEWER command in block capital letters), e.g. READ OUT, SHOWCARD. Any answer categories marked as SPONTANEOUS should not be read out in the interview.
- Provide show cards when prompted.

Helping on the doorstep

Another important task will be to help the interviewer on the doorstep and to liaise between the respondent and the interviewer in answering more general questions about the survey or the interview. It is essential that you approach people in the right way. The leaflet gives good background information on the study and the pilot, explaining what we are doing and why. Familiarise yourself with this document and be prepared to use it on the doorstep.

HOWEVER: Any difficult questions should be translated to the interviewer who will give you the appropriate answer: they have been specially trained to do this.

Reading and comprehension

The importance of using the official translated documents to ensure that everyone is asked the questions in the same way and receives the same information has been stressed. However, it is possible that some people will need extra assistance in reading the various translated documents and being able to understand them.

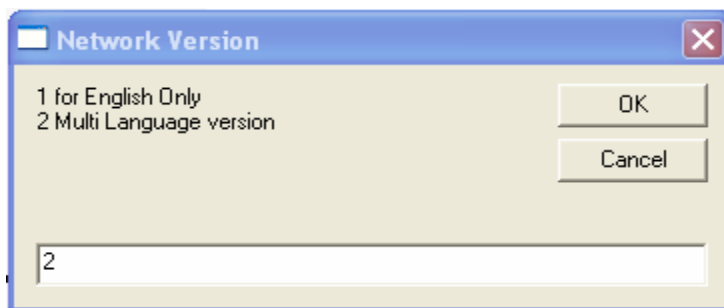
Reading and comprehension difficulties may occur with the following documents:

- Show cards – if a respondent can not read the show cards, you can read the answer options to them from the CAPI screen.
- Information leaflets – it is fine for you to read or explain these leaflets further as they tell people what the survey is about.
- Self completions- the sample member may not be clear what the question is asking so you may give some guidance but do not oversee them whilst they answer the other questions. Deal with the query and move away as we need to ensure confidentiality of their answers.

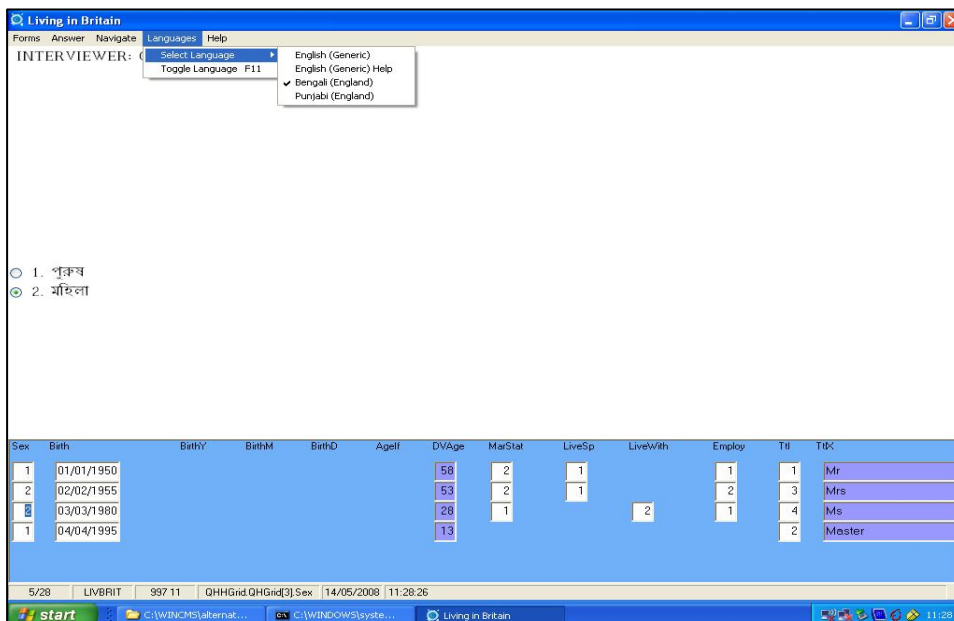
7.3 Translations in CAPI

UNITIP (Unicode Translation Interview Program) has been designed to replace the Blaise programme for non-English interviews as Blaise does not support the non-Latin character sets that are used in some of the nine languages we are translating into. UNITIP enables non-Latin character sets to be displayed on the screen for languages like Bengali and Punjabi.

Your laptop has been set up so that all interviews in English are done using Blaise and all interviews in translation are done using UNITIP. It is possible to do interviews with different people in the same household in different languages. When you first open an address you get the following dialog box, where if you choose 1 the interview will be done in English in Blaise and if you choose 2 it will be done using UNITIP.



UNITIP has been designed to have the same functionality as Blaise so you will find that it works and displays in a similar way, e.g. parallel blocks are accessible in the same way in both programmes. The additional functionality is the language selection for all the languages we are providing translations for. The screen below shows that on the top bar there is a tab called 'Languages' which enables you to chose a language which will be displayed on the screen. To access this tab you have to press <ALT> <L> and use the arrow key to select the language. You can also toggle between the language you select and English (Generic) using key <F11>.



7.4 Translations in other languages

If you come across someone who doesn't speak English or one of the nine languages that we are translating into, then you can use a responsible person to translate for you. The person can be someone else in the household, another family member or a neighbour. Ideally they should be a responsible adult aged 18 or over, but if necessary you can use a child as a translator. The child must, however, be aged 13 or over and can only assist if the following apply:

- both parent and child are willing to participate;
- topics covered are not likely to disturb or distress the child;
- the child is of an age to properly comprehend the questionnaire content.

If you are a bi-lingual interviewer in one of the non-translated languages, you can use your language skills to help carry out an interview by translating as you go, just as if you were someone who knew the household member.

8 Briefing pack and workpack contents

Document	Format	Briefing Pack	Workpack
Police Letter	A4 NatCen	0	1
Advance letters (A, B, C, D)	A4 letterhead	0	Posted by office
Generic advance letter (laminated)	A4 letterhead	1	0
Generic advance letter (for new joiners)	A4 letterhead	0	3
Information Leaflet ("All you need to know about Understanding Society")	Card	1	2
ARF A (issued household) + Sample information sheet	A4 Pink	1	No. in point
ARF B – split household(s)	A4 Blue	1	20 per point
ARF C- TSM only household(s)	A4 Yellow	1	2
W2 ARF Translation Card	Card	1	0
ARF Translation Booklet	Card	1	0
Sample information sheet	A4 White	1	No. in point
Adult self-completion	A4 Colour	0	16
Adult self-completion (briefing version)	A4 black and White	1	0
Youth self-completion	A5 Colour	0	5
Youth self-completion (briefing version)	A5 black and White	1	0
Privacy envelope for self-completion – blank	A4	1	21
Poole pre-franked envelopes for self-completions	C4	1	21
Tracing letter	A4	1	2
Stable contact letter	A4	1	2
Queens head envelope for tracing letter	DL	1	2
Voucher Receipt Forms (attached to back of ARF A)	A5	1	No. in point
Vouchers: £10 (<i>Living in Britain</i> Adults)	-	0	5
Vouchers: £5 (<i>Living in Britain</i> Youths & Understanding Society Adults)	-	0	8
Vouchers: £3 (Understanding Society Youths)	-	0	9x£1
Change of address cards (blank)	White Card	1	5
Free post envelope for change of address cards, tracing letter and stable contact letter	C4	0	10
Appointment card	A6 White card	1	10
Show cards	A5 White card	1	0
Pens	-	0	21
Participant's pack	A5 Colour	1	No. in point
Participant's folder	A5 Colour	1	No. in point

9 Admin and return of work

9.1 Contact information if you have any further queries

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

9.2 Fees

Fees will be automatically calculated in the admin block. You will be paid for each tracing activity that you undertake, and also your observations so it is very important that you complete those questions fully and accurately to make sure you get paid the correct amount. In terms of payment for travel between addresses, we are following the standard NatCen procedure- you will need to submit your claim as normal and the mileage will be checked against what qualifies according to our rules.

9.3 Return of work

9.3.1 Adult and Youth Self-completions

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

9.3.2 ARF

After you are sure that you have transferred all the necessary information into the CAPI admin block, please shred the entire ARF document. This is for data protection and confidentiality reasons. If you are passing the ARFs onto another interviewer then you will not want to shred them. You should only do this once you are completely finished with a case and it has been assigned a final outcome code.

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

9.3.3 Transmission

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

9.3.4 Returning unused documents

All unused branded materials should be returned to the *Understanding Society* Unit at the end of the fieldwork period. **These documents will be used again for re-issues.** Table 9.1 below details the documents which should be returned.

Table 9.1 Documents to return

Youth self-completion
Adult Self Completion
Poole pre-franked envelopes for self-completion
£10 vouchers
£5 vouchers
£1 vouchers
Change of address cards
Free post envelope for change of address card
Appointment card
Queens head envelope
Pens
Participant's pack
Information Leaflet

Appendix A Things we hear from sample members

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’ve done my share”

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

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

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

“Nothing has changed in my life”

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

“Questions are too personal”

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

“I’m too busy with work”

This is the most important group in the survey, 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 give us an accurate view of working life in Britain

“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.

Appendix B Benefits Module Details

List of benefits that appear in Benefits Module with explanations:

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

BenDis/BenAl Severe Disablement Allowance	Is for people of working age who have not been able to work for at least 28 weeks but who cannot get Incapacity Benefit. Married women unable to perform household work may also receive it.
BenDis/BenAl Industrial Injury Disablement Allowance	Is a variable amount paid to someone disabled through either a work accident or an industrial disease.
BenDis/BenAl Disability Living Allowance/ Care Component	Since April 1992 this has replaced Attendance Allowance for people aged between 5 and 66 (although many people will continue to call the allowances by their old names). In addition some people not previously entitled to Attendance Allowance will receive this benefit. Those aged 66 or over will continue to receive Attendance Allowances. When the person is under 16 the Allowance will normally be paid to the person responsible for them. In such cases it should be recorded as income on the questionnaire for the <u>responsible adult</u> for the child. Where someone is 16 or over this should be recorded on person's own questionnaire.
BenDis/BenAl Disability Living Allowance Mobility Component	Paid for those unable, or virtually unable, to walk as a component of Disability Living Allowance. This benefit replaced Mobility Allowance.
(BenDis/BenAl) Attendance Allowance	Paid to people who need high levels of care because of severe disability. Include Constant Attendance Allowance. If paid for a child under 16 include as mother's income, or if there is no mother then father/guardian.
BenDis/BenAl Carer's Allowance	Weekly paid benefit for people of working age who give up working to look after someone receiving Attendance Allowance. This was formerly known as the Invalid Care Allowance.
BenDis/BenAl War Disability Pension	Payable to members of the armed forces disabled in the 1914-18 war or after 2nd September 1939. Merchant seamen and civilians disabled in the Second World War are also eligible. The amount paid varies according to an individual's rank and the extent of the disability.
BenDis/BenAl Incapacity Benefit	This was introduced in April 1995. It replaced NI Sickness Benefit and Invalidity Benefit which officially do not exist any more. If a respondent reports receiving NI Sickness Benefit and/or Invalidity Benefit, code as Incapacity Benefit and record total amount received in grid.
BenSup/NFE/Btype Income Support	Income Support replaced Supplementary Benefit (sometimes called Social Security Benefit). The rate is assessed on the grounds of age and marital status with a flat-rate premium for children and special premiums for people such as lone parents, people with disabilities and pensioners. Income Support is often paid along with other benefits as a supplement. You should try, wherever possible, to record the amount of Income Support separately even in the case where it is paid with Job Seeker's Allowance or with a state pension. The specific amount paid as Income Support will usually be

	shown on the cover of the Benefit Order Book. Any maintenance payments from a former or separated spouse or for child support which are paid through the DWP or other government agencies, should not be included as Income Support or any other benefit.
BenSup/NFE/ BenUnemp Jobseeker's Allowance	This replaced Unemployment Benefit in October 1996. Those receiving JSA are capable of work and available for work and actively seeking work and have a current jobseeker's agreement with the Employment Service. Full-time students, those on temporary release from prison and those receiving maternity allowance or statutory maternity pay are not eligible for JSA. There are two types of JSA - Contribution-based and Income-based. The Contribution-based component is paid in the first 26 weeks of unemployment if enough NI contributions have been paid. The Income-based component is a means-tested benefit (paid after 26 weeks for those who qualify for Contribution-based and pass the means-test).
BenSup Return to Work Credit	This is a payment for people starting work of at least 16 hours a week and earning no more than £15,000 per year. Recipients will have been receiving an incapacity benefit (including statutory sick pay) for 13 weeks immediately prior to starting work. It is payable for up to 52 weeks.
BenSup/NFF/Btype Child Benefit	Is normally paid to the mother (unless there is none in the household) and should be shown as her income. Where it is paid into a joint bank account the names of both account holders will be on the benefit order book. This should still be recorded as the mother's income. Child Benefit (Lone Parent) was withdrawn in July 1998 however single parents responsible for children continuously since July 1998 may continue to receive this.
BenSup/BenTax/ BenCTC Child Tax Credit	Introduced in April 2003 this is paid to those with at least one dependent child. Child Tax Credit is paid to the person responsible for the care of the child(ren) so can be received by one person only in the household. If the respondent qualifies for the childcare element of Working Tax Credit, this will always be paid with the Child Tax Credit, even if the respondent is not themselves in receipt of Working Tax Credit.
BenSup/BenTax Working Tax Credit	This replaced Working Families Tax Credit and the Disabled Person's Tax Credit in April 2003. It is paid to families with at least one dependent child or those with a disability who are working. In some cases it can be paid alongside JSA or income support for those not working. It is paid either as a tax credit through the respondent's pay check or as a direct benefit. It can also be paid as a lump sum covering a period of 26 weeks in some cases. Please note: Where a married or cohabiting couple are receiving WTC, they apply for the tax credit jointly but cannot be receiving it jointly. They will have had to say which couple member was to receive the benefit or tax credit.
BenSup/BenTax Disabled Person's Tax Credit	This was replaced by Working Tax Credit from April 2003. It is paid to people with disabilities either in work or seeking work who are aged under 66. Any respondent claiming this should be coded as receiving the Working Tax Credit.
BenSup/BenFam Maternity Allowance	A benefit which applies only to women not eligible for Statutory Maternity Pay. Usually women receiving Maternity Allowance will be either self-employed or will have recently changed jobs.

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

	Income Support already mentioned. Code only if the respondent is actually receiving or has received the payment. Do not code if payments should have been made, e.g., through a court order, but have not actually been made. Record actual amounts received rather than what is supposed to be paid. Payments received for a child should only be recorded if that child is present in the household. If a respondent receives payment for the support of a child code as respondent's sole income. But if they receive money which is to be passed on to the child itself exclude from respondent's income.
BenPay/BenFam/BenSta Regular payment from family members not living here	E.g., payment from a spouse working and living away from home, regular payments to parents from children outside the household (but <u>not</u> payments for 'keep' from those living there) and payments ..from parents to students etc, provided they are not members of the same household. In any cases of doubt the respondent should be asked to decide for him/herself whether or not a payment is to be classed as 'regular'.
BenPay/Ben/Sta Rent from boarders or lodgers	Rent from accommodation let at respondent's address. However, do not include payments from boarders or lodgers who are part of the immediate family of the respondent. Do not include payments for keep from family members or rent from property outside the respondent's accommodation.
BenPay/BenFam Foster Allowance / Guardian Allowance	Any foster carer who is looking after a child may receive a "Foster Allowance" or "Fostering Allowance" from the local Authority. It is designed to cover the costs of caring for a foster child. Local authorities are allowed flexibility to decide their own systems of payment. A "Guardian Allowance" is a tax 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.
BenFam 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.
BenPay/BenSta/BenDis Sickness Accident Insurance	Include any payments to compensate for lost wages during time off work through sickness (but <u>not</u> one-off payments to meet specific expenses such as medical fees or the cost of glasses or false teeth etc).
BenPay/BenSta Other Regular payment	Specify type of income and source. <u>Exclude</u> any payments from investments, stocks and shares, bonds and other interest payments (e.g., building society and bank savings accounts).

Appendix C Household Outcome Codes

- 110- Completed household questionnaire and interviewed all eligible household members
- 210- Completed household questionnaire and at least one individual interview
- 211- Completed household questionnaire but no individual interviews

- 310- No contact with anyone at the address after 6+ calls
- 320- Contact made at address but not with eligible respondents
- 322- Contact made at address, but not with responsible adult

- 410- Office refusal
- 430- Refusal before interview
- 432- Proxy refusal
- 440- Refusal during interview
- 450- Broken appointment – no recontact

- 541- Language difficulties with household as a whole – no-one speaks English **or** any of the 9 translated languages and no interpreter available
- 543- Household requires translation into one of the 9 languages
- 550- Lost on laptop
- 590- **OFFICE APPROVAL ONLY:** Other unproductive

- 612- **OFFICE APPROVAL ONLY:** Issued, not attempted/ transferred to another interviewer
- 652- Address inaccessible
- 653- Unable to locate address
- 671- Certain household moved, no follow up address obtained
- 672- Follow up address found, but unable to attempt address
- 673- Follow up address is in GB, but is outside my area
- 674- Follow up address is in NI
- 690- Unable to determine eligibility, no contact made at address
- 691- Other unknown eligibility (verbatim reason to be keyed in the admin block)

- 782- All respondents no longer eligible – died
- 783- All respondents no longer eligible – live outside UK
- 784- TSM respondents only- no longer eligible
- 785- Household no longer eligible, merged with another household

790- Other ineligible

830- Unable to determine eligibility, contact made at address but information refused about hhold

Appendix D: Media coverage

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

In August 2008, The Guardian featured an article by Polly Toynbee² discussing the launch of *Understanding Society*, which she referred to as '...the world's largest and most detailed social survey...' Toynbee discussed the importance of longitudinal studies such as *Understanding Society*, saying 'The studies seek out which physical, social or psychological factors shape people's long-term health and happiness'. A copy of the article is available at: <http://www.guardian.co.uk/commentisfree/2008/aug/19/labour>.

Other headlines include 'World's largest ever longitudinal study of households launched'³ and 'World's largest household study to unveil vital issues facing human communities'⁴.

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

² Toynbee, P. (2008). Labour is bound to bypass the lessons of the 58ers: The determinist mindset of the post-Thatcher establishment means fine social research won't produce decent policy. *Guardian.co.uk*, [internet] 19 Aug. Available at: <http://www.guardian.co.uk/commentisfree/2008/aug/19/labour>

³ Lipsett, A. (2008). World's largest ever longitudinal study of households launched. *Guardian.co.uk*, [internet] 13 Oct. Available at: <http://www.guardian.co.uk/education/2008/oct/13/research-highereducation>

⁴ Thaindian News (2008). World's largest household study to unveil vital issues facing human communities. *Thaindian.com*, [internet] 15 Oct. Available at: http://www.thaindian.com/newsportal/india-news/worlds-largest-household-study-to-unveil-vital-issues-facing-human-communities_100107499.html

Appendix E Appreciating cultural diversity

Introduction

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

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

Naming systems

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

- Never ask respondents for their “Christian name” – ask for a “first” name and then for “other” names.
- Ask each member of a household individually for this information rather than assume there is any shared family or religious name. Children may not necessarily share any name with their parents and people within the same family may also have different spelling of last names e.g. Macpherson and McPherson. The use of capitals and non capitals is important to people's identity.
- Many respondents will be aware of the naming system generally used in the U.K. They will have come across forms in hospitals, schools and elsewhere and are likely to have evolved a way of adapting their own naming system.
- The CAPI interview will, in most cases, automatically use the respondent's first name to precede questions. This may not be the most appropriate name to use during the

interview and older people, particularly, may feel it is too familiar, so check with the individual concerned.

- Be careful not to assume anything about a respondent's background and/or beliefs from either their appearance or name; this could be construed as racism and is wholly unacceptable.

Religion and community

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

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

[http:// www.bbc.co.uk/religion/tools/calendar/](http://www.bbc.co.uk/religion/tools/calendar/).

If you are working in an area where there is a large Muslim population during the fasting month of Ramadan you should take this into account when planning calls. Avoid calling for one to two hours immediately after sunset when those who have fasted through the day will be eating.

Household composition and marital status

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

- Don't comment on any relationship that you find, however unusual it may seem to you.
- Always record relationships as given, making a note in the CAPI data if the survey program does not permit you to do this.
- With extended families living close together it can sometimes be difficult to be sure who is permanently resident at an address. It is important to record information that is as accurate as possible but ensure that you probe sensitively to avoid causing suspicion and concern.

- Parents living separately may have joint custody of their children who divide time between two households. Subject to survey-specific instructions which may differ, the child's main residence is usually that where they have spent the most time in the last six months.

Appropriate dress

NatCen advice to interviewers has always been that you should be 'clean and tidy' and otherwise dressed appropriately for the neighbourhood in which you are working.

In many cultures modesty in dress is considered important and female interviewers in particular should think carefully about the households they are likely to be visiting before wearing sleeveless tops or going bare legged in summer.

Always remove a hat or headgear before entering any home. Removal of shoes when entering a house (look for indications by the door, ask if unsure) is customary in many cultures so be prepared to do this. Outside footwear is not normally worn inside the house of a Hindu person and it is also usual and polite to take your shoes off before entering the home of a Japanese, Vietnamese or Chinese person.

Modesty and respect

Eye contact may be avoided for either cultural or religious reasons. In some Asian Buddhist cultures, for example, too much eye contact may be viewed as disrespectful, confrontational or impolite. Muslim women may also find eye contact unwelcome.

Difficulties may sometimes arise because your gender differs from that of a respondent. This can happen whether your cultural background is the same or different. **Do not assume there will be a problem**, individuals within any culture or of any faith may differ greatly in what they find comfortable and acceptable within the interview situation. .

- Men may be reluctant to speak to a woman they do not know if this is not usual in their culture.
- Within some communities codes of modesty require that males should not sit next to a woman.
- Women may prefer to have a relative with them during the interview; this may be either a male or another female (adult or child).

- A person living alone may be more uncomfortable with an interviewer of the opposite sex.

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

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

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

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

Greeting and gestures

Avoid handshaking unless initiated by the respondent. In some cultures hand shaking is unusual, in others men will routinely shake hands with other men but not with a woman. A smile, a hello or nod of the head is generally an adequate greeting.

In certain cultures gestures such as beckoning may be offensive; if you are aware of discomfort in your respondent this may be due to your body language

Refreshments

Offering refreshments to those invited to enter the household is a customary politeness in many cultures and refusal to accept may be construed as a slight. You may have dietary constraints of your own, so accepting a glass of water is sufficient.

Sacred buildings and objects

Buildings used exclusively for prayer and worship are usually fairly obvious, but there are exceptions and repeated calling might give offence. A home may also contain devotional objects which you may not recognise as such.

- A triangular orange flag indicates that an otherwise ordinary looking building is a Sikh Gurdwara or place of worship, literally “the house of the Guru”. Gurdwaras serve as community centres, kitchens, and lodging houses in addition to being places of worship. Both Sikhs and non Sikhs may enter Gurdwaras. Entry protocols include removal of shoes, covering bare heads and hand washing.
- On entering a Jewish home you may see a small container fixed to the door post of the front door and possibly to door posts within the home. These are mezuzah and hold part of the scrolls. Those who live in the house may touch them as they pass through doorways. There is no reason to avoid houses with mezuzah as they are private homes.
- Devotional objects, crucifixes, icons and images may be found in homes of every faith. Most Buddhist homes will contain a shrine, usually centred upon an image of Buddha. In Hindu homes you may see a Puja tray used during daily worship. You may not be familiar with these and their purpose may not be obvious to you. Commenting or asking questions about what you see in any household could be viewed as intrusive and is best avoided unless you are concerned about inadvertently giving offence.
- Some items of furniture may have particular religious or cultural significance. Always ask where you should sit and, if it is necessary to move something to set up the laptop or you wish use a surface for extra paper work – always ask before doing so.

Appendix F Adult self completion:

Sense of self

Question 22 in the adult self completion asks sample members to rate how important certain things are to their sense of self, i.e.: things that make them who they are or that show who they are as a person. The question is not asking sample members to rate how important those things are to them. The question was cognitively tested before inclusion in the self completion, and was understood to mean:

'Part of me; according to who I am; what makes me who I am; what determines the way I behave; who I am; things you can't compromise on; what I can't live without; what I am; all of these things show who I am; my identity; something that could influence upon your personality; my identity at this point in time; my personality; me as a person; focus me on the emotional level; things that make me who I am; sense of who I am comes from the inside; part of identity'.

If you have any queries from sample members on this particular question, please use the information above to help clarify any questions.

Appendix G Practice cases and serial numbers

The practice case serial numbers are as follows:

2015000 01-1-Q

2015000 02-1-Q

2015000 03-1-Q

2015000 04-1-Q

2015000 05-1-Q

2015000 06-1-Q

For the scenarios, the basic household is comprised from a husband and wife, their 22 year old son, 18 year old daughter who is in halls of residence, their 15 year old son and nine year old daughter.

Please note that serial number 2015000 06 has only two adults in the household, and does not fit the household composition described above.

Scenario 1:

Husband (John) moves out of the household, whilst the rest of the household members remain in the issued address. You will need to generate a split household. You may also wish to practice completing the tracing procedures in the tracing block, so you could pretend that John needed to be traced and a follow up address found.

Scenario 2:

Twenty two year old son moves out of the household and is a TSM (see earlier notes on definition). Eighteen year old daughter moves from her halls of residence into a private address. Complete any additional ARF's and create additional households in the CAPI.

Scenario 3:

Same situation as scenario 1 with John moving out. However, one of the couple's twenty four year old twins moves back to the issued household (rejoiner) and a lodger called Felipe also moves in (new entrant).

Appendix H Advance letters

Advance letter A: Wave 1 Interviewed

We're grateful for your help with Understanding Society last year and we hope you found it interesting and rewarding to take part. We would very much like you and your household to continue being part of the study this year. You helped us last year by answering questions about your health, your family and your opinions. We're looking forward to interviewing you again this year and finding out what's new in your life and what has stayed the same. Just like last year, an interviewer will be in touch with you soon to arrange a convenient time for an interview that will last from 30 minutes to an hour depending on your circumstances. The interviewer will be carrying an identification card, with their photograph and NatCen's logo. Your participation is completely voluntary and we really hope you will be able to take part again.

As a small thank you in advance, your gift voucher for this year's interview is enclosed.

If there are children aged 10-15 in your household, we hope they will be willing to complete a short questionnaire about their hobbies, friends, school life and hopes for the future. Each child will receive a gift voucher as a thank you for completing the questionnaire.

For more information please contact us using the details below.

Yours,

.....

Nick Buck

Director,

Understanding Society

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.

Advance Letter B: Not interviewed at wave 1

Understanding Society is the biggest study of its kind in the world, conducted by researchers from the University of Essex together with NatCen. It looks at how people's lives change over time. In the past, studies like this have contributed to changes in the law, helped scientists understand human psychology and helped doctors treat illnesses.

Last year, members of your household kindly agreed to be interviewed but you were unable to take part. We'd like to interview your household again this year and very much hope that we will be able to interview you too.

By taking part you can help us build up a unique picture of life in the UK and how it's changing. Hearing your point of view is important as it helps ensure that the study represents all types of people across the UK. Because you were specially selected before the study began, we can't replace you with anyone else, so it's especially important to us that your views and experiences are included.

An interviewer will be in touch with you soon to arrange a convenient time for an interview that will last from 30 minutes to an hour depending on your circumstances. The interviewer will be carrying an identification card, with their photograph and NatCen's logo. Your participation is completely voluntary and we really hope you will be able to take part.

As a small thank you in advance, your gift voucher for this year's interview is enclosed.

If there are children aged 10-15 in your household, we hope they will be willing to complete a short questionnaire about their hobbies, friends, school life and hopes for the future. Each child will receive a gift voucher as a thank you for completing the questionnaire.

For more information please contact us using the details below.

Yours,



.....
Nick Buck

Director,

Understanding Society

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

Advance Letter C: Rising 16

Understanding Society is the biggest study of its kind in the world, conducted by researchers from the University of Essex together with NatCen. It looks at how people's lives change over time. In the past, studies like this have contributed to changes in the law, helped scientists understand human psychology and helped doctors treat illnesses.

Last year, members of your household kindly agreed to be interviewed and you may have completed a short questionnaire. We'd like to interview your household again this year and hope you will be able to take part.

The interviewer will ask you questions about subjects such as your health, caring for others and how you spend your free time. It is really important that we include young people like you so that you can tell us about how your life changes as you move through school and decide what to do next.

An interviewer will be in touch soon to arrange a convenient time for an interview. The interview will last 30 minutes to an hour, depending on your circumstances. The interviewer will be carrying an identification card, with their photograph and NatCen's logo. Your participation is completely voluntary and we really hope you will be able to take part.

As a small thank you in advance, your gift voucher for this year's interview is enclosed.

For more information please contact us using the details below.

Yours,



.....

Nick Buck

Director,

Understanding Society

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.

Advance Letter D: *Living in Britain* Households

Understanding Society is the biggest study of its kind in the world. We very much hope that you'll contribute your unique point of view to this study.

Understanding Society is conducted by researchers from the University of Essex together with NatCen. The interview will cover important subjects such as your health, caring for others and how you spend your leisure time. By taking part, you can help us paint a unique picture of life in the UK and how it's changing. In the past, studies like this have contributed to changes in the law, helped scientists understand human psychology and helped doctors treat illnesses.

An interviewer will be in touch with you soon to arrange a convenient time for an interview that will last from 30 minutes to an hour depending on your circumstances. The interviewer will be carrying an identification card, with their photograph and NatCen's logo. Your participation is completely voluntary and we really hope you will be able to take part.

As a small thank you in advance, your gift voucher for this year's interview is enclosed.

If there are children aged 10-15 in your household, we hope they will be willing to complete a short questionnaire about their hobbies, friends, school life and hopes for the future. Each child will receive a gift voucher as a thank you for completing the questionnaire.

For more information please contact us using the details below.

Yours,



.....

Nick Buck

Director,

Understanding Society

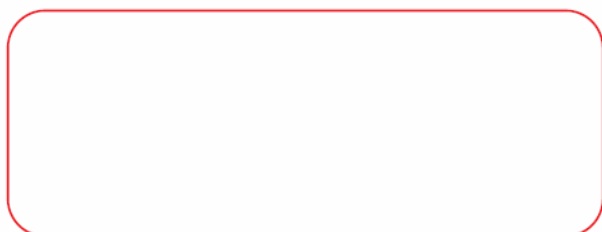
This study is being conducted in accordance with the Data Protection Act. This means your personal details will be kept strictly confidential and you and your household will not be identifiable from the data.

Appendix I Fieldwork timetable

FIELD MONTH	Main fieldwork packs posted	Main fieldwork allocated on host	1st issue fieldwork starts (6 weeks)	1st issue fieldwork ends – last transmission (by evening)	2 week break starts	Reissue fieldwork starts (2 weeks)	Reissue fieldwork ends – last transmission (by evening)
JA1-10	Mon 04/01/10	Tue 05/01/10	Fri 08/01/10	Sun 21/02/10	Mon 22/02/10	Mon 08/03/10	Sun 21/03/10
FE1-10	Wed 27/01/10	Wed 03/02/10	Mon 08/02/10	Sun 21/03/10	Mon 22/03/10	Thur 08/04/10	Wed 24/04/10
MR1-10	Wed 24/02/10	Wed 03/03/10	Mon 08/03/10	Tue 20/04/10	Wed 21/04/10	Sat 08/05/10	Sun 21/05/10
AP1-10	Wed 31/03/10	Mon 05/04/10	Thurs 08/04/10	Thu 20/05/10	Fri 21/05/10	Tue 08/06/10	Mon 22/06/10
MY1-10	Wed 28/04/10	Mon 03/05/10	Sat 08/05/10	Sun 20/06/10	Mon 21/06/10	Thu 08/07/10	Wed 24/07/10
JU1-10	Wed 26/05/10	Thu 03/06/10	Tues 08/06/10	Tue 20/07/10	Wed 21/07/10	Sun 08/08/10	Sun 21/08/10
JE1-10	Wed 30/06/10	Mon 05/07/10	Thurs 08/07/10	Fri 20/08/10	Sat 21/08/10	Wed 08/09/10	Tue 22/09/10
AU1-10	Wed 28/07/10	Wed 04/08/10	Sun 08/08/10	Mon 20/09/10	Tue 21/09/10	Fri 08/10/10	Thu 22/10/10
SE1-10	Wed 25/08/10	Thu 02/09/10	Weds 08/09/10	Wed 20/10/10	Thu 21/10/10	Mon 08/11/10	Sun 21/11/10
OC1-10	Wed 29/09/10	Mon 04/10/10	Fri 08/10/10	Sun 21/11/10	Mon 22/11/10	Wed 08/12/10	Tue 22/12/10
NV1-10	Wed 27/10/10	Wed 03/11/10	Mon 08/11/10	Mon 20/12/10	Tue 21/12/10	Sat 08/01/11	Fri 21/01/11
DE1-10	Wed 24/11/10	Thu 02/12/10	Weds 08/12/10	Thu 20/01/11	Fri 21/01/11	Tue 08/02/11	Mon 22/02/11

Appendix J Notification mailing to *Living in Britain* sample members

Letter



Dear,

Once again we would like to thank you for taking part in Living in <Britain/Scotland/Wales> last year. Your continued support is essential to the success of the survey. That success has led the Economic and Social Research Council to fund a significant expansion of the survey. With growth comes a new name - *Understanding Society* is the largest survey of its kind in the world and is also run by the same team at the University of Essex who have been responsible for *Living in <Britain/Scotland/Wales>* over the last <18> <10> years.

This is an extremely prestigious project and we are very proud to be responsible for it and we hope that you feel proud about being part of what is already a very important research resource. As a token of our appreciation for your continued support in the study, we enclose a gift voucher as our way of saying thank-you.

People often tell us they would like to know more about the impact surveys like ours have, so we have included a recent report, *In Praise of Panel Surveys*, which was written by top academic experts in each field for policy makers and opinion formers in government and the wider general public. The report highlights the key areas which have been covered by *Living in <Britain/Scotland/Wales>* (also called the British Household Panel Survey) and demonstrates the importance of having information about the changes in people's lives over a long period of time. We hope you find it interesting and that you will continue to be part of this unique record of our changing world.

After a competitive tender, the contract to carry out the interviewing was awarded to the National Centre for Social Research (NatCen), one of the most highly respected research companies in the UK. When we wrote to you in July, we told you that the interviews for Understanding Society will be taking place across the year and your interviewer will be calling in <MONTH>. Just as before, you will receive a letter, with a voucher, letting you know that an interviewer will be calling and, if that is an inconvenient time, they will be happy to arrange another time with you. Please be assured that you and your family will not be identified from any of the information you provide.

As part of *Understanding Society*, you have access to a special website for participants. Here you will be able to read more detailed findings from the survey and send us any comments you have. If you would like to sign up to this website, please log on and enter using your unique invitation code, printed below, and your date of birth. Once you have done this, you will be able to set up your account with your own username and password. We will then email a confirmation to you and once this has been activated you will be able to use the website to keep us up to date with any changes of address. <http://www.understandingsociety.org.uk/participants/signup>

Your invitation code: <ICode>

If you have any queries about Understanding Society, please do not hesitate to contact Sandra Jones or Colette Lo at the University of Essex. They will be happy to help. You can call on FREEPHONE 0800 252853 or write to the Freepost address below. Or you can email contact@understandingsociety.org.uk

With many thanks.
Yours sincerely,

Professor Nick Buck
Director, Understanding Society

For more information on the survey, visit www.understandingsociety.org.uk/participants or write to us at:
Survey Liaison Manager, University of Essex, FREEPOST CL2610, Colchester CO4 2BR.

From **Living in Britain** to **Understanding Society**

What is happening to Living in Britain ?



Understanding
Society



Living in Britain has been successfully collecting information which is used by researchers all around the world for 18 years. It is the most often used data-set by academic researchers and is also used by policy-makers, charities and voluntary organisations. The value of the survey is that it collects information from the same people every year – building up a picture of our changing lives. The survey is a huge success and is rightly regarded as a jewel in the crown, providing data for high quality research. Without you, and people like you all over the country, we would not have this information to help us understand our society. We are proud to work on this survey, and hope that you feel proud of being part of high profile and important social research project.

However, we are not the only people who know how great this survey is. The Economic and Social Research Council (ESRC), who fund **Living in Britain**, have been so impressed by the high quality of the survey they have provided funds to allow us to expand and grow. With this increase, comes a new name – *Understanding Society* – and a new image.

What is *Understanding Society*?

Understanding Society is the largest survey of its kind in the world, and you are a vital part of it! Many new households have been asked to join you in the study and we are collecting information from them, and will be going back to them each year to see how things have changed. You are particularly important to *Understanding Society* because of your long involvement with **Living in Britain**. We do hope you will continue with us into the future.

Who runs *Understanding Society*?

The team responsible for *Understanding Society* at the University of Essex are the same team who have been responsible for **Living in Britain** over the last 18 years.

After a competitive tender to ensure the proper use of the money available, the contract to carry out the interviewing was awarded to the National Centre for Social Research (NatCen), one of the most highly respected research companies in the UK. NatCen are a non-profit social research institute with professional, experienced and friendly interviewers committed to ensuring that quality standards are maintained on the survey.

What will happen to your information?

Just like with **Living in Britain**, the results of the survey will be used for research purposes. The results are strictly confidential and we operate under the rules of the Data Protection Act. The data made available for analysis will be anonymous and individual people or households will not be identifiable from it.

How do I find out more?

If you'd like some more information on the survey or have any concerns at all about the change to the new name and arrangements, please get in touch. You can;

- visit www.understandingsociety.org.uk/participants
- email contact@understandingsociety.org.uk
- call the University of Essex on Freephone 0800 252 853.

We'll be really pleased to hear from you.

