The English and Welsh Civil and Social Justice Survey 2006-2008

Technical Report

BMRB is also a member of the London Remade environment scheme and is working with the Woodland Trust to offset the paper used in the course of our business.
# Table of Contents

1. Introduction ........................................................................................................... 4

2. Sample design ....................................................................................................... 5
   2.1 Sampling population and requirements ........................................................... 5
   2.2 Sampling frame ................................................................................................ 5
   2.3 Sampling frame ............................................................................................... 5
   2.4 Stratification .................................................................................................... 6
   2.5 Selection of postcode sectors ........................................................................ 6
   2.6 Selection of addresses and households .......................................................... 6
   2.7 Rotation of sectors ......................................................................................... 6
   2.8 Sample management ..................................................................................... 7

3. Questionnaire ......................................................................................................... 9
   3.1 Coverage and structure .................................................................................. 9
      3.1.1 Part 1 (household grid) ......................................................................... 9
      3.1.2 Part 2 (screening section) ...................................................................... 9
      3.1.3 Part 3 (main section) ............................................................................. 13
   3.2 Interview length .............................................................................................. 14

4. Fieldwork .............................................................................................................. 15
   4.1 Briefing of interviewers ................................................................................. 15
   4.2 Review meetings .............................................................................................. 15
   4.3 Respondent letters and leaflets ...................................................................... 16
   4.4 Contacting procedures ................................................................................... 16
   4.5 Incentives ........................................................................................................ 16

5. Response rates ....................................................................................................... 18

6. Data preparation and outputs .............................................................................. 21
   6.1 Coverage and structure .................................................................................. 21
   6.2 Data files ......................................................................................................... 21
   6.3 Weighting ........................................................................................................ 21
      6.3.1 Design weighting .................................................................................. 21
      6.3.2 Non-response weighting ...................................................................... 21
1 Introduction

The Legal Services Research Centre (LSRC), part of the Legal Services Commission (LSC, formerly the Legal Aid Board) commissioned BMRB Social Research to undertake the English and Welsh Civil and Social Justice Survey. The study was the third in a series of surveys of legal need for which the LSRC is responsible. It marked a change from the previously periodic surveys, in that it was run as a continuous survey over a three year period (from 2006-08). The first periodic survey was conducted in 2001 and provided a baseline against which future surveys would be compared. Both the second survey (conducted in 2004) and the current survey were closely modelled on the baseline survey, the methodology for which was developed from Genn’s Paths to Justice study¹.

The main aims of the study were:

- To develop a detailed understanding of people’s experience of problems and their strategies for dealing with them, in order to inform civil justice policy, with a specific emphasis on targeting of legal aid funding;

- To provide a mechanism for measuring two of the Ministry of Justice (formerly the Department for Constitutional Affairs) Public Service Agreement Targets (PSA 6, relating to the levels of legal need and advice supply; and PSA 3, to the methods of resolution of legal disputes);

- To fulfil the LSC’s statutory duty to inform itself about the need for, and provision of, services that can be provided through Community Legal Service funding and Community Legal Service Partnerships.

The survey set out to interview 10,500 adults (defined as those aged 18 and over) living in England and Wales across the three years of the study (3,500 per year), at a 57% response rate. In the event, the final number of interviews completed was 10,564 at a 58% response rate.

2 Sample design

2.1 Sampling population and requirements

The sample needed to be representative of the population of adults aged 18+ living in private households in England and Wales.

2.2 Sampling frame

The small user Postcode Address File (PAF) was used as the sampling frame. The PAF was used in both the 2001 and 2004 surveys and is generally accepted as being the best general population sampling frame in Britain. Furthermore, PAF is structured hierarchically, is available in computerised form and can be linked to Census data, thereby permitting considerable control to be exercised over the sampling process.

2.3 Sampling frame

The PAF is a sampling frame of addresses rather than one of individuals. Two main approaches are used to deliver a sample of individuals in PAF-based probability sample surveys. The first (and probably the more commonly used in social surveys in the UK) is to select one individual at random in each household identified at the selected addresses and to interview only the selected individual. The second is to include in the sample all eligible individuals in each household identified at the selected addresses. Each approach has advantages and disadvantages in terms of sampling and fieldwork efficiency.

Both the 2001 baseline and the 2004 survey adopted the second approach. This was replicated on the continuous survey. A representative sample of addresses was drawn and interviews attempted with all adults (aged 18+) in private households interviewed at these addresses. This approach is largely self-weighting – the large majority of eligible adults at a selected address have an equal probability of being selected in the sample. The exception is cases where a PAF address contains more than one dwelling or more than one household. In these cases, one dwelling/household was selected at random and adults living at these addresses had a lower than average probability of selection (design weights were applied at the analysis stage to correct for this).

In summary, 22 PAF delivery points were selected in a stratified sample of 168 postcode sectors for each 12 month fieldwork period in order to yield at least 3,500 interviews per year. This design was based on the field outcomes achieved in the 2004 survey.
2.4. **Stratification**

It is conventional in most PAF-based probability sample designs for sample points to be stratified prior to selection by one or more stratifiers that correlate or are expected to correlate with key survey variables, since stratification generally improves the precision of survey estimates. In the Paths of Justice study, region, population density and census data on household tenure were used as stratifiers.

For the continuous survey, the sample of postcode sectors was proportionately stratified, as follows:

1. By Government Office Region.
2. Within Government Office Region, by population density, in three bands of equal size.
3. Within population density, by housing tenure (% of population who rent accommodation) in three bands of equal size.
4. Within housing tenure, sectors sorted by % of population who are lone parents with dependent children.

2.5. **Selection of postcode sectors**

Postcode sectors were selected with probability proportional to address count by the method of random start and fixed interval. Because the same number of addresses were issued in each sector, the design gave each sampled address the same probability of selection. Small sectors were amalgamated with neighbours before sample selection to ensure that the sample had a reasonable geographic spread in these areas.

2.6. **Selection of addresses and households**

Within each sector 22 delivery points were selected by the method of random start and fixed interval. Addresses were ordered by postcode before selection to maximise the geographic spread within the sector. In the relatively infrequent cases where a PAF address generated more than one household, one was selected by the interviewer using a random selection method.

2.7. **Rotation of sectors**

In order to maximise comparability between the samples for each 12 month period of the survey, and thereby increase the precision of year on year change

---

2 It was decided to stratify by this as previous waves of the survey revealed there was a strong correlation between being a lone parent and reporting experience of justiciable problems.
estimates, an approach was adopted whereby 50% of the sampling points used in one year were re-used in the subsequent 12 month fieldwork period.

This process of ‘rotating’ sectors was implemented on a quarterly basis so that, for example, 50% of the sampling points used in Quarter 1 in Year 2 were rotated from the same quarter 12 months previously. Fresh samples of addresses were then selected from these sectors. The new sample of addresses was ‘linked’ to the one used the year before. This was done by:

- listing addresses in postcode order;
- identifying the 22 addresses selected in year $y$;
- for each of these 22 addresses, identifying the 10$^{th}$ next address in the list and selecting this for the year $y+1$ sample.

This had the effect of ensuring that, on the whole, each year $y+1$ address was reasonably close to its ‘parent’ year $y$ address. The advantage of this approach was that it increased the chances that addresses selected in two successive years were like one another which, in turn, maximised the precision of estimates of year on year change.

It is worth noting that when the ‘fresh’ year $y+1$ (i.e. the non-rotated component) was selected, it was possible (though unlikely) that one or more sectors overlapped those included in the year $y+1$ sample (i.e. rotated from year $y$). If this occurred, two samples of addresses were drawn in such sectors, half of which were included in the rotated component and half of which were included in the fresh component of the sample.

2.8. Sample management

The core aim of the sample design was to achieve a representative sample over each 12 month survey period. However, it was also desirable to issue and manage the sample and manage fieldwork in such a way that the sample was as representative as possible for shorter time periods – e.g. on a monthly and quarterly basis.

In the first year of the continuous survey (2006) this was achieved by first selecting the sample on an annual basis. The sampled postcode sectors were then listed in the order in which they were selected (i.e. in stratified order) and divided on a systematic basis into twelve monthly batches. This ‘stratified’ sub-sampling of sectors ensured that each monthly (and quarterly) batch of sample was broadly representative of the sample as a whole in terms of the stratification variables.
However, it was found in 2006 that managing the sample on a monthly basis was both inflexible and inefficient due to the small size of monthly batches. This in turn had a negative impact on response rates at the start of the continuous survey. It was therefore agreed that, from year two of the survey (2007), the sample would be managed and released on a quarterly basis. All other aspects of the sampling procedures remained consistent throughout the three years of the continuous survey.
3 Questionnaire

3.1 Coverage and structure

The questionnaire was structured in three parts:

- Part 1 (household grid), administered to the first adult interviewed in the household.
- Part 2 (screening section), administered to all adults.
- Part 3 (main section), administered to adults with an eligible problem.

The interview was administered using computer assisted personal interviewing (CAPI).

The questionnaire was based on that used for the 2004 survey, with some minor changes. The 2004 questionnaire was, in turn, based on that used for the baseline survey, although there were several changes to question wording and the order of sections. In addition, changes were made to the questionnaire during the continuous survey (usually at six month intervals) so that new areas of interest could be explored and areas of less interest removed.

This section of the technical report gives an overview of the questionnaire. A copy of the questionnaire (presented as a Word document) is provided in Appendix A.

3.1.1 Part 1 (household grid)

The household grid was administered to the first adult interviewed in each household before the start of their individual interview. It collected basic information about the make-up of the household, including the name, age and inter-relationships of all household members.

3.1.2 Part 2 (screening section)

The screening section covered 18 different types of problem or dispute and collected some basic details about the first and second most recent problem mentioned in each category.

The problem areas covered in the screening section were:

- Discrimination,
- Consumer,
- Employment,
- Neighbours,
- Housing (owning),
- Housing (rented),
- Money/debt,
- Welfare benefits,
- Divorce,
- Family,
- Domestic violence,
- Children,
- Personal injury/negligence,
- Clinical negligence,
- Mental health,
- Immigration,
- Unfair treatment by the police,
- Housing (homelessness).

The survey asked for details of problems experienced in the past three years. So, if someone was interviewed in June 2008 they were asked whether they had experienced any problems since 1st June 2005.

In order to focus respondents on the correct reference period, a life events calendar was used. This was an A4 size calendar covering a four-year timeframe, based around the problem reference period. The purpose of the calendar was to act as a prompt to help respondents recall the dates of any problems they had experienced. This was particularly important when ensuring that any problems the respondent mentioned actually took place since the beginning of the reference period and that the respondent was giving consistent start and end dates.

Screening section interviews were allowed to be carried out by proxy for partners who had been living with the respondent since the start of the reference period. Proxy interviews were only allowed in these circumstances, because proxy respondents would need a good knowledge of the experiences of the respondent during the reference period\(^3\). The questionnaire did not allow for concurrent interviewing.

**Identifying problem types**

This section formed the main part of the screening interview. Questions were asked about each of the 18 problems, following the same structure:

- Whether respondents had experienced that particular problem;
- The nature of the most recent problem;

\(^3\) In total, 12% of screening interviews were conducted by proxy across the three years of the survey.
• Follow-up questions about the most recent problem, covering action taken and advice sought to resolve the problem; when the problem started or ended; reasons for not taking action; and the nature and scale of the impact that the problem had on the respondent;
• Whether respondents had experienced more than one case of that problem;
• The nature of the second most recent problem;
• Follow-up questions about the second most recent problem, covering action taken and advice sought to resolve the problem; when the problem started or ended; reasons for not taking action; and the nature and scale of the impact that the problem had on the respondent;
• How many other problems of that type the respondent had experienced;
• The nature of these other problems.

In each case it was stressed that we were interested in problems or disputes that:

• Were difficult to solve;
• Had happened since that start of the reference period (i.e. in the last three years);
• Might be ongoing;
• Had happened since the age of 18;
• Had been experience by the respondent, rather than situations where they had helped somebody else;
• Had been experienced by the respondent as an individual, and not experienced by an employer or any business they ran.

Selection of problem

At the end of the screener section, the number of problems identified was computed within the CAPI programme. Interviewers were then prompted to establish whether any of the problems recorded were ‘shared’ with other adults currently living in the household and, if so, to check their contact sheets to identify whether they had already been covered in another interview in that household. Any problems thus identified were discounted, so as to avoid double-counting of problems.

4 Midway through the continuous survey questions were added at the end of the screening section to assess whether respondents had helped other family members to resolve problems.
Problems that remained were eligible for more detailed coverage in the main section of the questionnaire. Where more than one problem had been experienced, a procedure within the CAPI programme selected one of these to be covered in further detail. A random selection procedure was used, with a weighting to give less commonly occurring problems a greater chance of selection. The weights changed slightly after the first year of the continuous survey. Table 1 shows the weights used both in 2006 and then in 2007/08.

Table 1: Problem type weightings

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Discrimination</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Consumer</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Employment</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Neighbours</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Housing (owning)</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Housing (rented)</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Money/debt</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Welfare benefits</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Divorce</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Family</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Domestic violence</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Children</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Personal injury/negligence</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Clinical negligence</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Mental health</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Immigration</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Unfair treatment by the police</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Housing (homelessness)</td>
<td>6</td>
<td>6</td>
</tr>
</tbody>
</table>

In 2006, consumer problems (those relating to faulty goods and services) were given a weight of 0 and were not followed up for detailed coverage in the main survey. In the last two years of the continuous survey (2007/08), problems to do with neighbours were also given a weight of 0. If respondents had a neighbour or consumer problem and something else then the other problem was always followed up in the main. However, if only a neighbour or consumer problem had been experienced a second stage of selection was introduced, with the following rules:
• If the respondent only had a consumer problem there was a 1 in 3 chance that this would be followed up in the main (in the other two thirds of cases the problem was not followed up in the main).

• If the respondent only had a neighbour problem there was a 1 in 2 chance that this would be followed up in the main (in the other half of cases the problem was not followed up in the main).

• If the respondent had a mixture of neighbour and consumer problems and no other problems there was a 1 in 2 chance that one of these would be followed up in the main (in the other half of cases neither problem was followed up in the main). If a problem was selected for follow-up in the main then a random selection was made to determine which problem was followed up.

In addition, the following were counted as not eligible for further coverage in the main part of the interview:

• Any problems where the respondent did nothing to resolve it and this was because they thought the other person was right or they did not think it was very important;

• Problems that had already been covered in another interview in the household;

• Problems that were mentioned in proxy interviews: the main section was always excluded from proxy interviews.

3.1.3 Part 3 (main section)

The main section of the questionnaire consisted of the following sections:

• Nature of other party – The main section started, where applicable, with one problem-specific question establishing with whom the respondent was or had been in dispute.

• Advice – In this section of the main interview respondents were asked a further series of questions about any advice they had sought in relation to the problem or dispute, their experience of trying to obtain advice and the extent to which this advice had met their needs. Respondents who had not sought advice were also asked a number of follow up questions, including whether they had considered seeking advice, why they had decided not to do so, and whether they now wished that they had sought advice.

• Costs – This set of questions established who had paid for the advice that the respondent had received and how much the respondent would have been prepared to pay for advice had the help not been free.
• **Contact with the other side** – In this section, respondents who had contact with the other party in the dispute were asked a number of follow-up questions regarding the contact they had, whilst those who had not been able to make contact with the other party were asked why this was.

• **Objectives** – This section was asked of respondents who had taken some kind of action to try to resolve the problem and sought to establish what the respondent’s objectives had been in taking action and to what extent these objectives had been met.

• **Outcome of problem** – This section included questions such as whether respondents felt the outcome (if reached) was fair and whether they wished they had done anything differently in trying to sort out the problem.

• **Impact of problem** – This section asked further questions about the impact that the problem had on the respondent’s life.

• **Previous experiences/general questions** – In this section, respondents were asked a number of general questions. These covered their past experience of seeking personal advice as a means of addressing problems or disputes, whether they had heard of Community Legal Advice and whether they accessed the Internet for personal use.

• **Attitudes to justice** – This section included five agree/disagree statements about the justice system in Britain.

### 3.2 Interview length

The average overall interview length was 25 minutes. Table 2 shows how this was broken down by the different sections and how the length varied by whether a problem had been experienced.

**Table 2: Interview length by section and overall**

<table>
<thead>
<tr>
<th>Section</th>
<th>Average length (mins)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household grid</td>
<td>3</td>
</tr>
<tr>
<td>Screen (overall)</td>
<td>9</td>
</tr>
<tr>
<td>Screen (where a problem was experienced)</td>
<td>17</td>
</tr>
<tr>
<td>Screen (where no problem experienced)</td>
<td>7</td>
</tr>
<tr>
<td>Main</td>
<td>15</td>
</tr>
<tr>
<td>Demographics(^3)</td>
<td>9</td>
</tr>
<tr>
<td><strong>Overall average length</strong></td>
<td><strong>25</strong></td>
</tr>
<tr>
<td>Average length (where a problem was experienced)</td>
<td>45</td>
</tr>
<tr>
<td>Average length (where no problem experienced)</td>
<td>18</td>
</tr>
</tbody>
</table>

\(^3\) A short demographics section was included at the end of the questionnaire.
4 Fieldwork

Fieldwork for the continuous survey was carried out by interviewers from BMRB’s national field force using CAPI between 12th January 2006 and 21st December 2008.

4.1 Briefing of interviewers

Face-to-face interviewer briefings were carried out by members of the BMRB research team, with input from the LSRC research team in early January 2006. Further briefings were carried out throughout the course of the survey to brief new interviewers who joined the survey team to replace those who left BMRB’s employ. This ensured that there was a large panel of fully briefed interviewers available throughout the three years of the survey. Each briefing covered:

- The background to the survey, the role of the Legal Services Commission and how they planned to use the survey findings (and how they had used the findings from the 2001 and 2004 surveys);
- Information on contacting and interviewing procedures and the importance of high response rates;
- How to introduce the survey and deal with sensitivities that may arise;
- A run-through of the questionnaire, including detailed explanation of certain key questions and topics covered.

As well as attending the briefing, each interviewer was also given a comprehensive set of instructions, a document detailing a range of new advice services that had been set up in response to previous survey findings, a summary of results from the 2004 survey and (if they requested it) a copy of the book based on the 2004 survey findings⁶. These documents gave interviewers a greater knowledge of the survey background and policy area and made it easier for them to convey the importance of the survey to respondents.

4.2 Review meetings

Annual review meetings were conducted with a number of interviewers to discuss survey progress and processes over the previous year and invite suggestions for possible improvements. The interviewers were sent a feedback form in advance of these meetings that allowed them to comment on various aspects of the

survey. Notes from these forms and discussions at the meetings were collated and were then summarised in a 'hints and tips' document that was sent to all interviewers working on the survey and included, amongst other things, guidance for how to best introduce the survey to respondents to maximise chances of a productive outcome.

4.3 Respondent letters and leaflets

An advance letter and leaflet were sent to all addresses approximately a week before the interviewer was due to start calling at addresses. The letter and leaflet explained the purpose of the survey and the importance of taking part. The letter was addressed from the Head of Civil and Family Legal Aid Strategy at the Ministry of Justice. A copy of the letter is included in Appendix B and the leaflet in Appendix C.

4.4 Contacting procedures

Interviewers were required to make a minimum of eight calls at an address before regarding it as a non-contact. These calls were to be on different days and at different times of day, and, if necessary to achieve a contact, at least four of the calls were to be made on a weekday evening or at a weekend.

Interviewers were provided with an Address Contact Sheet (ACS) for each sampled address.

The contact sheet allowed interviewers to record all visits made to that address and the final outcome achieved. At addresses which contained more than one dwelling unit, the form allowed interviewers to randomly select one household using a selection (“Kish”) grid. In addition, interviewers screened for all adults at the address, recorded any ineligible or unknown eligibility code for the address and recorded the number of adults in the household as an outcome code.

Included at the back of the ACS were individual contact sheets for recording the outcome for each adult identified at the address.

4.5 Incentives

Incentives were introduced at the start of the second year of the continuous survey with the aim of improving response and minimising the need to reissue assignments. The incentives comprised a book of six postage stamps that were sent to each selected household with the advance letter, and a £5 voucher that was given to respondents on completion of an interview. Vouchers were given to each individual who completed an interview – so if, for example, there were four adults in a household and they each completed an interview then each would receive a £5 voucher. The only circumstances where vouchers were not given out
were where a proxy interview had been carried out, as it was important to keep the proportion of proxy interviews as low as possible.
5  Response rates

Table 3 shows that the final overall response rate for the continuous survey was 57.9%. The table also includes columns for the response rates across the three years of the survey. The response rates were calculated by multiplying the proportion of in-scope addresses at which information was obtained (A in Table 2) by the proportion of identified adults who were screened (B).

Information was collected about adults in the household from 78.4% of in-scope addresses giving a sample of 14,268 adults from 7,863 addresses where information was obtained (an average of 1.8 adults per address). Of this sample, 73.9% completed the screening interview (a total of 10,564 adults).
### Table 3: Household and individual response rates

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
</tr>
<tr>
<td>Total addresses issued</td>
<td>11,088</td>
<td>100</td>
<td>3,696</td>
<td>100</td>
</tr>
<tr>
<td>Deadwood</td>
<td>1,032</td>
<td>9.3</td>
<td>376</td>
<td>10.2</td>
</tr>
<tr>
<td>Total number of addresses in scope</td>
<td>10,056</td>
<td>90.7</td>
<td>3,320</td>
<td>89.8</td>
</tr>
<tr>
<td>No info about adults</td>
<td>2,169</td>
<td>21.6</td>
<td>816</td>
<td>24.6</td>
</tr>
<tr>
<td>Info about adults refused</td>
<td>1,402</td>
<td>13.9</td>
<td>582</td>
<td>17.5</td>
</tr>
<tr>
<td>No contact</td>
<td>602</td>
<td>6.0</td>
<td>185</td>
<td>5.6</td>
</tr>
<tr>
<td>Other unproductive</td>
<td>165</td>
<td>1.6</td>
<td>49</td>
<td>1.5</td>
</tr>
<tr>
<td>(A) Info collected about adults</td>
<td>7,887</td>
<td>78.4</td>
<td>2,504</td>
<td>75.4</td>
</tr>
<tr>
<td>(of which no household grid done)</td>
<td>1,541</td>
<td>15.3</td>
<td>480</td>
<td>14.5</td>
</tr>
<tr>
<td>Number of adults identified</td>
<td>14,302</td>
<td>100</td>
<td>4,527</td>
<td>100</td>
</tr>
<tr>
<td>Number with final outcome</td>
<td>14,302</td>
<td>100</td>
<td>4,527</td>
<td>100</td>
</tr>
<tr>
<td>No household grid</td>
<td>2,676</td>
<td>18.7</td>
<td>860</td>
<td>19</td>
</tr>
<tr>
<td>Under 18</td>
<td>1</td>
<td>*</td>
<td>1</td>
<td>*</td>
</tr>
<tr>
<td>Refused</td>
<td>564</td>
<td>3.9</td>
<td>196</td>
<td>4.3</td>
</tr>
<tr>
<td>Non-contact</td>
<td>191</td>
<td>1.3</td>
<td>70</td>
<td>1.5</td>
</tr>
<tr>
<td>Other – unproductive</td>
<td>297</td>
<td>2.1</td>
<td>138</td>
<td>3.0</td>
</tr>
<tr>
<td>(B) Completed screening interview</td>
<td>10,564</td>
<td>73.9</td>
<td>3,256</td>
<td>71.9</td>
</tr>
<tr>
<td>Overall response rate</td>
<td>57.9</td>
<td>54.2</td>
<td>58.4</td>
<td>61.1</td>
</tr>
</tbody>
</table>

While a total of 10,564 interviews were conducted, only 10,537 were included in the final data. This is because 27 respondents from the 2006 Quarter 4 sample were not interviewed until Quarter 2 of 2007 and were mistakenly excluded from the 2007 Quarter 2 data set. This error was discovered at the end of 2008 and it was agreed that these 27 respondents should not be included at this point as it would mean re-weighting previous data sets.
Table 4 shows that of the 10,564 interviews conducted, 2,518 included a main section (23.9%). Proxy interviews accounted for 9.9% of interviews. In these cases the main section was not completed, irrespective of whether the respondent had experienced problems, since it was felt that proxy respondents would have insufficient knowledge of the detail of the problem or dispute to answer these questions reliably.

**Table 4 – Screen outcomes**

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
</tr>
<tr>
<td><strong>Productive</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full – screen and main section</td>
<td>10,564</td>
<td>100</td>
<td>3,256</td>
<td>100</td>
</tr>
<tr>
<td>Full – screen only, not eligible for main section</td>
<td>7,003</td>
<td>66.3</td>
<td>2,159</td>
<td>66.3</td>
</tr>
<tr>
<td>Full – screen only by proxy, not eligible for main section</td>
<td>1,043</td>
<td>9.9%</td>
<td>296</td>
<td>9.0%</td>
</tr>
</tbody>
</table>

* These figures are based on outcomes reported by interviewers. They show that across the survey 9.9% of interviewers were completed by proxy. The actual proportion of proxy interviews based on interview data was slightly higher than this (12.0%).
6  Data preparation and outputs

6.1  Coverage and structure

The survey contained a number of questions at which the interviewer could specify an ‘other’ answer, when the exact answer would be recorded in words. All ‘other’ answers were inspected by LSRC staff to check whether they should have been assigned to one of the pre-coded answers. In some cases, certain topics recurred among the ‘other’ answers. In these cases, additional codes were added to the code frames to simplify further analysis, and in a small number of cases codes were added to the questionnaire for future quarters of the continuous survey. The final code frames are included in Appendix D.

6.2  Data files

The data were provided as two SPSS files, one at the respondent level and one at the problem level.

The respondent level dataset provided all individual and household data for each adult interviewed.

The problem level dataset provided information on action taken for each problem identified during the screening interview. Each record also contained information on all other problems experienced by the individual concerned.

Each file was produced by BMRB and sent to LSRC on a quarterly basis and included all interviews carried out in that quarter and all previous quarters. Hence the final Quarter 12 data included all interviews conducted across the three years of the continuous survey.

6.3  Weighting

In order to ensure the representativeness of the sample, design weights and non-response weights were applied to the respondent level dataset.

6.3.1  Design weighting

Design weights were applied to correct for the unequal probabilities of selection introduced by selecting one dwelling unit for interviews from all eligible dwelling units at the sampled address. The weight for each respondent was equal to the number of eligible dwelling units at the address. In 98% of cases the sampled address was a single dwelling unit.

6.3.2  Non-response weighting

A number of demographics were considered for weighting:
After a careful consideration of the survey data alongside the most up-to-date Labour Force Survey (LFS) data, it was decided to weight by age within sex. These were where the main discrepancies were apparent, with other categories all falling largely in line with LFS data. Weights were applied to align sex within age proportions to LFS data.

In total, six different weighting variables were provided in the quarterly data sets to LSRC. The variables were as follows:

1) **Weight 1: the standalone non-response weight**, before applying the design weight.
2) **Weight 2: the design weight** (equal to the number of dwelling units at each address).
3) **Weight 3: the non-response weight**, after the design weight (i.e. weight 2) had been applied.
4) **Weight 4: the combined weight**, calculated by multiplying the non-response weight by the design weight.
5) **Weight 5: the scaling factor**, which reduced the size of each weight to be representative of the achieved sample.
6) **Weight 6: the final combined weight** (the non-response rate multiplied by the design weight after the scaling factor had been applied).

As cumulative datasets were sent to LSRC, so too were the weights applied to the data cumulatively: therefore each quarter’s weights were representative of the current quarter’s data in addition to that of all previous quarters.

---


* At this stage capping was applied to some of the extreme weights. This generally related to households with a number of other dwelling units at the address (i.e. a very high design weight). The capping level varied on a quarterly basis but was generally between 5 and 6.
Appendix A: Questionnaires
Household member details

HOUSEHOLD GRID

Dwell  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
INTERVIEWER: RECORD NUMBER OF DWELLING UNITS AT ADDRESS FROM CONTACT SHEET.

NUMERIC 1-20

AHHold  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
First, I'd like to ask a few questions about yourself and the people who live here.

Thinking of all members of your household and including yourself and any children, how many people live here regularly as members of this household?

NUMERIC 1-12

PName01  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
INTERVIEWER: ENTER SELECTED RESPONDENT’S FIRST NAME - ASK IF NECESSARY

OPEN

Pname02 etc.  [If asking about the second or subsequent person in the household]
And what is the first name of the next person in your household?

OPEN

Note: The names entered in grid are used for text substitution in following questions (NAME).

Note: Sex, age and relationship to each other person in the household are asked about every other person in the household

PSex01  [If asking about the first person in the household]
INTERVIEWER: CODE THE SELECTED RESPONDENT’S SEX
1. Male
2. Female

Psex02 etc.  [If asking about the second or subsequent person in the household]
INTERVIEWER: CODE (NAME’S) SEX – ASK IF NECESSARY
1. Male
2. Female

Page01  [If asking about the first person in the household]
What was your age last birthday?

RESPONDENTS AGE MUST BE BETWEEN 18 AND 97

NUMERIC 18-97
Don’t Know
Refused

Page02 etc.  [If asking about the second or subsequent person in the household]
What was (NAME’s) age last birthday?

IF LESS THAN 1 YEAR, CODE 0

NUMERIC 0-97
Don’t Know
Refused

**PagB01 etc.**  **[ASK IF Page01 = DK OR REF]**

INTERVIEWER CODE: ASK IF NECESSARY
IS (NAME) AGE … READ OUT BANDS
IF NOT KNOWN, TRY TO GET BEST ESTIMATE

1. under 10 years
2. 10 to 15 years
3. 16 years to 25 years
4. 26 years to 35 years
5. 36 years to 45 years
6. 45 years to 65 years
7. 66 years and over
8. Don’t Know
9. Refused

**Pedu**  **[ASK IF ANY HOUSEHOLD MEMBERS AGED 16-78]**

Is (NAME) currently in full-time education?

1. Yes
2. No
3. Don’t know
4. Refused

**Pchi01**  **[ASK OF HOUSEHOLD MEMBERS AGED 18+]**

[If asking about the first person in the household]
May I check, do you have any children aged under 16, or under 18 and in full-time education, who do not live with you in this household?

1. Yes
2. No
3. Don’t know
4. Refused

**Pmar02 etc.**  **[ASK OF HOUSEHOLD MEMBERS AGED 18+]**

[If asking about the second or subsequent person in the household]
And does (NAME) have any children aged under 16, or under 18 and in full-time education, who do not live with [him/her] in this household?

1. Yes
2. No
3. Don’t know
4. Refused

**Prel01**  **[IF more than one person in household ask for each person]**

And what is your relationship to (PERSON_02 etc.)?
PROMPT OR CHECK IF NECESSARY: So, you are (PERSON_02)’s …?
CODE ONE ONLY

1. Husband/Wife
2. Partner
3. Son/daughter (natural)
4. Son/daughter (adopted)
5. Son/daughter (foster)
6. Son/daughter (step)
7. Son/daughter (in law)
8. Mother/father (natural)
9. Mother/father (adoptive)
10. Mother/father (foster)
11. Mother/father (step)
12. Mother/father (in law)
13. Brother/Sister (including step, foster and adopted)
14. Grandparent
15. Grandchild
16. Other relative
17. Other non relative
18. Don’t Know
19. Refused

Prel02 etc.  [IF more than one person in household ask for each person. Establish relationship with each other people in household] [Programmed so that each inter-relationship is only asked once]

And what is (PERSON02’s) relationship to (PERSON03 etc.)?
PROMPT OR CHECK IF NECESSARY: So (PERSON02) is (PERSON03 etc.)’s …?
CODE ONE ONLY

1. Husband/Wife
2. Partner
3. Son/daughter (natural)
4. Son/daughter (adopted)
5. Son/daughter (foster)
6. Son/daughter (step)
7. Son/daughter (in law)
8. Mother/father (natural)
9. Mother/father (adoptive)
10. Mother/father (foster)
11. Mother/father (step)
12. Mother/father (in law)
13. Brother/Sister (including step, foster and adopted)
14. Grandparent
15. Grandchild
16. Other relative
17. Other non relative
18. Don’t Know
19. Refused

[ASK OF HOUSEHOLD MEMBERS AGED 18+ who are not living with husband/wife at Prel01-10]

Pmar01  [If asking about the first person in the household]

Can I just check what is your marital status?
READ OUT AND CODE FIRST TO APPLY

1. Single, that is never married
2. Co-habiting and never married
3. Married and living with (husband/wife)
4. Married, but separated from (husband/wife) and not co-habiting
5. Married, but separated from (husband/wife) and co-habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don’t Know
11. Refused

[ASK OF HOUSEHOLD MEMBERS AGED 18+ who are not living with husband/wife at Prel01-10]

Pmar02 etc.  [If asking about the second or subsequent person in the household]

Can I just check what is (NAME’s) marital status?
READ OUT AND CODE FIRST TO APPLY

1. Single, that is never married
2. Co-habiting and never married
3. Married and living with (husband/wife)
4. Married, but separated from (husband/wife) and not co-habiting
5. Married, but separated from (husband/wife) and co-habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don’t Know
11. Refused
[ASK FIRST HOUSEHOLD RESPONDENT ONLY]
Can I just check, is there anyone else you haven’t already mentioned living here regularly as a member of this household?
1. Yes
2. No
3. Don’t know
4. Refused

[ASK IF PerChk = 1]
INTERVIEWER – YOU WILL NOW BE SENT BACK TO THE START OF THE GRID TO INCLUDE THIS PERSON
[Then taken back to AHHold]
Household level questions

H1ten  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
ASK OR RECORD
SHOWCARD H1
Which of these best describes this accommodation?
1. Whole house or bungalow - detached
2. Whole house or bungalow – semi-detached
3. Whole house or bungalow – terrace/ end of terrace
4. Flat/maisonette – purpose built
5. Flat/maisonette – converted (excluding bedsit)
6. Flat/maisonette – bedsit
7. Flat/maisonette – in a commercial building (over shop/ hotel/ in office)
8. Caravan
9. Other mobile or temporary structure
10. Don’t know
11. Refused

H2ten  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
How many rooms does your household have use of in this accommodation, not including bathrooms or kitchens?

NUMERIC 1-50
Don’t Know
Refused

H3ten  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
Does your household share any of these rooms with anyone else who is not a member of your household?
1. Yes
2. No
3. Don’t know
4. Refused

H4ten  [ASK IF YES AT H3ten]
How many rooms are shared?

NUMERIC 1-50
Don’t Know
Refused

H5ten  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
Does your accommodation have central heating or storage heaters?
INTERVIEWER: IF ONLY IN SOME ROOMS OR NOT WORKING CODE YES
1. Yes
2. No
3. Don’t know
4. Refused

ALLOCATED SCREEN NUMBERS:
Screen 1:
Screen 2:
Screen 3:
Screen 4:
ETC
Identifying Problem Types

SCREEN NUMBER CHECK:

INTERVIEWER: YOU SHOULD BE INTERVIEWING [SCREEN NUMBER], THAT IS [NAME OF RESPONDENT]. IS THIS CORRECT?

1. Yes (continue interview)
2. No (go back and check contact sheet)

Qproxy

INTERVIEWER: PLEASE CODE WHETHER THIS INTERVIEW IS BEING COMPLETED BY THE RESPONDENT, OR BY THE RESPONDENTS PARTNER ON THEIR BEHALF.

1. Interview being completed by the respondent
2. Interview being completed by proxy

I would now like to ask you about different kinds of problems or disputes you might have had. Please only include problems or disputes you have had yourself, not situations where you helped somebody else with their problem.

We are only interested in problems or disputes you’ve had [IF <18 ON 1/1/2001: since the age of 18/if 18+ ON 1/1/2001: since January 2001] and problems you’ve experienced as an individual, not any experienced by your employer or by any business you run.

PROBLEM TYPE: DISCRIMINATION – ASK ALL

S1dis (Q7) SHOWCARD S1

First, problems or disputes to do with BEING DISCRIMINATED AGAINST.

Since [January 2001/ the age of 18], have you (has your partner) had any problems or disputes that were difficult to solve of the type shown on this card? Please do not include things like being shouted at or called names in the street

1. No, none of these
2. Being discriminated against because of race
3. Being discriminated against because of gender
4. Being discriminated against because of disability
5. Being discriminated against because of sexual orientation
6. Being discriminated against because of age
7. Being discriminated against because of religion
8. Don’t know
9. Refused

S1a [Ask if S1dis = 2-7]

Thinking of the most recent problem or dispute, what was the nature of the discrimination you (your partner) suffered?

OPEN
Refused

S1b [Ask if S1prb = 2-7]

SHOWCARD S1

And, since [month of interview] 2003, have you (has your partner) had any other problems or disputes that were difficult to solve of the type shown on this card? Again, please don’t include things like being shouted at or called names in the street.

1. No, none of these
2. Being discriminated against because of race
3. Being discriminated against because of your gender
4. Being discriminated against because of disability
5. Being discriminated against because of your sexual orientation
6. Being discriminated against because of your age
7. Being discriminated against because of your religion
Thinking of the most recent of these other problems or disputes, what was the nature of the discrimination you (your partner) suffered?

OPEN
Don't know
Refused

SHOWCARD S1
How many other problems or disputes of the type shown on this card have you (has your partner) had since ([month of interview] 2003/ the age of 18), excluding the two you have already told me about?

NUMERIC
Don't know
Refused

Which of the categories on this card best describe these other problems or disputes you (your partner) suffered?

1. No, none of these
2. Being discriminated against because of race
3. Being discriminated against because of your gender
4. Being discriminated against because of disability
5. Being discriminated against because of your sexual orientation
6. Being discriminated against because of your age
7. Being discriminated against because of your religion
8. Don't know
9. Refused
PROBLEM TYPE = CONSUMER: ASK ALL

S2con (Q8)  SHOWCARD S2

Next, problems or disputes to do with RECEIVING FAULTY GOODS OR SERVICES. (Excluding anything you’ve already told me about), have you (has your partner) had any problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S2a  [Ask if S2con = Yes]  SHOWCARD S2

Thinking of the most recent problem or dispute, what type of goods or services were involved?

INTERVIEWER: PLEASE CHECK THE RESPONDENT IS REFERRING TO THE MOST RECENT PROBLEM

Faulty Goods
1. Electrical goods
2. Cars or motorcycles
3. Furniture
4. Clothing/footwear
5. Other goods (Please specify)

Faulty Services
6. Major building work (e.g. conservatory, new roof)
7. Tradespeople (e.g. plumbers, electricians, painters and decorators)
8. Garages
9. Holidays/Travel
10. Financial services
11. Utility companies (e.g. gas, water, electricity, phone and Internet companies)
12. Other services
13. Refused

S2a_2  [Ask if S2con = Yes]

And what was the value of the goods or services involved?

1. Under £100
2. £100 - £499
3. £500 - £999
4. £1,000 - £9,999
5. £10,000 - £49,999
6. £50,000 or more
7. Don’t know
8. Refused

S2b  [Ask if S2con = Yes]  SHOWCARD S2

And have you (has your partner) had any other problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S2c  [Ask if S2b = Yes]  SHOWCARD S2

Thinking of the most recent of these other problems or disputes, what type of goods or services were involved?

INTERVIEWER: PLEASE CHECK THE RESPONDENT IS REFERRING TO THE SECOND MOST RECENT PROBLEM
Faulty Goods
1. Electrical goods
2. Cars or motorcycles
3. Furniture
4. Clothing/footwear
5. Other goods (Please specify)

Faulty Services
6. Major building work (e.g. conservatory, new roof)
7. Tradespeople (e.g. plumbers, electricians, painters and decorators)
8. Garages
9. Holidays/Travel
10. Financial services
11. Utility companies (e.g. gas, water, electricity, phone and Internet companies)
12. Other services

S2c_2 [Ask if S2b = Yes]
And what was the value of the goods or services involved?
1. Under £100
2. £100 - £499
3. £500 - £999
4. £1,000 - £9,999
5. £10,000 - £49,999
6. £50,000 or more
7. Don't know
8. Refused

S2d [Ask if S2b = Yes]
SHOWCARD S2
How many other problems or disputes of the kind shown on this card have you (has your partner) had since ([month of interview] 2003/ the age of 18), excluding the two you have just told me about?

NUMERIC
Don't know
Refused

S2e [Ask if S2d >0]
SHOWCARD S2
And what type of goods or services were involved in these other problems or disputes?

Faulty Goods
1. Electrical goods
2. Cars or motorcycles
3. Furniture
4. Clothing/footwear
5. Other goods (Please specify)

Faulty Services
6. Major building work (e.g. conservatory, new roof)
7. Tradespeople (e.g. plumbers, electricians, painters and decorators)
8. Garages
9. Holidays/Travel
10. Financial services
11. Utility services (e.g. gas, water, electricity, phone and Internet companies)
12. Other services
PROBLEM TYPE = EMPLOYMENT: ASK ALL

S3emp (Q10) [Ask All]
SHOWCARD S4
Next, problems or disputes to do with EMPLOYMENT, including pensions from employment.

(Excluding anything you’ve already told me about), have you (has your partner) had any problems or disputes that were difficult to solve of the type shown on this card since ([month of interview] 2003/ the age of 18)?

1. Yes
2. No
3. Don’t know

S3a [Ask if S4emp = Yes]
SHOWCARD S4
Thinking of the most recent problem or dispute, which these best describes it?

1. Being sacked or made redundant
2. Being threatened with the sack
3. Getting pay or a pension to which you were entitled
4. Other rights at work (e.g. maternity leave, sickness pay, holiday entitlement, working hours)
5. Changes to your terms and conditions of employment that made things worse
6. Unsatisfactory or dangerous working conditions
7. Unfair disciplinary procedures
8. Harassment at work
9. Refused

S3b [Ask if S4emp = Yes]
SHOW CARD S4
And have you (has your partner) had any other problems or disputes that were difficult to solve of the type shown on this card since ([month of interview] 2003/ the age of 18)?

1. Yes
2. No
3. Don’t know
4. Refused

S3c [Ask if S4b = Yes]
SHOW CARD S4
Thinking of the most recent of these other problems or disputes, which of these best describes it?

1. Being sacked or made redundant
2. Being threatened with the sack
3. Getting pay or a pension to which you were entitled
4. Other rights at work (e.g. maternity leave, sickness pay, holiday entitlement, working hours)
5. Changes to your terms and conditions of employment that made things worse
6. Unsatisfactory or dangerous working conditions
7. Unfair disciplinary procedures
8. Harassment at work
9. Don’t know
10. Refused

S3d [Ask if S4b = Yes]
SHOWCARD S4
How many other problems of the kind shown on this card have you (has your partner) had since ([month of interview] 2003/ the age of 18), excluding the two you have just told me about?

NUMERIC
Don’t know
Refused
Which of these best describes these other problems?

1. Being sacked or made redundant
2. Being threatened with the sack
3. Getting pay or a pension to which you were entitled
4. Other rights at work (e.g. maternity leave, sickness pay, holiday entitlement, working hours)
5. Changes to your terms and conditions of employment that made things worse
6. Unsatisfactory or dangerous working conditions
7. Unfair disciplinary procedures
8. Harassment at work
9. Don’t know
10. Refused
Next, problems or disputes to do with ANTI-SOCIAL BEHAVIOUR BY NEIGHBOURS.

(Excluding anything you've already told me about), have you (has your partner) had any problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

Thinking of the most recent problem or dispute, which of these best describes it?

1. Regular and excessive noise
2. Threats or harassment
3. Violence
4. Damage to your property or garden
5. Other vandalism
6. Refused

And have you (has your partner) had any other problems or disputes that were difficult to solve of the type shown on this card since ([month of interview] 2003/ the age of 18)?

1. Yes
2. No
3. Don’t know
4. Refused

Thinking of the most recent of these other problems or disputes, which of these best describes it?

1. Regular and excessive noise
2. Threats or harassment
3. Violence
4. Damage to your property or garden
5. Other vandalism
6. Don’t know
7. Refused

How many other problems or disputes of the kind shown on this card have you (has your partner) had since ([month of interview] 2003/ the age of 18), excluding the two you have just told me about?

*NUMERIC*

Don’t know
Refused

Which of these best describes these other problems?

1. Regular and excessive noise
2. Threats or harassment
3. Violence
4. Damage to your property or garden
5. Other vandalism
6. Don't know
7. Refused
PROBLEM TYPE: HOUSING (OWNING YOUR OWN HOME): ASK ALL

S5hou (Q12) SHOWCARD S6

Next, problems or disputes to do with OWNING OR BUYING RESIDENTIAL PROPERTY.

(Excluding anything you've already told me about), have you (has your partner) had any problems or disputes that were difficult to solve of the type shown on this card since (month of interview) 2003/ the age of 18)? Please don't include not being able to get a mortgage because of lack of money.

1. Yes
2. No
3. Don't know
4. Refused

S5a [Ask if S6hou = Yes] SHOWCARD S6

Thinking of the most recent problem or dispute, which of these best describes it?

1. Planning permission or consent
2. Selling or buying property (e.g. misleading property survey, problems with lease)
3. Communal repairs or maintenance
4. Repossession of the home
5. Having several mortgage payments in arrears
6. Dealing with squatters
7. Boundaries or rights of way or access to your property
8. Refused

S5b [Ask if S6hou = Yes] SHOWCARD S6

And have you (has your partner) had any other problems or disputes that were difficult to solve of the type shown on this card since ((month of interview) 2003/ the age of 18)?

1. Yes
2. No
3. Don't know
4. Refused

S5c [Ask if S6b = Yes] SHOWCARD S6

Thinking of the most recent of these other problems or disputes, which of these best describes it?

1. Planning permission or consent
2. Selling or buying property (e.g. misleading property survey, problems with lease)
3. Communal repairs or maintenance
4. Repossession of the home
5. Having several mortgage payments in arrears
6. Dealing with squatters
7. Boundaries or rights of way or access to your property
8. Don't know
9. Refused

S5d [Ask if S6b = Yes] SHOWCARD S6

How many other problems of the kind shown on this card have you (has your partner) had since [month of interview] 2003, excluding the two you have just told me about?

NUMERIC
Don't know
Refused

S5e [Ask if S6d >0] SHOWCARD S6

Which of these best describes these other problems?
1. Planning permission or consent
2. Selling or buying property (e.g. misleading property survey, problems with lease)
3. Communal repairs or maintenance
4. Repossession of the home
5. Being several mortgage payments in arrears
6. Dealing with squatters
7. Boundaries or rights of way or access to your property
8. Don’t know
9. Refused
PROBLEM TYPE: LIVING IN RENTED ACCOMMODATION: ASK ALL

S6ren (Q13) SHOWCARD S7

Next, problems or disputes to do with LIVING IN RENTED ACCOMMODATION.

(Excluding anything you’ve already told me about), have you (has your partner) had any problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S6a [Ask if S7ren = Yes] SHOWCARD S7

Thinking of the most recent problem or dispute, which of these best describes it?

Condition of accommodation
1. Unsafe living conditions
2. Otherwise unsuitable conditions for yourself/family

Problems to do with money
3. Getting a deposit back
4. Being several rent payments in arrears

Dealing with landlord
5. Getting the landlord to do repairs or maintain the property
6. Getting the landlord to provide other services under the terms of the lease, such as furniture
7. Agreeing (with your landlord) on rent, council tax, housing benefit payments, or other terms of the lease or tenancy agreement
8. Getting your landlord to provide a written lease or tenancy agreement
9. Transfer of tenancy on death or separation
10. Harassment by your landlord
11. Eviction or threat of eviction

Other problems
12. Flatmates not paying the rent or behaving in an anti-social manner
13. Renting out rooms to lodgers or sub-letting in a property you rented
14. Boundaries or rights of way or access to your property
15. Refused

S6ai [Ask if S7a=11] SHOWCARD S8

Who was your landlord at this time?

1. Local authority/council/new town development
2. Housing association or charitable trust
3. Employer (organisation) of a household member
4. Another organisation
5. Relative/friend (before you lived here) of a household member
6. Employer (individual) of a household member
7. Another individual private landlord (not a relative, friend or employer of a household member)
8. Don’t know
9. Refused
S6b  [Ask if S7ren = Yes]
SHOWCARD S7
And have you (has your partner) had any other problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S6c  [Ask if S7b = Yes]
SHOWCARD S7
Thinking of the most recent other these other problems or disputes, which of these best describes it?

Condition of accommodation
1. Unsafe living conditions
2. Otherwise unsuitable conditions for yourself/family

Problems to do with money
3. Getting a deposit back
4. Being several rent payments in arrears

Dealing with landlord
5. Getting the landlord to do repairs
6. Getting the landlord to provide other services under the terms of the lease, such as furniture
7. Agreeing (with your landlord) on rent, council tax, housing benefit payments, or other terms of the lease or tenancy agreement
8. Getting your landlord to provide a written lease or tenancy agreement
9. Transfer of tenancy on death or separation
10. Harassment by your landlord
11. Eviction or threat of eviction

Other problems
12. Flatmates not paying the rent or behaving in an anti-social manner
13. Renting out rooms to lodgers or sub-letting in a property you rented
14. Boundaries or rights of way or access to your property
15. Don’t know
16. Refused

S6ci  [Ask if S7c=11]
SHOWCARD S8
Who was your landlord at this time?

1. Local authority/council/new town development
2. Housing association or charitable trust
3. Employer (organisation) of a household member
4. Another organisation
5. Relative/friend (before you lived here) of a household member
6. Employer (individual) of a household member
7. Another individual private landlord (not a relative, friend or employer of a household member)
8. Don’t know
9. Refused

S6d  [Ask if S7b = Yes]
SHOWCARD S7
How many other problems or disputes of the kind shown on this card have you (has your partner) had since [month of interview] 2003, excluding the two you have already told me about?

NUMERIC
Don’t know
Refused

S6e  [Ask if S7d >0]
SHOWCARD S7
Which of these best describes these other problems?

**Condition of accommodation**
1. Unsafe living conditions
2. Otherwise unsuitable conditions for yourself/family

**Problems to do with money**
3. Getting a deposit back
4. Being several rent payments in arrears

**Dealing with landlord**
5. Getting the landlord to do repairs
6. Getting the landlord to provide other services under the terms of the lease, such as furniture
7. Agreeing (with your landlord) on rent, council tax, housing benefit payments, or other terms of the lease or tenancy agreement
8. Getting your landlord to provide a written lease or tenancy agreement
9. Transfer of tenancy on death or separation
10. Harassment by your landlord
11. Eviction or threat of eviction

**Other problems**
12. Flatmates not paying the rent or behaving in an anti-social manner
13. Renting out rooms to lodgers or sub-letting in a property you rented
14. Boundaries or rights of way or access to your property
15. Don’t know
16. Refused

S6ei  
[Ask if S7e=11]  
SHOWCARD S8  
[IF MORE THAN 1 CODE AT S7e: Thinking of the problem to do with eviction], who was your landlord at this time?
1. Local authority/council/new town development
2. Housing association or charitable trust
3. Employer (organisation) of a household member
4. Another organisation
5. Relative/friend (before you lived here) of a household member
6. Employer (individual) of a household member
7. Another individual private landlord (not a relative, friend or employer of a household member)
8. Don’t know
9. Refused
PROBLEM TYPE = MONEY/DEBT: ASK ALL

S7mon (Q16)  SHOWCARD S9

Next, problems or disputes to do with MONEY.

(Excluding anything you’ve already told me about), have you (has your partner) had any problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003? Please don’t include problems related to a business that you were associated with.

1. Yes
2. No
3. Don’t know
4. Refused

S7a  [Ask if S10mon = Yes]
SHOWCARD S9

Thinking of the most recent problem or dispute, excluding business-related problems, which of these best describes it?

**Difficulty obtaining money**
1. Getting someone to pay money that they owe
2. Insurance companies unfairly rejecting claims
3. Incorrect information about you leading to a refusal of credit
4. Disagreement over the content of a will or the division of property after the death of a family member

**Difficulty paying money**
5. Unreasonable harassment from people or organisations to whom you owe(d) money
6. Severe difficulties managing to pay money you owe(d)
7. Being threatened with legal action to recover money you owe(d)
8. Having a County Court judgement against you

**Poor financial advice/financial management**
9. Being given incorrect information or advice that led you to buy insurance, pensions, mortgages or other financial products
10. Mismanagement of a pension fund to which you or your husband/wife/partner contributed

**Other**
11. Incorrect or disputed bills, excluding rent/mortgage payments
12. Incorrect or unfair tax demands, including council tax
13. Repeated incorrect charges by banks or utilities
14. Refused

S7b  [Ask if S10mon = Yes]
SHOWCARD S9

And have you (has your partner) had any other problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003? Again, please don’t include business-related problems.

1. Yes
2. No
3. Don’t know
4. Refused
Thinking of the most recent of these other problems or disputes, which of these best describes it?

**Difficulty obtaining money**
1. Getting someone to pay money that they owe
2. Insurance companies unfairly rejecting claims
3. Incorrect information about you leading to a refusal of credit
4. Disagreement over the content of a will or the division of property after the death of a family member

**Difficulty paying money**
5. Unreasonable harassment from people or organisations to whom you owe(d) money
6. Severe difficulties managing to pay money you owe(d)
7. Being threatened with legal action to recover money you owe(d)
8. Having a County Court judgement against you

**Poor financial advice/financial management**
9. Being given incorrect information or advice that led you to buy insurance, pensions, mortgages or other financial products
10. Mismanagement of a pension fund to which you or your husband/wife/partner contributed

**Other**
11. Incorrect or disputed bills, excluding rent/mortgage payments
12. Incorrect or unfair tax demands, including council tax
13. Repeated incorrect charges by banks or utilities
14. Don’t know
15. Refused

How many other problems of the kind shown on this card have you (has your partner) had since [month of interview] 2003, excluding the two you have already told me about?

**NUMERIC**
Don’t know
Refused

Which of these best describes these other problems?

**Difficulty obtaining money**
1. Getting someone to pay money that they owe
2. Insurance companies unfairly rejecting claims
3. Incorrect information about you leading to a refusal of credit
4. Disagreement over the content of a will or the division of property after the death of a family member

**Difficulty paying money**
5. Unreasonable harassment from people or organisations to whom you owe(d) money
6. Severe difficulties managing to pay money you owe(d)
7. Being threatened with legal action to recover money you owe(d)
8. Having a County Court judgement against you

**Poor financial advice/financial management**
9. Being given incorrect information or advice that led you to buy insurance, pensions, mortgages or other financial products
10. Mismanagement of a pension fund to which you or your husband/wife/partner contributed

**Other**
11. Incorrect or disputed bills, excluding rent / mortgage payments
12. Incorrect or unfair tax demands, including council tax
13. Repeated incorrect charges by banks or utilities
14. Don’t know
15. Refused
PROBLEM TYPE = WELFARE BENEFITS: ASK ALL

S8wel (Q17)  SHOWCARD S10

Next, problems or disputes to do with WELFARE BENEFITS, STATE PENSION, STUDENT LOANS OR GRANTS.

(Excluding anything you’ve already told me about), have you (has your partner) had any problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S8a  [Ask if S11wel = Yes]  SHOWCARD S10
Thinking of the most recent problem or dispute, which of these best describes it?

1. Entitlement to welfare benefits (including council tax benefit, tax credits)
2. Entitlement to state pension/Pension credits
3. Entitlement to student loans or grants
4. Entitlement to other grants (e.g. housing improvement grants)
5. Amount of welfare benefits (including council tax benefit, tax credits)
6. Amount of student loans or grants
7. Amount of state pension/Pension credits
8. Amount of other grants (e.g. housing improvement grants)
9. Refused

S8b  [Ask if S11wel = Yes]  SHOWCARD S10
And have you (has your partner) had any other problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S8c  [Ask if S11b = Yes]  SHOWCARD S10
Thinking of the most recent of these other problems or disputes, which of these best describes it?

1. Entitlement to welfare benefits (including council tax benefit, tax credits)
2. Entitlement to state pension/Pension credits
3. Entitlement to student loans or grants
4. Entitlement to other grants (e.g. housing improvement grants)
5. Amount of welfare benefits (including council tax benefit, tax credits)
6. Amount of student loans or grants
7. Amount of state pension/Pension credits
8. Amount of other grants (e.g. housing improvement grants)
9. Don’t know
10. Refused

S8d  [Ask if S11b = Yes]  SHOWCARD S10
How many other problems or disputes of the kind shown on this card have you (has your partner) had since [month of interview] 2003, excluding the two you have just told me about?

NUMERIC
Don’t know
Refused
SHOWCARD S10
Which of these best describes these other problems?

1. Entitlement to welfare benefits (including council tax benefit, tax credits)
2. Entitlement to state pension/Pension credits
3. Entitlement to student loans or grants
4. Entitlement to other grants (e.g. housing improvement grants)
5. Amount of welfare benefits (including council tax benefit, tax credits)
6. Amount of student loans or grants
7. Amount of state pension/Pension credits
8. Amount of other grants (e.g. housing improvement grants)
9. Don’t know
10. Refused
PROBLEM TYPE = DIVORCE: ASK ALL

S9div (Q18) Can I just check, have you (your partner) been involved in divorce proceedings since [month of interview] 2003, even if no divorce was obtained?

1. Yes
2. No
3. Don’t know
4. Refused

S9b [Ask if S12div = Yes]
On how many occasions since [month of interview] 2003 have you (your partner) been involved in divorce proceedings, even if no divorce was obtained?

NUMERIC
Refused

[FOLLOW UP QUESTIONS TO APPLY TO TWO MOST RECENT DIVORCES]
PROBLEM TYPE = FAMILY: ASK ALL

S10fam (Q19) SHOWCARD S11
Next, problems or disputes to do with RELATIONSHIPS AND OTHER FAMILY MATTERS.

Have you (has your partner) had any problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S10a [Ask if S13fam = Yes] SHOWCARD S11
Thinking of the most recent problem or dispute, which of these best describes it?

1. Disputes over the division of money, pensions or property in connection with divorce or separation from a spouse or partner
2. Difficulties obtaining maintenance from a former partner for yourself (excluding payments for children)
3. Difficulties agreeing to pay maintenance to a former partner (excluding payments for children)
4. Difficulties obtaining child support payments
5. Difficulties agreeing to pay child support payments
6. Difficulties with (residence) custody arrangements for children
7. Difficulties with (contact) access arrangements for children
8. Refused

S10b [Ask if S13fam = Yes] SHOWCARD S11
And have you (has your partner) had any other problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S10c [Ask if S13b = Yes] SHOWCARD S11
Thinking of the most recent of these other problems or disputes, which of these best describes it?

1. Disputes over the division of money, pensions or property in connection with divorce or separation from a spouse or partner
2. Difficulties obtaining maintenance from a former partner for yourself (excluding payments for children)
3. Difficulties agreeing to pay maintenance to a former partner (excluding payments for children)
4. Difficulties obtaining child support payments
5. Difficulties agreeing to pay child support payments
6. Difficulties with (residence) custody arrangements for children
7. Difficulties with (contact) access arrangements for children
8. Don’t know
9. Refused

S10d [Ask if S13b = Yes] SHOWCARD S11
How many other problems of the kind shown on this card have you (has your partner) had since [month of interview] 2003, excluding the two you have just told me about?

NUMERIC
Don’t know
Refused
Which of these best describes these other problems?

1. Disputes over the division of money, pensions or property in connection with divorce or separation from a spouse or partner
2. Difficulties obtaining maintenance from a former partner for yourself (excluding payments for children)
3. Difficulties agreeing to pay maintenance to a former partner (excluding payments for children)
4. Difficulties obtaining child support payments
5. Difficulties agreeing to pay child support payments
6. Difficulties with (residence) custody arrangements for children
7. Difficulties with (contact) access arrangements for children
8. Don’t know
9. Refused
PROBLEM TYPE = DOMESTIC VIOLENCE: ASK ALL – DO NOT ASK IF PROXY RESPONDENT

S11vio (Q20)  SHOWCARD S12
(Excluding anything you’ve already told me about), have you (has your partner) had any
problems or disputes that were difficult to solve of the type shown on this card since
[month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S11a  [Ask if S14vio = Yes]
SHOWCARD S12
Thinking of the most recent problem or dispute, which of these best describes it?
MR
1. Suffering violence or abuse from a partner or ex-partner or other family member
2. Your children suffering violence or abuse from a partner or ex-partner or other
   family member
3. Refused

S11b  [Ask if S14vio = Yes]
SHOWCARD S12
And have you (has your partner) had any other problems or disputes that were difficult to
solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S11c  [Ask if S14b = Yes]
SHOWCARD S12
Thinking of the most recent of these other problems or disputes, which of these best
describes it?
MR
1. Suffering violence or abuse from a partner or ex-partner or other family member
2. Your children suffering violence or abuse from a partner or ex-partner or other
   family member
3. Don’t know
4. Refused

S11d  [Ask if S14b = Yes]
SHOWCARD S12
How many other problems of the kind shown on this card have you had since [month of
interview] 2003, excluding the two you have just told me about?
NUMERIC
Don’t know
Refused

S11e  [Ask if S14d >0]
SHOWCARD S12
Which of these best describes these other problems?
MR
1. Suffering violence or abuse from a partner or ex-partner or other family member
2. Your children suffering violence or abuse from a partner or ex-partner or other
   family member
3. Don’t know
4. Refused
PROBLEM TYPE = CHILDREN: ASK ALL

S12chi (Q21) Can I just confirm, how many children do you (does your partner) have who are aged 21 or younger, including foster, step and adopted children? [IF PROXY]: This includes any children your partner has jointly with you.

INTERVIEWER: INCLUDE ALL CHILDREN, REGARDLESS OF WHETHER THEY’VE BEEN MENTIONED PREVIOUSLY AS PART OF THE HOUSEHOLD GRID.

INCLUDE CHILDREN WHO DON’T LIVE IN THE HOUSEHOLD.

NUMERIC
Don’t know
Refused

S12chk [Ask if S15chi=0]

INTERVIEWER: PLEASE CONFIRM THAT THE RESPONDENT (PARTNER) DOES NOT HAVE ANY CHILDREN AGED 21 OR YOUNGER, INCLUDING ANY PREVIOUSLY MENTIONED AS PART OF THE HOUSEHOLD GRID. IF THEY DO, GO BACK TO THE PREVIOUS QUESTION AND RE-CODE.

S12chd (Q22) [Ask if S15chi > 0]
SHOWCARD S13
Since [month of interview] 2003, (excluding anything you’ve already told me about), have you (has your partner) had any problems or disputes that were difficult to solve to do with children who were under 18 at the time it started?

1. Yes
2. No
3. Don’t know
4. Refused

S12a [Ask if S16chd = Yes]
SHOWCARD S13
Thinking of the most recent problem or dispute, which of these best describes it?

School
1. Difficulties with children going to a school for which they are eligible
2. Difficulties with children receiving an appropriate education (e.g. special needs)
3. Children being unfairly excluded or suspended from school
4. Serious concerns over the safety of children whilst at school or on school trips

Care/fostering
5. Difficulties fostering or adopting children, or becoming a legal guardian
6. Children being taken into care, or being on the Child Protection Register

Abduction
7. A parent or other family member abducting or threatening to abduct a child
8. Refused

S12b [Ask if S16chd = Yes]
SHOWCARD S13
And have you (has your partner) had any other problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused
S12c  [Ask if S16b = Yes]  
SHOWCARD S13  
Thinking of the most recent of these other problems or disputes, which of these best describes it?

**School**
1. Difficulties with children going to a school for which they are eligible  
2. Difficulties with children receiving an appropriate education (e.g. special needs)  
3. Children being unfairly excluded or suspended from school  
4. Serious concerns over the safety of children whilst at school or on school trips  

**Care/fostering**
5. Difficulties fostering or adopting children, or becoming a legal guardian  
6. Children being taken into care, or being on the Child Protection Register  

**Abduction**
7. A parent or other family member abducting or threatening to abduct a child  
8. Don’t know  
9. Refused

---

S12d  [Ask if S16b = Yes]  
SHOWCARD S13  
How many other problems of the kind shown on this card have you (has your partner) had since [month of interview] 2003, excluding the two you have just told me about?

**NUMERIC**
- Don’t know  
- Refused

---

S12e  [Ask if S16d >0]  
SHOWCARD S13  
Which of these best describes these other problems?

**School**
1. Difficulties with children going to a school for which they are eligible  
2. Difficulties with children receiving an appropriate education (e.g. special needs)  
3. Children being unfairly excluded or suspended from school  
4. Serious concerns over the safety of children whilst at school or on school trips  

**Care/fostering**
5. Difficulties fostering or adopting children, or becoming a legal guardian  
6. Children being taken into care, or being on the Child Protection Register  

**Abduction**
7. A parent or other family member abducting or threatening to abduct a child  
8. Don’t know  
9. Refused
PROBLEM TYPE = PERSONAL INJURY/NEGLIGENCE: ASK ALL

S13inj (Q23)  (Excluding anything you’ve already told me about), have you (has your partner) suffered any injury or health problem since [month of interview] 2003, either as a result of an accident or as a result of poor working conditions?

1. Yes – as a result of an accident
2. Yes – as a result of poor working conditions
3. No
4. Don’t know
5. Refused

S13a  [Ask if S17inj = Yes]
On how many occasions has this happened since [month of interview] 2003?

NUMERIC
Don’t know
Refused

S13b  [Ask if S17inj = Yes]
The last time this happened, did you have to see a doctor or dentist or go to a hospital as a result of the injury or health problem?

1. Yes
2. No
3. Don’t know
4. Refused

S13bi  [Ask if S17inj = Yes – as a result of an accident]
The last time this happened, might any other person or organisation have been responsible or partly responsible for the accident?

1. Yes
2. No
3. Don’t know
4. Refused

S13c  [Ask if S17a >1]
And the time before that, did you have to see a doctor or dentist or go to a hospital as a result of the injury or health problem?

1. Yes
2. No
3. Don’t know
4. Refused

S13ci  [Ask if S17c = Yes]
And the time before that, might any other person or organisation have been responsible or partly responsible for the accident?

1. Yes
2. No
3. Don’t know
4. Refused
PROBLEM TYPE = CLINICAL NEGLIGENCE: ASK ALL

S14neg (Q24) (Excluding anything you’ve already told me about), have you (has your partner) suffered as a result of negligent or wrong medical or dental treatment since [month of interview] 2003?

1. Medical treatment
2. Dental treatment
3. Neither of these
4. Don’t know
5. Refused

S14a [Ask if S18neg = 1 or 2]
On how many occasions has this happened since [month of interview] 2003?

NUMERIC
Don’t know
Refused

S14b [Ask if S18neg = 1 AND 2]
The last time this happened, was this to do with medical treatment or dental treatment?

1. Medical treatment
2. Dental treatment
3. Refused

S14c [Ask if S18neg = 1 AND 2 & S18a >1]
And the time before that, was this to do with medical or dental treatment?

1. Medical treatment
2. Dental treatment
3. Don’t know
4. Refused
PROBLEM TYPE = MENTAL HEALTH: ASK ALL

S15men (Q25) SHOWCARD S14

(Excluding anything you’ve already told me about), have you (has your partner) had any problems or disputes of the kind shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S15a [Ask if S19men = Yes] SHOWCARD S14
Thinking of the most recent problem or dispute, which of these best describes it?

Care relating to mental health
1. Mental health treatment or care you received in hospital
2. Mental health treatment or care you received after leaving hospital
3. Other mental health treatment or care you received

Admission/discharge from hospital in connection with mental health
4. Problems with the manner of admission to hospital for mental health problems
5. Problems obtaining a discharge from hospital for mental health problems
6. Problems with restrictions or conditions of discharge from hospital for mental health problems

7. Refused

S15b [Ask if S19men = Yes] SHOWCARD S14
And have you (has your partner) had any other problems or disputes that were difficult to solve of the type shown on this card since ([month of interview] 2003/ the age of 18)?

1. Yes
2. No
3. Don’t know
4. Refused

S15c [Ask if S19b = Yes] SHOWCARD S14
Thinking of the most recent of these other problems or disputes, which of these best describes it?

Care relating to mental health
1. Mental health treatment or care you received in hospital
2. Mental health treatment or care you received after leaving hospital
3. Other mental health treatment or care you received

Admission/discharge from hospital in connection with mental health
4. Problems with the manner of admission to hospital for mental health problems
5. Problems obtaining a discharge from hospital for mental health problems
6. Problems with restrictions or conditions of discharge from hospital for mental health problems

7. Refused

S15d [Ask if S19b = Yes] SHOWCARD S14
How many other problems or disputes of the kind shown on this card have you (has your partner) had since ([month of interview] 2003/ the age of 18), excluding the two you have just told me about?

NUMERIC
Don’t know
Refused
SHOWCARD S14
Which of these cards best describes these other problems?

**Care relating to mental health**
1. Mental health treatment or care you received in hospital
2. Mental health treatment or care you received after leaving hospital
3. Other mental health treatment or care you received

**Admission/discharge from hospital in connection with mental health**
4. Problems with the manner of admission to hospital for mental health problems
5. Problems obtaining a discharge from hospital for mental health problems
6. Problems with restrictions or conditions of discharge from hospital for mental health problems

7. Refused
PROBLEM TYPE = IMMIGRATION: ASK ALL

S16imm (Q26) SHOWCARD S15

Next, problems or disputes to do with IMMIGRATION OR NATIONALITY.

(Excluding anything you’ve already told me about), have you (has your partner) had any problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S16a [Ask if S20imm = Yes] SHOWCARD S15
Thinking of the most recent problem or dispute, which of these best describes it?

1. Obtaining UK citizenship
2. Dispute over nationality
3. Obtaining authority to remain in the UK
4. Difficulties with partner or children entering the UK
5. Conditions under which you are allowed to remain in the UK
6. Seeking Asylum
7. Refused

S16b [Ask if S20imm = Yes] SHOWCARD S15
And have you (has your partner) had any other problems or disputes that were difficult to solve of the type shown on this card since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

S16c [Ask if S20b = Yes] SHOWCARD S15
Thinking of the most recent of these other problems or disputes, which of these best describes it?

1. Obtaining UK citizenship
2. Dispute over nationality
3. Obtaining authority to remain in the UK
4. Difficulties with partner or children entering the UK
5. Conditions under which you are allowed to remain in the UK
6. Seeking Asylum
7. Don’t know
8. Refused

S16d [Ask if S20b = Yes] SHOWCARD S15
How many other problems of the kind shown on this card have you (has your partner) had since [month of interview] 2003, excluding the two you have just told me about?

NUMERIC
Don’t know
Refused

S16e [Ask if S20b = Yes] SHOWCARD S15
Which of these best describes these other problems?

1. Obtaining UK citizenship
2. Dispute over nationality
3. Obtaining authority to remain in the UK
4. Difficulties with partner or children entering the UK
5. Conditions under which you are allowed to remain in the UK
6. Seeking Asylum
7. Don't know
8. Refused
PROBLEM TYPE = UNFAIR TREATMENT BY THE POLICE: ASK ALL

S17pol (Q27) (Excluding anything you’ve already told me about), have you (has your partner) had any problems to do with being unfairly treated by the police since [month of interview] 2003, for example being assaulted by a police officer or being unreasonably arrested?

1. Yes
2. No
3. Don’t know
4. Refused

S17a [Ask if S21pol = Yes]
On how many occasions since [month of interview] 2003 have you (your partner) had problems to do with being unfairly treated by the police?

NUMERIC
Don’t know
Refused

[FOLLOW UP QUESTIONS TO APPLY TO TWO MOST RECENT OCCASIONS]

[AFTER FOLLOW UP QUESTIONS]

S17b [ASK ALL]
And have you been arrested by the police in the last 12 months?

1. Yes
2. No
3. Don’t know
4. Refused

S17bpri [ASK ALL]
And, can I just check, have you served a prison or community sentence in the last 12 months?

1. Yes
2. No
3. Don’t know
4. Refused
i. PROBLEM TYPE: HOUSING (HOMELESSNESS):
   ASK ALL

S18hom (Q14)  Have you (has your partner) been homeless or been threatened with being homeless since [month of interview] 2003?
   1. Yes
   2. No
   3. Don't know
   4. Refused

S18yes  [Ask if S9hom = 1 & Any other problems mentioned]
The last time you (your partner) were homeless, was this because of a problem you have already told me about?
   1. Yes
   2. No
   3. Don't know
   4. Refused

S18link  [Ask if S9yes = 1 & more than one other problem mentioned]
Which problem was this?
   1. [problem descriptor]
   2. [problem descriptor] etc.
   3. Don't know
   4. Refused

S18type  [Ask if S9hom = 1]
Did you (your partner) actually become homeless?
   1. Yes
   2. No
   3. Don't know
   4. Refused

S18type2  [Ask if S9type = 1]
Where did you (your partner) live as a result?
PROMPT IF NECESSARY
   1. Temporary accommodation (local authority)
   2. Temporary accommodation (friends/relatives)
   3. A shelter or refuge
   4. On the street

S18type3  [Ask if S9type = 2]
What happened as a result?
PROMPT IF NECESSARY
   1. Stayed in the place I was living
   2. Moved to a new home
   3. Moved to temporary accommodation (local authority)
   4. Moved to temporary accommodation (friends/relatives)
   5. Moved to a shelter or refuge

S18b  [Ask if S9hom = 1]
Have there been any other occasions since [month of interview] 2003 when you have (your partner has) been homeless or threatened with being homeless?
   1. Yes
   2. No
   3. Don't know
   4. Refused

S18c  [Ask if S9b = 1 & Any other problems mentioned]
Thinking about the most recent of these other occasions when you were (your partner was) homeless or threatened with being homeless, was this because of a problem you have already told me about?

1. Yes
2. No
3. Don’t know
4. Refused

S18d  [Ask if S9c = 1 & more than one other problem mentioned]
Which problem was this?

1. [problem descriptor]
2. [problem descriptor] etc.
3. Don’t know
4. Refused

S18e  [Ask if S9b = 1]
Did you (your partner) actually become homeless?

1. Yes
2. No
3. Don’t know
4. Refused

S18f  [Ask if S9e = 1]
Where did you live as a result?

PROMPT IF NECESSARY
1. Temporary accommodation (local authority)
2. Temporary accommodation (friends/relatives)
3. A shelter or refuge
4. On the street

S18g  [Ask if S9e = 2]
What happened as a result?

PROMPT IF NECESSARY
1. Stayed in the place I was living
2. Moved to a new home
3. Moved to temporary accommodation (local authority)
4. Moved to temporary accommodation (friends/relatives)
5. Moved to a shelter or refuge

S18h  [Ask if S9hom = 1]
And apart from the two occasions you have just told me about, have there been any other occasions since [month of interview] 2003 when you have (your partner has) been homeless or been threatened with being homeless?

1. Yes
2. No
3. Don’t know
4. Refused

S18i  [Ask if S9h = 1]
On how many other occasions have you (has your partner) been homeless or been threatened with being homeless since ([month of interview] 2003/ the age of 18), apart from the two occasions you have just told me about?

[Numeric]
Action

THE ACTION BLOCK (AND THE PROBLEM DATES/REASONS FOR NOT TAKING ACTION BLOCKS) NEEDS TO BE ASKED FOR EACH PROBLEM TYPE IDENTIFIED UP TO AND INCLUDING S23 AND FOR THE MOST RECENT AND SECOND MOST RECENT INCIDENCES.

THE ACTION BLOCK QUESTIONS WILL FOLLOW STRAIGHT ON FROM THE QUESTIONS ABOUT THE RELEVANT INCIDENT immediately following the problem identified.

S27a  [ASK FOR EACH PROBLEM IDENTIFIED]
Thinking of this problem or dispute, when it first arose, did [you/your partner] think it would sort itself out without you/them taking any action?

1. Yes
2. No
3. Don’t know

S28a  [ASK FOR EACH PROBLEM IDENTIFIED]
SHOW CARD A1
Did [you/your partner] try to contact any of these people or organisations to obtain advice or information to help [you/them] resolve this problem or dispute?

INTERVIEWER: IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council
1. General Enquiries at your local council
2. the Council Advice Service
3. Trading Standards
4. an Other Council Department

Advice Agency
5. Citizens Advice Bureau
6. the Law Centre advice agency
7. an Other Advice Agency

Trade Union/Professional body
8. a Trade Union/Professional Body

Lawyer
9. a solicitor
10. a barrister

Other person or organisation
11. the Police
12. your employer
13. an insurance company
14. a doctor or other health worker
15. a Jobcentre
16. a social worker
17. an MP or local councillor
18. an other person or organisation

19. None of these
20. Don’t know
21. Refused

S28b  [ASK IF S28a = 7]
Which other advice agency did [you/your partner] try to obtain advice or information from?

OPEN
DK/CR
S28  [ASK FOR EACH SOURCE CODED AT S28a]
And [Were you/was your partner] able to obtain some or all of the advice or information [you were/your partner was] seeking from [answer from S28a]?

1. All the advice or information I needed
2. Some of the advice or information I needed
3. None of the advice or information I needed
4. Don’t know

S28d  [ASK IF S28A = A DOCTOR OR OTHER HEALTH WORKER]
Would you say the advice you got from a doctor or other health worker was of a legal nature or just general support and advice?

1. Legal advice
2. General support/advice
3. Both
4. Don’t know
5. Refused

S27b  [ASK FOR EACH PROBLEM IDENTIFIED]
[IF S28a=1-18: Apart from what you have just told me] Did [you/your partner] try to obtain information from any of these sources to try to resolve this [problem descriptor]…

READ OUT …

1. A leaflet, booklet or book
2. The Internet
3. None of these
4. Don’t know/ can’t remember

S27c  [ASK FOR EACH SOURCE CODED AT S27b]
And [Were you/was your partner] able to obtain some or all of the information [you/they] were seeking from [answer from S27b]?

1. All of the information I needed
2. Some of the information I needed
3. None of the information I needed
4. Don’t know

S27d  [ASK IF S27b = 2]
SHOW SCREEN
When you tried to obtain information from the Internet to resolve this problem, what level of help were you trying to get, including only things that you were trying to get online?

CODE ALL THAT APPLY

1. Identify an appropriate source of advice
2. A telephone number for an adviser
3. The details of an adviser to see in person
4. Information to help me to resolve the problem
5. For somebody to sort out the problem for me
6. None of these
7. Don’t know
8. Refused

S27e  [ASK IF S27b = 2]
SHOW SCREEN
And can I ask what you got when you tried to obtain information from the Internet?

CODE ALL THAT APPLY

1. I identified an appropriate source of advice
2. I found the telephone number for an adviser
3. I found the details of an adviser to see in person
4. I obtained some of the information (other than the above) I needed to sort out the problem myself
5. I obtained all of the information I needed to sort out the problem myself
6. I obtained the information I was looking for, but still needed further advice
7. Somebody sorted the problem out for me, without me having to use anything other than the Internet
8. None of these
9. Don’t know
10. Refused

S29a  [ASK FOR EACH PROBLEM IDENTIFIED]
Did [you/your partner] try to talk or write to the other side about solving the problem or
dispute?

CODE ALL THAT APPLY
1. Yes – tried to talk to them
2. Yes – wrote to them
3. No
4. Don’t know
5. Refused

S29b  [ASK IF S29a=1]
Did [you/your partner] manage to talk to them?

1. Yes
2. No
3. Don’t know
4. Refused

S29c  [ASK IF S29a=2]
Did [you/your partner] get a reply to [your/their] letter?

1. Yes
2. No
3. Don’t know
4. Refused

S29d  [Ask if S29a = 3]
Did the other side try to talk or write to [you/your partner] about solving the problem or
dispute?

CODE ALL THAT APPLY
1. Yes – tried to talk to the respondent
2. Yes – wrote to the respondent
3. No
4. Don’t know
5. Refused

S29e  [ASK IF S29d=1]
Did [you/your partner] manage to talk to them?

1. Yes
2. No
3. Don’t know
4. Refused

S30a  [ASK FOR EACH PROBLEM IDENTIFIED]
SHOWCARD A2
On this card are some examples of types of court or tribunal that deal with these types of
problem or dispute. Did [you/your partner], or did anybody acting on [your/their] behalf,
attend a court or tribunal to try to resolve this [problem descriptor]?

1. Yes – respondent attended
2. Yes – someone acting on respondent’s behalf attended
3. No
4. Don’t know
5. Refused

S30b  [ASK IF S30a = 1 or 2]
SHOWCARD A2
Which of these types of court or tribunal did [you/your partner/the person acting on your/their behalf] attend?

**Tribunals**
1. Employment Appeal Tribunal
2. Appeals Service (e.g. Benefits and Child Support)
3. Immigration Adjudicators/Immigration Appeal Tribunal
4. Education Appeals
5. Other Tribunal

**Courts**
6. Small Claims Court
7. County Court
8. Magistrates Court
9. High Court
10. Other Court
11. Don’t know
12. Refused

S30c  
[ASK IF S30a = 3 or 4]
As far as you know was a date ever set for a court or tribunal hearing?
1. Yes
2. No
3. Don’t know
4. Refused

S30d  
[ASK IF S30c = 2 or 3]
As far as you know, were any forms or paperwork sent to a tribunal or court even if a date wasn’t ever set for a hearing?
1. Yes
2. No
3. Don’t know
4. Refused

S30e  
[Ask if S30a = 1 or 2 or S30c = 1 or S30d = 1]
Who [initiated the court action/sent papers to a court or tribunal] – [you/your partner], or somebody acting on [your/their] behalf, or the other side?
1. Respondent/person acting on respondent’s behalf initiated proceedings
2. Other side initiated proceedings
3. Don’t know
4. Refused

S30f  
[ASK FOR EACH PROBLEM IDENTIFIED]
SHOWCARD A3
On this card are some examples of organisations that help people resolve disputes. Did [you/your partner] attend any mediation or conciliation sessions with any of these organisations or a similar organisation to try to resolve this [problem descriptor]?
1. Yes
2. No
3. Mediation/conciliation session planned for future
4. Don’t know
5. Refused

S30g  
[ASK IF S30f = 2]
Were any mediation sessions arranged, even if [you/your partner] did not attend them?
1. Yes
2. No
3. Don’t know
4. Refused

S30i  
[ASK FOR EACH PROBLEM IDENTIFIED]
Did [you/your partner] or anybody acting on [your/their] behalf contact an ombudsman to try to resolve [the problem]?

1. Yes
2. No
3. Don’t know
4. Refused

S31a  [ASK FOR EACH PROBLEM IDENTIFIED EXCEPT DIVORCE]
INTERVIEWER: ASK OR RECORD

When this [problem descriptor] started, would you say:

- you (your partner) had a problem with or were seeking something from the other side
- or the other side had a problem with or was seeking something from you (your partner)?

SINGLE CODE
1. Respondent has problem with/seeking something from the other side
2. Other side has problem with/seeking something from respondent
3. No dispute with anybody
4. Don’t know

S31b  [ASK FOR EACH INCIDENCE OF DIVORCE]

Who started these divorce proceedings?

1. Respondent seeking divorce
2. Other side seeking divorce
3. Don’t know
4. Refused

S32  [ASK FOR EACH PROBLEM IDENTIFIED]

Did the other side at any stage commence or threaten to commence legal proceedings against [you/your partner]?

1. Yes
2. No
3. Don’t know
4. Refused
Problem dates

S33a  [ASK FOR EACH PROBLEM IDENTIFIED EXCEPT DIVORCE]
When did the [problem descriptor] begin? Please tell me the month, and then the year.
SEPARATE SCREENS FOR MONTH (SMNS) THEN YEAR (SYRS)

S33b  [ASK FOR EACH INCIDENCE OF DIVORCE]
And when did these divorce proceedings begin?
Please tell me the month, and then the year.
SEPARATE SCREENS FOR MONTH (SMNS9) THEN YEAR (SYRS9)

S33bck  [IF S33b < 1980]
INTERVIEWER: YOU HAVE CODED THAT THE PROBLEM STARTED IN [YEAR GIVEN AT S33b]. IS THIS CORRECT?

S33c  [ASK FOR EACH PROBLEM IDENTIFIED]
And would you say this [problem descriptor] is now over or is it still ongoing?

1. now over
2. most likely now over
3. too early to say
4. ongoing
5. Don't know
6. Refused

S33d  [ASK IF S33c=1 or 2]
When did this dispute or problem end?
Please tell me the month, and then the year.
SEPARATE SCREENS FOR MONTH (SMNE) THEN YEAR (SYRE)

S33dck  [ASK IF END DATE IS EARLIER THAN START DATE]
INTERVIEWER: YOU HAVE CODED THAT THE PROBLEM ENDED BEFORE IT STARTED. YOU WILL NOW BE TAKEN BACK TO AMEND YOUR ANSWERS.
[ROUTE BACK TO S33a]

S33e  [ASK IF S33c=1 or 2]
SHOWCARD A4
Which of these best describes how the problem or dispute was finished?
SINGLE CODE – IF 2+ ANSWERS CODE HIGHEST ON LIST
1. Through a court or tribunal
2. Through mediation
3. Through an ombudsman
4. Agreement reached between you and the other side
5. The problem/dispute sorted itself out
6. Gave up trying to resolve the problem
7. Did nothing to resolve problem
8. Other (Please specify)
Reasons for not taking action

ASK IF NO ATTEMPT TO GET ADVICE/INFORMATION AND NO PROCESS –

S34a  ASK IF [(S27b not 1 or 2) AND (S28a = None of these) AND (S29a = 3) AND (S30d=2 or S30e = 2) AND S30i = 2)]
Why didn’t you (your partner) do anything to try to resolve the problem or dispute?
SHOWCARD A5

MR
1. No dispute with anybody/thought the other person was right
2. Did not think it was very important
3. Thought it would resolve itself
4. Problem was over and done with
5. Thought it would take too much time
6. Thought it would cost too much
7. Thought it would be too stressful to sort out
8. Thought it would damage relationship with other side
9. Was scared to do anything
10. Did not know what to do/who to go to
11. Was uncertain of my rights
12. Did not think it would make any difference to the outcome
13. Other (specify)
14. Don’t know
15. Refused

S34b  [ASK IF S34a=9]
What were [you/ your partner] scared of?

OPEN
Don’t know
Refused
Impact section

S35a  [ASK FOR EACH PROBLEM IDENTIFIED – run through parts a-e for each problem]
Thinking about this problem or dispute, how much of your time would you say you have spent worrying about it? Would you say: READ OUT:

1. All of your time
2. Most of your time
3. Some of your time
4. Little of your time
5. None of your time
6. Don’t know
7. Refused

S35e  [ASK FOR EACH PROBLEM IDENTIFIED – run through parts a-e for each problem]
SHOWCARD A7
Did or do you experience any of the things on this card as a result of this [problem descriptor] problem? Please just read out the numbers.

1. Physical ill health
2. Stress related illness
3. Relationship breakdown
4. Violence aimed at me
5. Damage to property
6. Had to move home
7. Loss of employment
8. Loss of income
9. Loss of confidence
10. Problems to do with your education
11. Damage to children’s health or wellbeing
12. None of these
13. Refused
Other advice

The following questions should be asked of all respondents at the end of the screen section

S35f [ASK ALL] SHOW CARD A8
In the past 12 months, have you made use of a telephone information or advice service, provided by any of the people or organisations on this card, in relation to any issue [IF PROBLEMS REPORTED IN SCREEN: other than those you have already told me about]?

1. Yes
2. No
3. Don’t know
4. Refused

S35g [ASK IF S35f = YES] SHOW CARD A8
Which ones?

CODE ALL THAT APPLY

1. CLS Direct/Community Legal Advice
2. Consumer Direct
3. Shelter Helpline
4. Parentline Plus
5. ACAS Helpline
6. Insurance Company Legal Helpline
7. Another Legal Helpline

S35h [ASK IF S35f = YES] SHOW CARD A9
Can you tell me what the issue(s) for which you obtained advice from this/these advisers concerned? Please just tell me the number(s) from the card.

CODE ALL THAT APPLY.

1. Discrimination (race, gender, disability, age, religion or sexual orientation)
2. Faulty goods or services
3. Employment
4. Noisy or anti-social neighbours
5. Housing or homelessness
6. Money or debt
7. Welfare benefits
8. Divorce or the breakdown of a relationship
9. Domestic violence
10. Your children’s education
11. An injury or medical negligence
12. Other (please specify)
13. Don’t know
14. Refused

S35i [ASK IF S35f = YES] SHOW CARD A10
How severe would you say the impact of the issue would have been on your life had you not received advice?

1. Not at all
2. Mildly
3. Moderately
4. Markedly
5. Extremely
6. Don’t know
7. Refused
Advice for relatives

The following questions should be asked of all respondents, unless specified otherwise.

[S35j] SHOW CARD A11
Sometimes people help others in resolving problems of the types we have been discussing. We are interested in understanding when this happens.

Can I ask you whether, within the past year, you have helped a relative with any difficult to solve problem of a type on this card? Please just tell me the number(s) from the card.

CODE ALL THAT APPLY.

1. Wills or probate
2. The rights to, or terms of, residential or hospital care
3. Noisy or anti-social neighbours
4. Problems with landlords
5. Entitlement or amount of welfare benefits
6. Discrimination in employment or accessing services
7. Faulty goods or services
8. Problems at work
9. Homelessness
10. Debt
11. Divorce or the breakdown of a relationship
12. Domestic violence
13. An accidental injury or medical negligence
14. None of these
15. Don’t know
16. Refused

[IF MORE THAN ONE ANSWER PROVIDED AT S35j] SHOW CARD A11
Can you tell me which was the most recent of those?

DISPLAY ANSWERS CODED AT S35j.

[S35i] SHOW CARD A12
Thinking about the most recent problem to do with [INSERT ANSWER FROM S35j OR IF MORE THAN ONE CODE AT S35j THE ANSWER FROM S35k], who was it who had the problem on this occasion?

CODE ONE ONLY.

1. Spouse/partner
2. Son or daughter
3. Grandchild
4. Parent
5. Grandparent
6. Brother or sister
7. Other relative
8. Don’t know
9. Refused

[IF ANY OF CODES 1-13 AT S35j]

[S35m] Did you obtain advice (other than from friends or family) for them?

1. Yes
2. No
3. Don’t know
4. Refused
[IF YES AT S35m]
SHOW CARD A1
Which of these people or organisations did you obtain advice from on this occasion?

INTERVIEWER: IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council
1. General Enquiries at your local council
2. the Council Advice Service
3. Trading Standards
4. an Other Council Department

Advice Agency
5. Citizens Advice Bureau
6. the Law Centre advice agency
7. an Other Advice Agency

Trade Union/Professional body
8. a Trade Union/Professional Body

Lawyer
9. a solicitor
10. a barrister

Other person or organisation
19. the Police
20. your employer
21. an insurance company
22. a doctor or other health worker
23. a Jobcentre
24. a social worker
25. an MP or local councillor
26. an other person or organisation (specify)

19. None of these
20. Don’t know
21. Refused

Selection of problems for main questionnaire

S36chk I’d now like you to think about all the problems you have just told me about. Was anyone else aged 18 or over who is currently a member of your household affected by any of these problems?

[Insert all problems mentioned previously]

NEW SCREEN SHOWING SHARED PROBLEMS.

INTERVIEWER: CHECK MAIN CONTACT SHEET FOR THIS HOUSEHOLD TO SEE WHETHER ANY OF THESE PROBLEMS WERE COVERED IN ANOTHER INTERVIEW IN THIS HOUSEHOLD. CODE ANY PROBLEMS ALREADY COVERED ON THIS SCREEN

- PROBLEMS TO BE SELECTED FROM S1 PROBLEM TYPE THROUGH TO S21 PROBLEM TYPE (TWO MOST FREQUENT OCCURENCES)
- BUT: S2 PROBLEM TYPE NOT FOLLOWED UP
- PROBLEMS WHERE NOTHING WAS DONE AND ONLY REASON PROVIDED WAS ‘NOT IMPORTANT ENOUGH’ NOT FOLLOWED UP
WHERE TWO OF THE SAME PROBLEM GO INTO THE SELECTION PROCESS, THE
SUBSEQUENT TEXT FILLS NEED TO REFER TO THE ‘MOST RECENT’ OR ‘SECOND MOST
RECENT’ PROBLEM
- SELECTION PROBABILITIES TO BE ASSIGNED TO EACH PROBLEM TYPE

**S36a [ASK IF SELECTED PROBLEM IS NOT MENTAL HEALTH OR DOMESTIC VIOLENCE]**

The computer is telling me that it has selected the problem concerning [problem descriptor] which started in [date from S33a]. This is the problem I would like to ask you more about.

**INTERVIEWER: RECORD ON MAIN CONTACT SHEET THE PROBLEM TYPE SELECTED AND START DATE**

**S36al [ASK IF SELECTED PROBLEM IS MENTAL HEALTH]**

**SHOWCARD A13**

The computer is telling me that it has selected the problem concerning the problem on this card which started on [date from S33a]. This is the problem I would like to ask you more about.

**[INTERVIEWER: IF SOMEONE ELSE IS PRESENT, IT MAY BE BETTER TO RETURN ON ANOTHER OCCASION TO COMPLETE THE MAIN SECTION]**

0 SUSPEND THIS INTERVIEW FOR NOW
1 CONTINUE

**INTERVIEWER: RECORD ON MAIN CONTACT SHEET THE PROBLEM TYPE SELECTED AND START DATE**

**S36all [ASK IF SELECTED PROBLEM IS DOMESTIC VIOLENCE]**

**SHOW CARD A14**

The computer is telling me that it has selected the problem on this card which started in [date from S33a]. This is the problem I would like to ask you more about.

**[INTERVIEWER: IF SOMEONE ELSE IS PRESENT, IT MAY BE BETTER TO RETURN ON ANOTHER OCCASION TO COMPLETE THE MAIN SECTION]**

0 SUSPEND THIS INTERVIEW FOR NOW
1 CONTINUE

**INTERVIEWER: RECORD ON MAIN CONTACT SHEET THE PROBLEM TYPE SELECTED AND START DATE**

**[WITH MENTAL HEALTH OR DOMESTIC VIOLENCE PROBLEMS THE INTERVIEWER IS ALLOWED TO SKIP THE MAIN SECTION IF NECESSARY (E.G. BECAUSE OF OTHERS WERE PRESENT)]**

**INTERVIEWER: PLEASE EXPLAIN WHY YOU ARE SKIPPING THIS MAIN SECTION.**

**Sothr [ASK IF SELECTED PROBLEM IS DOMESTIC VIOLENCE OR MENTAL HEALTH]**

**INTERVIEWER: IS ANYBODY ELSE PRESENT IN THE ROOM AT THIS POINT?**
1. Yes – spouse/partner/boyfriend/girlfriend
2. Yes – another adult household member
3. Yes – a child household member
4. Yes – a non-household member
5. Yes – someone present but don’t know who they are
6. Nobody else present
Individual demographic questions

[ASK ALL]
Now I would like to ask you a few questions about your circumstances

H6ten
SHOWCARD D1
In which of these ways do you (does your partner) occupy this accommodation?
Please give an answer from this card

1. Own it outright
2. Buying it with the help of a mortgage or loan
3. Pay part rent and part mortgage (shared ownership)
4. Rent it
5. Live here rent free (including rent free in relative's/friend's property; excluding squatting)
6. Squatting
7. Don't Know
8. Refused

H7ten
[Ask if H6ten = 3, 4, 5]
SHOW CARD D2
Who is your landlord?

1. Council/ local authority
2. Other registered social landlord (e.g. Housing Association)
3. Employer (organisation) of a household member
4. Another organisation
5. Relative/friend (before you lived here) of a household member
6. Employer (individual) of a household member
7. Another individual private landlord (not a relative, friend or employer of a household member)
8. Don't know
9. Refused

H8car
[ASK ALL]
[Do you/does your partner] own or have regular use of any of the following…
READOUT
1. Car
2. Light van
3. Motor cycle, moped or scooter
4. Other type of motor vehicle
5. Don't know
6. Refused

H10coms
[ASK ALL]
Which, if any, of the following do you have in your home?

READOUT …

(CODE YES/NO/DK FOR EACH)
A telephone (including a mobile phone)
A personal or laptop computer
Cable, satellite or digital TV
Internet access
D1. [ASK ALL]
SHOWCARD D3
Which of the following best describes what [you were/ your partner was] doing at the beginning of [month of interview] 2003?

IF 2+ ACTIVITIES CODE HIGHEST ON LIST
IF ON NEW DEAL, CODE 'ON A GOVERNMENT PROGRAMME' RATHER THAN UNEMPLOYED

SHOW CALENDAR IF NECESSARY

1. In full-time education (or on holiday from full-time education)
2. In paid employment or self-employed (or temporarily away)
3. On a Government scheme for employment training
4. Doing unpaid work for a business that you/he/she own(s), or that a relative owns
5. Waiting to take up paid work already obtained
6. Looking for paid work or a Government training scheme
7. Intending to look for work but prevented by temporary sickness or injury (up to 6 months)
8. Permanently unable to work because of long-term sickness or disability (6 months or longer)
9. Wholly retired from paid work
10. Looking after home or family
11. Caring for a sick, elderly or disabled person
12. Doing something else (specify)
13. Don’t Know
14. Refused

D2 [ASK ALL]
Can I just check, [have you/has your partner] been [insert answer from D1] continuously during the period between the beginning of [month of interview] 2003 and this last week?

1. Yes
2. No
3. Don’t know
4. Refused

D3 [ASK IF D2=2]
When did [you/your partner] stop [IF D1=1-3,8,9: being] [insert answer from D1]?
SHOW CALENDAR IF NECESSARY.
ENTER DATE (month and year)

D4 [ASK IF D2=2]
And what [were you/was your partner] doing immediately following [insert date from D3]?
SHOWCARD D3. IF 2+ ACTIVITIES CODE HIGHEST ON LIST, IF ON NEW DEAL, CODE AS BEING 'ON A GOVERNMENT PROGRAMME' RATHER THAN UNEMPLOYED.

1. In full-time education (or on holiday from full-time education)
2. In paid employment or self-employed (or temporarily away)
3. On a Government scheme for employment training
4. Doing unpaid work for a business that you/he/she own(s), or that a relative owns
5. Waiting to take up paid work already obtained
6. Looking for paid work or a Government training scheme
7. Intending to look for work but prevented by temporary sickness or injury (up to 6 months)
8. Permanently unable to work because of long-term sickness or disability (6 months or longer)
9. Wholly retired from paid work
10. Looking after home or family
11. Caring for a sick, elderly or disabled person
12. Doing something else (specify)
13. Don’t Know
14. Refused

D5 [ASK IF D2=2]
And [have you/has your partner] been [insert answer from D4] continuously during the period between [insert date from D3] and this last week?

1. Yes
2. No
3. Don’t know
4. Refused
D6  [ASK IF D5=2]
When did [you/your partner] stop [IF D4=1-5,7,8: being] [insert answer from D4]?
SHOW CALENDAR IF NECESSARY.
ENTER DATE (month and year)

REPEAT QUESTIONS D4-6 UNTIL REACH CURRENT ACTIVITY

[Ask All]
I’d like to talk now about caring informally for others.

D27  [Ask if more than one person in household (AHHold= 2-12)]
May I check, is there anyone living with you (your partner) who is sick, disabled or elderly whom [you look after or give / your partner looks after or gives] special help to, other than in a professional capacity?
CODE NO IF GIVES FINANCIAL HELP ONLY

1. Yes
2. No
3. Don’t know
4. Refused

D35evwk  [ASK IF D1<>2 AND D4 <>2]
Can I just check [have you/has your partner] EVER had a paid job, apart from any temporary work?
1. Yes
2. No
3. Don’t know
4. Refused

D36full  [ASK IF D35evwk=1 OR D1 = 2 OR D4 = 2]
SHOW CARD D4
I would now like to ask about [your/your partner’s] [current/most] recent job.
Can I just check, which of the categories on this cardbest describes the sort of work they do?

1. Modern professional occupations
   such as: teacher - nurse - physiotherapist - social worker - welfare officer - artist - musician - police officer (sergeant or above) - software designer

2. Clerical and intermediate occupations
   such as: secretary - personal assistant - clerical worker - office clerk - call centre agent - nursing auxiliary - nursery nurse

3. Senior managers or administrators
   (usually responsible for planning, organising and co-ordinating work and for finance)
   such as: finance manager - chief executive

4. Technical and craft occupations
   such as: motor mechanic - fitter - inspector - plumber - printer - tool maker - electrician - gardener - train driver

5. Semi-routine manual and service occupations
   such as: postal worker - machine operative - security guard - caretaker - farm worker - catering assistant - receptionist - sales assistant

6. Routine manual and service occupations
   such as: HGV driver - van driver - cleaner - porter - packer - sewing machinist - messenger - labourer - waiter / waitress - bar staff

7. Middle or junior managers
   such as: office manager - retail manager - bank manager - restaurant manager - warehouse manager - publican

8. Traditional professional occupations
such as: accountant - solicitor - medical practitioner - scientist - civil / mechanical engineer

9. Other (specify)

10. Don’t know

11. Refused

D7 [ASK ALL]
Can I just check, what was [your/your partner’s] marital status at the beginning of [month of interview] 2003? Were [you/they]…?

READ OUT AND CODE FIRST TO APPLY. USE CALENDAR IF NECESSARY.
1. Single, that is never married
2. Co-habiting and never married
3. Married and living with (husband/wife)
4. Married, but separated from (husband/wife) and not co-habiting
5. Married, but separated from (husband/wife) and co-habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don’t Know
11. Refused

D8 [ASK ALL]
Did [your/your partner’s] martial status change in the period between the start of [month of interview] 2003 and now?

1. Yes
2. No
3. Don’t know
4. Refused

D9 [ASK IF D8=1]
SHOW CALENDAR IF NECESSARY
When did [you/your partner] stop being [insert answer from D7]?

SEPARATE SCREENS FOR MONTH AND YEAR

D10 [ASK IF D8=1]
What was [your/you partner’s] new marital status immediately following [insert month and year from D9]?

1. Single, that is never married
2. Co-habiting and never married
3. Married and living with (husband/wife)
4. Married, but separated from (husband/wife) and not co-habiting
5. Married, but separated from (husband/wife) and co-habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don’t Know
11. Refused
D11  
[ASK IF D8=1]  
Did [your/your partner’s] marital status change again at all in the period between the [insert month and year from D9] and now?  
1. Yes  
2. No  
3. Don’t know  
4. Refused

D12  
[ASK IF D11=1]  
When did [you/they] stop being [insert answer from D10]?  
SHOW CALENDAR IF NECESSARY  
SEPARATE SCREENS FOR MONTH AND YEAR

REPEAT QUESTIONS D10-12 UNTIL REACH CURRENT MARITAL STATUS

Dmar  
[IF FINAL MARITAL STATUS <> MARRIED AND LIVING WITH (HUSBAND/WIFE)]  
And, can I just check, [do you/does your partner] have any plans to get married in the next two years?  
1. Yes  
2. No  
3. Don’t know  
4. Refused

Deng  
[IF FINAL MARITAL STATUS <> MARRIED AND LIVING WITH (HUSBAND/WIFE)]  
And [are you/is your partner] currently engaged to be married?  
1. Yes  
2. No  
3. Don’t know  
4. Refused

D47Qual  
[ASK ALL]  
SHOWCARD D5  
[Do you/does your partner] have any of the qualifications listed on this card?  
1. Yes  
2. No  
3. Don’t Know  
4. Refused

D48EdQu  
[ASK IF D48EdQu= 1]  
SHOWCARD D5  
Starting from the top of this list, please look down the list of qualifications and tell me the number of the first one you come to that [you/your partner] have passed.  
1. Higher degree, eg MSc, MA, MBA, PhD  
2. First degree/ Postgraduate Diplomas/ PGCE/ Professional qualifications at degree level  
   NVQ/SVQ Level 4 or 5  
3. Diplomas in higher education/ HNC/ HND/ BTEC higher/  
   Teaching, nursing or medical qualifications below degree level/  
   RSA Higher Diploma  
4. A/AS levels/ SCE higher/ Scottish Certificate 6th Year Studies  
   NVQ level 3/ BTEC National  
   City and Guilds Advanced/  
   RSA Advanced Diploma  
5. Trade Apprenticeships  
6. O level/ GCSE Grades A*-C/ SCE Standard/ Ordinary Grades 1-3/  
   NVQ level 2/ BTEC first/ general diploma  
   City and Guilds Craft/ Ordinary/ RSA Diploma  
7. O level/GCSE grade D-G/ SCE Standard/Ordinary grades below 3  
   NVQ level 1/ BTEC first/ general certificate
D49ben

[ASK ALL]
Which, if any, of these state benefits are/is {you/ your partner} currently receiving in {your/their} own right?
SHOWCARD D6
INTERVIEWER: ADD IF NECESSARY – THAT IS WHERE YOU/YOUR PARTNER ARE THE NAMED RECIPIENT
1. Unemployment related benefits, or National Insurance Credits
2. Income support (not as an unemployed person)
3. Sickness or Disability benefits (not including tax credits)
4. State Pension
5. Family related benefits (excluding Child Benefit and tax credits)
6. Child benefit
7. Cold weather payment
8. Housing, or Council tax benefits
9. Tax credits
10. Other (specify)
11. None of these
12. Don’t Know
13. Refused

D13a

[ASK ALL]
I would now like to ask you a few questions about {your/your partner’s} health.

May I just check, did {you/they} have a long-standing illness, disability or infirmity at the beginning of [month of interview] 2003? By long-standing I mean anything that troubled {you/them} over a period of time or that was likely to affect {you/them} over a period of time.

1. Yes
2. No
3. Don’t know
4. Refused

D13b

[ASK IF D13a=1]
And do (you/they) still have this long standing illness, disability or infirmity?

1. Yes
2. No
3. Don’t know
4. Refused

D13c

[ASK IF D13b=2]
When did this illness, disability or infirmity end?
RECORD END MONTH/ YEAR

D13d

[ASK IF D13b=2]
And did (you/your partner) have any other long standing illness, disability or infirmity between [insert month and year from D13c] and now?

1. Yes
2. No
3. Don’t know
4. Refused

D13e

[ASK IF D13d=1]
When did this other illness, disability or infirmity start?
RECORD START MONTH/ YEAR
REPEAT QUESTIONS D13b-e UNTIL REACH MONTH OF INTERVIEW [ALLOW 4 iterations in script]

D13f  [ASK IF D13a=2]
And have (you/your partner) had a long-standing illness, disability or infirmity since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

D13g  [ASK IF D13f=1]
When did this illness, disability or infirmity start?
RECORD START MONTH/ YEAR

D13h  [ASK IF D13f=1]
And do (you/they) still have this long standing illness, disability or infirmity?

1. Yes
2. No
3. Don’t know
4. Refused

D13i  [ASK IF D13h=1]
When did this illness, disability or infirmity end?
RECORD END MONTH/ YEAR

D13j  [ASK IF D13f=2]
And did (you/your partner) have any other long standing illness, disability or infirmity between [insert month and year from D13i] and now?

1. Yes
2. No
3. Don’t know
4. Refused

REPEAT QUESTIONS D13g-j UNTIL REACH MONTH OF INTERVIEW [ALLOW 4 iterations in script]

D13k  [ASK IF D13b=1 (any iteration) or D13h=1 (any iteration)]
SHOWCARD D7
To what extent do the symptoms of this illness, disability or infirmity disrupt your work or current daily activity? Please give a rating from 0 to 10, where 0 means it does not disrupt your work or daily activity at all and 10 means extreme disruption to your work or daily activity.

1. 0 – Not at all
2. 1 – Mildly
3. 2
4. 3
5. 4 – Moderately
6. 5
7. 6
8. 7 – Markedly
9. 8
10. 9
11. 10 - Extremely

D13l  [ASK IF D13b=1 (any iteration) or D13h=1 (any iteration)]
SHOWCARD D7
To what extent have the symptoms of this illness, disability or infirmity disrupted your family life or home responsibilities? Again, please give a rating from 0 to 10.

1. 0 – Not at all
2. 1 – Mildly
3. 2
D13m

[ASK IF D13b=1 (any iteration) or D13h=1 (any iteration)]
SHOWCARD D7
To what extent have the symptoms of this illness, disability or infirmity disrupted your free time? Again, please give a rating from 0 to 10.

1. 0 – Not at all
2. 1 – Mildly
3. 2
4. 3
5. 4 – Moderately
6. 5
7. 6
8. 7 – Markedly
9. 8
10. 9
11. 10 - Extremely

D13n

[ASK IF D13b=1 (any iteration) or D13h=1 (any iteration)]
Can I just check, (are you/is your partner) officially registered as being disabled?

1. Yes
2. No
3. Don’t know
4. Refused

D14Me

[ASK ALL]
Have you suffered from stress, depression or some other kind of mental health problem since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

D14b

[ASK IF D14Me=1]
Have you seen a counsellor, doctor or nurse, because you were or though you might be suffering from stress, depression, or some other kind of mental health problem since [month of interview] 2003?

1. Yes
2. No
3. Don’t know
4. Refused

D14c

[ASK IF D14b=1]
SHOW CARD D8
On all occasions when you have suffered from these types of problems, which kinds of problems have doctors said you were suffering from? Please just read out the letters on this card.

1. A. Stress
2. B. Depression (including post-natal)
3. C. Anxiety/ panic attacks
4. D. Manic depression/ bipolar disorder
5. E. Other mental illness or mental health problem
6. Never saw doctor
7. Doctor didn’t say what it was
8. Don’t know
9. Refused
I would now like to ask you a series of questions about how your health has been, in general over the last few weeks.

**ASK ALL**

**SF1** In general, would you say your health is:

READ OUT
1. Excellent
2. Very good
3. Good
4. Fair
5. Poor
6. Don’t know
7. Refused

The following questions are about activities you might do during a typical day.

**SF2** Does your health limit you in moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf?

IF YES: Is that a little or a lot?
1. Yes, limited a lot
2. Yes, limited a little
3. No, not limited at all
4. Don’t know
5. Refused

**SF3** Does your health limit you if you are attempting to climb several flights of stairs?

IF YES: Is that a little or a lot?
1. Yes, limited a lot
2. Yes, limited a little
3. No, not limited at all
4. Don’t know
5. Refused

**SF4** During the past 4 weeks have you accomplished less than you would have liked with your work or other regular daily activities as a result of your physical health?

1. Yes
2. No
3. Don’t know
4. Refused

**SF5** During the past 4 weeks were you limited in the kind of work or other activities you did as a result of your physical health?

1. Yes
2. No
3. Don’t know
4. Refused

**SF6** During the past 4 weeks, have you accomplished less than you would have liked with your work or other regular daily activities as a result of any emotional problems, such as feeling depressed or anxious?

1. Yes
2. No
3. Don’t know
4. Refused
During the past 4 weeks did you do work or other activities less carefully than usual as a result of any emotional problems, such as feeling depressed or anxious?

1. Yes
2. No
3. Don’t know
4. Refused

During the past 4 weeks, how much, if at all, did pain interfere with your normal work, including both work outside the home and housework? Please take your answer from the card.

1. Not at all
2. A little bit
3. Moderately
4. Quite a bit
5. Extremely
6. Don’t know
7. Refused

The next questions are about how you feel and how things have been with you during the past 4 weeks. For each question, please give the one answer that comes closest to the way you have been feeling.

How much of the time during the past 4 weeks have you felt calm and peaceful?

1. All of the time
2. Most of the time
3. A good bit of the time
4. Some of the time
5. A little of the time
6. None of the time
7. Don’t know
8. Refused

How much of the time during the past 4 weeks did you have a lot of energy?

1. All of the time
2. Most of the time
3. A good bit of the time
4. Some of the time
5. A little of the time
6. None of the time
7. Don’t know
8. Refused

How much of the time during the past 4 weeks have you felt downhearted and blue?

1. All of the time
2. Most of the time
3. A good bit of the time
4. Some of the time
5. A little of the time
6. None of the time
7. Don’t know
8. Refused

During the past 4 weeks, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting friends, relatives, etc)?

1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
NOTE FOR DP – DISPLAY THE FOLLOWING AS A TEXT ONLY SCREEN BEFORE DPERS.

I am now going to show you a series of statements that you may or may not feel describe your personality. We are asking these questions to see how the way people see themselves relates to their experience of problems.

For each of the following statements please tell me how well you think they describe your personality.

NOTE FOR DP – ASK THE FOLLOWING QUESTIONS AS A LOOP

Dpers [ASK IF NOT PROXY – I.E. IF QPROXY = 1]

SHOW SCREEN

I see myself as someone who…

…is reserved
…is generally trusting
…tends to be lazy
…is relaxed, handles stress well
…has few artistic interests
…is outgoing, sociable
…tends to find fault with others
…does a thorough job
…gets nervous easily
…has an active imagination

1. Agree strongly
2. Agree a little
3. Neither agree nor disagree
4. Disagree a little
5. Disagree strongly
6. Don’t know
7. Refused

D16a [ASK ALL]

I am now going to read out a few statements, please tell me how much you agree or disagree with each one, taking your answer from this card. Please be open and honest when answering.

SHOW CARD D16

In most ways my life is close to my ideal.

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don’t know
9. Refused

D16b [ASK ALL]

SHOW CARD D16

The conditions of my life are excellent.

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don’t know
9. Refused

D16c  [ASK ALL]
SHOW CARD D16
I am satisfied with my life.

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don't know
9. Refused

D16d  [ASK ALL]
SHOW CARD D16
So far I have got the important things I want in life.

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don't know
9. Refused

D16e  [ASK ALL]
SHOW CARD D16
If I could live my life over, I would change almost nothing

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don't know
9. Refused

D33Eth  [Ask ALL]
SHOW CARD D17
To which of these ethnic groups do you consider [you belong /your partner belongs]?

1. A. White – British
2. B. White – Irish
3. C. White – other white background
4. D. Mixed – White and Black Caribbean
5. E. Mixed – White and Black African
6. F. Mixed – White and Asian
7. G. Mixed – Any Other Mixed Background
8. H. Asian or Asian British – Indian
9. I. Asian or Asian British – Pakistani
10. J. Asian or Asian British – Bangladeshi
11. K. Asian or Asian British – other Asian background
12. L. Black or Black British – Caribbean
13. M. Black or Black British – African
14. N. Black or Black British – other Black background
15. O. Chinese
16. P. Other (specify)
17. Don't Know
18. Refused
D33lang  
[ASK ALL]
What language do you normally speak at home?
1. English
2. Arabic
3. Bengali
4. Cantonese
5. French
6. Greek
7. Gujarati
8. Hindi
9. Polish
10. Punjabi
11. Somali
12. Turkish
13. Urdu
14. Welsh
15. Other (specify)
16. Don’t know
17. Refused

D33cou  
[ASK ALL]
And, can I just check, in which country were you born?
1. England
2. Scotland
3. Wales
4. Northern Ireland
5. Ireland (Republic)
6. Other (specify)
7. Don’t know
8. Refused

D33when  
[ASK ALL]
And in which year did you come to live in the UK?
NUMERIC (1907 – 2007)
Don’t know
Refused

D50inc  
SHOWCARD D18
Please can you look at this card and tell me which letter represents your TOTAL HOUSEHOLD INCOME from all sources BEFORE tax and other deductions. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

<table>
<thead>
<tr>
<th>Annual</th>
<th>Weekly</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Under £2,500</td>
<td>Under £50</td>
<td>Under £200</td>
</tr>
<tr>
<td>B. £2,500 - £4,999</td>
<td>£50 - £99</td>
<td>£200 - £399</td>
</tr>
<tr>
<td>C. £5,000 - £9,999</td>
<td>£100 - £199</td>
<td>£400 - £829</td>
</tr>
<tr>
<td>D. £10,000 - £14,999</td>
<td>£200 - £289</td>
<td>£830 - £1249</td>
</tr>
<tr>
<td>E. £15,000 - £19,999</td>
<td>£290 - £389</td>
<td>£1,250 - £1,649</td>
</tr>
<tr>
<td>F. £20,000 - £24,999</td>
<td>£390 - £489</td>
<td>£1,650 - £2,099</td>
</tr>
<tr>
<td>G. £25,000 - £29,999</td>
<td>£490 - £579</td>
<td>£2,100 - £2,499</td>
</tr>
<tr>
<td>H. £30,000 - £34,999</td>
<td>£580 - £679</td>
<td>£2,500 - £2,899</td>
</tr>
<tr>
<td>I. £35,000 - £39,999</td>
<td>£680 - £769</td>
<td>£2,900 - £3,349</td>
</tr>
<tr>
<td>J. £40,000 - £44,999</td>
<td>£770 - £869</td>
<td>£3,350 - £3,749</td>
</tr>
<tr>
<td>K. £45,000 - £49,999</td>
<td>£870 - £969</td>
<td>£3,750 - £4,149</td>
</tr>
<tr>
<td>L. £50,000 or more</td>
<td>£970 or more</td>
<td>£4,150 or more</td>
</tr>
</tbody>
</table>

SPONTANEOUS : Nothing/No work or scheme
Don’t Know
Refused
D50b  [ASK ALL]
SHOWCARD D18
Looking at this card, please can you tell me your **OVERALL PERSONAL INCOME** from all sources **BEFORE** tax and other deductions. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

<table>
<thead>
<tr>
<th>Annual</th>
<th>Weekly</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Under £2,500</td>
<td>Under £50</td>
<td>Under £200</td>
</tr>
<tr>
<td>B. £2,500 - £4,999</td>
<td>£50 - £99</td>
<td>£200 - £399</td>
</tr>
<tr>
<td>C. £5,000 - £9,999</td>
<td>£100 - £199</td>
<td>£400 - £829</td>
</tr>
<tr>
<td>D. £10,000 - £14,999</td>
<td>£200 - £289</td>
<td>£830 - £1249</td>
</tr>
<tr>
<td>E. £15,000 - £19,999</td>
<td>£290 - £389</td>
<td>£1,250 - £1,649</td>
</tr>
<tr>
<td>F. £20,000 - £24,999</td>
<td>£390 - £489</td>
<td>£1,650 - £2,099</td>
</tr>
<tr>
<td>G. £25,000 - £29,999</td>
<td>£490 - £579</td>
<td>£2,100 - £2,499</td>
</tr>
<tr>
<td>H. £30,000 - £34,999</td>
<td>£580 - £679</td>
<td>£2,500 - £2,899</td>
</tr>
<tr>
<td>I. £35,000 - £39,999</td>
<td>£680 - £769</td>
<td>£2,900 - £3,349</td>
</tr>
<tr>
<td>J. £40,000 - £44,999</td>
<td>£770 - £869</td>
<td>£3,350 - £3,749</td>
</tr>
<tr>
<td>K. £45,000 - £49,999</td>
<td>£870 - £969</td>
<td>£3,750 - £4,149</td>
</tr>
<tr>
<td>L. £50,000 or more</td>
<td>£970 or more</td>
<td>£4,150 or more</td>
</tr>
</tbody>
</table>

SPONTANEOUS : Nothing/No work or scheme
Don’t Know
Refused

D51  [ASK ALL]
SHOW CARD D19
Which of these religious groups do you belong to, if any?

1. No religion, atheist or agnostic
2. Christian (including Church of England, Catholic, Protestant, and all other Christian denominations)
3. Muslim
4. Hindu
5. Sikh
6. Jewish
7. Buddhist
8. Other (not specified)
9. Don’t know
10. Refused

**PROBLEM TYPE = VICTIM OF CRIME: ASK ALL (No follow up)**

S25vic (Q30)  SHOWCARD D20
Since [month of interview] 2003, have you (has your partner) been the victim of any of the offences detailed on this card?

1. Theft or attempted theft
2. Burglary or attempted burglary
3. Robbery/mugging or attempted robbery/mugging
4. Criminal damage/vandalism to your property or Attempted criminal damage/vandalism to your property
5. Assault or attempted assault
6. Other (specify)
7. None of these
8. Don’t Know
9. Refused

S25b  [ASK IF S25vic=1-6]
Since [month of interview] 2003, how many times have you been a victim of [insert answer from S25vic]?

**REPEAT S25B FOR EACH ANSWER GIVEN AT S25VIC**
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>NATURE OF OTHER PARTY</td>
<td>69</td>
</tr>
<tr>
<td>ADVICE</td>
<td>71</td>
</tr>
<tr>
<td>COSTS</td>
<td>88</td>
</tr>
<tr>
<td>CONTACT WITH THE OTHER SIDE</td>
<td>90</td>
</tr>
<tr>
<td>OBJECTIVES</td>
<td>91</td>
</tr>
<tr>
<td>OUTCOME</td>
<td>98</td>
</tr>
<tr>
<td>IMPACT</td>
<td>100</td>
</tr>
<tr>
<td>PREVIOUS EXPERIENCE/GENERAL QUESTIONS</td>
<td>104</td>
</tr>
<tr>
<td>ATTITUDES TO JUSTICE</td>
<td>107</td>
</tr>
</tbody>
</table>
Nature of other party

I am now going to ask you some more questions about your [SELECTED] problem. Please only think about this problem when answering the following questions.

M1emp  [Ask if EMPLOYMENT PROBLEM (S4emp=1)]  
Can I just check who [were/are] you in dispute or disagreement with – was it your employer, a work colleague or some other person or organisation?

    1. Employer
    2. Work colleague(s)
    3. Other person or organisation
    4. Don’t know
    5. Refused

M2hou  [Ask if HOUSE OWNING PROBLEM (S6hou=1)]  
SHOW SCREEN
Can I just check, who [were/are] you in dispute or disagreement with?

    1. Freeholder
    2. Neighbour
    3. Bank/Building Society/Mortgage company
    4. Insurance company
    5. Estate agent
    6. Surveyor
    7. Council/Local Authority
    8. Squatters
    9. Other person or organisation
    10. Don’t know
    11. Refused

M3ren  [Ask if RENTING PROBLEM (S7ren=1)]  
SHOW SCREEN
Can I just check, who [were/are] you in dispute or disagreement with?

    1. Council/local authority
    2. Other registered social landlord (e.g. Housing association)
    3. Private landlord
    4. Landlord’s agent
    5. Neighbour(s)
    6. Co-tenants/flat mates
    7. Lodger/Sub-tenant
    8. Other person or organisation
    9. Don’t know
    10. Refused

M4dis  [Ask if HOMELESSNESS PROBLEM (S9hom=1)]  
Were you in dispute with any person or organisation in relation to your homelessness?

    1. Yes
    2. No
    3. Don’t know
    4. Refused

M4hom  [Ask if M4dis = 1]  
SHOW SCREEN
Can I just check, who [were/are] you in dispute or disagreement with?

    1. Council/local authority
    2. Other registered social landlord (e.g. Housing association)
    3. Private landlord
    4. Shelter management
    5. Hotel management
    6. Other person or organisation
    7. Don’t know
SHOW SCREEN
Can I just check, who [were/are] you in dispute or disagreement with?

1. Bank/Building Society/Mortgage company
2. Utility company (e.g. gas, electricity, water)
3. Insurance company
4. Pension company
5. Inland Revenue
6. Other business
7. Employer
8. Council/Local Authority
9. DSS/Benefits Agency
10. Accountant/financial adviser
11. (Ex) husband/wife/partner
12. Other family member
13. Other person or organisation
14. Don’t know
15. Refused

SHOW SCREEN
Can I just check, who [was/is] the problem with?

1. (Ex) husband/wife
2. (Ex) partner
3. Other family member
4. Local Authority/Social Services
5. Fostering or adoption agency
6. Child Support Agency
7. Other person or organisation
8. Don’t know
9. Refused

SHOW SCREEN
Can I just check, who [were/are] you in disagreement with?

1. (Ex) husband/wife
2. (Ex) partner
3. Other family member
4. Local Authority/Social Services
5. School/Teacher/Local Education Authority
6. Other person or organisation
7. Don’t know
8. Refused

SHOW SCREEN
Can I just check, who [were/are] you in disagreement with?

1. Employer
2. Council/Local Authority
3. Shop
4. Restaurant/cafe/bar
5. Driver of car, van, bicycle or other vehicle
6. Other person or organisation
7. Don’t know
8. Refused

SHOW SCREEN
Can I just check, who [were/are] you in disagreement with?

1. Dentist
2. General Practitioner
3. Hospital
4. Psychiatrist/psychologist
5. Physiotherapist/chiropractor/chiropodist
6. Alternative medical practitioner
7. Other person or organisation
8. Don’t know
9. Refused

M10per [Ask if IMMIGRATION PROBLEM (S20imm=1)]
Can I just check, who [were/are] you in disagreement with, the Home Office, Immigration Service, an Embassy or another person or organisation?
1. Home Office/Immigration Service
2. Embassy
3. Other person or organisation
4. Don’t know
5. Refused

M11det [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
Can you tell me in more detail what the problem [was/is] about?
PROBE FULLY: ASK FOR DETAILS OF NATURE AND CIRCUMSTANCES OF PROBLEM
Text: Maximum 220 characters

M12con [ASK IF MORE THAN ONE PROBLEM IN SCREENER]
You said earlier that you have experienced [IF ONE OTHER PROBLEM: a problem with [problem descriptor]/ IF MORE THAN ONE OTHER PROBLEM: more than one problem or dispute since [month of interview] 2003]. Could you tell me if you feel this [insert selected problem] problem was directly connected to [IF ONE OTHER PROBLEM: this other problem/ IF MORE THAN ONE OTHER PROBLEM: any other problems you have mentioned]?
1. Yes
2. No
3. Don’t know
4. Refused

M13pro [ASK IF M12con=1 & MORE THAN ONE OTHER PROBLEM EXPERIENCED]
SHOW SCREEN
Which of these other problems would you say this problem was connected with?
List all problems experienced
Don’t know
Refused

M14cau [ASK IF M12con=1]
Would you say this [problem descriptor] was the cause of the other problems, the result of the other problems, or was it neither the cause nor the result?
1. Cause
2. Result
3. Neither
4. Don’t know
5. Refused

M14cri [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
And, can I just check, did the problem either result from or lead to you committing any criminal offences?
1. Resulted from criminal offence
2. Led to committing criminal offence
3. Neither
4. Don’t know
5. Refused
Advice

Questions for those who did not seek personal/any advice

M15sto  [Ask all who did not seek personal advice – S28 = None of these]
You said earlier that you did not try to get advice or information from any people or organisations to help you sort out this problem or dispute.

What stopped you from trying to get advice or information?

1. Didn’t occur to them to seek advice or information
2. Didn’t think they needed advice or information
3. Didn’t think it would make a difference
4. Weren’t sure where to go for advice or information
5. Didn’t think anybody would be able to help
6. People/organisations were too far away
7. Opening hours were not convenient
8. Services were too difficult or complicated to use
9. Services were too expensive to use
10. Other (specify)
11. Don’t know
12. Refused

M15con (Q23)  [Ask all who did not seek personal advice – If S28A = None of these]
SHOW CARD M1
Did you at any point consider getting any help or advice from the people or organisations on this card in relation to the [problem descriptor]?

1. Yes
2. No
3. Don’t know
4. Refused

M15a  [ASK IF M15con = 1]
SHOW CARD M1
Which ones?

LOCAL COUNCIL
8. GENERAL ENQUIRIES
9. COUNCIL ADVICE SERVICE
10. TRADING STANDARDS
11. OTHER COUNCIL DEPARTMENT

ADVICE AGENCY
12. CITIZENS ADVICE BUREAU
13. LAW CENTRE
14. OTHER ADVICE AGENCY

TRADE UNION/PROFESSIONAL BODY
8. TRADE UNION/PROFESSIONAL BODY

LAWYER
9. SOLICITOR
10. BARRISTER

OTHER PERSON OR ORGANISATION
27. THE POLICE
28. YOUR EMPLOYER
29. AN INSURANCE COMPANY
30. A DOCTOR OR OTHER HEALTH WORKER
31. A JOBCENTRE
32. A SOCIAL WORKER
33. AN MP OR LOCAL COUNCILLOR
34. OTHER

NONE OF THESE
DON’T KNOW
REFUSED
M15b  [ASK all who did not seek personal advice – If S28A = None of these]
ASK FOR EACH TYPE IDENTIFIED AT M15a

Why did you decide not to try to get advice or information from [insert answer M15a]?

16. No dispute with anybody/thought other person was right
17. Did not think it was very important
18. You didn’t think you needed advice or information
19. Problem was resolved
20. Thought it would take too much time
21. Thought it would cost too much
22. Thought it would be too stressful
23. Thought it would damage relationship with other side
24. Was scared to do anything
25. Didn’t know how to get advice
26. Didn’t think it would make any difference to the outcome
27. The people/organisations were too far away
28. Had tried seeking advice before and not found it useful
29. Other (specify)
30. Don’t know
31. Refused

M15c  [Ask If M15b = 9]
What were you scared of?
OPEN

M16wis (Q26)  [Ask if S28a= none of these]
SHOW CARD M1
[If S27b=1 or 2: Other than advice or information you obtained from leaflets, books, booklets or the Internet,] Do you now wish you had got some advice or information from the types of people or organisations on this card in relation to the [problem descriptor]?

1. Yes
2. No
3. Don’t know
4. Refused

M16a  [ASK IF M16wis = 1]
Why do you now wish you had got some advice or information?

1. Problem was more serious than I thought
2. Found I couldn’t handle it alone
3. Other side would have taken me more seriously
4. Would have got a better outcome
5. It would have been less stressful
6. Problem would have been resolved sooner
7. Other (specify)
8. Don’t know

M16b  [ASK IF M16wis = 1 AND S27b=not 1 or 2]
Where do you wish you had got some advice or information from?

1. Internet
2. Leaflet, booklet or book
3. Solicitor
4. Advice agency
5. Other type of agency
6. Don’t know
7. Refused

M16c  [ASK IF M16wis = 1 AND S27b = 1 or 2]
Where do you wish you had got some advice or information from?

1. Solicitor
2. Advice agency
3. Other type of agency
4. Don’t know
5. Refused
M17a  
[Ask those who took no action - S27b not 1or2 & S28a= none of these, DK or ref & S29a not 1or2 & S30a not 1or2 & S30g not=1 & S30i not=1]
Did anybody encourage you to take any action about the problem?

1. Yes
2. No
3. Don’t know
4. Refused

M17b  
[ASK IF M17a=1]
Who encouraged you to take action about the problem?

1. Spouse/partner
2. Other relative
3. Friend
4. Other (specify)
5. Don’t know
6. Refused

M17c  
[Ask those who took no action - S27b not 1or2 & S28a= none of these, DK or ref & S29a not 1or2 & S30a not 1or2 & S30g not=1 & S30i not=1]
Did anybody discourage you from taking action about the problem?

1. Yes
2. No
3. Don’t know
4. Refused

M17d  
[ASK IF M17c=1]
Who discouraged you from taking action about the problem?

1. Spouse/partner
2. Other relative
3. Friend
4. Other (specify)
5. Don’t know
6. Refused

M17e  
[Ask those who did not seek personal advice – If ‘None of these’ at S28a]
Did anybody encourage you to seek personal advice about the problem?

1. Yes
2. No
3. Don’t know
4. Refused

M17f  
[ASK IF M17e=1]
Who encouraged you to seek personal advice about the problem?

1. Spouse/partner
2. Other relative
3. Friend
4. Other (specify)
5. Don’t know
6. Refused

M17g  
[Ask those who did not seek personal advice – If ‘None of these’ at S28a]
Did anybody discourage you from seeking personal advice about the problem?

1. Yes
2. No
3. Don’t know
4. Refused

M17h  
[ASK IF M17g=1]
Who discouraged you from seeking personal advice about the problem?

1. Spouse/partner
2. Other relative
3. Friend
4. Other (specify)
5. Don’t know
6. Refused
Questions for those who sought self-help advice

M18eas  [Ask for each self-help source from which obtained information - S27c = 1 or 2]
You said earlier that you got information from [source] in relation to this problem or dispute. How easy did you find it to get this information? Would you say it was…
READ OUT:
1. Very easy
2. Quite easy
3. Quite difficult
4. Very difficult
5. Don’t know
6. Refused

M18a  [Ask for each self-help source from which obtained information - S27c = 1 or 2]
How helpful was the information you got from [source]? Would you say it was…
READ OUT:
1. Very helpful
2. Fairly helpful
3. Not very helpful
4. Not at all helpful

M18b  [Ask for each self-help source from which failed to obtain information - S27c = 3]
You said earlier that you were unable to get information from [source] in relation to this problem or dispute. What were the difficulties you encountered in locating information using the […]?
ASK FOR EACH SOURCE MENTIONED
OPEN ENDED

M18c  [Ask those who were self-helpers and sought advice from person/organisation – S27b = 1 or 2 and S28a = 1-18]. Ask for each self-help source used
Did you try to get this information from [source] before or after you tried to get advice?
1. Before
2. After
3. Don’t know

M18d  [ASK if sought advice from Internet self-help source (S27b=2)]
Which Internet sites did you use to try and get advice?
MR
1. Citizens Advice Bureaux/ NACAB/Adviceguide website
2. Employment Tribunals/ Acas website
3. Community Legal Services Direct/Community Legal Advice/Legal Services Commission/Justask website
4. Department for Work and Pensions (DWP) website
5. Department of Trade and Industry (DTI) website/Department for Business, Enterprise and Regulatory Reform (BERR) website
6. Commission for Racial Equality (CRE) website
7. Disability Rights Commission (DRC) website
8. Equal Opportunities Commission (EOC) website
9. Jobcentre Plus website
10. Law firm/Solicitor website
11. Trade union website
12. Other (specify)
13. Don’t know
14. Refused
Questions for those who sought personal advice

M19who (Q30) [ASK IF SOUGHT PERSONAL ADVICE – S28a = 1-18]
I am now going to ask you some questions about the people or organisations you tried to obtain advice or information from to help you resolve [problem descriptor].

M19a [ASK IF MORE THAN ONE ADVISER APPROACHED]
SHOW SCREEN

You said earlier that you tried to obtain advice or information from the advisers on this screen.

Could you tell me in which order you approached these advisers? Which of these did you approach first, whether or not you were successful in obtaining help or advice from them?
INTERVIEWER: USE CALENDAR AS APPROPRIATE TO AID RECALL

[Insert adviser types coded at S28a]
Don’t know
Refused

M19b [ASK IF MORE THAN ONE ADVISER APPROACHED]

SHOW SCREEN
INTERVIEWER: USE CALENDAR AS APPROPRIATE TO AID RECALL

[Insert adviser types coded at S28a, INCLUDING adviser coded at M19a]
No more approached
Don’t know
Refused

(Repeat until no further advice sought)

M19c [ASK FOR ALL ADVISERS APPROACHED]
And were you able to obtain some or all of the advice or information you were seeking from [adviser – ask for multiple types of the same adviser – refer to ‘first [adviser], ‘second [adviser] etc]?

1. All of the advice or information I needed
2. Some of the advice or information I needed
3. None of the advice or information I needed
4. Don’t know

M20whe (Q30) [ASK FOR FIRST FOUR ADVISERS (IN CHRONOLOGICAL ORDER)]
When did you first try to obtain help from the [adviser]? Please tell me the month and then the year.
INTERVIEWER: USE CALENDAR AS APPROPRIATE TO AID RECALL

[Screens to collect month, then year]

M20b1 (Q19) [ASK FOR FIRST ADVISER IF S28c= 1 OR 2]
DP NOTE: IF EASIER HAVE THESE 4 QUESTIONS FOR ALL OF THE FIRST FOUR ADVISERS, BUT ONLY REALLY NEEDED FOR THE FIRST ONE.
SHOW SCREEN
Which of the following would you have done if [adviser] hadn’t existed?
MR
1. I Would have contacted another adviser I knew about
2. I Would have done some research to see who else I could have contacted
3. I Would not have sought advice from anyone else
4. Something else (specify)
5. Don’t know
6. Refused

M20b2 [ASK FOR FIRST ADVISER IF (S28c= 1 OR 2) AND M20b1 NOT 1]
Were there other places you knew of where you could have got advice?
1. Yes
2. No
3. Don’t know
4. Refused

M20b3  [ASK IF M20b2=1]
Were any of these other places closer to where you live than [adviser]?
1. Yes
2. No
3. Don’t know
4. Refused

M20b4  [ASK FOR FIRST ADVISER IF S28c= 1 OR 2]
SHOW SCREEN
Which of the following are important to you in your choice of adviser?

MR
1. Distance from where you live
2. Convenience of where they are located
3. Their reputation
4. Whether you have used them previously
5. Cost of advice
6. Gender of the adviser
7. Ethnicity of the adviser
8. Languages that the advisers can speak
9. Other (specify)
10. Don’t know
11. Refused

M20c (Q20)  [ASK FOR FIRST FOUR ADVISERS IF S28c= 1 OR 2]
Can I just check, was the [adviser] a friend or relative of yours, or did you have a friend or relative working there?
1. Adviser was a friend/relative
2. Had a friend/relative at the organisation
3. Neither adviser nor organisation connected to friend/relative
4. Don’t know
5. Refused

M20d  [ASK FOR FIRST FOUR ADVISERS IF S28c= 1 OR 2]
How did you first contact the [adviser]?
1. In person
2. By telephone
3. By post
4. By email/internet
5. Through someone else
6. Other (specify)
7. Don’t know
8. Refused

M20e  [ASK UNLESS M20d = 1]
Did you actually meet the adviser in person to discuss your problem?
1. Yes
2. No
3. Don’t know
4. Refused

M20f  [ASK IF S28c = 1 or 2]
In which of these ways did you obtain information, advice or other help from [adviser]?
SHOW SCREEN
1. In person
2. By telephone
3. By post
4. By email/internet
5. Through someone else
6. Other (specify)
7. Don't know
8. Refused

M20g  [ASK IF M20d = 1 or M20e = 1]
About how many times did you speak to [adviser] face to face?
ACCEPT ESTIMATE IF NECESSARY
NUMERIC
1. Don't know
2. Refused

M20gb  [ASK IF M20f = 1 and nothing else coded at M20f]
Would you have preferred the option of telephone advice for some or all of your advice from [adviser]?
1. Yes – some
2. Yes - all
3. No
4. Had the option of telephone advice
5. Don't know
6. Refused

M20h  [ASK IF M20f = 2]
About how many times did you speak to [adviser] on the phone?
ACCEPT ESTIMATE IF NECESSARY
NUMERIC
Don’t know
Refused

M20hb  [ASK IF M20f = 2]
Did you feel that you were able to discuss all that you needed to with [adviser] on the telephone?
1. Yes
2. No
3. Don't know
4. Refused

M20hc  [ASK IF M20f = 2 and nothing else coded at M20f]
Would you have preferred to get advice face-to-face from [adviser]?
1. Yes
2. No
3. Don't know
4. Refused

M20i  [ASK IF M20d = 1 or M20e = 1]
When you met someone from [adviser] face to face, did you go to meet them or did they visit you?
1. Always went to meet adviser
2. Sometimes went to adviser/sometimes adviser went to them
3. Adviser travelled to respondent/adviser was employer
4. Don't know
5. Refused

M20j  [ASK IF M20i = 2]
On how many occasions did you have to go to meet them?
ACCEPT ESTIMATE IF NECESSARY

NUMERIC
Don’t know
Refused

M20jj  [ASK IF M20i=1 or 2]
When you went to meet the adviser, how did you usually get there?
1. By car/van
2. By public transport
3. Walked/cycled
4. Don’t know
5. Refused

M20k  [ASK IF M20i = 1 or 2]
And how far did you have to travel to see them (each time)?
1. Less than half a mile
2. Between half a mile and 2 miles
3. More than 2, up to 5 miles
4. More than 5 miles
5. Don’t know
6. Refused

M20l  [ASK IF M20k=4]
Approximately how many miles did you travel?
PROBE FOR AN EXACT NUMBER
NUMERIC
Don’t know
Refused

M20ll  [ASK IF M20i= 1 or 2]
How long did it take to get to the [adviser]?
PROBE FOR AN EXACT NUMBER IN MINUTES
NUMERIC
Don’t know
Refused

M20m  [ASK IF M20i = 1 or 2 AND M20jj=2]
And how much did it cost you to travel to see them (each time)? Please give the cost for the return journey.
PROBE FOR AN EXACT NUMBER
NUMERIC – POUNDS/PENCE
Don’t know
Refused

M20n  [ASK FOR FIRST FOUR ADVISERS IF S28c= 1 OR 2]
In total, about how much did you spend speaking to [adviser], [either on the phone or in person], [excluding any time spent travelling to see them]?
NUMERIC – HOURS/MINUTES
Don’t know
Refused

M20o (Q21)  [ASK FOR FIRST FOUR ADVISERS IF S28c= 1 OR 2]
SHOW SCREEN
Did the [adviser] give you advice about any of the things on this screen at any time?
1. Your legal position
2. Procedures/what to do next
3. The financial position
4. Other (specify)
5. None of these
6. Don’t know
7. Refused
M20p (Q22)  [ASK FOR FIRST FOUR ADVISERS IF S28c = 1 OR 2]
SHOW SCREEN
And looking at this screen, what advice or help did the [adviser] actually give you about the best course of action? Please include all advice received on all occasions.

1. Try to resolve problem directly by talking to the other side  
2. Get advice/help from another person or organisation  
3. Threaten the other side with legal action  
4. Start formal legal proceedings  
5. Try a (professional) mediation/conciliation service  
6. Go to ombudsman  
7. Advised that there was nothing that could be done  
8. Other (specify)  
9. None of these  
10. Don’t know  
11. Refused

M20q  [ASK IF M20p=2]
SHOW CARD M1
Who did the [adviser] suggest that you contact for advice or help?

LOCAL COUNCIL  
1. GENERAL ENQUIRIES  
2. COUNCIL ADVICE SERVICE  
3. TRADING STANDARDS  
4. OTHER COUNCIL DEPARTMENT

ADVICE AGENCY  
5. CITIZENS ADVICE BUREAU  
6. LAW CENTRE  
7. OTHER ADVICE AGENCY

TRADE UNION/PROFESSIONAL BODY  
8. TRADE UNION/PROFESSIONAL BODY

LAWYER  
9. SOLICITOR  
10. BARRISTER

OTHER PERSON OR ORGANISATION  
35. THE POLICE  
36. YOUR EMPLOYER  
37. AN INSURANCE COMPANY  
38. A DOCTOR OR OTHER HEALTH WORKER  
39. A JOBCENTRE  
40. A SOCIAL WORKER  
41. AN MP OR LOCAL COUNCILLOR  
42. AN OTHER PERSON OR ORGANISATION  
27. Don’t know

M20r  [ASK FOR FIRST FOUR ADVISERS IF S28c = 1 OR 2]
SHOW SCREEN
Which, if any, of these did the [adviser] actually do for you?

1. Contacted the other side on my behalf  
2. Negotiated with the other side on my behalf  
3. Prepared paperwork for me  
4. Contacted another person/organisation on my behalf  
5. Helped me contact another person/organisation  
6. Accompanied me to court/tribunal/arbitration/mediation  
7. Spoke on my behalf at court/tribunal/arbitration/mediation  
8. Told me what to write in a letter or what to say on the telephone  
9. Other (specify)  
10. None of these  
11. Don’t know  
12. Refused

M20t  [ASK FOR FIRST FOUR ADVISERS IF S28c = 1 OR 2 AND S33c=1 or 2]
Overall, do you think the advice or help you received from the [adviser] helped bring about a better result?

1. Yes
2. No, same result
3. No, worse result
4. Can’t say
5. Refused

**M20ad**

[ASK FOR FIRST FOUR ADVISERS IF S28c = 1 OR 2]

Would you say the advice you got was of a legal nature or just general support and advice?

6. Legal advice
7. General support/advice
8. Both
9. Don’t know
10. Refused

**M20ae**

[ASK FOR FIRST FOUR ADVISERS IF S28c = 1 OR 2]

Did the [adviser] at any point suggest that you had no case or a weak case?

1. Yes – no case
2. Yes – weak case
3. No
4. Don’t know
5. Refused

**M20u**

[ASK FOR FIRST FOUR ADVISERS IF S28c = 1 OR 2]

Would you recommend other people in your situation to consult this type of adviser?

If Yes ASK: ‘Is that definitely or probably?’
If No ASK: ‘Is that probably not or definitely not?’

1. Yes – definitely
2. Yes – probably
3. No – probably not
4. No – definitely not
5. Don’t know/ can’t say
6. Refused

**M20v**

[ASK IF M20u=3 or 4]

Why would you not recommend this adviser to others?

1. Not up-to-date
2. Did not understand my situation
3. Did not have experience dealing with my type of problem
4. Was not interested
5. Did not give type of information needed
6. Advice was of poor quality
7. Too expensive
8. Just sent me off somewhere else
9. Other (specify)
10. Don’t know
11. Refused
M21how (Q16) [ASK FOR FIRST FOUR ADVISERS IF S28c = 3]
You said earlier that you tried to get advice or information from [adviser] to help you sort out this problem or dispute, but were unable to do so. How did you first try to contact the [adviser]?
PROMPT IF NECESSARY.
1. By telephone
2. In person
3. In writing
4. By email/internet
5. In some other way (specify)
6. Don’t know
7. Refused

M21g [ASK FOR FIRST FOUR ADVISERS IF S28c= 3]
Did you try to contact the [adviser] by any other means? [Screen to not show answer given at M21how]
1. By telephone
2. In person
3. In writing
4. By email/internet
5. Through someone else
6. Other (specify)
7. No other means used
8. Don’t know
9. Refused

M21gg [ASK FOR FIRST FOUR ADVISERS IF S28c= 3]
Did you manage to make contact with the adviser?
1. Yes
2. No
3. Don’t know
4. Refused

M21why (Q17) [ASK FOR FIRST FOUR ADVISERS IF S28c = 3]
Why were you unable to get any advice or information from [adviser]? FILTER ANSWERS ACCORDING TO RESPONSES TO M21how, AS INDICATED BY CODES IN BRACKETS BELOW
1. Couldn’t find one (4, 5)
2. The people/organisations were too far away (2)
3. The opening hours were not convenient for you (1, 2)
4. Didn’t understand advice or information (1-5)
5. The services were too expensive to use (1-5)
6. Couldn’t get through on the phone (1)
7. Kept waiting too long when went to see them (2)
8. Appointment too far in the future (2)
9. They weren’t able/willing to help (1-5)
10. Got no reply to letter/email (3, 4)
11. Other (specify) (1-5)
12. Don’t know
13. Refused

M21h [ASK IF M21gg=1 AND (M21how=2 or M21g=2]
Did you actually meet the adviser in person to discuss your problem?
1. Yes
2. No
3. Don’t know
4. Refused

M21i [ASK IF M21h=1]
When you met someone from [adviser] face to face, did you go to meet them or did they visit you?

1. Always went to meet adviser
2. Sometimes went to adviser/sometimes adviser went to them
3. Adviser travelled to respondent/adviser was employer
4. Don’t know
5. Refused

M21j  [ASK IF M21i = 2]
On how many occasions did you have to go to meet them?
ACCEPT ESTIMATE IF NECESSARY

NUMERIC
Don’t know
Refused

M21jj  [ASK IF M21i=1 or 2]
When you went to meet the adviser, how did you usually get there?
1. By car/van
2. By public transport
3. Walked/cycled
4. Don’t know
5. Refused

M21k  [ASK IF M21i = 1 or 2]
And how far did you have to travel to see them (each time)?

1. Less than half a mile
2. Between half a mile and 2 miles
3. More than 2, up to 5 miles
4. More than 5 miles
5. Don’t know
6. Refused

M21l  [ASK IF M21k=4]
Approximately how many miles did you travel?
PROBE FOR AN EXACT NUMBER

NUMERIC
Don’t know
Refused

M21ll  [ASK IF M21i= 1 or 2]
How long did it take to get to the [adviser]?
PROBE FOR AN EXACT NUMBER IN MINUTES

NUMERIC
Don’t know
Refused

M21m  [ASK IF M21i = 1 or 2 AND M21jj=2]
And how much did it cost you to travel to see them (each time)? Please give the cost for the return journey.
PROBE FOR AN EXACT NUMBER

NUMERIC – POUNDS/PENCE
Don’t know
Refused

M21n  [ASK FOR FIRST FOUR ADVISERS IF S28c= 3]
In total, about how much time did you spend speaking to [adviser], [either on the phone or in person], [excluding any time spent travelling to see them]?

NUMERIC – HOURS/MINUTES
Don’t know
Refused
M21a  [Ask if problem is over (S33c = 1 or 2) and S28c = 1 or 2 for last adviser]
Do you think you had enough advice or information to help you sort out the problem or dispute or could you have done with more?
1. Had enough
2. Could have done with more
3. Don’t know
4. Refused

M21b  [Ask if problem is ongoing (S33c = 3 or 4) and S28c = 1 or 2 for last adviser]
Do you think you have had enough advice or information to help you sort out the problem or dispute or could you do with more?
1. Have had enough
2. Could do with more
3. Don’t know
4. Refused

M21c  [Ask if M21b = 2]
Do you intend to seek more help?
1. Yes
2. No
3. Don’t know
4. Refused

M21d  [Ask if (S28c= 3 for last adviser mentioned at M19b) OR if M21a = 2 OR If M21c = 2]
Why [didn’t you try/aren’t you intending] to get more advice or information to help you sort out the problem or dispute?
1. Other side was already taking action
2. Problem was not sufficiently important
3. Thought it would resolve itself
4. Problem was over and done with
5. Thought it would take too much time
6. Thought it would cost too much
7. Thought it would be too stressful to sort out
8. Thought it would damage relationship with other side
9. Was scared to do anything
10. Did not know where to go
11. Did not think it would make any difference to the outcome
12. Had tried seeking advice before and not found it useful
13. Other (specify)
14. Don’t know
15. Refused

M22wis (Q27)  [Ask all who did not succeed in getting personal advice – If S28c = 3 for all advisers coded at S28a]
Do you now wish you had obtained help or advice in relation to the problem?
1. Yes
2. No
3. Don’t know
4. Refused

M22a  [ASK IF M22wis = 1]
Why do you now wish you had got some advice or help?
1. Problem was more serious than I thought
2. Found I couldn’t handle it alone
3. Other side would have taken me more seriously
4. Would have got a better outcome
5. Problem didn’t go away
6. Other (specify)
7. Don’t know

M22b  [ASK IF M22wis=1]
SHOW CARD M1
Where do you now wish you had got advice or help from?

LOCAL COUNCIL
1. GENERAL ENQUIRIES
2. COUNCIL ADVICE SERVICE
3. TRADING STANDARDS
4. OTHER COUNCIL DEPARTMENT

ADVICE AGENCY
5. CITIZENS ADVICE BUREAU
6. LAW CENTRE
7. OTHER ADVICE AGENCY

TRADE UNION/PROFESSIONAL BODY
8. TRADE UNION/PROFESSIONAL BODY

LAWYER
9. SOLICITOR
10. BARRISTER

OTHER PERSON OR ORGANISATION
11. THE POLICE
12. YOUR EMPLOYER
13. AN INSURANCE COMPANY
14. A DOCTOR OR OTHER HEALTH WORKER
15. A JOBCENTRE
16. A SOCIAL WORKER
17. AN MP OR LOCAL COUNCILLOR
18. AN OTHER PERSON OR ORGANISATION

19. NONE OF THESE
20. DON’T KNOW
21. REFUSED

M27a  [ASK IF SOUGHT PERSONAL ADVICE – S28a = 1-18]
Did you make any appointments to try and get advice that were not kept?

1. Yes
2. No
3. Don’t know
4. Refused

M27b  [ASK IF M27a=1]
Why did you not keep the appointment(s)?

OPEN

M32ed1  [ASK ALL QUALIFYING FOR MAIN UNLESS S34a=11]
At the time of the [problem descriptor], did you know what your legal rights were relating to this problem?

1. Yes
2. No
3. Don’t know
4. Refused

M32ed2  [ASK ALL QUALIFYING FOR MAIN]
At the time of the [problem descriptor] did you know what formal processes (such as court proceedings and tribunals) are sometimes used to deal with these sorts of problems?

1. Yes
2. No
3. Don’t know
4. Refused

**M32ed3**

[ASK IF M32ed2=1]
And did you know how to use these processes?

1. Yes
2. No
3. Don’t know
4. Refused

**M32ed4**

[ASK ALL QUALIFYING FOR MAIN]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?
IF YES ASK: What do you wish you had known?

OPEN

**M32ed5**

[ASK ALL QUALIFYING FOR MAIN]
And, can I just check, do you feel you could have dealt with the problem earlier than you did?

1. Yes
2. No
3. Did not deal with problem / did not need to deal with problem
4. Don’t know
5. Refused
Costs

Ask for all advisers contacted from whom advice/information successfully obtained

M22c  [Ask for all advisers contacted from whom advice/information successfully obtained]

You said that you obtained advice or information from [adviser]. Did you have to directly pay for all or part of the help you received from [adviser]?
IF YES: did you have to pay for all of it or just part of it?
1. Yes - paid for all of it
2. Yes - paid for part of it
3. No – it was free
4. Don’t know
5. Refused

M22d  [ASK IF M22c = 2 or 3]
SHOW SCREEN
Which of these people, organisations or schemes paid for the help you received from [adviser]?
1. Legal aid, Legal Services Commission or Community Legal Service Fund
2. No win, no fee (“conditional fee”)
3. Insurance company (or you through insurance premiums)
4. Trade Union or professional body (or you through trade union subscriptions)
5. Your employer
6. The adviser themselves (i.e. the adviser received no money specifically to help you)
7. Other (Specify)
8. Don’t know
9. Refused

M22e  [ASK IF M22d=2]
Did you proceed on a ‘no-win, no-fee’ basis?
1. Yes
2. No
3. Don’t know
4. Refused

M22f  [ASK IF M22c=1 or 2]
How much did you directly pay for the advice or information you received from [adviser]?

NUMERIC (IN POUNDS)
Don’t know
Refused

M22ff  [Ask for all advisers contacted from whom advice/information successfully obtained] How much would you [have been/be] prepared to spend of your own money on getting advice from [adviser]?

NUMERIC (IN POUNDS)
Nothing
Don’t know
Refused

M22g  [ASK IF M22d=1-5 or 7]
ASK FOR EACH ORGANISATION MENTIONED AT M22d
[If M22d=1 or 3-5 or 7: How much did [organisation] pay] [If M22d=2: How much was paid on a no win, no fee basis] for the advice or information you received from [adviser]?

NUMERIC (IN POUNDS)
Don’t know
Refused
M22h [ASK IF M22c= 2 or 3]
If the help you received from [adviser] had not been [free/partly paid for], would you have still sought help or continued to seek help from them?

1. Yes
2. No
3. Don't know
4. Refused

M22i [Ask if M22h = 1]
How much would you [have been/be] prepared to spend of your own money on getting advice from this adviser?

NUMERIC (IN POUNDS)
Nothing
Don't know
Refused

M22j [ASK IF M22i=Nothing or (M22c =3 & M22h = 2)]
Why wouldn't you be prepared to spend any of your own money on getting advice from [adviser]?

OPEN (or could think of pre-codes – e.g. couldn’t afford it; not worth it etc.)
Don’t know
Refused

M22k [Ask all who successfully got advice from an adviser]
How much money would you [be/have been] prepared to spend in total to sort this problem out?

NUMERIC (IN POUNDS)
Nothing
Don’t know
Refused

M22l [Ask if ‘Nothing’ at M22k]
Why [aren’t/weren’t] you prepared to spend any money to sort this problem out?

OPEN (or could think of pre-codes – e.g. couldn’t afford it; not worth it etc.)
Don’t know
Refused
Contact with the other side

M23 (Q28)  [ASK IF S29b = 1 or S29a = 2]
You said earlier that you talked/wrote/talk and wrote to the other side to try to sort the problem out. Roughly how many times did you talk or write to them?

1. One
2. Two
3. 3 to 5
4. 6 to 9
5. 10 or more
6. Don’t know
7. Refused

M23a  [ASK IF (S29b = 1 or S29a = 2) & S28a = 1-18]
Was this before or after you tried to get advice or information from an adviser, or was it both before and after?

1. Before
2. After
3. Both
4. Don’t know
5. Refused

M23aa  [ASK IF S29b=1 or S29a=2]
Were you able to discuss the problem with them in the way that you wanted?

1. Yes
2. No
3. Don’t know
4. Refused

M23ab  [ASK IF M23aa=2]
Why not?
OPEN ENDED

M23b  [ASK IF S29a = 1 or 2 & neither S29b nor S29c = 1]
You said earlier that you tried to talk/write/talk and write to the other side to try to sort the problem out, but were unable to/but did not get a reply. Roughly how many times did you try to contact them?

1. One
2. Two
3. 3 to 5
4. 6 to 9
5. 10 or more
6. Don’t know
7. Refused

M23c  [ASK IF (S29a = 1 or 2 & neither S29b nor S29c = 1) & S28a = 1-18]
Was this before or after you tried to get advice or information from an adviser, or was it both before and after?

1. Before
2. After
3. Both
4. Don’t know
5. Refused

M23cc  [ASK IF S29a = 1 or 2 & neither S29b nor S29c = 1]
Why were you unable to talk to them?

1. Couldn’t locate them
2. Wouldn’t reply
3. Other (specify)
4. Don’t know
5. Refused
Objectives

Claimants who have taken action

M24mon (Q49)  [ASK IF: (S28a=1-18 or S27b=1-2 or S29a=1-2 or S30a=1-2 or S30e=1 or S30f=1 or S30i=1) AND (S31a or S31b =1)]

I now want to ask you a few questions about what you were trying to do in relation to this [problem descriptor].

Thinking back to when you first decided to do something about the problem, were you trying to get some money or property?

(Multi-coded 1 & 2)
1. Yes - money
2. Yes - property
3. Neither
4. Don’t know
5. Refused

M24b  [ASK IF S13fam=1 AND (Pchi01= 1 or respondent’s children in household)]

Was this for you or your children?
1. Self
2. Children
3. Both
4. Don’t know
5. Refused

M25lum (Q55)  [ASK IF M24mon=1]

Were you trying to get a lump sum or regular payments?

1. Lump sum of money from other side
2. Regular payments (e.g. Maintenance, benefits etc)
3. Both
4. Other (specify)
5. Don’t know
6. Refused

M25a  [ASK IF M25lum=1 or 3]

How much money were you trying to get the other side to pay as a lump sum?

NUMERICAL+
Did not know how much to expect
Don’t know
Refused

M25b  [ASK IF M25lum=2 or 3]

How much money were you trying to get the other side to pay as regular payments?

Please give the monthly amount.

NUMERICAL+
Did not know how much to expect
Don’t know
Refused

M25c  [ASK IF M25lum=2 or 3]

How many months were the regular payments going to last for?

NUMERICAL+
For the foreseeable future
Did not know how much to expect
Don’t know
Refused
M25d  
[ASK IF M24mon=2]
What was the value of the property you were trying to get?
NUMERICAL+
Don’t know
Refused

M26oth (Q50)  
[ASK IF: (S28a=1-18 or S27b=1-2 or S29a=1-2 or S30a=1-2 or S30e=1 or S30f=1 or S30i=1) AND (S31a or S31b =1)]
Still thinking back to when you first decided to do something about the [problem descriptor], were there other things you hoped to achieve?
1. Yes - mentioned (other) things
2. None - no (other) objectives
3. Don’t know
4. Refused

M26a1  
[ASK IF M26oth=1 & Family related problem selected]
What were the other things you were trying to achieve? Please don’t include anything you’ve already told me about

Money/property
1. Retain possession or ownership of family home
2. Retain or gain assets other than a family home
3. Regular or increased payments
4. End or reduction of regular payments

Other (problem specific)
5. End a relationship
6. Preserve a relationship
7. Change in behaviour of another person
8. Other family related aim (please specify)

Other (general)
9. Change the behaviour of another person
10. Prevent a problem recurring
11. Obtain an apology
12. Reprimand/telling off for someone
13. Clear my name
14. Show that I am in the right
15. Don’t know
16. Refused

M26a2  
[ASK IF M26oth=1 & employment-related problem selected]
What were the other things you were trying to achieve? Please don’t include anything you’ve already told me about.

Money/property
1. Obtain compensation

Other (problem specific)
2. Preserve or gain a job
3. Change working conditions
4. Equal terms of employment
5. Other employment related aim

Other (general)
6. Change the behaviour of another person
7. Prevent a problem recurring
8. Obtain an apology
9. Reprimand/telling off for someone
10. Clear my name
11. Show that I am in the right
12. Don’t know
13. Refused

M26a3  
[ASK IF M26oth=1 & housing-related problem selected (owning, renting or homelessness)]
What were the other things you were trying to achieve? Please don’t include anything you’ve already told me about.

**Money/property**
1. Obtain a refund (including return of deposit) or compensation

**Other (problem specific)**
2. Physical change to property
3. Change to terms of a lease
4. Establish boundary or right of way
5. Change in behaviour of another person(s)
6. Retain or obtain a home
7. Other housing related aim

**Other (general)**
8. Change the behaviour of another person
9. Prevent a problem recurring
10. Obtain an apology
11. Reprimand/telling off for someone
12. Clear my name
13. Show that I am in the right
14. Don’t know
15. Refused

M26a4  
[ASK IF M26oth=1 & money/debt-related problem selected]
What were the other things you were trying to achieve? Please don’t include anything you’ve already told me about.

**Money/ debt related:**

**Money/property**
1. Refund or compensation
2. Increase income
3. Reduction of a bill
4. Reduction or clearance of a debt
5. Other money related aim (please specify)

**Other (problem specific)**
6. Correction of erroneous information

**Other (general)**
7. Change the behaviour of another person
8. Prevent a problem recurring
9. Obtain an apology
10. Reprimand/telling off for someone
11. Clear my name
12. Show that I am in the right
13. Don’t know
14. Refused

M26a5  
[ASK IF M26oth=1 & Immigration or citizenship-related problem selected]
What were the other things you were trying to achieve? Please don’t include anything you’ve already told me about.

1. Obtain citizenship or right to stay in the UK
2. Obtain the right for another person to visit or remain in the UK
3. Change terms on which can remain in the UK

**Other (general)**
2. Change the behaviour of another person
3. Prevent a problem recurring
4. Obtain an apology
5. Reprimand/telling off for someone
6. Clear my name
7. Show that I am in the right
8. Don’t know
9. Refused
M26a6  [ASK IF M26oth=1 & mental health-related problem selected]
What were the other things you were trying to achieve? Please don’t include anything you’ve already told me about.

Money/property
1. Obtain compensation

Other (problem specific)
2. Obtain treatment
3. Release from hospital
4. Change conditions of release from hospital

Other (general)
5. Change the behaviour of another person
6. Prevent a problem recurring
7. Obtain an apology
8. Reprimand/telling off for someone
9. Clear my name
10. Show that I am in the right
11. Don’t know
12. Refused

M26a7  [ASK IF M26oth=1 & other type of problem selected (other than those in M26a1-6)]
What were the other things you were trying to achieve? Please don’t include anything you’ve already told me about.

Money/property
1. Obtain compensation

Other (general)
2. Change the behaviour of another person
3. Prevent a problem recurring
4. Obtain an apology
5. Reprimand/telling off for someone
6. Clear my name
7. Show that I am in the right
8. Don’t know
9. Refused

M26b  [Ask If any money codes at M26a (M26a1=3 or 4 OR M26a2=1 OR M26a3=1 OR M26a4=1-5 OR M26a6=1 OR M26a7=1)]
Were you trying to get a lump sum or regular payments?

1. Lump sum of money from other side
2. Regular payments (e.g. Maintenance, benefits etc)
3. Both
4. Other (specify)
5. Don’t know
6. Refused

M26c  [ASK IF M26b =1 or 3]
How much money were you trying to get the other side to pay as a lump sum?

NUMERICAL+
Did not know how much to expect
Don’t know
Refused

M26d  [ASK IF M26b =2 or 3]
How much money were you trying to get the other side to pay as regular payments?
Please give the monthly amount.

NUMERICAL+
Did not know how much to expect
Don’t know
Refused

M26e  [ASK IF M26b =2 or 3]
How many months were the regular payments going to last for?
NUMERICAL+
For the foreseeable future
Did not know how much to expect
Don’t know
Refused

M26f [Ask If any property codes at M26a (M26a1=1 or 2)]
What was the value of the property you were trying to get?
NUMERICAL+
Don’t know
Refused

M26g1 (Q66) [If S33c= 1 or 2: Ask M26g1-3 for each objective identified at M24mon & M26a]
You said that [objective text] was an objective in relation to [the problem]. Would you say this objective was
…READ OUT:
1. Achieved completely
2. Achieved in part
3. Not achieved at all
4. Or is it too early to say?
5. Don’t know
6. Refused

M26g2 [Ask if M26g1=2]
Did the advice or information you obtained suggest you had no legal basis to meet this objective in full?
1. Yes
2. No
3. Don’t know
4. Refused

M26g3 [Ask if M26g1=3]
Did any advice or information you obtained suggest you had no legal basis to meet this objective?
1. Yes
2. No
3. Don’t know
4. Refused

M26h (Q73) [Ask if M26g1=2 AND objective is money-related (M24mon=1 OR M26a1=3 or 4 OR M26a2=1 OR M26a3=1 OR M26a4=1-6 OR M26a6=1 OR M26a7=1)]
So, as a result of your claim, has the other side agreed to pay or been ordered to pay any money to you?
1. Yes
2. No
3. Don’t know
4. Refused

M26i [ASK IF M26h = 1]
Was this a lump sum or a payment to be made at regular intervals?
1. Lump sum
2. Regular payments (e.g. Maintenance, benefits etc)
3. Both
4. Don’t know
5. Refused

M26j [ASK IF M26i = 1 or 3]
How much money was it decided that the other side should pay you as a lump sum?
M26k  [ASK IF M26i =2 or 3]
How much money was it decided that the other side should pay you as regular payments? Please give the monthly amount.

NUMERICAL+
Don’t know
Refused

M26l  [ASK IF M26i =2 or 3]
How many months was it decided the payment should be for?

NUMERICAL+
For the foreseeable future
Don’t know
Refused

M26m  [Ask if M26g=2 AND objective is property-related (M24mon=2 or M26a1= 1 or 2)]
What was the value of any property you gained?

NUMERICAL+
Don’t know
Refused

Defendants who have taken action

M28red (Q52)  [ASK IF: (Taken action) AND (S31a or S31b =2)]
I now want to ask you a few questions about what you were trying to achieve in relation to this [problem descriptor]. Can I just check were you trying to get the other side to reduce an amount of money they were asking for?

1. Yes
2. No
3. Don’t know
4. Refused

M29lum (Q54)  [ASK IF M28red=1]
Were you trying to get a reduction in a bill or lump sum that you were being asked to pay, or a reduction in regular payments that you were being asked to make?

1. Bill or lump sum
2. Reduced payments
3. Both
4. Other
5. Don’t know
6. Refused

M30how (Q56)  [ASK IF M29lum=1 or 3]
How much money were you trying to get the bill or lump sum by reduced by?

NUMERICAL+
Did not know how much to expect
Don’t know
Refused

M30b  [ASK IF M29lum=2 or 3]
By how much were you trying to get the regular payments reduced? Please give the monthly amount
M30c  \[ASK IF M29\text{ium}=2 \text{ or } 3\]
How many months were the regular payments due to last for?

NUMERICAL+
For the foreseeable future
Don’t know
Refused

M31oth (Q53)  \[ASK IF: (\text{Taken action}) \text{ AND (S31a or S31b }=2\)]
Were there other things you hoped to achieve in relation to the [\text{problem descriptor}]?

1. Yes - respondent mentioned (other) things
2. None - no (other) objectives mentioned by respondent
3. Don’t know
4. Refused

M31a  \[ASK IF M31oth=1\]
What were the other things you were trying to achieve?

OPEN

M31b  \[If S33c= 1 \text{ or } 2 \text{ & M28\text{red }= 1}\]
You said that you wanted to reduce the amount of money you were being asked for in relation to the [\text{problem descriptor}]. Would you say this objective was…READ OUT

1. Achieved completely
2. Achieved in part
3. Not achieved at all
4. Or is it too early to say?
5. Don’t know
6. Refused

M31c  \[Ask if M31b=2\]
So, as a result of the other side’s claim, have you agreed or been made to pay any money to the other side?

1. Yes
2. No
3. Don’t know
4. Refused

M31d  \[ASK IF M31c = 1\]
Was this as a lump sum or a payment to be made at regular intervals?

1. Lump sum
2. Regular payments (e.g. Maintenance, benefits etc)
3. Both
4. Don’t know
5. Refused

M31e  \[ASK IF M31d = 1 \text{ or } 3\]
How much money was it decided that you should pay the other side as a lump sum?

NUMERICAL+
Don’t know
Refused

M31f  \[ASK IF M31d =2 \text{ or } 3\]
How much money was it decided that you should pay the other side as regular payments? Please give the monthly amount.

NUMERICAL+
Don’t know
Refused
M31g  [ASK IF M31d =2 or 3]
How many months was it decided the payment should be for?
NUMERICAL+
For the foreseeable future
Don’t know
Refused

Outcome

I now want to ask some questions about what happened in the end.

M36fai (Q61)  [Ask if S33e = 1-5 or 8]
You said earlier that [problem descriptor] was resolved through [outcome text]. Do you think that the outcome you reached was fair?
1. Yes
2. No
3. Don’t know
4. Refused

M36a  [ASK IF M36fai=2]
Why did you agree to settle if you didn't feel it was fair?
1. Pressured into it
2. Couldn’t afford to go on
3. Too stressful to go on
4. Just wanted to bring problem to end
5. Couldn’t be bothered to go on
6. Other (specify)
7. Don’t know
8. Refused

M37lon (Q63)  [ASK IF S33c=1 or 2]
Has solving this problem taken a shorter time than you expected, about as long as you expected, or a longer time than you expected?
INTERVIEWER ASK: Was this much shorter/ longer or a bit shorter/ longer
1. Much shorter than expected
2. A bit shorter than expected
3. About as long as you expected
4. A bit longer than expected
5. Much longer than expected
6. Don’t know
7. Refused

M38ong  [ASK IF S33c=3 or 4]
You said earlier that the problem or dispute was ongoing. Are you still trying to resolve the problem?
1. Yes
2. No
3. Don’t know
4. Refused

M39whe  [ASK IF M38ong = 1]
When do you expect the problem to be resolved? Please tell me the month and then the year.
SEPARATE SCREENS FOR MONTH AND YEAR
Don’t know
Refused

M40gav [ASK IF S33e=6 or M38ong = 2]
[IF S33e=6: You said earlier that you gave up trying to resolve the problem]. When did you give up trying to resolve the problem? Please tell me the month and then the year.

SEPARATE SCREENS FOR MONTH AND YEAR
Don't know
Refused

M41dif [ASK IF S33c = 1 or 2]
Looking back over the experience of trying to sort out the [problem descriptor], is there anything about the way in which you handled the situation that you wish you had done differently?

1. Yes
2. No
3. Don't know
4. Refused

M41a [ASK IF M41dif=1]
What do you wish you had done differently?

1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Handled alone
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don't know
12. Refused

M41b [ASK IF M41a=1 or 8]
Would you have been prepared to pay for this other advice or information?

1. Yes
2. No
3. Don't know
4. Refused

M41c [ASK IF M41b=1]
What is the most you would have been prepared to pay?

NUMERICAL+
Don't know
Refused

M41d [ASK If M41a not=1 and not=8]
Do you think it would have helped if you had got (more) advice or information?

1. Yes
2. No
3. Don't know
4. Refused

M41e [ASK IF M41d=1]
Would you have been prepared to pay for this other advice or information?

1. Yes
2. No
3. Don't know
4. Refused
M41f  [ASK IF M41e=1]
What is the most you would have been prepared to pay?

NUMERICAL+
Don’t know
Refused

Impact

M42vis  [If health impact in screen – S35e = 1]
You said earlier that as a result of the problem you experienced ill health. Can I just check, did this ill health cause you to visit a GP, hospital or other health care worker?

1. Yes
2. No
3. DK
4. Refused

M42a  [If M42vis = 1]
Which of these did you have to visit …
READ OUT…

1. GP
2. hospital
3. other medical practitioner
4. DK
5. Refused

M42b  [For each coded at M42a]
How many times did you have to visit […]?

[NUMERIC]

M42c  [If M42a = 2]
Were your visits to hospital as an outpatient or an inpatient?

1. Outpatient
2. Inpatient
3. Both
4. DK
5. Refused

M42d1  [If M42c = 2 or 3]
How long did you spend in hospital as an in-patient?

NUMERIC - RECORD IN MONTHS/WEEKS/DAYS

M43tre  [If stress related illness impact in screen – S35e = 2]
You said earlier that as a result of the problem you experienced a stress related illness. Can I just ask, did this ill health cause you to visit a GP, hospital or other health care worker?

1. Yes
2. No
3. DK
4. Refused

M43a  [Ask if M43tre = 1]
Which of these did you have to visit….?

READ OUT.
1. GP
2. Counsellor
3. Community Psychiatric Nurse
4. Other (specify)
5. DK
6. Refused

M43b  
[Ask if M43tre = 1]
How many times have you had to visit or been visited by a [name from above] for treatment?

NUMERIC
DK
Refused

M44pol  
[If violence impact in screen – S35e = 4 or 5]
You said earlier that you experienced violence to your self or property as a result of having this problem. Can I just ask, did you have to contact the police because of this violence?

1. Yes
2. No
3. DK
4. Refused

M44a  
[Ask if M44pol = 1]
Was this to report an incident or to get the police to attend an incident immediately?

1. Report an incident
2. Get the police to attend an incident immediately
3. Neither
4. Don’t know
5. Refused

M45liv  
[If had to move home impact in screen – S35e = 6]
You said earlier that you had to move home as a result of this problem. Can I just check, where did you live after you lost your home?

1. Temporary accommodation (local authority)
2. Temporary accommodation (friends/relatives)
3. Moved to a new home
4. Moved to a shelter or refuge
5. On the street

M45a  
[Ask if M45liv = 1, 2, 4 or 5]
How long was this for?

NUMERIC – YEARS/MONTHS/WEEKS

M46inc  
[Ask if income impact in Screen – S35e = 8]
You said earlier that you lost income as a result of experiencing this problem. Can I just check, was this loss of income as a result of losing a job or because of something else?

1. Job
2. Something else
3. Both
4. DK
5. Refused

M46a  
[Ask if M46inc = 2 or 3]
What is the total amount of income you have lost up to now, excluding any income you may have lost as a result of losing a job?

NUMERIC - POUNDS
M46b
[Ask if M46inc = 2 or 3]
Do you think that you will lose more income in the future?
1. Yes
2. No
3. Don’t know
4. Refused

M46c
[Ask if M46b=1]
SHOW CARD M2
How much do you expect to lose in the future? Please select a letter from this card.

<table>
<thead>
<tr>
<th>Annual</th>
<th>Weekly</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under £2,500</td>
<td>Under £50</td>
<td>Under £200</td>
</tr>
<tr>
<td>£2,500 - £4,999</td>
<td>£50 - £99</td>
<td>£200 - £399</td>
</tr>
<tr>
<td>£5,000 - £9,999</td>
<td>£100 - £199</td>
<td>£400 - £829</td>
</tr>
<tr>
<td>£10,000 - £14,999</td>
<td>£200 - £289</td>
<td>£830 - £1,249</td>
</tr>
<tr>
<td>£15,000 - £19,999</td>
<td>£290 - £389</td>
<td>£1,250 - £1,649</td>
</tr>
<tr>
<td>£20,000 - £24,999</td>
<td>£390 - £489</td>
<td>£1,650 - £2,099</td>
</tr>
<tr>
<td>£25,000 - £29,999</td>
<td>£490 - £579</td>
<td>£2,100 - £2,499</td>
</tr>
<tr>
<td>£30,000 - £34,999</td>
<td>£580 - £679</td>
<td>£2,500 - £2,899</td>
</tr>
<tr>
<td>£35,000 - £39,999</td>
<td>£680 - £769</td>
<td>£2,900 - £3,349</td>
</tr>
<tr>
<td>£40,000 - £44,999</td>
<td>£770 - £869</td>
<td>£3,350 - £3,749</td>
</tr>
<tr>
<td>£45,000 - £49,999</td>
<td>£870 - £969</td>
<td>£3,750 - £4,149</td>
</tr>
<tr>
<td>£50,000 or more</td>
<td>£970 or more</td>
<td>£4,150 or more</td>
</tr>
</tbody>
</table>

SPONTANEOUS : Too early to say

M47lon
[If losing job impact in screen (S35e = 7) OR M46inc = 1 or 3]
You said earlier that you lost your job as a result of this problem. Can I just check, how long had you been in the job that you lost?

1. Less than six months
2. Between six months and one year
3. Between one and two years
4. Between two and five years
5. More than five years
6. Don’t know
7. Refused

M47b
[If losing job impact in screen (S35e = 7) OR M46inc = 1 or 3]
How long did it take you to find another job?

1. Up to one week
2. More than one week, up to one month
3. More than one month, up to three months
4. More than three months, up to six months
5. More than six months, up to one year
6. More than one year
7. Never found another job
8. Don’t know
9. Refused

M47c
[Ask if M47b = 1-6]
Were your earnings in your next job.... READ OUT...

1. About the same as the job you lost
2. More than the job you lost
3. Less than the job you lost
4. DK
5. Refused
M47d  [Ask if M47b = 1-6]
In your view, relative to the job you lost, was the status of your next job….
READ OUT…

1. About the same as the job you lost
2. More than the job you lost
3. Less than the job you lost
4. DK
5. Refused

M47e  [If losing job impact in screen (S35e = 7) OR M46inc = 1 or 3]
Did you experience a spell of unemployment after you lost your job?

1. Yes
2. No
3. DK
4. Refused

M47f  [Ask if M47e = 1]
How long were you unemployed?

1. NUMERIC – NUMBER OF WEEKS UNEMPLOYED

M47g  [Ask if M47e = 1]
While you were unemployed did you claim any employment related benefits?

1. Yes
2. No
3. DK
4. Refused

M50impr  [ASK IF SOUGHT PERSONAL ADVICE – S28a = 1-18]
SHOW CARD M3
Do you feel that the advice you received led to improvements in any of the things on this card?
INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

1. Physical health
2. Levels of stress
3. Relationships
4. Levels of violence towards you/your property
5. Housing circumstances
6. Employment circumstances
7. Income
8. Confidence
9. Involvement in community
10. None of these
11. Don’t know
12. Refused
Previous experience/general questions

M60oth (Q92) [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
SHOW CARD M1
Before the [problem descriptor] did you ever contact any of the people or organisations on this card about any problem you have had? Please exclude any you have used as part of trying to resolve this problem.

1. Yes
2. No
3. Don’t know
4. Refused

M60a [ASK IF M60oth=1]
SHOW CARD M1
Which ones?

LOCAL COUNCIL
1. GENERAL ENQUIRIES
2. COUNCIL ADVICE SERVICE
3. TRADING STANDARDS
4. OTHER COUNCIL DEPARTMENT

ADVICE AGENCY
5. CITIZENS ADVICE BUREAU
6. LAW CENTRE
7. OTHER ADVICE AGENCY

TRADE UNION/PROFESSIONAL BODY
8. TRADE UNION/PROFESSIONAL BODY

LAWYER
9. SOLICITOR
10. BARRISTER

OTHER PERSON OR ORGANISATION
11. THE POLICE
12. YOUR EMPLOYER
13. AN INSURANCE COMPANY
14. A DOCTOR OR OTHER HEALTH WORKER
15. A JOB CENTRE
16. A SOCIAL WORKER
17. AN MP OR LOCAL COUNCILLOR
18. AN OTHER PERSON OR ORGANISATION

19. NONE OF THESE
20. DON’T KNOW
21. REFUSED
NOTE FOR DP – REMOVE M62clo AND REPLACE WITH M62trav TO M62mode

M62trav [ASK ALL QUALIFYING FOR MAIN INTERVIEW] SHOW CARD M4
Do you know if any of the people or organisations on this card are within easy travelling distance of your home?

CODE ALL THAT APPLY.
1. Local council
2. Citizens Advice Bureau
3. Law Centre
4. Solicitor
5. None of these
6. Don’t know
7. Refused

M62time [ASK IF CODES 1-4 AT M62trav. QUESTION SHOULD BE ASKED FOR EACH RESPONSE CODE AT M62trav]
And how long in minutes would it take you to travel to the [insert answer from M62trav]?

WRITE IN NUMBER OF MINUTES.

RANGE 0-999
Don’t know
Refused

M62mode [ASK IF CODES 1-4 AT M62trav. QUESTION SHOULD BE ASKED FOR EACH RESPONSE CODE AT M62trav] SHOW CARD M5
What type of transport would you usually use to make the journey to the [insert answer from M62trav]?

CODE ONE ONLY.
1. On foot
2. Bicycle
3. Own car/van/motorcycle
4. Bus
5. Train
6. Life from friend/family/other
7. Other (specify)
8. Don’t know
9. Refused

M62a QUESTION REMOVED
M61cla [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
Can I just check, have you ever heard of Community Legal Advice?
1. Yes
2. No
3. Don’t know
4. Refused

M63int (Q101) [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
SHOW SCREEN
Do you access the internet for your own personal use at any of these places?
1. At home
2. At work
3. At a friend’s or relative’s home
4. At school
5. At college or university
6. At a Cyber Café/Internet Café
7. At someone else’s workplace
8. At a library
9. At an internet kiosk
10. Other (specify)
11. None of the above
12. Don’t know

M64ema [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
Have you sent or received email in the past two weeks?
1. Yes
2. No
3. Don’t know
4. Refused
Attitudes to justice

M59cou (Q87) [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
I’m now going to read out a few statements about the justice system in Britain. Please tell me how much you agree or disagree with each one.

SHOW SCREEN
If you went to a court with a problem, you would be confident of getting a fair hearing.

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don’t know
7. Refused

M59jud (Q88) [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
SHOW SCREEN
Most judges are out of touch with ordinary peoples’ lives.

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don’t know
7. Refused

M59law (Q89) [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
SHOW SCREEN
Lawyers charges are reasonable for the work they do.

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don’t know
7. Refused

M59rig (Q90) [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
SHOW SCREEN
Courts are an important way for ordinary people to enforce their rights

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don’t know
7. Refused

M59ric (Q91) [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
SHOW SCREEN
The legal system works better for rich people than for poor people

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don’t know
7. Refused
RECONTACT SECTION

R1addr  [ASK ALL]
Can I just check that I have your full name, correct address, postcode and telephone number.
INTERVIEWER: CHECK FULL NAME OF RESPONDENT, ADDRESS DETAILS INCLUDING POSTCODE AND TELEPHONE NUMBER.
COLLECT MOBILE NUMBER AS WELL IF POSSIBLE (OR COLLECT LATER) CORRECTLY RECORD ON FRONT OF ACS.

IF NECESSARY ADD: A certain number of interviews in any survey are checked by a supervisor to make sure that an interview was carried out. In case my supervisor needs to contact you for this purpose can I take your full name and telephone number.

IF NECESSARY ADD: Your name and address is not kept with your answers and will only be seen by people involved in the research

R1adck  [ALL INTERVIEWS]
INTERVIEWER PLEASE CODE:
1. Correct address and telephone number on ACS
2. Correct address, telephone number refused
3. Correct address, no telephone in household
4. Refused to confirm address
5. Address/ postcode incorrect on ACS
6. Other (SPECIFY)

R1rec1  [ASK ALL]
It is possible that we may want to contact you again in about 12 months time about taking part in another interview. Would you be willing for us to contact you again?
IF NECESSARY ADD: You do not have to say now whether you would actually do an interview, just whether it would be OK for us to contact you about it
1. Yes
2. No
3. Don't Know
4. Refused

R1rec3  [ASK IF R1rec1=1]
In that case, I'd just like to ask a couple more questions.

R1mov1  [ASK R1rec1=1]
Are you likely to be moving from this address in the next year or so?
1. Yes
2. No
3. Don't Know
4. Refused

R1mov2  [ASK IF R1mov1=1]
Do you know what your new address will be?
1. Yes
2. No
3. Don't Know
4. Refused

R1mov3  [ASK IF R1mov2=1]
INTERVIEWER RECORD ADDRESS BELOW. INCLUDE HOUSE NUMBER, TOWN AND FULL POSTCODE. INCLUDE TELEPHONE NUMBER IF KNOWN.
If for some reason we had difficulty getting in contact with you again, can you give us the name and address of someone else we could contact who might know how to get in contact with you?
This could be a relative or a friend who are unlikely to move in the next year or so.

INTERVIEWER RECORD STABLE ADDRESS BELOW.
INCLUDE CONTACT’S NAME AND RELATIONSHIP TO RESPONDENT
HOUSE NUMBER, STREET, TOWN AND FULL POSTCODE
TELEPHONE NUMBER AND MOBILE IF APPLICABLE

ALSO CHECK IF RESPONDENT HAS MOBILE PHONE AND/OR E-MAIL ADDRESS AND RECORD ON FRONT OF ACS IF NOT ALREADY DONE SO THERE IS SPACE TO RECORD ANY OTHER INFORMATION THAT COULD BE USEFUL IN RECONTACTING RESPONDENT

If the Legal Services Commission wanted to conduct a follow-up to this study using a different research organisation, would you be willing for us to pass on your details to another research organisation like ourselves?

1. Yes
2. No
3. Don’t Know
4. Refused
Ministerial Correspondence Unit  
Selborne House  
54 Victoria Street  
London  
SW1E 6QW  

www.justice.gov.uk  

Date as postmark  

Reference: 45107000/  

Dear Sir or Madam  

THE 2008 SOCIAL ISSUES STUDY  

I am writing to ask for your help with an important government study about the everyday problems that people experience.  

The study is about issues that affect us all, from faulty goods and services to noisy neighbours and anti-social behaviour; from family and health matters to problems with home ownership or renting. The results will help us understand how people deal with these issues and enable the government to offer more useful sources of help and advice in the future. Your address has been selected at random from the Post Office’s list of addresses to take part in the research. You will find more information about the research in the enclosed leaflet.  

The study is being carried out by the Legal Services Research Centre (a specialist social research body) and BMRB Social Research, a well respected research organisation. An interviewer will contact you in the next few weeks to explain the survey in more detail. He or she will show you an identification card and will answer any questions you have. Any information you provide in the survey will be treated in strict confidence.  

We are interested in everyone’s views, whether they have experienced problems or not. Therefore it is important that everyone selected takes part in the survey. By taking part you will be representing thousands of households with characteristics similar to yours. You can help us produce reliable results which everyone can use to understand the issues that many of us face in managing our lives.  

As a small gesture of appreciation for your time we have enclosed a book of postage stamps. In addition, each person interviewed will be given a £5 gift voucher.  

If you would like to know more about the survey or wish to get a message to an interviewer who has already contacted you, please call Tim Hanson at BMRB on Freephone 0800 015 2479 between 9.30am and 5pm Monday to Friday.  

In the meantime, I would be grateful if you would show this letter to other adults in your household, as each of their experiences will provide a valuable contribution to the study.  

Many thanks in advance for your help.  

Yours faithfully,  

Colin Myerscough, Head of Civil and Family Legal Aid Strategy
What does the survey show?

The Social Issues Study is the largest, most in-depth study of the experience and impact of civil problems ever conducted in this country.

In the past, the survey has found that:

- Many people experience civil problems each year.
- A significant proportion of people take no action to resolve these problems.
- Problems frequently cause, or are caused by, other significant events occurring in people’s lives.
- One in five problems takes more than a year to resolve.

Previous findings have helped to develop advice services such as:

- CLS Direct, a website and telephone service, providing access to information, trained advisers and a directory of all advisers and solicitors 24 hours a day.

Website: www.clsdirect.org.uk
Telephone: 0845 345 4 345

By taking part in this important survey you will play a key role in revealing the true extent and nature of civil problems experienced. In turn, this will help inform the setting up of future advice services that can help everyone in dealing with their problems.

What is BMRB?

BMRB is an independent research company specialising in social research. Here are some examples of our work:

- The British Crime Survey – a survey for the Home Office, which is used to measure how many people are victims of crime. Over 50,000 interviews are completed each year with people across England and Wales.
- Next Steps – a survey for the Department for Education and Skills, which involves interviewing 15,000 children across England and Wales at age 14 and then once a year over the next few years to see how they are progressing through education and into jobs.

For more information about BMRB and the work we do, please refer to our website: www.bmrb.co.uk

Will you be contacted again after the interview?

A small proportion of interviews are checked to ensure that the interviewer acted in a professional manner and that the information you gave was recorded accurately. You may receive a phone call or letter to confirm this.

Your household has been selected to take part in the 2008 Social Issues Study. BMRB Social Research is carrying out this survey for the Legal Services Commission, a government agency which is funded by the Ministry of Justice.

The study asks about the problems people experience and what they do about them. The aim is to improve the advice services people use in response to their problems.
Why are we doing this study?

The Legal Services Commission (LSC) is responsible for making sure that people can get the information, advice and legal help they need to deal with a wide range of everyday problems. The LSC provides funding for a range of services that people can use when they need help or advice.

The Social Issues Study will provide valuable information that the LSC can use to help improve the advice services that are available to people in the future.

What is the study about?

Just as the British Crime Survey asks people about their experiences of crime, The Social Issues Study asks about people’s experiences of civil and social problems.

Civil and social problems are everyday issues that can affect us all. Some of the things we ask about in the survey include:

- Faulty goods and services
- Family issues
- Problems with landlords
- Workplace disputes
- Problems to do with receiving welfare benefits
- Noisy neighbours and other anti-social behaviour
- Problems experienced by homeowners

Why has your address been chosen?

The results of the study need to be representative of everyone in England and Wales. Your address has been randomly selected from the Post Office’s list of addresses in England and Wales. By randomly selecting addresses we make sure that all types of people are properly represented in the survey.

That is why it is so important that everyone we approach agrees to take part - everyone’s views and experiences are valuable and relevant, whether or not they have experienced problems.

What happens next?

An interviewer will call at your home in the next few weeks. He or she will show you an identification card and will be able to answer any questions you have about the study.

Once the interviewer has contacted you he or she will try to interview all adults aged 18 or over in your household.

If you are unable to do the interview when the interviewer calls, he or she will be happy to arrange a more convenient time.

Is the information you give confidential?

It is entirely confidential:

- Your name and address are kept separate from your answers and will not be passed on to any other organisation without your permission.
- No individual will be identifiable from the results. Your answers will be combined with those of around 3,500 other people.

How can you check that the interviewer is genuine?

All interviewers work for Kantar Operations on behalf of BMRB and carry the Market Research Society Interviewer Identity card (as shown).

You can also contact Kantar Operations or BMRB directly to check that the interviewer is one of our interviewers working in your area.

If you would like to check the identity of an interviewer or get some further information on the research, please call:

**BMRB Survey Information Line**: Tim Hanson - 0800 015 2479
**Kantar Operations**: Gurprit Dhillon – 020 8433 4304
**Interviewer ID check (office hours)**: 020 8433 4415
Appendix D: Codeframes
D1 and D4

This is a single coded variable. There is one iteration at D1 and 15 iterations at d4 (called d401, d402 right up to d415).

1. In full-time education (or on holiday from full-time education)
2. In paid employment or self-employed (or temporarily away)
3. On a Government scheme for employment training
4. Doing unpaid work for a business that you/he/she own(s), or that a relative owns
5. Waiting to take up paid work already obtained
6. Looking for paid work or a Government training scheme
7. Intending to look for work but prevented by temporary sickness or injury (up to 6 months)
8. Permanently unable to work because of long-term sickness or disability (6 months or longer)
9. Wholly retired from paid work
10. Looking after home or family
11. Caring for a sick, elderly or disabled person
12. Doing something else (specify)
13. Don’t know
14. Refused
15. Not in the UK

D33eth

This is a single coded question with 1 iteration.

1. A. White – British
2. B. White – Irish
3. C. White – other white background
4. D. Mixed – White and Black Caribbean
5. E. Mixed – White and Black African
6. F. Mixed – White and Asian
7. G. Mixed – Any Other Mixed Background
8. H. Asian or Asian British – Indian
9. I. Asian or Asian British – Pakistani
10. J. Asian or Asian British – Bangladeshi
11. K. Asian or Asian British – other Asian background
12. L. Black or Black British – Caribbean
13. M. Black or Black British – African
14. N. Black or Black British – other Black background
15. O. Chinese
16. P. Other (specify)
17. Don’t know
18. Refused

D49ben

This is a multi coded question with 1 iteration.

1. Unemployment related benefits, or National Insurance Credits
2. Income support (not as an unemployed person)
3. Sickness or Disability benefits (not including tax credits)
4. State Pension
5. Family related benefits (excluding Child Benefit and tax credits)
6. Child benefit
7. Cold weather payment
8. Housing, or Council tax benefits
9. Tax credits
10. Other (specify)
11. None of these
12. Don’t Know
13. Refused
14. Carers allowance
15. Pensions credit

D51

This is a single coded question with 1 iteration.

1. No religion, atheist or agnostic
2. Christian (including Church of England, Catholic, Protestant, and all other Christian denominations)
3. Muslim
4. Hindu
5. Sikh
6. Jewish
7. Buddhist
8. Other (not specified)
9. Don’t know
10. Refused

**M15b**

This is a multi coded question with 18 iterations.

1. No dispute with anybody/thought other person was right
2. Did not think it was very important
3. You didn’t think you needed advice or information
4. Problem was resolved
5. Thought it would take too much time
6. Thought it would cost too much
7. Thought it would be too stressful
8. Thought it would damage relationship with other side
9. Was scared to do anything
10. Didn’t know how to get advice
11. Didn’t think it would make any difference to the outcome
12. The people/organisations were too far away
13. Had tried seeking advice before and not found it useful
14. Other (specify)
15. No answer
16. Don’t know
17. Refused
18. Inconvenient hours

**M15c**

No codes to add at this stage.

**M15sto**

This is a multi coded question with one iteration.

1. Didn’t occur to them to seek advice or information
2. Didn’t think they needed advice or information
3. Didn’t think it would make a difference
4. Weren’t sure where to go for advice or information
5. Didn’t think anybody would be able to help
6. People/organisations were too far away
7. Opening hours were not convenient
8. Services were too difficult or complicated to use
9. Services were too expensive to use
10. Other (specify)
11. Don’t know
12. Refused
13. Didn’t want to divulge information
14. Would take too long / too much hassle
15. Too scared

**M16a**

This is a multi coded question with 1 iteration.

1. Problem was more serious than I thought
2. Found I couldn’t handle it alone
3. Other side would have taken me more seriously
4. Would have got a better outcome
5. It would have been less stressful
6. Problem would have been resolved sooner
7. Other (specify)
8. Don't know
9. Refused

Note for DP: I have added 'refused' to the code frame as this currently appears in the questionnaire and data set but has not previously been in the code frame.

M17b
This is a multi coded question with 1 iteration.
1. Spouse/partner
2. Other relative
3. Friend
4. Other (specify)
5. Don't know
6. Refused

M17f
This is a multi coded question with 1 iteration.
1. Spouse/partner
2. Other relative
3. Friend
4. Other (specify)
5. Don't know
6. Refused

M18b
No codes to add at this stage

M20d
This is a single coded question with 4 iterations.
1. In person
2. By telephone
3. By post
4. By email/internet
5. Through someone else
6. Other (specify)
7. Don't know
8. Refused
9. Fax

M20f
This is a multi coded question with 4 iterations.
1. In person
2. By telephone
3. By post
4. By email/internet
5. Through someone else
6. Other (specify)
7. Don't know
8. Refused
9. Fax
10. Fax

M20o
This is a multi coded variable with 4 iterations.
1. Your legal position
2. Procedures/what to do next
3. The financial position
4. Other (specify)
5. None of these
6. Don’t know
7. Refused
8. Medical/ health

**M20p**

This is a multi coded variable with 4 iterations.

1. Try to resolve problem directly by talking to the other side
2. Get advice/help from another person or organisation
3. Threaten the other side with legal action
4. Start formal legal proceedings
5. Try a (professional) mediation/conciliation service
6. Go to ombudsman
7. Advised that there was nothing that could be done
8. Other (specify)
9. None of these
10. Don’t know
11. Refused
12. Adviser to represent / assist respondent further
13. Deal with aspect of problems / consequences independently of dispute
14. Wait
15. Collect evidence

**M20r**

This is a multi coded variable with 4 iterations.

1. Contacted the other side on my behalf
2. Negotiated with the other side on my behalf
3. Prepared paperwork for me
4. Contacted another person/organisation on my behalf
5. Helped me contact another person/organisation
6. Accompanied me to court/tribunal/arbitration/mediation
7. Spoke on my behalf at court/tribunal/arbitration/mediation
8. Told me what to write in a letter or what to say on the telephone
9. Other (specify)
10. None of these
11. Don’t know
12. Refused

**M20v**

This is a multi coded variable with 4 iterations.

1. Not up-to-date
2. Did not understand my situation
3. Did not have experience dealing with my type of problem
4. Was not interested
5. Did not give type of information needed
6. Advice was of poor quality
7. Too expensive
8. Just sent me off somewhere else
9. Other (specify)
10. Don’t know
11. Refused

**M21d**

This is a multi coded variable with 1 iteration.

1. Other side was already taking action
2. Problem was not sufficiently important
3. Thought it would resolve itself
4. Problem was over and done with
5. Thought it would take too much time
6. Thought it would cost too much
7. Thought it would be too stressful to sort out
8. Thought it would damage relationship with other side
9. Was scared to do anything
10. Did not know where to go
11. Did not think it would make any difference to the outcome
12. Had tried seeking advice before and not found it useful
13. Other (specify)
14. Don’t know
15. Refused
16. A third party was dealing with the problem

**M21how**

This is a single coded variable with 4 iterations.

1. By telephone
2. In person
3. In writing
4. By email/internet
5. Through someone else
6. In some other way (specify)
7. Don’t know
8. Refused

**M21why1**

This is a single coded variable with 4 iterations.

1. The opening hours were not convenient for you
2. Didn’t understand advice or information
3. The services were too expensive to use
4. Couldn’t get through on the phone
5. They weren’t able/willing to help
6. Other
7. The people/organisations were too far away
8. Don’t know
9. Refused

**M21why2**

This is a single coded variable with 4 iterations.

1. The people/organisations were too far away
2. The opening hours were not convenient
3. Didn’t understand advice or information
4. The services were too expensive to use
5. Kept waiting too long when went to see them
6. Appointment too far in the future
7. They weren’t able/willing to help
8. Other
9. Don’t know
10. Refused

**M21why3**

This is a single coded variable with 4 iterations.

1. Didn’t understand advice or information
2. The services were too expensive to use
3. They weren’t able/willing to help
4. Got no reply to letter/email
5. Other
6. Kept waiting too long when went to see them
7. Don’t know
8. Refused

**M21why4**
This is a single coded variable with 4 iterations.

1. Couldn’t find one
2. Didn’t understand advice or information
3. The services were too expensive to use
4. They weren’t able/willing to help
5. Got no reply to letter/email
6. Other
7. Don’t know
8. Refused

M21why5

This is a single coded variable with 4 iterations.

1. Couldn’t find one
2. Didn’t understand advice or information
3. The services were too expensive to use
4. They weren’t able/willing to help
5. Other
6. Don’t know
7. Refused

M22a

1. Problem was more serious than I thought
2. Found I couldn’t handle it alone
3. Other side would have taken me more seriously
4. Would have got a better outcome
5. Problem didn’t go away
6. Other (specify)
7. Don’t know

M22d

This is a single coded variable with 1 iteration.

1. Legal aid, Legal Services Commission or Community Legal Service Fund
2. No win, no fee ("conditional fee")
3. Insurance company (or you through insurance premiums)
4. Trade Union or professional body (or you through trade union subscriptions)
5. Your employer
6. The adviser themselves (i.e. the adviser received no money specifically to help you)
7. Other (Specify)
8. Don’t know
9. Refused
10. It was free, no one paid

M22j and M22l

These are single coded variables with 1 iteration each.

1. Couldn’t afford it
2. Not important enough
3. Responsibility of others
4. Already paying indirectly (subscriptions, etc)
5. Other
6. Not appropriate (e.g. other side)
7. No need, could have acted without this advice
8. Advice was no use / no difference to outcome
9. Don’t know
10. Refused

M23cc

This is a single coded variable with 1 iteration.

1. Couldn’t locate them
2. Wouldn’t reply
3. Other (specify)
4. Don’t know
5. Refused

M25um
This is a single coded variable with 1 iteration.

1. Lump sum of money from other side
2. Regular payments (e.g. Maintenance, benefits etc)
3. Both
4. Other (specify)
5. Don’t know
6. Refused

M26b
This is a single coded variable with 1 iteration.

1. Lump sum of money from other side
2. Regular payments (e.g. Maintenance, benefits etc)
3. Both
4. Other (specify)
5. Don’t know
6. Refused

M31a
This is a single coded variable with 1 iteration.

1. Change behaviour of another person
2. Show that I am in the right
3. Clarify my position
4. Access / custody of children
5. Other money related aim
6. Other non-money related aim
7. Other housing related aim (non-monetary)
8. Preserve or gain job
9. Other employment related aim (non-monetary)
10. Don’t know
11. Refused

Note for DP: don’t know and refused were previously missing from the code frame but are included in the data sets. I have now added them here for consistency with the SPSS.

M36a
This is a multi coded variable with 1 iteration.

1. Pressured into it
2. Couldn't afford to go on
3. Too stressful to go on
4. Just wanted to bring problem to end
5. Couldn't be bothered to go on
6. Other (specify)
7. Don’t know
8. Refused
9. No choice

M41a
This is a multi coded variable with 1 iteration.

1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Handled alone
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Did nothing
10. Other (specify)
11. Don’t know
12. Refused

Note for DP: in previous quarters ‘other’ has appeared before ‘did nothing’ in the code frame. I have now noticed that ‘did nothing’ appears first in the SPSS so have amended the code frame in line with this.

M43a
This is a multi coded variable with 1 iteration.
1. GP
2. Counsellor
3. Community Psychiatric Nurse
4. Other (specify)
5. DK
6. Refused

M62a
This is a multi coded variable with 1 iteration.
1. THE POLICE
2. YOUR EMPLOYER
3. AN INSURANCE COMPANY
4. A DOCTOR OR OTHER HEALTH WORKER
5. A JOB CENTRE
6. A SOCIAL WORKER
7. AN MP OR LOCAL COUNCILLOR
8. OTHER (SPECIFY)
9. NONE OF THESE
10. DON’T KNOW
11. REFUSED

M63INT
This is a multi coded variable with 1 iteration.
1. At home
2. At work
3. At a friend’s or relative’s home
4. At school
5. At college or university
6. At a Cyber Café/Internet Café
7. At someone else’s workplace
8. At a library
9. At an internet kiosk
10. Other (specify)
11. None of the above
12. Don’t know
13. Refused
14. Mobile phone

S1a
No code to add at this stage

S25vic
This is a multi coded variable with 1 iteration.
1. Theft or attempted theft
2. Burglary or attempted burglary
3. Robbery/mugging or attempted robbery/mugging
4. Criminal damage/vandalism to your property or attempted criminal damage/vandalism to your property
5. Assault or attempted assault
6. Other (specify)
7. None of these
8. Don’t Know
9. Refused
10. Sexual
11. Fraud / attempted fraud

S28b (DP to code back into S28a)

This is a multi coded variable with 36 iterations.

1. GENERAL ENQUIRIES AT YOUR LOCAL COUNCIL
2. THE COUNCIL ADVICE SERVICE
3. TRADING STANDARDS
4. AN OTHER COUNCIL DEPARTMENT
5. CITIZENS ADVICE BUREAU
6. THE LAW CENTRE ADVICE AGENCY
7. AN OTHER ADVICE AGENCY
8. A TRADE UNION/PROFESSIONAL BODY
9. A SOLICITOR
10. A BARRISTER
11. THE POLICE
12. YOUR EMPLOYER
13. AN INSURANCE COMPANY
14. A DOCTOR OR OTHER HEALTH WORKER
15. A JOBCENTRE
16. A SOCIAL WORKER
17. AN MP OR LOCAL COUNCILLOR
18. AN OTHER PERSON OR ORGANISATION
19. NONE OF THESE
20. DON’T KNOW
21. REFUSED
22. EDUCATION BODY (EXCLUDING SCHOOLS AND LEA)
23. OTHER GOVERNMENTAL BODY
24. (NONE ADVICE-AGENCY) CHARITY / CONSUMER GROUP
25. FINANCIAL INSTITUTION
26. LANDLORD / HOUSING ASSOCIATION
27. REGULATORY BODY
28. MEDIA
29. OTHER LAWYER
30. MEDIATION / CONCILIATION SERVICE
31. OMBUDSMAN
32. ACCOUNTANT
33. CHURCH
34. COURT
35. VICTIMS SUPPORT
36. COMMERCIAL NON-ADVICE
37. CSA
38. SCHOOL

S2OTHER (TO CODE BACK INTO S2A) / S2OTHER2 (S2C) / S2EOTHE (S2E)

THESE ARE MULTI CODED VARIABLES, EACH WITH 1 ITERATION.

1. Electrical goods
2. Cars and motorcycles
3. Furniture
4. Clothing/footwear
5. Other goods
6. Major building work
7. Tradespeople
8. Garages
9. Holidays/Travel
10. Other services
11. Don’t know
12. Refused
13. Financial services
14. Telecom company
15. Utility services

S33E

THIS IS A SINGLE CODED VARIABLE WITH 36 ITERATIONS.

1. Through a court or tribunal
2. Through mediation
3. Through an ombudsman
4. Agreement reached between you and the other side
5. The problem/dispute sorted itself out
6. Gave up trying to resolve the problem
7. Did nothing to resolve problem
8. Other (Please specify)
9. Police / Third party intervention
10. Gave up / did nothing / agreed
11. Left problem behind
12. Sorted it out on own
13. Don’t know
14. Refused

S34a

This is a multi coded variable with 36 iterations.

1. No dispute with anybody/thought the other person was right
2. Did not think it was very important
3. Thought it would resolve itself
4. Problem was over and done with
5. Thought it would take too much time
6. Thought it would cost too much
7. Thought it would be too stressful to sort out
8. Thought it would damage relationship with other side
9. Was scared to do anything
10. Did not know what to do/who to go to
11. Was uncertain of my rights
12. Did not think it would make any difference to the outcome
13. Other (specify)
14. Don’t know
15. Refused
16. Too early
17. No Need (including intervention on respondents behalf)

S34b

NO CODES TO ADD AT THIS STAGE

M18d

This is a multi coded variable with 1 iteration.

1. Citizens Advice Bureaux/ NACAB/ Adviceguide website
2. Employment Tribunals/ ACAS website
3. Community Legal Services Direct/ Legal Services Commission/ Justask website
4. Department for Work and Pensions (DWP) website
5. Department of Trade and Industry (DTI) website
6. Commission for Racial Equality (CRE) website
7. Disability Rights Commission (DRC) website
8. Equal Opportunities Commission (EOC) website
9. Jobcentre Plus website
10. Law firm/ Solicitor website
11. Trade union website
12. Other (specify)
13. Don’t know
14. Refused

**M32ed4**

This is a single coded variable with 1 iteration.

1. Nothing
2. My Rights/ Formal process
3. The emotional cost of trying to resolve the problem
4. That I should get advice
5. Limitations of advice/ advice services
6. The financial cost of trying to resolve the problem
7. Other
8. Don’t know
9. Refused
10. No answer

**M20b1**

This is a multi coded variable with 4 iterations.

1. I Would have contacted another adviser I knew about
2. I Would have done some research to see who else I could have contacted
3. I Would not have sought advice from anyone else
4. Something else (specify)
5. Don’t know
6. Refused

**M20b4**

This is a multi coded variable with 4 iterations.

1. Distance from where you live
2. Convenience of where they are located
3. Their reputation
4. Whether you have used them previously
5. Cost of advice
6. Gender of the adviser
7. Ethnicity of the adviser
8. Languages that the advisers can speak
9. Other (specify)
10. Don’t know
11. Refused
12. Obvious/only appropriate choice
13. Ability/expertise
14. Trustworthiness/independence

**D36full2 (just D36full in verbatims)**

This is a single coded variable with 1 iteration.

1. Modern professional occupations
2. Clerical and intermediate occupations
3. Senior managers or administrators
4. Technical or craft occupations
5. Semi routine manual service occupations
6. Routine manual service occupations
7. Middle or junior managers
8. Traditional professional occupations
9. Other (specify)
10. Don’t know
11. Refused

**M17d**

This is a multi coded variable with 1 iteration.
1. Spouse/partner
2. Other relative
3. Friend
4. Other (specify)
5. Don't know

M17h
This is a multi coded variable with 1 iteration.

1. Spouse/partner
2. Other relative
3. Friend
4. Other (specify)
5. Don't know

M21g
This is a multi coded variable with 4 iterations.

1. By telephone
2. In person
3. In writing
4. By email/Internet
5. Through someone else
6. Other (specify)
7. No answer
8. Don't know
9. Refused

M27b
No codes to add at this stage.

S35h

1. Discrimination (race, gender, disability, age, religion or sexual orientation)
2. Faulty goods or services
3. Employment
4. Noisy or anti-social neighbours
5. Housing or homelessness
6. Money or debt
7. Welfare benefits
8. Divorce or the breakdown of a relationship
9. Domestic violence
10. Your children's education
11. An injury or medical negligence
12. Other (please specify)
13. Don't know
14. Refused

D33lang

1. English
2. Arabic
3. Bengali
4. Cantonese
5. French
6. Greek
7. Gujerati
8. Hindi
9. Polish
10. Punjabi
11. Somali
12. Turkish
13. Urdu
14. Welsh
15. Other (specify)
16. Don’t know
17. Refused

**D33cou**

1. England
2. Scotland
3. Wales
4. Northern Ireland
5. Ireland (Republic)
6. Other (specify)
7. Don’t know
8. Refused
9. Western Europe
10. North America
11. South America
12. Indian Subcontinent
13. Middle East
14. Asia
15. Australasia
16. Africa
17. Caribbean
18. Eastern Europe/Russia

**M62mode**

Question added at start of 2008 Q1

1. On foot
2. Bicycle
3. Own car/van/motorcycle
4. Bus
5. Train
6. Life from friend/family/other
7. Other (specify)
8. Don’t know
9. Refused