

Understanding Society Wave 6

Interviewer instructions



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1. Summary

Understanding Society is the largest household panel study of its kind in the world. The study launched in January 2009 and Wave 6 begins in January 2014. *Understanding Society* focuses on all aspects of an individual's life such as health, relationships, finances, employment status and well-being; measuring the impact of social and economic change on the household.

Understanding Society is an initiative of the Economic and Social Research Council (ESRC), with scientific leadership from the Institute for Social and Economic Research (ISER) at the University of Essex. TNS BMRB has been commissioned to deliver waves six to eight of the study.

The British Household Panel Survey, *Understanding Society's* predecessor, ran from 1991 – 2009 and was also led by the University of Essex. It followed 8,150 households across the UK and is well respected within the research community, so its sample was incorporated into *Understanding Society* at Wave 2. Participants knew that survey as Living in Britain, Living in Scotland, Living in Wales or the Northern Ireland Household Panel Survey. We refer to this sample as the "Living in Britain" sample, for short-hand.

1.1 Sample

In Wave 6 we will be re-visiting productive and unproductive Wave 5 households, including partials. The sample will predominantly be interviewed face-to-face. The main survey face-to-face sample consists of three groups:

- General Population sample
- Ethnic minority boost sample (focusing on five main ethnic groups: Indian, Pakistani, Bangladeshi, African, Caribbean) - one of the largest UK longitudinal study samples of ethnic minorities
- Living in Britain sample

In addition there is a small telephone sample.

1.2 Fieldwork

Wave 6 fieldwork will last for just over 2 years and is split into 24 monthly samples, issued between January 2014 and December 2015. The *Living in Britain* sample members and all Northern Ireland sample members will be issued during year one of Wave 6 (between January and December 2014). All households in the sample will be issued within the same quarter as at Wave 5 so it will be around a year between each household's wave 5 interview and their wave 6 interview.

1.3 In advance of contacting the household

Advance mailings are posted to each adult sample member by the office prior to the start of fieldwork, regardless of whether or not they have previously completed an individual interview. The mailing includes: an advance letter, an incentive (in most cases), a change of address (COA) card and a Freepost return envelope for the COA card.

Response rate targets

Amongst households that were productive at wave 5, we are targeting a 95% response rate at wave 6.

Similarly, we are aiming to re-interview 95% of the individuals who were interviewed at wave 5.

We expect a lower response rate amongst households and individuals that did not take part at wave 5.

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

1.4 Who to interview

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

- Children (10-15s) complete a paper self-completion;
- Adults (16+) complete a CAPI interview which incorporates a CASI self completion.

1.5 The ECS

The management of your assignment is done through the Electronic Contact Sheet (ECS). The ECS sits at the beginning of the interviewing script (accessed through the eReps grid). This is where all information about your contact with the address should be entered. The information you record on the ECS needs to be sent back to us electronically at the end of each working day. For more details on the ECS, see Section 9.

1.6 Tracing

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

Any sample member who has moved address since the previous wave will be followed to their new address for interview with the exception of those who have moved outside the UK and those who are in prison. You are expected to make reasonable attempts to contact and/or trace the sample members; this may require more than one visit. You will also try to locate the untraced movers from Wave 5.

1.7 The interview process

The data collection instruments are:

- CAPI household grid;
- CAPI household questionnaire;
- Individual Adult CAPI questionnaire for all aged 16+
- Adult CASI (administered as part of the adult CAPI interview);
- CAPI proxy questionnaire; and
- Youth paper self-completion questionnaire for all aged 10-15.

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

1.8 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 programme, and you can access them by selecting the 'HELP' links that appear at specific questions within the CAPI script.

The CAPI questionnaire is structured as follows:

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

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

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

1.9 Queries

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

If you are having technical difficulties please contact the CAPI Helpline on 0800 0152103.

2. Introduction

Understanding Society (also known as the UK Household Longitudinal Study (UKHLS) among the academic community) is a longitudinal household panel study commissioned by the Economic and Social Research Council (ESRC) and led by the Institute for Social and Economic Research (ISER) at the University of Essex. It is the largest study of its type in the world, with an achieved sample size at Wave 1 of almost 40,000 households across the UK. The study was officially launched by the ESRC on 13th October 2008, and TNS BMRB has been commissioned to undertake waves six to eight of the study.

2.1 Background

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

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

when *Living in Britain* started have been followed through their retirement period to understand their well-being into old age.

Understanding Society will do the same over the coming years but with a much larger sample size. This allows us to look in more detail at small sub-groups within the population as well as year groups within the sample. However, so as not to lose the rich experience of the *Living in Britain* participants, at Wave 2 the existing sample was incorporated into the *Understanding Society* sample.

ISER's experience of conducting both *Living in Britain* over 18 years, and the first five waves of *Understanding Society*, is that both respondents and interviewers enjoy the study. Respondents enjoy the fact that their interviewer returns every year and they can update them on things that have happened to them and other household members. Similarly, interviewers enjoy revisiting the same people to see how they are getting on, even if sometimes they encounter people in difficult circumstances. *Understanding Society* is building up a unique picture of how people's lives develop and change as events and experiences unfold in their lives.

For more information on the study, please visit the *Understanding Society* website: www.understandingsociety.ac.uk

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

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

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

2.2 Branding



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

3. The sample

The sample for *Understanding Society* Wave 6 includes the mainstage general population and ethnic minority boost samples, and the *Living in Britain* sample (which was incorporated into the *Understanding Society* sample at Wave 2). Assignment sizes will vary, although they will normally be comprised of around 10-15 households, clustered to reflect geographical areas.

You will be visiting:

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

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

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

In addition to the face-to-face sample, there are around 400 *Living in Britain* households that will be interviewed by telephone. Telephone sample will appear with your other sample in the eReps grid, but when you enter the address you will be prompted to telephone them rather than to visit them for a face-to-face interview. Telephone sample will also be identified on the Sample Information Sheet.

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

4. Your assignment

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

The 24 monthly samples for Wave 6 are named:

- 2014: U6JA14, U6FE14, U6MR14, U6AP14, U6MY14, U6JN14, U6JL14, U6AU14, U6SP14, U6OC14, U6NV14, U6DE14
- 2015: U6JA15, U6FE15, U6MR15, U6AP15, U6MY15, U6JN15, U6JL15, U6AU15, U6SP15, U6OC15, U6NV15, U6DE15

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

4.1 Fieldwork period

Fieldwork for the January sample of wave 6 starts on 8th January 2014. After this, fieldwork for each month of sample starts on the first of the month.

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

Overall Fieldwork is scheduled as follows:

- | | |
|--|--|
| ■ 8 weeks original fieldwork | - 8th Jan to 2nd Mar |
| ■ 2 weeks mop up | - 3rd Mar to 16th Mar |
| ■ 3 weeks ISER tracing | - 17th Mar to 6th Apr |
| ■ 6 weeks Reissue period | - 7th Apr to 18th May |
| ■ 4 weeks Telephone mop up on FTF sample | - 19 th May to 6 th June |

4.2 Fieldwork milestones

Your targets for coverage during the fieldwork period are:

End of Week 2:

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

End of Week 4:

Tel sample: Minimum 6 Telephone calls made
FULLY covered 50% of Households (exclude No Contacts)

End of Week 6:

FTF sample: Minimum 6 FTF visits made
All tracing steps for known movers and no contacts completed
Translation for survey language needs identified
FULLY covered 90% of Households (exclude No Contacts if still working)

End of Week 8:

FULLY covered 100% of Households

**SPEAK TO REGIONAL TEAM AS SOON AS YOU KNOW YOU WILL
WORK BEYOND THE 8 WEEK DEADLINE**

4.3 Notifying the police

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

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

If the police would like further information about the survey, they may contact the *Understanding Society* team using the freephone number 0800 252 853.

4.4 Individuals and households

Understanding Society is a survey of individuals in their household context.

Therefore it is very important that as far as possible we obtain FULLY productive households – where ALL eligible individuals are interviewed. This may require you to make multiple visits to households in order to interview all eligible individuals.

4.5 Response rate targets

Our key response rate targets for the survey are:

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

The target household response rate for households that were unproductive at Wave 5 is lower - 30%.

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

A fully productive household is where the grid, household questionnaire, and all eligible adult interviews have been completed in full (not proxy interviews).

Proxy interviews do not count towards the adult re-interview rate.

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

5. Before you contact the household

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

5.1 Between-wave mailings

Respondents are sent information about the study between waves. This aims to:

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

A number of tailored findings documents have been produced and sent to respondents, an example of which is below:

Figure 5.1 Inter-wave mailing example



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

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

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



5.2 Advance mailing

Around a week before the launch of each month's fieldwork, respondents are sent an advance mailing. The letter lets them know that an interviewer will visit them soon and invite them to take part in the next stage of the study. The letters will be despatched centrally by the mailing department at Warwick. Each adult, including respondents who have turned 16 since the previous wave, will receive a letter – regardless of whether they have previously completed an individual interview.

An example of the advance letter is shown below.

Figure 5.2 Advance letter example

Understanding Society

RESP_NAME
FF_ADDRESS1
FF_ADDRESS2
FF_ADDRESS3
FF_ADDRESS4
FF_ADDRESS5
FF_POSTCODE

11/05/2018

Date

<resp_name>

Many thanks for your help with Understanding Society last year. What you told us about the way your life is changing generated widespread interest in the media and for policymakers. If you didn't see the pieces in newspapers or on the TV, you can read more about what we've found so far on our website.

The value of your information increases each time we interview you because it enables us to look at how things change – or stay the same – over time. That's why many of the questions in this year's interview will be familiar to you – it allows us to see whether things have changed since we last spoke to you.

The survey is all about change – and it's all about YOU. No-one else can replace you, as no-one else has your particular mix of circumstances. And to say thank you for giving us your views, I've enclosed a £10 High Street voucher.

If you have any questions, please contact us using the number below. We'd like to send you updates about how the information you have given is being used, so please either give your interviewer your email address or write to us at contact@understandingsociety.ac.uk.

With your help, Understanding Society is going from strength to strength and is now one of the most respected sources of information for the UK. By taking part, your voice is heard so I very much hope you will be able to take part again this year.

Many thanks for being part of Understanding Society.

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

11/05/2018

Contact us:
Web: understandingsociety.ac.uk
Email: contact@understandingsociety.ac.uk
Phone: 0800 252 853
@usociety

Why are you important?
Without your unique input, the survey will be less complete. We can't simply replace you with someone else as the people taking part were selected scientifically to represent the whole population. No-one else has your unique combination of circumstances and in a very real way you are personally vital to the success of the study. The strength of Understanding Society is that it talks to the same people each year so we can see how things like the economic situation and the way our society is changing affects your life. The study is your study and it's about issues that affect you and everyone in our diverse society.

About the study.
Long term studies like Understanding Society help us find out about issues that matter to all of us – how the recession is affecting people in different parts of the country, what standard of facilities you have – or don't have – in your area, our attitudes towards health and the environment. The information collected can inform Government policy and is used by academics, policy-makers and researchers working for charities and the voluntary sector in this country and abroad.

The interview.
An interviewer will be in touch soon to arrange a convenient time to interview you and other members of your household. The interview will take 45 minutes to an hour. The interviewer will be carrying TNS BM/B photo ID. If it's not convenient when your interviewer calls, please feel free to choose a day and time which is easier for you.

Young people in the house?
If there are any young people aged 10-15 in your household, I hope they will be willing to complete a short questionnaire about their hobbies, friends, school life and hopes for the future. Each one will receive a voucher as a thank you for completing the questionnaire.

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. The data will be used for statistical analysis only.

Moving home? Take us with you.
www.understandingsociety.ac.uk
contact@understandingsociety.ac.uk
FREEPOST RRJX-KEKJ-JGKS
Understanding Society, University of Essex
Wivenhoe Park, Colchester, CO4 3SQ

Understanding Society

Your continuing participation is very important to us. Please let us know if you move by updating your details on the Understanding Society website at www.understandingsociety.ac.uk, alternatively you could call us on Freephone 0800 252 853 or return this card in the I repeat envelope (no stamp needed).

Name: RESP_NAME
PDI: FF_PDI
MOVING FROM: FF_ADDRESS1
FF_ADDRESS2
FF_ADDRESS3
FF_POSTCODE

MOVING TO:
New Address: _____
Home phone: _____
per 075 rates
Postcode: _____
Mobile: _____
E-mail address: _____
Date of move: _____

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

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

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

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

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

Letter version	Sample member type
CAPI 1	Previous wave non-contact households in the face to face sample
CAPI 2	Previous wave refusal households in the face to face sample
CAPI 3	Previous wave responding households in the face to face sample – responding adult
CAPI 4	Previous wave responding households in the face to face sample – non-responding adult
CAPI 5	“Rising 16s” – 16 year olds who will take part in an adult interview for the first time this year (in the face to face sample)
CATI 7	Previous wave non-contact households in the telephone only sample
CATI 8	Previous wave refusal households in the telephone only sample
CATI 9	Previous wave responding households in the telephone only sample – responding adult
CATI 10	Previous wave responding households in the telephone only sample – non-responding adult
CATI 11	“Rising 16s” – 16 year olds who will take part in an adult interview for the first time this year (in the telephone only sample)
Generic	Use on the doorstep /new household members / those that have not received an advance letter.

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

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

Figure 5.3 Change of Address card example

**Moving home?
Take us with you**

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

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

Understanding Society

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

MOVING TO...

Name: _____

PID: _____

New Address: _____

MOVING FROM...

Home phone: _____
(inc STD code)

Postcode: _____

Mobile: _____

Postcode: _____

E-mail address: _____

Date of move: _____

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

Name: _____

Mobile: _____

Name: _____

Mobile: _____

Name: _____

Mobile: _____

Name: _____

Mobile: _____

11834325

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, CAPI will prompt you to fill in and hand over a COA card at the end of the individual interview in such cases.

5.3 The website

Participants are also able to update their details – and find much more information about the study – on the website. The address is www.understandingsociety.ac.uk.

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

6. Contacting the household

6.1 First contact with household – face-to-face sample

When contacting the household you cannot:

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

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

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

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

6.2 Call patterns

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

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

The 8 week original fieldwork period should breakdown as follows:

End of Week 2:

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

End of Week 4:

Tel sample: Minimum 6 Telephone calls made

FULLY covered 50% of Households (exclude No Contacts)

End of Week 6:

FTF sample: Minimum 6 FTF visits made

All tracing steps for known movers and no contacts completed

Translation for survey language needs identified

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

End of Week 8:

FULLY covered 100% of Households

**SPEAK TO REGIONAL TEAM AS SOON AS YOU KNOW YOU WILL
WORK BEYOND THE 8 WEEK DEADLINE**

Research shows that:

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

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

If no one is at home, leave an *Understanding Society* interviewer card (see below) to inform the residents of your visit. You may use the study Freephone number (0800 252 853) as a contact number. This number is staffed 9am – 5pm Monday to Friday. Outside these hours, an answer phone service operates.

Figure 6.1 Interviewer card



If you are unable to make contact with the household, follow the procedures for tracing sample members discussed in Section 10.

Upon making contact, always remember to show your ID, even if the people you speak to do not appear to be interested in it. If sample members have any queries which you cannot answer at your initial face-to-face visit, ask them to call the *Understanding Society* team on Freephone 0800 252 853.

6.3 Subsequent contact with household

After you have made your **first contact in person**, subsequent contact can be made by telephone if the household are happy for you to call them, e.g. to arrange or check appointment times. However, you must not carry out interviews by telephone (until the telephone mop-up period commences).

You will need to record details of all telephone calls in the ECS (see Section 9 for information on the ECS), including the following information:

- Which telephone numbers you tried;
- Who the telephone number belonged to; and

- Which telephone number(s) led to contact with the sample member.

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

6.4 Contacting the household – telephone sample

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

This will be identified on your Sample Information Sheet, and also when you first enter the serial number in the ECS.

For these households, all contacting and interviewing should be done by telephone, you should not make any face-to-face visits.

6.5 Introducing the study

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

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

- How people's well-being changes over time;
- The effects of poor health on employment opportunities;
- Whether or not our education system provides the springboard for young people to develop their careers;
- Whether retired people are managing on their pensions;

- Whether disabled people are getting the care they need;
- The effect of the economic down-turn on different aspects of life;
- How family life is changing and what people think about these changes.

For households with more than one person, it is also important that everyone eligible participates. You should stress that this is a household study and that we are interested in how members of the household influence each other. For example, how decisions about one person's work and working hours affect others in the household, what happens when children leave home and so on. You should be prepared to make multiple calls to the household, so every adult does not have to be at home at the same time.

For some frequently asked questions and answers, please consult the '*Understanding Society: Information for Participants*' leaflet (see section 6.6.2) and Appendix A; also refer to the 'Introduction' of these instructions for the background information on the study.

6.6 Maximising response

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

The target response rate is 95% for households that took part at the previous wave, and we are also aiming to re-interview 95% of individuals that took part at wave 5.

We expect a lower response rate amongst households and individuals that did not take part at the last wave.

6.7 Doorstep documents

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

- Interviewer card;
- '*Understanding Society: Information for Participants*' leaflet;

- Generic advance letter
- Newspaper headline sheet (laminated)

6.7.1 Interviewer card

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

This card is also to be used as a calling card if you find no one at home. Again, please write on your own message.

6.7.2 '*Understanding Society*: Information for Participants' leaflet

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

6.7.3 Generic advance letter

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

6.7.4 Newspaper headlines sheet

We have prepared a laminated sheet with recent newspaper headlines and stories showing where Understanding Society data has appeared in

the press, to help to stress the importance of the study and the wide interest in the results. You can use this on the doorstep.

7. Who to interview

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

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

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

You will also be administering self-completion questionnaires to young people (aged 10-15).

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

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

We do not want you to interview respondents:

- Who are known to you either personally (e.g. a friend, a neighbour, son or daughter of a friend) or in a professional capacity, e.g. a colleague at work, a teacher at night school etc. **Refer such cases back to your Regional Performance Management Team immediately and the case will be re-allocated;**
- Who are in prison.
- Who have moved to a new address but have not been identified as eligible by CAPi

7.1 Eligibility of new entrants to the household

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

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

Sharing at least one meal a day:

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

Breakfast may be counted as the main meal.

Sharing living accommodation:

Living accommodation in this case is defined as a living or sitting room and also includes addresses where there is no living room separate from the kitchen, i.e., if it forms part of the same room, or where the living room is used as a bedroom.

Shared kitchens and/or bathrooms do not count as shared living accommodation.

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

General points to note:

- Members of a household need not be related by blood or marriage.
- To be included in the household an individual **must** sleep at the address when s/he is in residence: anyone who sleeps at one address but has all their meals elsewhere must therefore be included at the address where they sleep.

- Some potential new entrants might have more than one residence. **Where there is doubt, their MAIN residence should be decided by the person themselves.**

Normal household residents would also include:

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

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

7.2 Absent household members

In the Household Grid, CAPI will also ask you to confirm the location of household members who were absent at the previous wave. There may be some household members who have been absent since the start of the survey in Wave 1. These might include people who have been living away from the household in institutional accommodation (e.g., students in Halls of Residence) at Waves 1, 2, 3, 4 and 5. For these cases you should NOT create a split-off household, this is due to the sampling methodology used at Wave 1. (This only applies if they have been absent for this whole period.)

Other absent household members **include** people who are normally resident in the household but are presently working away, e.g. people who work away from home for whom this is their **only** fixed or **main** dwelling unit (e.g., on business, in the armed services, fishermen, oil rig workers or merchant seamen). This would apply even if the household member has been away for more than 6 months. In this case the person

should be recorded as still in the household, if this is still their main residence. You should not create a split-off household for these cases.

For other cases, for example where a household member has MOVED into an institution such as a care home since Wave 5, you should create a split-off household (see Section 8).

7.3 Non-resident household members

The following are not regarded as eligible household members:

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

In summary, we include the following three groups of people as household residents, including two groups that would normally be excluded from studies:

- 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 all respondents from group 1 or a proxy if this is not possible. You should attempt to get a proxy interview with absent household members.

8. Dealing with movers and split households

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

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

Whole household has moved together – no household members living at the original address

This is the simplest case, where a household has moved together to a new address. In this case you should try to find out the new address (see further details on this in Section 10).

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

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

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

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

During the grid completion you will identify which household member/s have moved.

Try to identify the new address they have moved to.

Once this is all coded correctly in the household grid, a ‘split off household’ will be created in the Office, for the household member/s who have moved to a new address. The split off household will have a new serial number. This will be done automatically on a daily basis.

If the split off household is within your sample area, it will be reallocated to you within 2-3 days of completing the grid at the original household. If it is outside your area, it will be reallocated to another interviewer. You will need to re-connect to pick up the new serial number. **You will not be able to interview at a split-off household before the new serial number has been created, so bear this in mind when scheduling your calls.**

If split off household members have moved to more than one address, just record this in the ECS and additional split off households will be created.

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

Note that if the household had told the University that they had moved before the household was issued at Wave 6, the new address will already have been updated in the sample so you don't need to do tracing. The SIS will show the *current* address.

Completing the household grid in split off households

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

Who will be followed to split off households

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

Sample Member Type – Original/Permanent or Temporary

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

- Original sample members (OSMs) - those who were members of an original wave 1 household, and any natural children of female OSM's; in Ethnic Minority Boost households all who are from an ethnic minority;
- Temporary sample members (TSMs) - those who have moved to a household later than the start of a study; white people in Ethnic Minority Boost households; and
- Permanent sample members (PSMs) - temporary sample members who have fathered children with an original sample member. (Further reasons for becoming a PSM may be elaborated in the future as the study develops.)

Following rules

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

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

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

The following is an example temporary sample member scenario: at the last wave of *Understanding Society* we interviewed a household that was comprised of a couple Michael and Sue and their lodger, Lucy. Michael and Sue are OSMs but Lucy is a TSM as she only moved into the household 18 months ago and was not living in the household during the first wave of *Understanding Society*. When we go back to the household

at this wave, we find that Lucy has moved out of the original household. Michael and Sue are OSMs and are coded as living in household 1. Lucy is moved out to household 2. Because she is classified as a TSM, and is no longer resident with any OSMs or PSMs household, she is no longer eligible for interview and our system will not issue a new split household for her.

9. The Electronic Contact Sheet (ECS)

9.1 Introduction to the Electronic Contact Sheet

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

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

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

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

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

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

The ECS has three crucial functions:

- it is an important record for you in terms of managing your own assignment;
- it is an important source of reference for interviewers who are doing re-issue assignments since they will be able to look at your call patterns and read any notes to help them try and achieve an interview; and
- the information reported back from the ECS is used by Head Office and by TNS BMRB researchers to monitor the progress of the survey

across the whole country. Outcomes reported back by you are also sent to ISER on a weekly basis so that they can monitor the progress of the survey.

For all these reasons it is absolutely essential to the success of the whole survey that Electronic Contact Sheets are filled in as accurately as possible. A good rule to use when completing the ECS is to always make sure you have completed it in a way where you yourself would be happy to get the information you have included if you were doing a re-issue assignment.

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

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

The household grid and household questionnaire are on screen 0.

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

9.2 Final outcome codes – main adult interview

Remember you must report a Final Outcome Code for each of the addresses that have been issued to you – whether or not you have actually achieved an interview.

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

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

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

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

9.3 Interim codes

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

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

A full list of outcome codes is given in Appendix C.

9.4 Observations at issued address

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

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

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

9.5 Sample Information Sheet (SIS)

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

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

An example SIS is shown below.

Figure 9.1 Sample Information Sheet example

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

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

Household members:

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

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

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

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

9.6 Translations

The questionnaire has been translated into 9 languages:

- Arabic
- Bengali
- Cantonese
- Gujarati
- Punjabi (Gurmukhi script)
- Punjabi (Urdu script)
- Somali
- Urdu
- Welsh

The language used for each respondent at the last interview is shown on the SIS.

Translation requests need to be recorded in the CAPI by assigning the whole households or the individuals needing translation specific outcome codes:

Household translator requests – outcome 191 to 199 (one for each language).

Individual translator requests – outcome 691 to 699 (one for each language).

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

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

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

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

10. Tracing sample members

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

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

We will also attempt to locate untraced movers from Wave 5.

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

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

In general, if the household has moved to a new address within 15 miles of the original address, or is closer than that address to your own home you should attempt the interview at the new address (and be prepared to follow up further moves). You should check this with your Regional Performance Management Team if you are unsure.

10.1 Tracing activities

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

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

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

10.1.1 Contacting new residents and neighbours

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

10.1.2 Tracing letter

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

Who to address the letter to

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

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

If using a tracing letter:

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



Understanding Society

Date

Dear

We would very much like to interview you and your household again this year. We were very interested in your household when we interviewed you last year and found that you have changed a lot since then. We would like to find out how things have changed and how they are gradually changing.

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

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

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

Thank you in advance for your help.

Yours sincerely,

.....

Your interviewer
Understanding Society

Today's date

Respondent name

Name of person passing on letter for you

Your signature



 Professor Nick Buck
 Director, Understanding Society

Serial number

Please complete this reply slip using BLOCK CAPITALS

Name:

Address:

Postcode:

Telephone:

Serial :

Please turn over

11834330

10.1.3 Contacting stable contacts

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

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

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

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

Stable contact letter

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


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

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

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

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

Figure 10.2 Stable contact letter example



Understanding Society

Date: ____/____/____

Dear _____

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

Unfortunately, we have been unable to contact the person named above. They gave us your name as a contact in the event of any change in their circumstances, and we would be most grateful if you would let us know their current address and telephone number, wherever they are living now. You can call us on Freephone 0800 252 853, email us at contact@understandingsociety.org.uk or complete and return the reply slip below in the Freepost envelope provided – you do not need a stamp.


By giving us their name, address and telephone number you are not committing them to be interviewed. Taking part is entirely voluntary, though we very much hope to achieve an interview with everybody who has taken part previously, so that our results give an accurate picture of people's experiences. Once we have their new details, an interviewer will contact them and invite them to take part.

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

Thank you for your help.

Yours sincerely,

Your interviewer
Understanding Society



Professor Nick Buck
Director, Understanding Society

Please complete this reply slip using BLOCK CAPITALS

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Serial

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

Please turn over

10.2 Institutions

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

Prisons

Sample members interviewed at Wave 5 who have moved to prison are exempt from interview at Wave 6. These sample members will be kept as associated with the household (but temporarily absent) if the address is still considered their main residence, but we are not attempting to interview them while they remain in prison. If they are expected to return to the issued address after release, then they are eligible for a proxy interview.

If a mover to prison does not intend to return to the issued address after their period in prison they become ineligible to take part in the survey. In such cases, once you have completed the Household Grid coding in CAPI you should code them as outcome 587.

Nursing Homes

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

University/ college

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

Obtaining an interview in an institution

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

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

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

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

Where a sample member has moved to a care home (or similar environment), it may be helpful and reassuring if a family member of the person you are interviewing can be present whilst you carry out the interview. If the person is unable to complete a full interview (due to a language difficulty or disability) please complete a proxy interview with a suitable adult (see Section 11.3 on who is eligible to be a proxy informant).

10.3 Split-off households

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

Suspected split-offs will be included in the original Wave 6 household (rather than being put in a separate household) and this will be indicated on Sample Information Sheet (SIS) under the 'Suspected split-off mover?' heading.

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

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.

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

10.4 Incomplete addresses

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

10.5 Movers and traced cases outside your fieldwork area

In the instances where you have successfully traced the household, but the new address is not in your sample area, code this in the ECS and the address will be reallocated to another interviewer.

You must record your tracing activities in detail for these cases. This is because final direct contact has not yet been made with the sample member and there is a possibility that tracing might need to be picked up again by another interviewer. CAPI will route you to the relevant questions.

10.6 Unsuccessful Tracing

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

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

You should use all the information provided in the ECS and gathered during tracing before returning the case to the office. There is space for you to record any further information which you think may help tracing. TNS BMRB will send untraced cases to the University of Essex, who will then conduct further tracing such as contacting the sample member by email.

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

11. The interview process

11.1 Overview of data collection instruments

The data collection instruments and their average timings are:

- 5 min CAPI household grid;
- 10 min CAPI household questionnaire;
- 40 min Individual Adult CAPI questionnaire for all aged 16+ (45 min for ethnic minority boost), including a 9 minute CASI section;
- 10 min CAPI proxy questionnaire; and
- 10-15 min Youth paper self-completion questionnaire for all aged 10-15.

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

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

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

11.2 Planning your work/tracking progress

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

11.3 Proxy interviews

You should attempt to get a full individual interview with all respondents. You should not take a proxy interview unless you are absolutely sure that you are unable to get a productive interview during the three months fieldwork period. For example, if one adult is out when you first call, then

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

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

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

11.4 Recording contact details

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

You should check that each sample member's details collected at previous interviews are still correct and collect contact information for each new entrant to the household.

CAPi will prompt you to do this. For new entrants we want to collect any personal telephone numbers (both mobile and landline phones) and email addresses. If a respondent is adamant that they don't want to be contacted again, then there is a code to use in CAPi at the point that contact details are collected.

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

We will only ask the stable contact whether they have contact details for the sample member, the stable contact person will not become part of the survey and the sample member is not 'signing them up' to any obligation. Please also remember that we would like a different stable contact for each person in the household. The more contact details we have, the better chances we have of finding our movers.

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

11.5 Collecting details about respondents' occupations

The job description the sample member gave at the previous interview will be fed forward. Please confirm whether it is still correct and amend if it has changed. For new entrants to the household you will be required to record their job description as described below.

For *Understanding Society* there is a requirement to code the Standard Industrial Classification (SIC) to 4 digits rather than to the standard 2. To code to 4 digits, the Operations team needs more detailed information e.g., if someone works in a shop, it is not sufficient to record "clothes shop" – we need to know what kind of shop and what their duties are (e.g., are they the owner, manager or do they work on the till, stockroom etc), so **probing is essential**.

For example, if someone works in clothing manufacture - Table 11.1 below shows that "clothing manufacture" would not be sufficient in this case – **you need to probe for exactly what is made and what it is made with**. If more than one product or material is used you need to probe for what product is made the most. Note that you need to record what the **organisation** they work for makes, not just what they make within their role. If they can't tell you, write in everything they make and what they make it with.

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

Table 11.1: 4 Digit coding for manufacture of clothing

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

From Table 11.2 below you will also notice that 4 digit SIC coding requires greater detail than 2 digit. 'Glass manufacture' would be sufficient for 2 digit SIC coding but to code to the 4 digit SIC level, you would need to find out what type of glass was manufactured.

Table 11.2: 4 Digit coding for glass manufacture

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

Similarly, for teaching, just knowing that someone teaches in secondary education is not sufficient and more probing would be needed to determine what types of subjects and level of qualifications are taught. Table 11.3 illustrates 4 digit coding for teaching.

Table 11.3: 4 Digit coding for teaching

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

11.6 Adult CASI

Adults will be asked to complete a computer-assisted self-completion (CASI) (average duration: 9 mins) during their CAPI interview which covers the following areas:

- Health
- Satisfaction
- Relationships
- Family life – parenting and childcare
- Identity
- Alcohol consumption
- Future intentions (for young adults)

Completion by interviewer


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

Security of answers

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

11.7 Youth self-completions

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



Your
questionnaire

Self-completion questionnaire (10-15 yrs)

+
+

INTERVIEWER: WRITE IN FROM CAPI SCREEN

Serial

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

Person number

--	--	--	--

First name

--


Interviewer number

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

Month

--	--	--	--

+
+



Understanding
Society

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If possible, you should ask young people to fill in their self-completions during your visit(s) whilst you are interviewing adult sample members. If this is not possible, try to return to the household a couple of days later to collect them – this will ensure a higher return rate. Self-completions can be returned to Warwick by the respondent as a last resort – envelopes are supplied for this purpose. However, we know that the proportion of young people who return the self-completion by post is much lower than if they are collected in person.

The youth self-completion should take approximately ten minutes to complete. The questions cover:

- Activities in spare time
- School and homework
- Health, diet and exercise
- Smoking, drinking and drug use

Administration of questionnaires

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

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

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

You must get parental permission for any 10-15 year olds to complete a questionnaire. The young person must also consent to complete the questionnaire – just because their parent has said they can do it doesn’t mean they have to.

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

Incentive

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

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

The young person’s incentive must be signed for in the receipt book by a parent or responsible adult on behalf of the young person, whether it is being handed over to the respondent on the day, or left to pass on to the young person.

Distributing the questionnaires

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

All self-completions should be given out with a plain envelope so that young people can return the questionnaires to you in a sealed envelope to protect the confidentiality of their answers.

If the child has trouble understanding the questionnaire, please explain it to them. If they have reading difficulties, please help them or administer the questionnaire if necessary. A child should not be completing their questionnaire in front of a parent. They should be asked to go away and answer the questions in private, and return the questionnaire to you in the sealed envelope provided.

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 ECS, so that we can track response.

Only as a last resort should you leave a self-completion to be returned to the office. In such cases please leave a freepost return envelope addressed to Warwick with the household, so that they can send the questionnaire 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.

11.8 Consent for linking to administrative records

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

Consent forms are only needed for health and education (pre-16) consents. Both of these are printed in carbon copy. The top copy is to be sent back to Warwick and the bottom copy is to be left with the respondent. Please get the respondent to initial the relevant boxes, sign, print their name and date the relevant section of the consent form. You

will also need to sign and date the form. The CAPI screen will tell you which consent forms to administer and will give details of what you need to transfer onto the consent forms. **The respondent's serial number should be copied carefully onto the consent forms from the CAPI screen.**

Health consent

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

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

Figure 11.1 Health consent form

Information on adding administrative health records

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

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

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

Please write your initials to indicate that you give permission

HEALTH DATA

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

FOLLOW-UP ON HEALTH REGISTRATION

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

If you give permission for us to collect any of this information please sign below. Your permission will stay in place unless you write to us to say you want it removed. This is detailed in the information leaflet. We will remind you of the permissions you have given periodically. You can contact the research team on, Freephone 0800 252 853 or by writing to Freepost R80X-KE0J-JGRS, Understanding Society, University of Essex, Wivenhoe Park, Colchester, CO4 3SQ

Respondent
Sign Date Print name

Interviewer
Sign Date Print name

Thank-you!

Serial Personal number

Restricted | Kantar Operations, Olympic Avenue, Telford Park, Warrick, CV34 6UJ | 1544336

Education (pre-16) records

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

Links would be made to:

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

Figure 11.2 Education consent form

Information on adding education records

Understanding Society

11834334

OFFICE COPY
Return to Warwick
Consent Form C

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

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

EDUCATION DATA

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

INITIALS

If you give permission for us to collect any of this information please sign below. Your permission will stay in place unless you write to us to say you want it removed. This is detailed in the information leaflet. We will remind you of the permission you have given periodically. You can contact the research team on: Freephone 0800 252 853 or by writing to: Freepost R80X K8KJ JGR5, Understanding Society, University of Essex, Wivenhoe Park, Colchester, CO4 3SQ.

Respondent
Sign Date Print name
Interviewer
Sign Date Print name

Thank-you!

Pincode

Pincode number

Redacted | Kantar Operations, Olympus Avenue, Ticknall Park, Warwick, CV34 4DQ | 11834337

Education (Higher and Further)

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

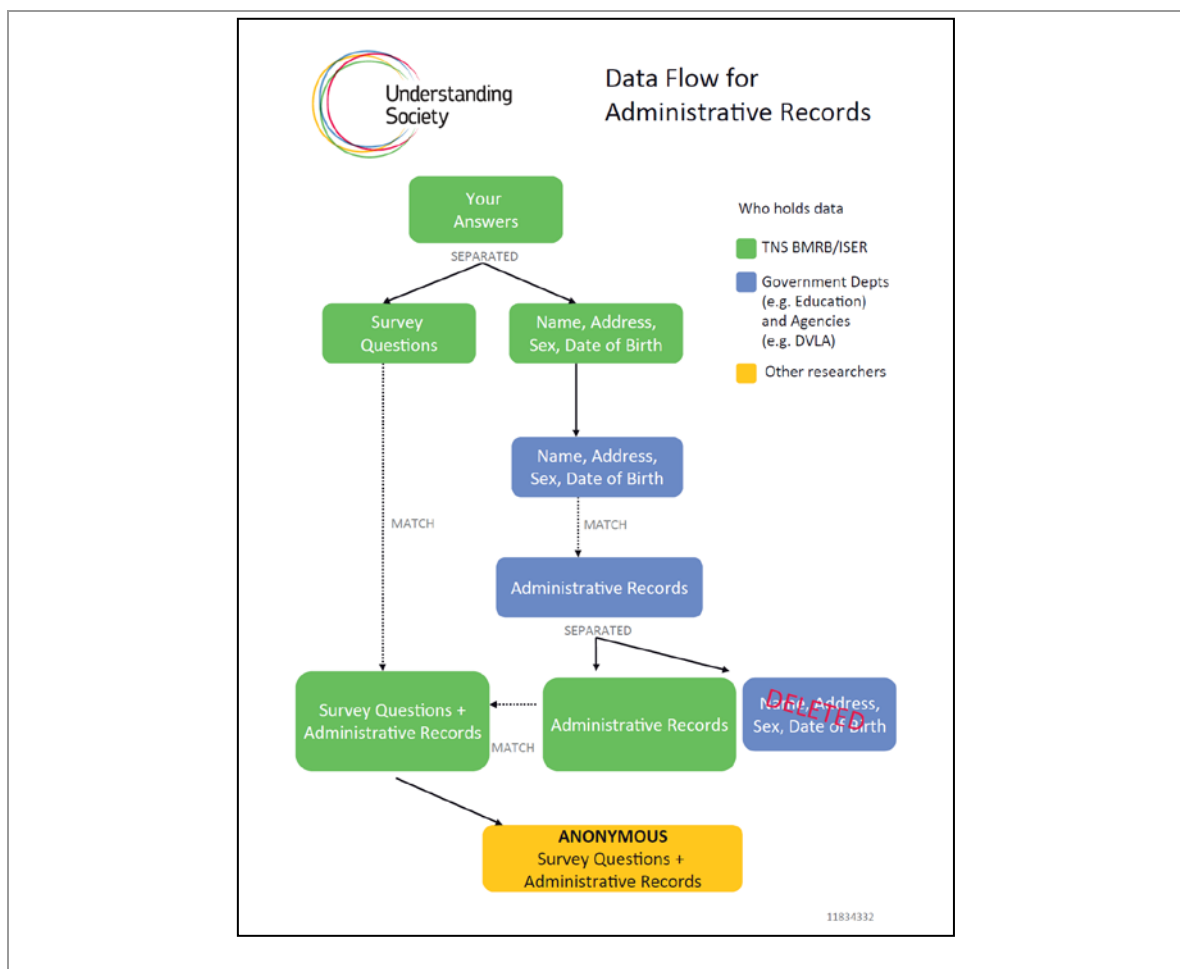
- entry qualifications,
- disability status

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

Administrative data flowchart

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

Figure 11.3 Data flow for administrative records chart



11.8.1 Explaining data linkage

Some interviewers have reported that explaining data linkage and how it is obtained can sometimes be problematic. For that reason, you can use

the following (or a similar) form of words if you're finding it difficult to reassure respondents.

Confidentiality / data security

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

Why written consent?

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

11.9 Change of address (COA) cards

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

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

12. Incentives

The vast majority of adult respondents will receive their incentive as part of their advance mailing. Please note that even if sample members do not wish to participate, they do not have to return their voucher, even if they offer to do so.

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

12.1 Incentive amount

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

For whole households that refused or were non-contacts at the last wave, they will get £20 incentives at wave 6. In the case of household refusals, a £20 incentive has been sent to all adults in the household with their advance letter. In the case of non-uncounted households, advance letters did not include incentives, so you will need to give a £20 voucher to each adult that takes part.

The incentives are Love2Shop High Street vouchers. They can be used as payment in a number of High Street stores (a full list can be found at www.highstreetvouchers.com).

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

In cases where a productive interview has been obtained but an adult sample member has not received their advance mailing, i.e. because they are a new entrant to the household or their advance mailing did not arrive, respondents are entitled to an incentive. You should give this to them at the end of their interview. The CAPI script will prompt you to do this, and also tell you how much they should receive (£10 in most cases, but £20 for households that refused or were not contacted at wave 5).

Youth self-completions

The incentive amount for children is £5. The incentive should be given when you are handing out the questionnaire, NOT when you are collecting the completed questionnaire. This also applies if you are leaving the questionnaire to be completed later and posted back to the office.

Proxy interviews

There are no incentives for proxy interviews.

Telephone sample

If telephone sample respondents have not been sent/received an advance letter, their incentive will be sent out from the Office once their interview is completed. This could take up to two weeks after the interview.

Administration of incentives

For incentives that you are giving out during your visits, you will need to get the respondent to acknowledge receipt of the incentive in the Confirmation of Vouchers Received book. A written signature must be obtained.

Your workpack will include a supply of £5 and £10 vouchers. If you require additional vouchers, contact your Regional Performance Management Team.

13. CAPI interview

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

13.1 Household Grid

The household grid can be completed with any adult (16+) household member.

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

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.

13.2 Household questionnaire

The household questionnaire should be conducted with either the householder or their spouse/partner. The householder is the person who owns or rents the accommodation. This is because the household questionnaire asks about things like mortgage and rent payments, household bills, money spent on food etc. So someone who is able to answer these questions needs to complete the household questionnaire.

The household questionnaire should take 10 minutes on average.

13.3 Individual CAPI interviews

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

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

- Personal and family background;
- Ethnicity and religion;
- Neighbourhood and social networks;
- Health;
- Relationships;
- Annual events;
- Employment;
- Family networks and childcare;
- Leisure, culture and sport participation;
- Finances;
- Politics; and
- Consents.

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

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

Please familiarise yourself with the different types of benefits listed in **Appendix B** in order to be able to answer queries from respondents in the module 'Unearned income and state benefits'. Please note that 'winter fuel allowance/payment' does not count as a type of benefit for *Understanding Society*, and does not have to be recorded here.

Help Screens

Information about individual questions will be found in the CAPI help screens rather than in these project instructions. There are many more

help screens than you would find in a usual CAPI program, and you can access them by selecting the **HELP** link which appears on screen at particular questions.

Search box

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

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

13.4 Unproductive and proxy interviews

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

Note that recording individual outcomes codes is down through the household ECS (on screen 0).

Note that you should record outcome:

- 567 'Language difficulties', if someone does not speak English or any of the nine translated languages and there is no-one available to translate for them.
- 691-699 or 841-849 'Requires translation into one of the 9 translated languages' where required.

See the section on translations for more information.

For all unproductive interviews you should attempt to get a proxy interview. In all cooperating households proxy interviews should always be attempted unless the respondent explicitly refuses to have any information about them collected.

The individual level outcome codes can be found in Appendix C.

14. Workpack

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

No.	Document
AREA SPECIFIC	Assignment Map – SAMPLE SPECIFIC
AREA SPECIFIC	Results Summary Sheet – SAMPLE SPECIFIC
AREA SPECIFIC	Assignment Sheet – SAMPLE SPECIFIC
AREA SPECIFIC	Sample Info Sheet – SAMPLE SPECIFIC
10	Paper Questionnaires- 10-15 years old – colour print
10	11834333 Health consent leaflet- RISING 16s ONLY – colour print on glossy paper
10	11834334 Education consent leaflet – RISING 16s ONLY – colour print on glossy paper
1 pad	11834336 Health consent form_Update RISING 16s ONLY – on 2 part carbon paper – pad of 20 sheets
1 pad	11834337 Education consent form v2_Update RISING 16s ONLY- on 2 part carbon paper – pad of 20 sheets
1	11834332 Consent Flowchart LAMINATED
1	Media Headline Report - Flyer for advance mailings (client produced) LAMINATED
5	11834312 GB Info Leaflet – colour print on glossy paper
1	11834312 GB Info Leaflet - colour print on glossy paper LAMINATED
1	Advance Letter –CAPI SAMPLE BLANK EXAMPLE- black & white print: 1 OF EACH VERSION, STAPLED TOGETHER
1	Advance Letter – CATI sample BLANK EXAMPLE- black & white print : 1 OF EACH VERSION, STAPLED TOGETHER Version 1 – CATI previous wave non-contact household (1)_v1 Version 2 –CATI previous wave refusal household (2)_v1 Version 3 –CATI previous wave responding adult (3)_v2 Version 4 – CATI previous wave non-responding adult (4)_v2

	Version 5 – CATI Rising 16's(5)_v3
1	'Understanding Society in the News' slides – colour print LAMINATED
1	Advance Letter – Standard GENERIC Version –CAPI-generic (6)_v3 (ref: 118343/AL/6) colour print LAMINATED
10	Advance Letter – Standard GENERIC Version –CAPI-generic (6)_v3 (ref: 118343/AL/6) colour print
10	11834330 Tracing Letter GB 3_Update NON-SAMPLE SPECIFIC – colour print
10	11834331 Stable contact letter 2_Update NON-SAMPLE SPECIFIC – colour print
15	11834308 Template Freepost DL PRINT1 Envelope
20	11834314 Thank you flyer (GB & NI)v1
20	11834399 GB MRS leaflet-1
1	U6JA14 Incentive Book – Standard 32 page
10	High Street Vouchers £10
5	High Street Vouchers £5
2	Police Form – Jan 2014
1	Showcards
10	11834325 Change of Address Card
20	11834313 Interviewer Card
1	Translation card
1	Translation booklet
10	** C5 'Private and Confidential' printed brown envelopes (Non window) - Privacy envelope for 10-15 year old questionnaires
5	** Freepost C4 brown peel and seal envelopes addressed to Warwick (Survey Name: 'Understanding Society Study') (respondents will use this to return 10-15 Questionnaire in its privacy envelope and consent forms if interviewer cannot collect)
10	** Pre-stamped/Queen's Head 1 st Class Blank DL envelope (for A4 letter folded in thirds) – no window (For sending Tracing and Stable Contact letters)
4	Polylope Special Delivery return envelope addressed to Warwick (interviewers to return 10-15 questionnaires, data consent forms, voucher receipt books, unused vouchers etc.)
1	Paychart

15. Admin and return of work

Before you start work

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

Also ensure you are comfortable with the Electronic Contact Sheet Script and have made a number of 'practice calls' before you go out. Refer to the ECS Guidelines and contact the CAPI Helpline if you have any questions.

In addition, you should ensure that your computer batteries are fully charged. If you have a spare battery, then you should charge it up and take it along as well.

Below is a breakdown of which capi name you should be using for which component of the Understanding Society script on your Erep Grid and going through DMRI Jobs:

Erep Grid	U6JA14	
	- ECS	
	- HH Enumeration Grid	
	- HH Interview	
	- Individual Interview	
DMRI Jobs	U6JA14	U6JA14IV
	- ECS	- Individual Interview
	- HH Enumeration Grid	
	- HH Interview	

Connecting

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

You will also need to connect in order to pick up any split households or movers that are allocated to you.

Return of work

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

ALL COMPLETED/USED PAPERWORK MUST BE RETURNED EVERY 2-WEEKS TO WARWICK

- **Completed Paper questionnaires**
- **Completed Consent forms**
- ✓ Return by **Special Delivery**
- ✓ **YOU WILL BE CHASED FOR OUTSTANDING PAPERWORK FORTNIGHTLY**

THE BELOW PAPERWORK MUST BE RETURNED TO WARWICK UPON ASSIGNMENT COMPLETION

- **Unused incentives**
- **Vouchers Confirmation Booklet**
- ✓ Return by **Special Delivery**

Payment

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

The CAPI Helpline number is 0800 0152103.

Appendix A. Things we hear from sample members

The following are examples of common reasons respondents give for not taking 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 study would be less representative – they cannot be replaced with anyone else.

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

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

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

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

“I’m worried about the confidentiality of my answers”

We are governed by the Data Protection Act, we guarantee that no information you give can be linked back to you. Only specific people have access to the computer with your details. The files are encrypted and

protected by high-level security. Your personal details are never put onto CDs or sent through the post. Results using the information will be in the form of percentages in tables, so individuals or households will never be identified.

Appendix B. Benefits module details

List of benefits that appear in Benefits Module with explanations:

Question name and Benefit name	Further details on the benefit
BenPen NI Retirement Pension	<p>For married couples, you should try to get the separate amount paid for the respondent rather than any joint amount. If the respondent is unable to separate it, show the whole amount received and record it as received jointly.</p> <p>If the wife is aged under 60 she may not receive a state pension in her own right. Be sure to query whether she receives any in her own right otherwise any NI pension income would be solely the husband's.</p> <p>Retirement Pensions may have an earnings related supplement. This is normally paid on the same order book and should be included in the amount recorded.</p>
BenPen Occupational Pensions from previous employers	<p>Include all employer's pensions not just retirement pensions. Include pensions paid before retirement (i.e., a respondent may still be working for an employer but has become entitled to receive payments) and pensions paid for early retirement.</p>
BenPen Pension from a spouse's previous employer	<p>Women may also be receiving an occupational pension in respect of a deceased spouse: these should be recorded as 03. Check that any amount recorded is net of tax and other deductions. Do not include pensions from a Trade Union or Friendly Society unless the pension is received as a direct result of the respondent's employment by them.</p>
BenPen Widow's Pension/War Widow's Pension/ Widowed Mother's Allowance /Widowed Parent's Allowance / Bereavement Allowance	<p>Do not include Widow's Benefit, Widow's Payment, or Bereavement Payment as these are single lump sum payments.</p>
Pension Credit	<p>This is a means tested benefit paid to pensioners. They will not receive it unless they have applied for it and qualification is dependent on income and assets.</p> <p>Pension Credit has been paid since October 2003. There are two main elements. The Guarantee Credit is the minimum amount a pensioner can be expected to live on. There will be additional amounts for owner occupiers' housing costs, for disability and for caring responsibilities. The Saving Credit is available only to pensioners age 65 and over and aims to reward those who have made provision for their retirement over and above the state</p>

	<p>pension.</p> <p>Pension Credit will be amended from October 2014 to include help with eligible rent and dependent children.</p>
BenDis/BenAI Employment and Support Allowance	<p>This is a new means tested benefit that replaced 'Incapacity Benefit' and 'Income Support (paid on incapacity grounds)' from the 27th October 2008.</p> <p>Anyone receiving Incapacity Benefit or Income Support (paid on incapacity grounds) at the change-over date could continue to receive those benefits, so long as they continue to satisfy the entitlement conditions, however existing recipients are gradually being shifted to ESA. Respondents may also receive income-related Employment and Support Allowance if they require additional financial support for specific reasons, for example, because of housing costs or as a result of disability or caring responsibilities.</p>
BenDis/BenAI Severe Disablement Allowance	<p>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.</p>
BenDis/BenAI Industrial Injury Disablement Allowance	<p>Is a variable amount paid to someone disabled through either a work accident or an industrial disease.</p>
BenDis/BenAI Disability Living Allowance/ Care Component	<p>Since April 1992 this has replaced Attendance Allowance for people aged between 5 and 66 (although many people will continue to call the allowances by their old names). In addition some people not previously entitled to Attendance Allowance will receive this benefit. Those aged 66 or over will continue to receive Attendance Allowances.</p> <p>When the person is under 16 the Allowance will normally be paid to the person responsible for them. In such cases it should be recorded as income on the questionnaire for the responsible adult for the child. Where someone is 16 or over this should be recorded on person's own questionnaire.</p>
BenDis/BenAI Disability Living Allowance Mobility Component	<p>Paid for those unable, or virtually unable, to walk as a component of Disability Living Allowance. This benefit replaced Mobility Allowance.</p>
BenDis/BType Personal Independence Payments	<p>From April 2013 Personal Independence Payment (PIP) replaces Disability Living Allowance (DLA) for eligible working age people aged 16 to 64. People aged 65+ who already receive Disability Living Allowance will continue to do so. All working age DLA claimants will undergo an assessment of need.</p>
(BenDis/BenAI) Attendance Allowance	<p>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.</p>
BenDis/BenAI	<p>Weekly paid benefit for people of working age who give up working to look after someone receiving Attendance Allowance.</p>

Carer's Allowance	This was formerly known as the Invalid Care Allowance.
BenDis/BenAI 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/BenAI 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	<p>Income Support replaced Supplementary Benefit (sometimes called Social Security Benefit). From October 2013, no new claims for Income Support will be taken and all potential applicants will be moved to Universal Credit, nevertheless some respondents will continue to receive IS until the transition is complete. The rate is assessed on the grounds of age and marital status with a flat-rate premium for children and special premiums for people such as lone parents, people with disabilities and pensioners.</p> <p>Income Support is often paid along with other benefits as a supplement. You should try, wherever possible, to record the amount of Income Support separately even in the case where it is paid with Job Seeker's Allowance or with a state pension. The specific amount paid as Income Support will usually be shown on the cover of the Benefit Order Book.</p> <p>Any maintenance payments from a former or separated spouse or for child support which are paid through the DWP or other government agencies, should not be included as Income Support or any other benefit.</p>
BenSup/NFE/BenUnemp Jobseeker's Allowance	<p>This replaced Unemployment Benefit in October 1996. Those receiving JSA are capable of work and available for work and actively seeking work and have a current jobseeker's agreement with the Employment Service. Full-time students, those on temporary release from prison and those receiving maternity allowance or statutory maternity pay are not eligible for JSA. There are two types of JSA - Contribution-based and Income-based. The Contribution-based component is paid in the first 26 weeks of unemployment if enough NI contributions have been paid. The Income-based component is a means-tested benefit (paid after 26 weeks for those who qualify for Contribution-based and pass the means-test).</p> <p>However, from October 2013, "income based" Jobseeker's Allowance will be replaced by Universal Credit, though those receiving this type of JSA at that time may continue to receive it until they are transferred to UC.</p>
BenSup/BenUnemp/BenDis/BType/BenCTC/BenTax/BenHou Universal Credit	From October 2013 Universal Credit replaces Income Support, income-based Job Seeker's Allowance, income-related Employment Support Allowance, Housing Benefit, Child Tax Credit and Working Tax Credit. It can be payable to people who are not working, or who are in low paid work and will top up their earnings. It will be calculated and delivered electronically and

	<p>automatically adjusted each month in line with earnings. Claimants will receive just one monthly payment, paid into a bank account in the same way as a monthly salary. Support with housing costs will go direct to the claimant as part of their monthly payment. Universal Credit is made up of a standard allowance and potentially five elements: Child Element / Disabled Child Additions; Childcare Element ; Carer Element; Limited Capability for Work Element; and Housing Element.</p> <p>The monthly Universal Credit payment covers everyone in a family who qualifies for support including a person claiming for themselves alone, a person claiming for themselves and their child or children, a couple making a joint claim for themselves, or a couple making a joint claim for themselves and their child or children. Children over 18 living with their parents or siblings can claim Universal Credit in their own right.</p>
BenSup Return to Work Credit	<p>This is a payment for people starting work of at least 16 hours a week and earning no more than £15,000 per year. Recipients will have been receiving an incapacity benefit (including statutory sick pay) for 13 weeks immediately prior to starting work. It is payable for up to 52 weeks.</p>
BenSup/NFF/Btype Child Benefit	<p>Is normally paid to the mother (unless there is none in the household) and should be shown as her income. Where it is paid into a joint bank account the names of both account holders will be on the benefit order book.</p> <p>This should still be recorded as the mother's income. Child Benefit (Lone Parent) was withdrawn in July 1998 however single parents responsible for children continuously since July 1998 may continue to receive this. Note, from January 2013 Child Benefit certain higher income families will no longer be eligible to receive Child Benefit.</p>
BenSup/BenTax/BenCTC Child Tax Credit	<p>Introduced in April 2003 this is paid to those with at least one dependent child. Child Tax Credit is paid to the person responsible for the care of the child(ren) so can be received by one person only in the household. If the respondent qualifies for the childcare element of Working Tax Credit, this will always be paid with the Child Tax Credit, even if the respondent is not themselves in receipt of Working Tax Credit.</p> <p>From October 2013, Child Tax Credit will likely be replaced by Universal Credit, though anyone receiving Child Tax Credit at that time may continue to receive it until they are transitioned onto UC.</p>
BenSup/BenTax Working Tax Credit	<p>This replaced Working Families Tax Credit and the Disabled Person's Tax Credit in April 2003. It is paid to families with at least one dependent child or those with a disability who are working. In some cases it can be paid alongside JSA or income support for those not working. It is paid either as a tax credit through the respondent's pay check or as a direct benefit. It can also be paid as a lump sum covering a period of 26 weeks in some cases.</p> <p>Please note: Where a married or cohabiting couple are receiving WTC, they apply for the tax credit jointly but cannot be receiving it jointly. They will have had to say which couple member was to</p>

	<p>receive the benefit or tax credit.</p> <p>From October 2013, Working Tax Credit will likely be replaced by Universal Credit, though anyone receiving WTC at that time may continue to receive it until they are transitioned onto UC.</p>
BenSup/BenTax Disabled Person's Tax Credit	<p>This was replaced by Working Tax Credit from April 2003. It is paid to people with disabilities either in work or seeking work who are aged under 66. Any respondent claiming this should be coded as receiving the Working Tax Credit. However, from October 2013, Working Tax Credit will likely be replaced by Universal Credit, though anyone receiving WTC at that time may continue to receive it until they are transitioned onto UC.</p>
BenSup/BenFam Maternity Allowance	<p>A benefit which applies only to women not eligible for Statutory Maternity Pay. Usually women receiving Maternity Allowance will be either self-employed or will have recently changed jobs.</p>
BenSup/NFG/BenHou Housing Benefit /Rent Rebate (also known as 'Local Housing Allowance')	<p>Is benefit paid to help with housing costs, either by the DWP or the Local Authority. Include here only if it is paid direct to the respondent. Where Housing Benefit is either deducted from the rent (council tenants) or paid direct to the landlord, details should be recorded in the Household Questionnaire.</p> <p>From October 2013, Housing Benefit and Rent Rebate will be replaced by Universal Credit, though anyone receiving Housing Benefit/Rent Rebate at that time may continue to receive it until they are transitioned onto UC.</p>
BenSup/BenTax/BenHou Council Tax Benefit	<p>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.</p> <p>If respondent is unable to give details of benefit received write details of amount he or she actually pays in a note, the amount deducted from the full charge (and the amount of that benefit) can then be calculated. Note, from April 2013, Council Tax Benefit could be abolished and replaced by a system of localised support. The process of transferring people onto local support will take some months so respondents may still receive Council Tax Benefit after this date.</p>
BenSup Other State Benefits, Allowance or Credit	<p>List each separately and record full details. Include such things as Back to Work Bonus, Job Release Allowance Lone Parent Work Search Premium, Lone Parent in Work Credit, Child Maintenance Bonus, Child Maintenance Premium and Transitional Payments – though many of these are likely being abolished with the introduction of Universal Credit in 2013. Include also Enterprise Allowance and YTS, ET and New Deal Allowances. If any Transitional Payments are received it is important to record which benefit it replaces or tops up. Do not include: Payments from the Social Fund (these are loans) or other one-off payments from either DWP or local authority social services.</p>
BenPay/BenSta Educational Grants	<p>Include all grants or scholarships paid in respect of education or training (but not YTS or ET Allowances which should be recorded as Other). Grants and scholarships may be provided by Local</p>

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

/Guardian Allowance	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 care (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. However, this benefit is being scrapped when Universal Credit is introduced in 2013. Some respondents may continue to receive this until they are transferred to UC.
BenPay/BenSta/BenDis Sickness Accident Insurance	Include any payments to compensate for lost wages during time off work through sickness (but not one-off payments to meet specific expenses such as medical fees or the cost of glasses or false teeth etc).
BenPay/BenSta Other Regular payment	Specify type of income and source. Exclude any payments from investments, stocks and shares, bonds and other interest payments (e.g., building society and bank savings accounts).

Appendix C. Outcome codes

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

HOUSEHOLD	HH Untraced - address unknown, no more tracing possible by interviewer (office check complete)	89
HOUSEHOLD	HH Follow up address is in Northern Ireland (MB Ulster reassignment)	90
HOUSEHOLD	HH Household no longer eligible - TSM's only	201
HOUSEHOLD	HH Household no longer eligible - merged with another Household	202
HOUSEHOLD	HH OFFICE USE ONLY: Split created in error - office deletion	204
HOUSEHOLD	HH OFFICE USE ONLY: Not issued to interviewer	205
HOUSEHOLD	HH Unproductive - final IV outcomes reported but no enumeration grid , HH interview or IV interviews completed.	210
HOUSEHOLD	HH No phone number provided for respondent	300
HOUSEHOLD	HH Always ringing, not answered (no answering machine/voicemail) or no response on pick up	301
HOUSEHOLD	HH Always busy/engaged line	302
HOUSEHOLD	HH Always fax/modem/data line/pager	303
HOUSEHOLD	HH Technical phone problems	304
HOUSEHOLD	HH Out of service or disconnected	305
HOUSEHOLD	HH Always answerphone/voicemail	306
INDIVIDUAL	IV No contact with adult sample member	542
INDIVIDUAL	IV Parental consent required for 16/17 year old - no contact with parent/guardian	543
INDIVIDUAL	IV Office refusal	550
INDIVIDUAL	IV Refusal before interview	552
INDIVIDUAL	IV Proxy refusal	553
INDIVIDUAL	IV Parental consent required for 16/17 year old - parental/guardian consent refused	554
INDIVIDUAL	IV Refusal during interview	555
INDIVIDUAL	IV Issued adamant refuser - Interview not required	557
	IV Contact made but no appointment made	560
INDIVIDUAL	IV Broken appointment - No recontact	563
INDIVIDUAL	IV Ill at home during survey period	564
INDIVIDUAL	IV Away or in hospital all survey period	565
INDIVIDUAL	IV Physically or mentally unable/incompetent	566
INDIVIDUAL	IV Language difficulties	567
INDIVIDUAL	IV Other Unproductive	569
INDIVIDUAL	IV Full adult interview	570
INDIVIDUAL	IV Full proxy interview	571
INDIVIDUAL	IV Partial adult interview	575
INDIVIDUAL	IV Partial proxy interview	576
INDIVIDUAL	IV Interview - Data lost/corrupted. Interview could not be redone	578
INDIVIDUAL	IV Interview - Respondent requested data to be deleted	579
INDIVIDUAL	IV Untraced - address unknown, no more tracing possible by TNS or client	581

INDIVIDUAL	IV Follow up address is in GB but is outside area	582
INDIVIDUAL	IV Individual has died	585
INDIVIDUAL	IV Moved outside of UK	586
INDIVIDUAL	IV In prison	587
INDIVIDUAL	IV In armed forces accommodation or institution	588
INDIVIDUAL	IV Untraced - address unknown, no more tracing possible by interviewer (office check complete)	589
INDIVIDUAL	IV Moved to Northern Ireland (MB Ulster reassignment)	590
INDIVIDUAL	IV TSM - Moved out separately from any OSM/PSM (not eligible for tracing)	598
INDIVIDUAL	IV MOVER - SPLIT OFF CREATED	599
INDIVIDUAL	IV Adult in non-contacted household	601
INDIVIDUAL	IV Adult in refusal household	602
INDIVIDUAL	IV Adult in other non-responding household	603
INDIVIDUAL	IV Unknown if Adult in household - no contact	604
INDIVIDUAL	IV Unknown if Adult in household - refusal	605
INDIVIDUAL	IV Unknown if Adult in household - other reason	606
INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to no contact with Youth	611
INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to no contact with Parent (consent not collected)	612
INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to Youth Refusal	613
INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to Parental Refusal	614
INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to Proxy Refusal	615
INDIVIDUAL	IV Youth identified - Paper questionnaire NOT placed/completed due to Other reason	616
INDIVIDUAL	IV Youth identified - Paper questionnaire to be returned directly by Youth/HH	617
INDIVIDUAL	IV Child under 10 in non-contacted household	621
INDIVIDUAL	IV Child under 10 in refusal household	622
INDIVIDUAL	IV Child under 10 in other non-responding household	623
INDIVIDUAL	IV Unknown if Child under 10 in household - no contact	624
INDIVIDUAL	IV Unknown if Child under 10 in household - refusal	625
INDIVIDUAL	IV Unknown if Child under 10 in household - other reason	626
INDIVIDUAL	IV Youth in non-contacted household	701
INDIVIDUAL	IV Youth in refusal household	702
INDIVIDUAL	IV Youth in other non-responding household	703
INDIVIDUAL	IV Unknown if Youth in household - no contact	704
INDIVIDUAL	IV Unknown if Youth in household - refusal	705

INDIVIDUAL	IV Unknown if Youth in household - other reason	706
INDIVIDUAL	IV Completed youth interview	710
INDIVIDUAL	IV Ineligible for interview - aged under 10	750
HOUSEHOLD	HH Untraced household - interviewer completed tracing (office check pending)	800
HOUSEHOLD	HH INTERIM HH not at address, Interviewer still trying to trace contact details	801
HOUSEHOLD	HH INTERIM HH not at address, Interviewer collected new address in area	802
HOUSEHOLD	HH INTERIM Household Grid started, not yet complete	804
HOUSEHOLD	HH INTERIM Household Grid COMPLETE	805
HOUSEHOLD	HH START INTERVIEW NOW / HH INTERIM Household Interview started, not yet complete (GRID Complete)	806
HOUSEHOLD	HH Household Interview COMPLETE - Individual outcomes outstanding	807
HOUSEHOLD	HH INTERIM Lost interview. TO BE REDONE	808
HOUSEHOLD	HH INTERIM - Contact made - interviewer conducting Individual Interview	809
HOUSEHOLD	HH INTERIM No contact made with anyone (HH FTF) (HH GRID/INTERVIEW NOT YET COMPLETED)	810
HOUSEHOLD	HH INTERIM Contact made - interviewer to call back (FTF) (HH GRID/INTERVIEW NOT YET COMPLETED)	811
HOUSEHOLD	HH INTERIM No contact made this call (HH FTF) (HH GRID/INTERVIEW COMPLETED)	812
HOUSEHOLD	HH INTERIM Contact made - interviewer to call back (FTF) (HH GRID/INTERVIEW COMPLETED)	813
HOUSEHOLD	HH INTERIM No contact with anyone - valid dial tone (HH tel) (HH GRID/INTERVIEW NOT YET COMPLETED)	814
HOUSEHOLD	HH INTERIM Contact made - interviewer to call back (TEL) (HH GRID/INTERVIEW NOT YET COMPLETED)	815
HOUSEHOLD	HH INTERIM No contact with anyone - valid dial tone (HH tel) (HH GRID/INTERVIEW COMPLETED)	816
HOUSEHOLD	HH INTERIM Contact made - interviewer to call back (TEL) (HH GRID/INTERVIEW COMPLETED)	817
HOUSEHOLD	HH INTERIM No contact made - disconnected or no dial tone (HH tel)	818
HOUSEHOLD	HH INTERIM No contact with Stable Contact (SC FTF)	819
HOUSEHOLD	HH INTERIM No contact with Stable Contact (SC Tel)	820
HOUSEHOLD	HH INTERIM No contact with neighbour	821
HOUSEHOLD	HH INTERIM No contact with other (O tel)	822
HOUSEHOLD	HH INTERIM Contact with Stable Contact (SC FTF)	823
HOUSEHOLD	HH INTERIM Contact with Stable Contact (SC Tel)	824
HOUSEHOLD	HH INTERIM Contact with neighbour (Nbr FTF)	825
HOUSEHOLD	HH INTERIM Contact with other contact (O Tel)	826

HOUSEHOLD	HH INTERIM Letter posted for Stable Contact	827
HOUSEHOLD	HH INTERIM Letter posted for Other	828
HOUSEHOLD	HH INTERIM Stable Contact NOT available on this number/address	829
HOUSEHOLD	INTERIM - Obs data to be recorded (Office refusal for Household)	830
HOUSEHOLD	INTERIM - Obs data to be recorded (Final Outcome for Household and Individuals recorded)	831
HOUSEHOLD	HH INTERIM Appointment arranged	835
INDIVIDUAL	IV Untraced - interviewer completed tracing (office check pending)	850
INDIVIDUAL	IV INTERIM Does not live at address, Interviewer still trying to trace contact details	851
INDIVIDUAL	IV INTERIM Individual not at address, Interviewer collected new address in area	852
INDIVIDUAL	IV INTERIM Lost interview. TO BE REDONE	858
INDIVIDUAL	IV INTERIM Parental consent required for 16/17 year old - consent yet to be collected	860
INDIVIDUAL	IV INTERIM Parental consent collected for 16/17 year old - interview yet to be done	861
INDIVIDUAL	IV INTERIM Youth identified - Paper questionnaire NOT yet given (Parental consent not collected yet)	862
INDIVIDUAL	IV INTERIM Youth identified - Paper questionnaire NOT yet given (Parental consent collected)	863
INDIVIDUAL	IV INTERIM Youth identified - Paper questionnaire given but not yet collected	864
INDIVIDUAL	IV START INTERVIEW NOW / IV INTERIM Interview started, not yet complete	877
INDIVIDUAL	IV INTERIM Appointment arranged	880
HOUSEHOLD	Address/Individual within area but I am unable to attempt/complete (CONTACT OFFICE)	900
INDIVIDUAL	IV NOT APPLICABLE - NO INDIVIDUAL ASSOCIATED WITH THIS SCREEN (HH GRID DONE)	901
INDIVIDUAL	IV NOT APPLICABLE - NO HH GRID	902
Household	HH Translator Request (Arabic)	191
Household	HH Translator Request (Bengali)	192
Household	HH Translator Request (Cantonese)	193
Household	HH Translator Request (Gujarati)	194
Household	HH Translator Request (Gurmukhi Punjabi)	195
Household	HH Translator Request (Somali)	196
Household	HH Translator Request (Urdu)	197
Household	HH Translator Request (Welsh)	198
Household	HH Translator Request (Urdu Punjabi)	199
Individual	IV Translator Request (Arabic)	691
Individual	IV Translator Request (Bengali)	692
Individual	IV Translator Request (Cantonese)	693
Individual	IV Translator Request (Gujarati)	694

Individual	IV Translator Request (Gurmukhi Punjabi)	695
Individual	IV Translator Request (Somali)	696
Individual	IV Translator Request (Urdu)	697
Individual	IV Translator Request (Welsh)	698
Individual	IV Translator Request (Urdu Punjabi)	699
Household	HH INTERIM Translation(assigned int to complete) (Arabic)	841
Household	HH INTERIM Translation(assigned int to complete) (Bengali)	842
Household	HH INTERIM Translation(assigned int to complete) (Cantonese)	843
Household	HH INTERIM Translation(assigned int to complete) (Gujarati)	844
Household	HH INTERIM Translation(assigned int to complete) (Gurmukhi Punjabi)	845
Household	HH INTERIM Translation(assigned int to complete) (Somali)	846
Household	HH INTERIM Translation(assigned int to complete) (Urdu)	847
Household	HH INTERIM Translation(assigned int to complete) (Welsh)	848
Household	HH INTERIM Translation(assigned int to complete) (Urdu Punjabi)	849
Individual	IV INTERIM Translation(assigned int to complete) (Arabic)	891
Individual	IV INTERIM Translation(assigned int to complete) (Bengali)	892
Individual	IV INTERIM Translation(assigned int to complete) (Cantonese)	893
Individual	IV INTERIM Translation(assigned int to complete) (Gujarati)	894
Individual	IV INTERIM Translation(assigned int to complete) (Gurmukhi Punjabi)	895
Individual	IV INTERIM Translation(assigned int to complete) (Somali)	896
Individual	IV INTERIM Translation(assigned int to complete) (Urdu)	897
Individual	IV INTERIM Translation(assigned int to complete) (Welsh)	898
Individual	IV INTERIM Translation(assigned int to complete) (Urdu Punjabi)	899

Appendix D. Practice cases and Practice CAPI

You must complete several Practice Interviews before you start work.

Wave 6 Practice Capi script is UPRAC6. ALL PRACTICE INTERVIEWS MUST BE CONDUCTED UNDER THIS CAPI NAME.

To conduct a Practice Interview,

- In your Erep Grid go to UPRAC6
- Select one of the 15 test serials you have been assigned
- Click on START SCREENER INT (do not click on PRACTICE)

Complete AT LEAST 2 practice HH's with 2 16+ Individual interviews within the next week

Familiarise yourself with:

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

Claim £20 for completing 2 Household and 2 Individual practice interviews and spending time familiarising yourself with the above elements. **THIS IS A ONE OFF FEE YOU CAN CLAIM ONCE** – not each time you conduct practice interviews for the project!!

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

Appendix E. List of modules

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

25	Current employment	All
26	Employees	Employees
27	Self employment	Self-employed
28	Commuting behaviour	Is an employee and works somewhere other than home or is self-employed and is not working at or from home
29	Job satisfaction	Worked in the last week or did not work last week but has a job
30	Work conditions	Employee
31	Non-employment	Did no paid work in last week and does not have a job
32	Mothers return to work	Currently on maternity leave OR is a new mother since last interview and is either (a) currently working or (b) currently not working and has not looked for a job and does not want a job
33	Second jobs	All
34	Voluntary work	All
35	Charitable giving	All
36	Transport behaviour	All
37	Childcare	If responsible for children aged under 15
38	Benefits	All
39	Household finances	All
40	Savings	All
41	Personal pensions	All
42	Retirement planning	Of pensionable age and less than 71 years old and current economic status is not retired
43	Domestic labour	All
44	Politics	All
45	Political engagement	All
46	Political efficacy	All
47	News and media use	All
48	CASI start	Mode is face-to-face
49	SCA SF12	Mode is face-to-face and has agreed to self-completion OR Mode is telephone
50	SCA GHQ	Mode is face-to-face and has agreed to self-completion OR mode is telephone
51	SCA Scottish referendum	Mode is face-to-face and has agreed to self-completion OR Mode is telephone, region is Scotland and interview is up-to and including the date of the Scottish referendum
52	SCA Neighbourhood	Mode is face-to-face and has agreed to self-completion

53	SCA Satisfaction	Mode is face-to-face and has agreed to self-completion OR mode is telephone
54	SCA Gender attitudes	Mode is face-to-face and has agreed to self-completion OR mode is telephone
55	SCA Britishness	Mode is face-to-face and has agreed to self-completion OR mode is telephone
56	SC young adults	Mode is face-to-face and respondent will complete CASI section & Aged 16 - 21
57	SCA Lat	Mode is face-to-face and has agreed to self-completion OR mode is telephone & Does not have a spouse or partner residing in the household and is not living with someone in household as a couple
58	SCA Child development	Mode is face-to-face and respondent will complete CASI section & Responsible adult for one or more children aged 3, 5 or 8
59	SCA parenting styles	Mode is face-to-face and respondent will complete CASI section & Parent (biological mother, biological father, adoptive mother, adoptive father, step-mother or step-father) of a child aged 10
60	SCA mode preference	Mode is face-to-face and has agreed to self-completion OR mode is telephone
61	CASI end	Mode is face-to-face
62	Consents intro	Mode is face-to-face & Respondent is a rising 16 year old and has never completed an adult interview
63	Education consents	Mode is face-to-face & Respondent is a rising 16 year old and has never completed an adult interview
64	Health consents	Mode is face-to-face & Respondent is a rising 16 year old and has never completed an adult interview
65	Posnegevents	All
66	Contact details	All
67	Stable contact	All
68	Interviewer obs	All
69	Proxy	Proxy interviews only

Appendix F. Data confidentiality

As with all TNS BMRB studies, the information collected from respondents by interviewers on *Understanding Society* is treated with the strictest confidence and in accordance with the Data Protection Act 1998.

Respondents' personal details and any information they give us are kept confidential. Information provided will only be used for the purposes of the research and will not be passed on to people outside the research team. The reporting of the findings will never be in a form that can reveal their identity or link any piece of information back to them.

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

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

Who are the research team?

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