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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 second English and Welsh Civil and Social Justice Survey. The survey was the second in a series of periodic surveys of justiciable problems (problems for which there is a potential legal remedy) for which the LSRC is responsible. The first survey was conducted in 2001 and provided a baseline against which future surveys could be compared. The current survey was 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 Department of 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 at least 5,000 adults (defined as those aged 18 and over) living in England and Wales at a 60% response rate. In the event, the final number of interviews completed was 5,015 at a 56.9% response rate.

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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 as the sampling frame in the baseline survey 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 Sample design

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.

The second survey adopted the baseline survey approach: a representative sample of addresses was drawn and interviews attempted with all adults (aged 18+) in private households identified 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, 21 PAF delivery points were selected in a stratified sample of 250 postcode sectors, in order to yield a minimum of 5,060 interviews and a possible maximum of around 6,000 with a sample of individuals.

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. In the baseline survey our understanding is that the sample of postcode sectors was stratified only by geography.

For the 2004 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 sectors

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, this design gave each sampled address the same probability of selection. Small sectors (containing fewer than 500 delivery points) 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

Within each sector 21 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.
2.7 Selection of households and individuals in households

In the relatively infrequent cases where a PAF address generated more than one household, one was selected by the interviewers in the field using a random selection method. All individuals aged 18+ living at the selected households were eligible for interview.
3 Questionnaire

3.1 Coverage and structure

The questionnaire was structured in two parts:

- Part 1 (screening section), administered to all adults
- Part 2 (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 baseline survey, although there were several changes to question wording and the order of sections.

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

3.1.1 Part 1 (screening section)

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

The problem areas covered in the Part 1 interview 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 from January 2001 up to the date of interview.

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 period, from the beginning of January 2001. 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 January 2001 and that the respondent was giving consistent start and end dates.

Part 1 interviews were allowed to be carried out by proxy for partners who had been living with the respondent since January 2001. Proxies were only allowed in these circumstances, because proxy respondents would need good knowledge of the experiences of the respondent during the reference period. 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
- Follow up questions about the most recent problem, covering action taken and advice sought to resolve the problem; when the problem started and 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 and 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 emphasised that we were interested in problems or disputes that:

- were difficult to solve;
- had happened since January 2001;
- might be on-going;
- had happened since the age of 18;
- had been experienced by the respondent, rather than situations where they had helped somebody else;
- had been experienced by the respondent as an individual, 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 record 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.

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 used are shown in the table below.
Table 1: Problem type weightings

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

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

- All problems to do with faulty goods or services;
- Any problem 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.

If the respondent did not qualify for the main section of the survey, they were routed to a section of individual demographic questions. Those who qualified for the main interview were asked the demographic questions at the end of the main interview.
3.1.2 Part 2 (main interview)

The main interview 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 had contact with the other party in the dispute were asked a number of follow up questions regarding the contact they had 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 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 the Community Legal Service and whether they accessed the Internet for personal use.

Attitudes to justice - This section comprised five agree/disagree statements about the justice system in Britain.
4 Questionnaire testing and dress rehearsal

Two stages of pilot work were carried out prior to the main fieldwork stage: a small-scale cognitive testing stage, focused on testing new questions and a larger-scale ‘dress rehearsal’ exercise.

4.1 Cognitive testing

Cognitive testing seeks to understand the thought processes that a respondent uses in trying to answer a survey question. The aim is to see whether the respondent understands both the question as a whole and any key specific words and phrases it might contain, what sort of information the respondent needs to retrieve in order to answer the question, and what decision processes the respondent uses in coming to an answer. Cognitive interviews are carried out face-to-face, with the researcher probing respondents about what they understood about specific aspects of the interview and how they had composed their answers. While the researcher has a standard list of probes that are developed beforehand, s/he will also ask specific questions based on what happens in that particular interview.

Once an initial draft of the questionnaire had been developed, a small scale cognitive testing exercise was conducted. This exercise aimed to test respondents’ understanding of the draft questions, with a specific focus on questions that had been developed for the first time for the 2004 Survey, namely:

- questions designed to track changes in the respondent’s economic activity, marital status and disability over the survey reference period;
- a set of questions about the impact that the problem or dispute had had on the respondent
- Questions on usage of courts and mediation

A total of ten interviews were conducted by members of the BMRB research team across four locations. These locations were selected with a view to maximising the chances of recruiting respondents who had experienced justiciable problems and changes in economic status. Areas within Luton, Croydon, Dagenham and Birmingham were selected, which were classified as ACORN type 32\(^2\).

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\(^2\) These neighbourhoods contain a largely young, blue collar population living in older properties
Respondents were recruited to ensure a mix by age and gender. Three of the ten respondents interviewed were officially registered as being disabled.

A number of changes were made to the questionnaire, based on the findings from these interviews.

### 4.2 Dress rehearsal

The main aims of the dress rehearsal pilot were to rehearse the survey procedures, in order to anticipate any problems that might arise in the field; to establish effective ways of introducing the questionnaire; to provide a robust test of interview length; and to test the full CAPI version of the questionnaire.

Interviewing on the dress rehearsal was conducted by BMRB interviewers in four postcode sectors in Sheffield, Bexhill-on-Sea, Coventry and Beckenham. Sectors were selected to provide a good mix of areas in terms of geography and socio-economic profile. In each area 21 addresses were selected and interviewers asked to achieve as many interviews as possible in the time available. Fieldwork was conducted between 29th April and 12th May. A total of 58 interviews were completed.

Interviewers assigned to the dress rehearsal attended a face-to-face briefing, given by the BMRB research team, before starting work. At the end of their assignment, the BMRB research team and the interviewing team met for a debriefing session. LSRC representative attended both the briefing and debrief sessions. Following the debrief a number of changes to the questionnaire were agreed with LSRC and implemented for the main stage survey.
5 Fieldwork

Fieldwork for the main stage of the survey was carried out by interviewers from BMRB’s national field force using CAPI between 5th July and 23rd December 2004.

5.1 Briefing of interviewers

Eight face-to-face interviewer briefings were carried out by members of the BMRB research team, with input from the LSRC research team in June and July 2004. Each briefing covered:

- The background to the survey, the role of the Legal Services Commission and how they planned to use the survey findings;
- 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 personal briefing, each interviewer was also given a comprehensive set of interviewer instructions.

5.2 Respondent letters

An advance letter was sent to all addresses approximately a week before fieldwork started. This explained the purpose of the survey and the importance of taking part. The letter was addressed from the Parliamentary Under Secretary of State, David Lammy MP. A copy of this letter is included in A. In order to boost response rates, further letters were sent to non-contacts and refusals during the course of fieldwork. Again, these letters can be found in Appendix A.

5.3 Contacting procedures

Interviewers were required to make a minimum of five 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 contact, at least two of the calls were to be made on a weekday evening (after 7pm) 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.

A separate version of the contact sheet was used for each eligible adult identified in the household. Copies of both contact sheets can be found in Appendix B.
6 Response rates

Table 2 (on page 20) shows the final response rate. The final response rate among eligible adults was 56.9 per cent. This was by calculated by multiplying the proportion of in scope addresses at which information was obtained (A in the table below) by the proportion of identified adults who were screened (B).

Information was collected about adults in the household from 78.8% of in-scope addresses giving a sample of 6945 adults from 3832 addresses where information was obtained (an average of 1.81 adults per address).

Of this sample of adults, 72.2% completed the screening interview, 17.6% refused to take part in the survey and 10.1% were other unproductive contacts.
Table 2: Household and individual response rates

<table>
<thead>
<tr>
<th>Total addresses issued</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total addresses issued</td>
<td>5251</td>
<td>100.0</td>
</tr>
<tr>
<td>Deadwood</td>
<td>386</td>
<td>7.4</td>
</tr>
<tr>
<td>Not yet built</td>
<td>8</td>
<td>0.2</td>
</tr>
<tr>
<td>Derelict/demolished</td>
<td>21</td>
<td>0.4</td>
</tr>
<tr>
<td>Vacant/empty</td>
<td>201</td>
<td>3.8</td>
</tr>
<tr>
<td>Non-residential address</td>
<td>53</td>
<td>1.0</td>
</tr>
<tr>
<td>Institution</td>
<td>13</td>
<td>0.2</td>
</tr>
<tr>
<td>Not main residence</td>
<td>19</td>
<td>0.4</td>
</tr>
<tr>
<td>No eligible respondent</td>
<td>2</td>
<td>0.04</td>
</tr>
<tr>
<td>Other ineligible</td>
<td>22</td>
<td>0.4</td>
</tr>
<tr>
<td>Unable to locate address</td>
<td>42</td>
<td>0.8</td>
</tr>
<tr>
<td>No persons aged 18+</td>
<td>5</td>
<td>0.1</td>
</tr>
</tbody>
</table>

| Total number of addresses in-scope          | 4865   | 92.6       |
| No info about adults                        | 1033   | 21.2       |
| Office refusal                              | 428    | 8.8        |
| No contact                                  | 537    | 11.0       |
| Address not attempted                       | 4      | 0.1        |
| Respondent unable                           | 17     | 0.3        |
| Respondent had inadequate English           | 18     | 0.4        |
| Other unproductive                          | 29     | 0.6        |

(A) Info collected about adults              | 3832   | 78.8       |

| Number of adults identified                 | 6945   | 100.0      |
| Refusals                                    | 1227   | 17.6       |
| Office refusal                              | 21     | 0.3        |
| Refusal before interview                    | 810    | 11.7       |
| Proxy refusal                               | 390    | 5.6        |
| Refusal during interview                    | 6      | 0.1        |

Other unproductive                           | 703    | 10.1       |
| No contact                                  | 214    | 3.1        |
| Broken appointment                          | 118    | 1.7        |
| Illness                                     | 32     | 0.5        |
| Away/in hospital                            | 126    | 1.8        |
| Respondent unable                           | 88     | 1.3        |
| Respondent had inadequate English           | 41     | 0.6        |
| Other unproductive                          | 84     | 1.2        |

(B) Completed screening interview            | 5015   | 72.2       |

Overall Response Rate                        | 56.9   |            |
Table 3 shows that of the 5,015 interviews conducted, 1,127 included a main section (22.5%). Proxy interviews accounted for 12.1% 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 3 Part 1 (screen) outcomes**

<table>
<thead>
<tr>
<th>Productive</th>
<th>5015</th>
<th>100.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full – screen and main section</td>
<td>1127</td>
<td>22.5</td>
</tr>
<tr>
<td>Full – screen only, not eligible for main section</td>
<td>3280</td>
<td>65.4</td>
</tr>
<tr>
<td>Full – screen only by proxy, not eligible for main section</td>
<td>608</td>
<td>12.1</td>
</tr>
</tbody>
</table>
7 Data preparation and outputs

7.1 Coding of open questions and ‘Other’ answers

The survey contained several 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 a small number of cases, certain topics recurred among the ‘other’ answers. In these cases, additional codes were added to the code frames to simplify future analysis. Code frames and back-coding details are included in Appendix D.

7.2 Coding of occupation

The occupations of respondents in work were coded using Standard Occupational Classification (SOC1990 and SOC2000). Details of the coding system and codes are available from the Office for National Statistics (see Standard Occupational Classification 2000 Volume 1: 2000, The Stationary Office).

7.3 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 Part 1 (screening) interview. Each record also contained information on all other problems experienced by the individual concerned. Further information on the individual or household could be obtained by linking with the ‘person-level’ dataset.

7.4 Weighting

In order to ensure the representativeness of the sample, design weights and non-response weights were applied. These are briefly detailed below, with the weighting specification included in Appendix E.
7.4.1 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 99.5% of cases the sampled address was a single dwelling unit.

7.4.2 Non-response weights (rim weighting)

A number of demographics were considered for weighting:

- Age
- Sex
- Economic activity
- Region
- Ethnicity
- Tenure
- Whether lone parent

After a careful comparison of the survey data alongside census findings, it was decided to weight by age within sex. These were where the main discrepancies between the survey and the census were apparent, with the other categories all falling largely in line with census estimates. Rim weights were applied to align sex within age proportions to census estimates (see Appendix E).
### Appendices

<table>
<thead>
<tr>
<th>Appendix</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appendix A</td>
<td>Respondent letters</td>
</tr>
<tr>
<td>Appendix B</td>
<td>Address Contact sheets</td>
</tr>
<tr>
<td>Appendix C</td>
<td>Questionnaire</td>
</tr>
<tr>
<td>Appendix D</td>
<td>Code frames</td>
</tr>
<tr>
<td>Appendix E</td>
<td>Weighting</td>
</tr>
</tbody>
</table>
18 June 2004

Dear Sir or Madam

I am writing as your address has been selected at random for inclusion in an important government study.

The Department for Constitutional Affairs is responsible in government for ensuring people are able to uphold their rights. Problems concerning rights affect us all, and frequently arise in relation to, for example, bills, faulty goods, anti-social behaviour and housing. However, it is still not understood fully how problems are perceived, how people go about resolving problems, in what circumstances people obtain advice about problems, or how useful people find different types of advice.

This study will, I hope, fill some of the gaps in our understanding. It is being conducted by the LSRC (a specialist social research body) and BMRB Social Research (a well respected research organisation that specialises in large scale surveys).

An interviewer from BMRB will come to visit you within the next few weeks. He/she will show you an identification card and will answer any questions you may have about the study. Any information that you provide will be treated in the strictest of confidence. No information that can identify you will be passed on by the researchers to anybody else.

The study will help the government to improve advice services and methods of dispute resolution for the future, but its usefulness will depend very much on the co-operation of all those selected. Your contribution to its success is therefore greatly appreciated.

If you wish to know more about the study before an interviewer contacts you, or wish to get a message to an interviewer who has already contacted you, please ring Eleanor Storey at BMRB Social Research on 020 8433 4142 between 9.30am and 5.30pm Monday to Friday.

I would be grateful if you would pass this letter to other adults in your household, as each of their experiences will provide a valuable contribution to the study.

Thank you in advance for your help and co-operation.

Yours faithfully,

DAVID LAMMY
Dear Sir/Madam,

A while ago, you should have received a letter about an important government survey from David Lammy MP at the Department for Constitutional Affairs. At the time, one of our interviewers was unable to get in touch with every adult in your household, so we are writing to people again to tell you about the survey and to ask for your help.

The Department for Constitutional Affairs is responsible in government for ensuring people are able to uphold their rights. Problems concerning rights affect us all, and frequently arise in relation to, for example, bills, faulty goods, anti-social behaviour and housing. However, it is still not understood fully how problems are perceived, how people go about resolving problems, in what circumstances people obtain advice about problems, or how useful people find different types of advice.

This study will, I hope, fill some of the gaps in our understanding. It is being conducted by the LSRC (a specialist social research body) and BMRB Social Research (a well respected research organisation that specialises in large scale surveys).

Your household is one of over 5,000 in Britain selected at random by BMRB from the Post Office's national address list. An interviewer from The Operations Centre on behalf of BMRB will look to call on you in the next few weeks. He/she will show you an identification card and answer any questions you may have about the survey. The interviewer will then select one person in your household at random to do the interview.

BMRB will take great care of the information you give and treat it in the strictest confidence. Nothing you tell the interviewer will be passed on to The Department for Constitutional Affairs or to any

Reference:
The Occupier
Add2
Add3
Add4
Add5
Add6

October 2004
other organisation in a way which would identify you or your household.

I hope you will be able to help us with this important study and will enjoy taking part. If you would like to know more about the survey, please ring me on 020 8433 4407 (between 9.30 am and 5pm Monday to Friday).

Yours faithfully,

Andrew Phelps

Associate Director
BMRB Social Research
Dear Sir/Madam,

A while ago, you should have received a letter about an important government survey from David Lammy MP at the Department for Constitutional Affairs. At the time, one of our interviewers was unable to get in touch with you, so we are writing to people again to tell you about the survey and to ask for your help.

The Department for Constitutional Affairs is responsible in government for ensuring people are able to uphold their rights. Problems concerning rights affect us all, and frequently arise in relation to, for example, bills, faulty goods, anti-social behaviour and housing. However, it is still not understood fully how problems are perceived, how people go about resolving problems, in what circumstances people obtain advice about problems, or how useful people find different types of advice.

This study will, I hope, fill some of the gaps in our understanding. It is being conducted by the LSRC (a specialist social research body) and BMRB Social Research (a well respected research organisation that specialises in large scale surveys).

Your household is one of over 5,000 in Britain selected at random by BMRB from the Post Office's national address list. An interviewer from BMRB will look to call on you in the next few weeks. He/she will show you an identification card and answer any questions you may have about the survey. The interviewer will then select one person in your household at random to do the interview.

BMRB will take great care of the information you give and treat it in the strictest confidence. Nothing you tell the interviewer will be passed on to The Department for Constitutional Affairs or to any other organisation in a way which would identify you or your household.
I hope you will be able to help us with this important study and will enjoy taking part. If you would like to know more about the survey, please ring me on 020 8433 4407 (between 9.30 am and 5pm Monday to Friday.

Yours faithfully,

Andrew Phelps

Associate Director
BMRB Social Research
Dear Sir/Madam,

The 2003 National Survey on Standards in Public Life

One of our interviewers recently asked you to take part in this survey for the Committee on Standards in Public Life. We understand that you did not feel able to take part in the survey at the time. I am sorry to trouble you again, but if would help us greatly if you would consider taking part now. It is very important that as many people as possible take part, so that the Committee’s work reflects the views of all types of people.

To help the Committee plan its work, we need to know what people think about standards of behaviour in public life. Even if you feel you don’t know or care much about the subject, your views are still very important to us. People who have taken part to date have told our interviewers that they found the survey interesting and enjoyable.

Interviews are being carried out by BMRB, an independent research agency. Your household was selected at random by BMRB from the Post Office’s national address list. An interviewer from BMRB will call on you in the next few weeks. He/she will show you an identification card and answer any questions you may have about the survey.

BMRB will take great care of the information you give and treat it in the strictest confidence. Nothing you tell the interviewer will be passed on to the Committee or to any other organisation in a way which would identify you or your household.

I hope you will be able to help us with this important study and will enjoy taking part. If you would like to know more about the survey, please ring me on 020 8433 4401 (between 9.30 am and 5pm Monday to Friday).

Yours faithfully,

Ed Mortimer
Associate Director
**HOUSEHOLD**
JN: 45101862 – Main
CAPI Name: LSMAIN1

**CIVIL JUSTICE SURVEY 2004**
ADDRESS CONTACT SHEET (ACS)

This contact sheet is confidential and the property of BMRB International, Hadley House, 79-81 Uxbridge Road, Ealing

### SELECTION BOX

<table>
<thead>
<tr>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
<th>NO OF Dwelling Units</th>
</tr>
</thead>
</table>

### Area Code: Serial Number: Check Sum: Screen Number: 0

<table>
<thead>
<tr>
<th>Call No</th>
<th>Date DD/MM</th>
<th>Day of the week</th>
<th>Time 24hr clock</th>
<th>CALLS RECORD (Note all calls including telephone calls, even if no reply)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<tr>
<td>11</td>
<td>/</td>
<td></td>
<td>:</td>
<td></td>
</tr>
</tbody>
</table>

Total no. calls

Date of final visit

Date (01-31) Month (1-12)

Supervisor Name

Date Accompanied

Notes:

25
A. Establish whether address is eligible

<table>
<thead>
<tr>
<th>Q1. IS THIS ADDRESS TRACEABLE, RESIDENTIAL AND OCCUPIED AS A MAIN RESIDENCE? (Tick)</th>
<th>Yes</th>
<th>Go to Q2a</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>CODE OUTCOME AT SECTION G (CODES 1-10)</td>
<td></td>
</tr>
<tr>
<td>Unsure</td>
<td>CODE OUTCOME AT SECTION G (CODES 11-20)</td>
<td></td>
</tr>
<tr>
<td>Office Refusal</td>
<td>CODE OUTCOME AT SECTION G (CODE 31)</td>
<td></td>
</tr>
<tr>
<td>Office identified as ineligible</td>
<td>CODE OUTCOME AT SECTION G (CODE 7)</td>
<td></td>
</tr>
</tbody>
</table>

B. Establish number of Dwelling Units occupied by persons aged 18+

<table>
<thead>
<tr>
<th>Q2a WRITE IN NUMBER OF DWELLING UNITS OCCUPIED</th>
<th>INTERVIEWER SUMMARY 1 DU Only</th>
<th>Go to Q4</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 +DUs</td>
<td>Go to Q3a</td>
<td></td>
</tr>
<tr>
<td>None Containing persons aged 18+</td>
<td>CODE OUTCOME AT SECTION G (CODE 32)</td>
<td></td>
</tr>
<tr>
<td>NO OF DUs NOT ESTABLISHED</td>
<td>Go to Q2b</td>
<td></td>
</tr>
</tbody>
</table>

b. IF NUMBER OF DUs NOT ESTABLISHED – why not?

- No contact with anyone at the address
- Contact made but information refused (about no of DUs)

CODE OUTCOME AT SECTION G (CODE 16)
CODE OUTCOME AT SECTION G (CODE 17)

C. Multi- DU addresses – select one DU for interview

| Q3a IF 2+ DU containing adults 18+: |
| List all in grid below (continue on separate sheet if necessary): |
| • In flat/room number order OR from bottom to top of building, left to right, front to back |

<table>
<thead>
<tr>
<th>Description</th>
<th>DU Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>02</td>
</tr>
<tr>
<td>03</td>
<td>04</td>
</tr>
<tr>
<td>05</td>
<td>06</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>DU Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>07</td>
<td>08</td>
</tr>
<tr>
<td>09</td>
<td>10</td>
</tr>
<tr>
<td>11</td>
<td>12</td>
</tr>
</tbody>
</table>

IF 2-12 DUs: Look at the selection box on page 1 of the ACS. In the ‘No of DUs’ row, find the number corresponding to the total number of DUs. In ‘Select’ row, the number beneath total number of DU’s is the selected DU code. Ring on grid above and write at b below.

If 13+ DU’s: Check back of interviewer instructions for selected DU code. Write in b below.

b ENTER CODE NUMBER OF SELECTED DU
**D. Establish number of persons at (selected) DU**

**Q4.** Contact responsible adult at (selected) DU and introduce survey

Good afternoon. I am from BMRB Social Research and am carrying out a survey about people’s experiences of problems and disputes on behalf of the Government.

You should have received a letter about this survey, explaining that we would be contacting you.

**SHOW COPY OF LETTER**

For this survey we are only interviewing people aged 18 or above. Including yourself, how many people aged 18 or above live in this (house/flat/part of the accommodation)?

**Q5a** WRITE IN NUMBER OF PERSONS AGED 18+ IN (SELECTED) DU

**INCLUDE:**
- PEOPLE WHO NORMALLY LIVE AT THE ADDRESS BUT ARE AWAY FOR LESS THAN 6 MONTHS
- PEOPLE AWAY AT WORK FOR WHOM THIS IS THE MAIN ADDRESS
- BOARDERS AND LODGERS

**EXCLUDE:**
- PEOPLE WHO LIVE ELSEWHERE TO WORK
- SPOUSES WHO ARE SEPARATED AND NO LONGER RESIDENT
- PEOPLE AWAY FOR 6 MONTHS OR MORE

Please note:
Check if the dwelling unit holds more than one household. The definition of a household is:

One person or a group of people who have the accommodation as their only or main residence AND (for a group) either share at least one meal a day or share the living accommodation, that is, a living room or sitting room.

Where there is more than one household in a dwelling unit, please contact your area office for advice and instructions for how to proceed.

**INTERVIEWER SUMMARY:**

<table>
<thead>
<tr>
<th>(Tick)</th>
<th>1 or more persons aged 18+</th>
<th>Go to Q6a</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No person aged 18+</td>
<td>CODE OUTCOME AT SECTION G, (CODE 32)</td>
</tr>
<tr>
<td></td>
<td>Number of persons aged 18+ not established</td>
<td>Go to Q5c</td>
</tr>
</tbody>
</table>

**5c. IF NUMBER OF PERSONS AGED 18+ NOT ESTABLISHED – why not?**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact made but information refused (about no of persons)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Person contacted physically or mentally unable to provide information</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Person contacted had inadequate English and unable to provide information</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
E. List all household members eligible for interview

Q6a  
**IF 1+ PERSONS AGED 18+:**
ASK FOR FIRST NAME OR INITIALS OF EACH ELIGIBLE PERSON AGED 18+
LIST IN GRID BELOW.
MAKE SURE THE FIRST RESPONDENT INTERVIEWED IS ENTERED IN THE GRID AS SCREEN NO. 1

<table>
<thead>
<tr>
<th>First Name or Initial</th>
<th>Screen No.</th>
<th>CODE OUTCOME AT SECTION G</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>(61)</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>(62)</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>(63)</td>
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<td></td>
<td>4</td>
<td>(64)</td>
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<td></td>
<td>5</td>
<td>(65)</td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>(66)</td>
</tr>
</tbody>
</table>

CODE OUTCOME AT SECTION G CORRESPONDING TO THE NUMBER OF ADULTS IN THE HOUSEHOLD.

START A NEW GREEN ACS FOR EACH ADULT LISTED ABOVE (SCREEN NUMBER 1-11).

ADD ONTO FRONT OF NEW GREEN CONTACT SHEET THE APPROPRIATE SCREEN NUMBER FROM ABOVE FOLLOWED BY ADDRESS, ADDRESS SERIAL NO, CHECK SUM. AND AREA CODE FROM THE FRONT PAGE OF THIS CONTACT SHEET.

F. Problem covered in main interview for each household member

Q7a  
FOR EACH RESPONDENT THAT COMPLETES A MAIN INTERVIEW WRITE HERE THE PROBLEM COVERED IN THE MAIN INTERVIEW (E.G. EMPLOYMENT PROBLEM) AND THE DATE THE PROBLEM STARTED AGAINST THE RESPONDENT SCREEN NUMBER IN THE GRID BELOW

<table>
<thead>
<tr>
<th>Screen No.</th>
<th>Problem covered in main interview</th>
<th>Problem start date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
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<tr>
<td>6</td>
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</tr>
</tbody>
</table>

BEFORE STARTING ANY MAIN INTERVIEW IN THE HOUSEHOLD REFER TO THIS GRID TO CONFIRM ANY SHARED PROBLEMS WHICH MAY HAVE ALREADY BEEN COVERED IN ANOTHER INTERVIEW
### G. FINAL OUTCOME FOR HOUSEHOLD

<table>
<thead>
<tr>
<th>Ring relevant outcome code</th>
<th>Original</th>
<th>For Re-issues ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADDRESS INELIGIBLE (Deadwood)</strong></td>
<td></td>
<td>1st</td>
</tr>
<tr>
<td>1. Not yet built/under construction</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2. Derelict/demolished</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>3. Vacant/empty housing unit</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>4. Non-residential address (e.g. business, school, factory) – no private dwellings</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>5. Communal establishment/institution – no private dwellings</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>6. Address residential and occupied but not main residence (e.g. second home/holiday home)</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>7. Address residential and occupied but no eligible respondent, (office informed no-one aged 18+)- OFFICE APPROVAL ONLY</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>10. Other ineligible (record details in Notes Section J)</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td><strong>UNKNOWN ELIGIBILITY (if any codes used, record details in Notes Section J)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Address not attempted – OFFICE APPROVAL ONLY</td>
<td>11</td>
<td>11</td>
</tr>
<tr>
<td>13. Unable to locate address</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>14. Unknown whether address is residential because of non contact</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>15. Unknown whether address is residential because information refused</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>16. Residential address but unknown whether eligible because no contact with anyone at address/DU</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>17. Contact made at residential address but unknown whether eligible because information refused.</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td>18. Contact made at residential address but unknown whether eligible because person contacted physically or mentally unable to provide information.</td>
<td>18</td>
<td>18</td>
</tr>
<tr>
<td>19. Contact made at residential address but unknown whether eligible because of inadequate English of person contacted.</td>
<td>19</td>
<td>19</td>
</tr>
<tr>
<td>20. Other unknown eligibility</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td><strong>UNPRODUCTIVE OUTCOME</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>31. Office refusal – OFFICE APPROVAL ONLY</td>
<td>31</td>
<td>31</td>
</tr>
<tr>
<td>32. Contact made at occupied residential address but no persons aged 18+</td>
<td>32</td>
<td>32</td>
</tr>
</tbody>
</table>

### NUMBER OF ADULTS IN HOUSEHOLD

<table>
<thead>
<tr>
<th></th>
<th>61. One adult aged 18+ in household</th>
<th>62. Two adults aged 18+ in household</th>
<th>63. Three adults aged 18+ in household</th>
<th>64. Four adults aged 18+ in household</th>
<th>65. Five adults aged 18+ in household</th>
<th>66. Six adults aged 18+ in household</th>
<th>67. Seven adults aged 18+ in household</th>
<th>68. Eight adults aged 18+ in household</th>
<th>69. Nine adults aged 18+ in household</th>
<th>70. Ten adults aged 18+ in household</th>
<th>71. Eleven adults aged 18+ in household</th>
</tr>
</thead>
</table>
J. Notes Section

For any unknown eligibility or unproductive outcomes (outcome codes 11-32), please give us as much information as you can about the reason no interview was obtained. This information will help if the address is re-issued. For example:

- If unsuccessful please give full explanation for outcome
- Best time to call to get someone in
- If the address was difficult to find, any helpful directions
- Information on respondent e.g. disabilities, works shifts
## ADDRESS DETAILS

<table>
<thead>
<tr>
<th>Column 1</th>
<th>Column 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title of respondent (Mr/Miss/Mrs/Ms)</td>
<td>Full name of respondent (plus initials of any middle names)</td>
</tr>
<tr>
<td>Contact name (if different)</td>
<td>Interviewer Name</td>
</tr>
<tr>
<td>Tel No. (including dialling code)</td>
<td>Interviewer Number</td>
</tr>
<tr>
<td>Mobile number</td>
<td></td>
</tr>
<tr>
<td>Area Code:</td>
<td>Serial Number:</td>
</tr>
</tbody>
</table>

### CALLS RECORD

<table>
<thead>
<tr>
<th>Call No.</th>
<th>Date DD/MM</th>
<th>Day of the week</th>
<th>Time 24hr clock</th>
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</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

Total no. calls

Date of final visit

Date (01-31) | Month (1-12)

Supervisor Name

Date Accompanied

Notes:
### A. Introduce survey

<table>
<thead>
<tr>
<th>Contact eligible adult at (selected) Dwelling Unit and introduce survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good afternoon. I am from BMRB Social Research and am carrying out a survey about people’s experiences of problems and disputes on behalf of the Government.</td>
</tr>
<tr>
<td>You should have received a letter about this survey, explaining that we would be contacting you.</td>
</tr>
</tbody>
</table>

**SHOW COPY OF LETTER**
### B. FINAL OUTCOMES – UNPRODUCTIVE/PRODUCTIVE

<table>
<thead>
<tr>
<th>UNPRODUCTIVE OUTCOME (if any codes used, record details in Notes Section D)</th>
<th>Original</th>
<th>For Re-issue only</th>
</tr>
</thead>
<tbody>
<tr>
<td>22. Contact made with selected respondent – but selected respondent ineligible</td>
<td>22</td>
<td>22</td>
</tr>
<tr>
<td>31. Office refusal – OFFICE APPROVAL ONLY</td>
<td>31</td>
<td>31</td>
</tr>
<tr>
<td>35. Person selected but <strong>no contact with selected person</strong></td>
<td>35</td>
<td>35</td>
</tr>
<tr>
<td>36. <strong>Refusal by selected person</strong> before interview</td>
<td>36</td>
<td>36</td>
</tr>
<tr>
<td>37. <strong>Proxy refusal</strong></td>
<td>37</td>
<td>37</td>
</tr>
<tr>
<td>38. <strong>Refusal during interview</strong> (unusable partial)</td>
<td>38</td>
<td>38</td>
</tr>
<tr>
<td>39 <strong>Broken appointment</strong> with selected person (no recontact)</td>
<td>39</td>
<td>39</td>
</tr>
<tr>
<td>40. Selected person <strong>ill at home</strong> during survey period</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>41. Selected person <strong>away or in hospital</strong> all survey period</td>
<td>41</td>
<td>41</td>
</tr>
<tr>
<td>42. Selected person <strong>physically or mentally unable</strong> to be interviewed</td>
<td>42</td>
<td>42</td>
</tr>
<tr>
<td>43. Selected person has <strong>inadequate English</strong></td>
<td>43</td>
<td>43</td>
</tr>
<tr>
<td>44. <strong>Other unproductive</strong></td>
<td>44</td>
<td>44</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PRODUCTIVE OUTCOME</th>
<th>Original</th>
</tr>
</thead>
<tbody>
<tr>
<td>51. <strong>Full interview</strong> – SCREEN AND MAIN</td>
<td>51</td>
</tr>
<tr>
<td>53. <strong>Full interview</strong> – SCREEN ONLY (MAIN REFUSED)</td>
<td>53</td>
</tr>
<tr>
<td>54. <strong>Full interview</strong> – SCREEN ONLY (NOT ELIGIBLE FOR MAIN)</td>
<td>54</td>
</tr>
<tr>
<td>55. <strong>Full interview completed by proxy</strong> – SCREEN ONLY (NOT ELIGIBLE FOR MAIN)</td>
<td>55</td>
</tr>
<tr>
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**ELECTRONIC REPORT SENT**

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### C. Re-Issue Information

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<th>Interviewer No.</th>
<th>Total Calls</th>
<th>Date of final visit</th>
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## D. Notes Section

For any unproductive outcomes (outcome codes 31-44), please give us as much information as you can about the reason no interview was obtained. This information will help if the address is re-issued. For example:

- If refusal, or other unsuccessful please give full explanation for outcome
- If the address was difficult to find, any helpful directions
- Best time to call to get someone in
- Information on respondent e.g. disabilities, works shifts
- Any other reasons why haven’t got an interview yet
**BMRB\45101862**

**2004 LSRC Survey of Justiciable Problems**

Questionnaire (Part 1 – Screening)  
BMRB Version 8 (13.05.04)

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Household member details

HOUSEHOLD GRID

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. Mother/father (natural)
8. Mother/father (adoptive)
9. Mother/father (foster)
10. Mother/father (step)
11. Brother/Sister (including step, foster and adopted)
12. Grandparent
13. Grandchild
14. Other relative
15. Other non relative
16. Don’t Know
17. 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. Mother/father (natural)  
8. Mother/father (adoptive)  
9. Mother/father (foster)  
10. Mother/step father (step)  
11. Brother/Sister (including step, foster and adopted)  
12. Grandparent  
13. Grandchild  
14. Other relative  
15. Other non relative  
16. Don’t Know  
17. 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  

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  

PerChk  

[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
Identifying Problem Types

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 January 2001, 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
  8. Don’t know
  9. Refused

S1c [Ask if S1b = 2-7]

Thinking of the most recent of these other problems or disputes, what was the nature of the discrimination you (your partner) suffered?

OPEN
S1d  [Ask if S1b = 2-7]
SHOWCARD S1
How many other problems or disputes of the type shown on this card have you (has your partner) had since (January 2001/ the age of 18), excluding the two you have already told me about?

NUMERIC
Don’t know
Refused

S1e  [Ask if S1d>0]
SHOWCARD S1
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 January 2001?
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. Other Services (Please specify)
11. 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 January 2001?
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. Other Services (Please specify)

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 (January 2001/ 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. Other Services (Please specify)
PROBLEM TYPE = EMPLOYMENT: ASK ALL

S4emp (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 (January 2001/ the age of 18)?

1. Yes
2. No
3. Don’t know

S4a [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

S4b [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 (January 2001/ the age of 18)?

1. Yes
2. No
3. Don’t know
4. Refused

S4c [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

S4d [Ask if S4b = Yes]
SHOWCARD S4
How many other problems of the kind shown on this card have you (has your partner) had since (January 2001/ 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
PROBLEM TYPE: NEIGHBOURS: ASK ALL

S5nei (Q11) SHOWCARD S5

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 January 2001?

1. Yes
2. No
3. Don’t know
4. Refused

S5a [Ask if S5nei = Yes]
SHOWCARD S5
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

S5b [Ask if S5nei = Yes]
SHOWCARD S5
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 (January 2001/ the age of 18)?

1. Yes
2. No
3. Don’t know
4. Refused

S5c [Ask if S5b = Yes]
SHOWCARD S5
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

S5d [Ask if S5b = Yes]
SHOWCARD S5
How many other problems or disputes of the kind shown on this card have you (has your partner) had since (January 2001/ the age of 18), excluding the two you have just told me about?

NUMERIC
Don’t know
Refused

S5e [Ask if S5d >0]
SHOWCARD S5
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

S6hou (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 (January 2001/ 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

S6a  [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

S6b  [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 (January 2001/ the age of 18)?

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

S6c  [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

S6d  [Ask if S6b = Yes]
SHOWCARD S6

How many other problems of the kind shown on this card have you (has your partner) had since January 2001, excluding the two you have just told me about?

NUMERIC
Don’t know
Refused

S6e  [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

S7ren (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 January 2001?

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

S7a  [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

S7ai  [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
S7b  [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 January 2001?

1. Yes
2. No
3. Don’t know
4. Refused

S7c  [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

S7ci  [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

S7d  [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 January 2001, excluding the two you have already told me about?

NUMERIC
Don’t know
Refused

S7e  [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

**S7ei**
[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

S10mon (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 January 2001? Please don’t include problems related to a business that you were associated with.

1. Yes
2. No
3. Don’t know
4. Refused

S10a [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

S10b [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 January 2001? 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 January 2001, 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
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 January 2001?

1. Yes
2. No
3. Don’t know
4. Refused

[Ask if S11wel = Yes]
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

[Ask if S11wel = Yes]
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 January 2001?

1. Yes
2. No
3. Don’t know
4. Refused

[Ask if S11b = Yes]
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

[Ask if S11b = Yes]
How many other problems or disputes of the kind shown on this card have you (has your partner) had since January 2001, excluding the two you have just told me about?

NUMERIC
Don’t know
Refused

[Ask if S11d >0]
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

S12div (Q18) Can I just check, have you (your partner) been involved in divorce proceedings since January 2001, even if no divorce was obtained?

1. Yes
2. No
3. Don’t know
4. Refused

S12b [Ask if S12div = Yes] On how many occasions since January 2001 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

S13fam (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 January 2001?

1. Yes
2. No
3. Don’t know
4. Refused

S13a  [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

S13b  [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 January 2001?

1. Yes
2. No
3. Don’t know
4. Refused

S13c  [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

S13d  [Ask if S13b = Yes]
SHOWCARD S11

How many other problems of the kind shown on this card have you (has your partner) had since January 2001, excluding the two you have just told me about?

NUMERIC
Don’t know
Refused
S13e  [Ask if S13d >0]
SHOWCARD S11
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

S14vio (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 January 2001?

1. Yes
2. No
3. Don’t know
4. Refused

S14a  [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

S14b  [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 January 2001?

1. Yes
2. No
3. Don’t know
4. Refused

S14c  [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

S14d  [Ask if S14b = Yes]  SHOWCARD S12
How many other problems of the kind shown on this card have you had since January 2001, excluding the two you have just told me about?
NUMERIC
Don’t know
Refused

S14e  [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

S15chi (Q21)  May I just check, do you (does your partner) have any children aged 21 or younger, including foster, step or adopted children?

1. Yes
2. No
3. Don’t know
4. Refused

S16chd (Q22)  [Ask if S15chi = Yes]
SHOWCARD S13
Since January 2001, (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

S16a  [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

S16b  [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 January 2001?

1. Yes
2. No
3. Don’t know
4. Refused
S16c  [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

S16d  [Ask if S16b = Yes]
SHOWCARD S13
How many other problems of the kind shown on this card have you (has your partner) had since January 2001, excluding the two you have just told me about?

NUMERIC
Don’t know
Refused

S16e  [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

S17inj (Q23) (Excluding anything you’ve already told me about), have you (has your partner) suffered any injury or health problem since January 2001, 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

S17a [Ask if S17inj = Yes]
On how many occasions has this happened since January 2001?

NUMERIC
Don’t know
Refused

S17b [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

S17bi [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

S17c [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

S17ci [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

S18neg (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 January 2001?

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

S18a  [Ask if S18neg = 1 or 2]
On how many occasions has this happened since January 2001?

NUMERIC
Don’t know
Refused

S18b  [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

S18c  [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

S19men (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 January 2001?

1. Yes
2. No
3. Don’t know
4. Refused

S19a  [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

S19b  [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 (January 2001/ the age of 18)?

1. Yes
2. No
3. Don’t know
4. Refused

S19c  [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

S19d  [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 (January 2001/ the age of 18), excluding the two you have just told me about?
S19e  [Ask if S19d = 1+]
SHOWCARD S14
Which of these card 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

S20imm (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 January 2001?

1. Yes
2. No
3. Don’t know
4. Refused

S20a [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

S20b [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 January 2001?

1. Yes
2. No
3. Don’t know
4. Refused

S20c [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

S20d [Ask if S20b = Yes]
SHOWCARD S15
How many other problems of the kind shown on this card have you (has your partner) had since January 2001, excluding the two you have just told me about?

NUMERIC
Don’t know
Refused

S20e [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

S21pol (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 January 2001, for example being assaulted by a police officer or being unreasonably arrested?

1. Yes
2. No
3. Don’t know
4. Refused

S21a  [Ask if S21pol = Yes]
On how many occasions since January 2001 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]
PROBLEM TYPE: HOUSING (HOMELESSNESS): ASK ALL

S9hom (Q14) Have you (has your partner) been homeless or been threatened with being homeless since January 2001?
1. Yes
2. No
3. Don’t know
4. Refused

S9yes [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

S9link [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

S9type [Ask if S9hom = 1]
Did you (your partner) actually become homeless?
1. Yes
2. No
3. Don’t know
4. Refused

S9type2 [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

S9type3 [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

S9b [Ask if S9hom = 1]
Have there been any other occasions since January 2001 when you have (your partner has) been homeless or threatened with being homeless?
1. Yes
2. No
3. Don’t know
4. Refused

S9c [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

S9d  [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

S9e  [Ask if S9b = 1]
Did you (your partner) actually become homeless?

1. Yes
2. No
3. Don’t know
4. Refused

S9f  [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

S9g  [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

S9h  [Ask if S9hom = 1]
And apart from the two occasions you have just told me about, have there been any other occasions since January 2001 when you have (your partner has) been homeless or been threatened with being homeless?

1. Yes
2. No
3. Don’t know
4. Refused

S9i  [Ask if S9h = 1]
On how many other occasions have you (has your partner) been homeless or been threatened with being homeless since (January 2001/ 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 (NEW) [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
[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/S28b2 – IF more than one of any type, insert as First solicitor, second solicitor etc.]?

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

[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

[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

[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

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

1. Yes
2. No
3. Don’t know
4. Refused

[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

[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 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
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 THEN YEAR

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 THEN YEAR

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 THEN YEAR

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

S35b  [ASK FOR EACH PROBLEM IDENTIFIED – run through parts a-e for each problem]
SHOWCARD A6 [note show card design as MS email 23/3/04]
How difficult would you say it was for you to carry on living normally while experiencing this [problem descriptor] problem? Please give a rating from 0 to 10, where 0 means it was not at all difficult and 10 means it was extremely difficult.

1. 0 – Not at all
2. 1
3. 2 - Mildly
4. 3
5. 4
6. 5 - Moderately
7. 6
8. 7
9. 8 - Markedly
10. 9
11. 10 – Extremely
12. Don’t know
13. Refused

S35c  [ASK FOR EACH PROBLEM IDENTIFIED – run through parts a-e for each problem]
SHOWCARD A6
How important would you say it was for you to resolve this problem? Again, please give a rating from 0 to 10, where 0 means not at all important and 10 means extremely important.

1. 0 – Not at all
2. 1
3. 2 - Mildly
4. 3
5. 4
6. 5 - Moderately
7. 6
8. 7
9. 8 - Markedly
10. 9
11. 10 – Extremely
12. Don’t know
13. Refused
S35d  [ASK FOR EACH PROBLEM IDENTIFIED – run through parts a-e for each problem]
SHOWCARD A6
How severe would you say the impact of this problem has been on your life? Again, please give a rating from 0 to 10, where 0 means not at all severe and 10 means extremely severe.

1. 0 – Not at all
2. 1
3. 2 - Mildly
4. 3
5. 4
6. 5 - Moderately
7. 6
8. 7
9. 8 - Markedly
10. 9
11. 10 – Extremely
12. Don’t know
13. 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. None of these
11. 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 OCCURRENCES)
- 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 A8

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 A9

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.
[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

[ASK]
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…
READ OUT
1. Car
2. Light van
3. Motor cycle, moped or scooter
4. Other type of motor vehicle
5. Don’t know
6. Refused

H9carn1-4

[ASK FOR EACH MENTION 1-4 AT H8car]
How many [ANSWER FROM H8car]s [do you/does your partner] have regular use of?

NUMERIC 1-50
Don’t Know
Refused

H10coms

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

READ OUT …

(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 January 2001?

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 January 2001 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]
I would now like to ask about [your/your partner’s] [current/most] recent job.
Can I just check, in [your/their] (main) job [are/were] [you/they] working...

1. Full-time
2. Part-time
3. Don’t Know
4. Refused

D37Hind  [ASK IF D1=2 or D4=2 or D35evwk=1]
[IF D1=2 OR D4=2: I would now like to ask about [your/your partner’s] [current/most] recent job]

What [does/did] the firm/organisation [you/your partner] [worked/work] for mainly make or do at the place where [you/they] [worked/work]?

DESCRIBE FULLY - PROBE MANUFACTURING OR PROCESSING OR DISTRIBUTING AND MAIN GOODS PRODUCED OR SERVICES PROVIDED

OPEN
Don’t Know
Refused

D38Hjob  [ASK IF D1=2 or D4=2 or D35evwk=1]
What [is/was] [your/your partner’s] [last] main job?

INTERVIEWER: PLEASE ENTER FULL JOB TITLE

OPEN
Don’t Know
Refused

D39Hjdo  [ASK IF D1=2 or D4=2 or D35evwk=1]
What [did/do] [you/they] mainly do in [your/their] job?
CHECK SPECIAL QUALIFICATIONS/TRAINING NEEDED TO DO THE JOB

OPEN
Don’t Know
Refused

**D40Hsep**

ASK IF D1=2 or D4=2 or D35evwk=1

And [Are/Were] [you/they] working as an employee or [are/were] [you/they] self-employed?

1. Employee
2. Self-employed
3. Don't Know
4. Refused

**D41Hsup**

ASK IF D40Hsep=1

In your (your partner’s) job [did/do] [you/they] have formal responsibility for supervising the work of other employees?

DO NOT INCLUDE PEOPLE WHO ONLY SUPERVISE CHILDREN (E.G. TEACHERS, NANNIES) OR SECURITY OR BUILDINGS (E.G. CARETAKERS, SECURITY GUARDS)

1. Yes
2. No
3. Don’t Know
4. Refused

**D42Hman**

ASK IF D40Hsep=1

[Do/Did] [you/they] have any managerial duties?

1. Manager
2. Foreman/supervisor
3. Not manager/supervisor
4. Don’t Know
5. Refused

**D43Hnum**

ASK IF D40Hsep=1

How many employees [are/were] there at the place where [you/they] [work/worked]?

READ OUT…

1. 1-9
2. 10-24
3. 25-99
4. 100-499
5. 500-999
6. 1000 or more
7. Don’t Know
8. Refused

**D44Hest**

ASK IF D43Hnum = DK OR REF

Would you say there [are/were] fewer than 25 employees or 25 or more?

1. 1 to 24
2. 25 or more
3. Don’t Know
4. Refused

**D45HStf**

ASK IF D40Hsep = 2

How many people [did/do] [you/they] employ at the place where [you/they] [work/worked]?

1. None
2. 1-9
3. 10-24
4. 25-99
5. 100-499
6. 500-999
7. 1000 or more
8. Don’t Know
9. Refused

**D46Hetm**

ASK IF D45HStf = DK OR REF

Would you say there [are/were] fewer than 25 employees or 25 or more?

1. 0 to 24
2. 25 or more
3. Don’t Know
4. Refused

D7  [ASK ALL]
Can I just check, what was [your/your partner’s] marital status at the beginning of January 2001? Were [you/they]…?

READ OUT AND CODE FIRST TO APPLY. USE CALENDAR IF NECESSARY.
12. Single, that is never married
13. Co-habiting and never married
14. Married and living with (husband/wife)
15. Married, but separated from (husband/wife) and not co-habiting
16. Married, but separated from (husband/wife) and co-habiting
17. Divorced and not co-habiting
18. Divorced and co-habiting
19. Widowed and not co-habiting
20. Widowed and co-habiting
21. Don’t Know
22. Refused

D8  [ASK ALL]
Did [your/your partner’s] marital status change in the period between the start of January 2001 and now?

2. Yes
3. No
4. Don’t know
5. 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

D47Qual  [ASK ALL]
SHOWCARD D4
[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 D4

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
   City and Guilds Part I/ RSA Stage 1-3
8. Other
9. Don't Know
10. Refused

**D49ben**  
[ASK ALL]

Which, if any, of these state benefits are/is [you/ your partner] currently receiving in [your/their] own right?

SHOWCARD D5

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, do [you/they] have a long-standing illness, disability or infirmity? By long-standing I mean anything that troubled [you/them] over a period of time or that is likely to affect [you/them] over a period of time.

1. Yes
2. No
3. Don’t know
4. Refused

D13f  [ASK IF D13a=2]

[Have you/has your partner] had a long-standing illness, disability or infirmity since January 2001?

1. Yes
2. No
3. Don’t know
4. Refused

D13b  [ASK IF D13a=1]

SHOWCARD D6

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

D13d  [ASK IF D13a=1]

SHOWCARD D6

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
4. 3
5. 4 – Moderately
6. 5
7. 6
8. 7 – Markedly
9. 8
10. 9
11. 10 - Extremely
D13c  [ASK IF D13a=1]
SHOWCARD D6
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

D13e  [ASK IF D13a=1]
How long [have you/has your partner] had this illness, disability or infirmity?

1. Up to 6 months
2. More than 6 months up to 1 year
3. More than 1 year up to 3 years
4. More than 3 years up to 5 years
5. More than 5 years up to 10 years
6. More than 10 years
7. Don’t know
8. Refused

D13I  [ASK IF CURRENT ILLNESS/DISABILITY]
Can I just check, (are you/is your partner) officially registered as being disabled?

1. Yes
2. No
3. Don’t know
4. Refused

D13g  [ASK IF D13f=1]
When did this illness, disability or infirmity end?

RECORD END MONTH/ YEAR

D13h  [ASK IF D13f=1]
When did this illness, disability or infirmity start?

RECORD START MONTH/ YEAR

D33Eth  [Ask ALL]
SHOW CARD D7
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
[ASK FIRST HOUSEHOLD MEMBER ONLY]
SHOWCARD D8
I would like to know about your overall HOUSEHOLD income from all sources in the last year. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings. Please look at this card and tell me which letter represents your TOTAL HOUSEHOLD INCOME in the last year from all sources BEFORE tax and other deductions.

<table>
<thead>
<tr>
<th>Annual</th>
<th>Weekly</th>
<th>Monthly</th>
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<tbody>
<tr>
<td>A. Under £2,500</td>
<td>Under £50</td>
<td>Under £200</td>
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<tr>
<td>B. £2,500 - £4,999</td>
<td>£50 - £99</td>
<td>£200 - £399</td>
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<tr>
<td>C. £5,000 - £9,999</td>
<td>£100 - £199</td>
<td>£400 - £829</td>
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<tr>
<td>D. £10,000 - £14,999</td>
<td>£200 - £289</td>
<td>£830 - £1,249</td>
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<tr>
<td>E. £15,000 - £19,999</td>
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<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>
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<tr>
<td>H. £30,000 - £34,999</td>
<td>£580 - £679</td>
<td>£2,500 - £2,899</td>
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<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

[ASK ALL]
SHOWCARD D8
I would like to know about your overall PERSONAL income from all sources in the last year. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings. Please look at this card and tell me which letter represents your PERSONAL INCOME in the last year from all sources BEFORE tax and other deductions.

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SPONTANEOUS: Nothing/No work or scheme

[ASK ALL]
SHOW CARD D9
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 D10

Since January 2001, 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

**S25a (Q30a)**

[Ask if S25vic =1-15]

SHOWCARD D11

In which of these places did the offence take place?

CODE ALL THAT APPLY

1. In your home
2. In the vicinity of your home
3. Away from the vicinity of your home
4. Don’t know
5. Refused

**Problem Type = Involved in Crime: Ask All (No follow up)**

**S26 (Q30b)**

SHOWCARD D12

We are interested in finding out how people’s experiences of the sort of problems we have been talking about link with other life experiences. Looking at this card, could you tell me whether you have done any of these things since January 2001? Please just read out the numbers.

1. Theft/shoplifting or attempted theft/shoplifting
2. Burglary or attempted burglary
3. Robbery/mugging or attempted robbery/mugging
4. Criminal damage/vandalism or attempted criminal damage/vandalism
5. Assault or attempted assault
6. Drugs offences
7. Another offence
8. None of these
9. Don’t know
10. Refused
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
8. Refused

M5mon  [Ask if MONEY/DEBT PROBLEM (S10mon=1)]
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

M6rel  [Ask if RELATIONSHIP PROBLEM (S14vio=1 or S13fam=1 or S12div=1)]
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

M7chi  [Ask if CHILDREN PROBLEM (S16chd=1)]
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

M8per  [Ask if PERSONAL INJURY PROBLEM (S17inj=1)]
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

M9cli  [Ask if CLINICAL NEGLIGENCE PROBLEM (S18neg=1 or 2)]
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 January 2001]. 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
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
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. 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]?

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. Don’t know
16. 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 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

1 We have changed the routing here and at M16c, this seems more sensible
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]

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2 Don’t follow the comments made by LSRC on V2. This said that if M17a=1 then the follow-up questions should be in the form of M17e and M17f. But M17b-d are already in this form apart from being related to those taking action of any kind rather than just seeking personal advice. Please clarify further.
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
Questions for those who sought personal advice

M19 who (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]
And which did you approach next, if any?
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)

M20 whe (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]

M20b (Q19) [ASK FOR FIRST FOUR ADVISERS IF S28c= 1 OR 2]
SHOW SCREEN
What made you consider trying to obtain advice from the [adviser]?

MR
1. It was suggested by a friend/relative/work colleague
2. Saw (or heard) advertisement for this type of service
3. Previous experience of similar situation
4. It is/was obvious to do so
5. Other (specify)
6. Don’t know
7. 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 This change is a lot neater, but will not make the distinction between different types of solicitor for example, if solicitors were the only type of adviser approached
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 M20e = 2]

In which of these ways did you obtain information, advice or other help from [adviser]?

SHOW SCREEN

1. By telephone
2. By post
3. By email/internet
4. Through someone else
5. Other (specify)
6. Don’t know
7. 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

**M20h**

[ASK IF M20f = 1]

About how many times did you speak to [adviser] on the phone?

ACCEPT ESTIMATE IF NECESSARY

NUMERIC

Don’t know
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
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

M20ll  [ASK IF M20i= 1 or 2]
How long did it take to get to the [adviser]?
PROBE FOR AN EXACT NUMBER IN MINUTES

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

M20n  [ASK FOR FIRST FOUR ADVISERS IF S28c= 1 OR 2]
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]?

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
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

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 S22c=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

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

4 Is this the correct routing? I have changed the question text slightly.
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
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 if M22c = 1]
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
[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

[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

[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

[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

[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

**M23con (Q28)**  
[ASK IF S29b = 1 or S29a = 2]
You said earlier that you [talked/wrote/talked 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

[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?

NUMERICAL+
Don’t know
Refused

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

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

M30c  [ASK IF M29lum=2 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: (Taken action) AND (S31a or S31b =2)]
Were there other things you hoped to achieve in relation to the [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 or 2 & M28red = 1]
You said that you wanted to reduce the amount of money you were being asked for in relation to the [problem descriptor]. Would you say this objective was…

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 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 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
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

What do you wish you had done differently?
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 you experienced a stress related illness as a result of this problem.
Can I just ask, are you receiving any treatment/counselling for this illness?

1. Yes
2. No
3. DK
4. Refused

M43a  
[Ask if M43tre = 1]
Who are you receiving treatment from?

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 you 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>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 - £1,249</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>
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<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 : Too early to say

M47Ion  [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 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?
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
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
M62clo (Q94) [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
SHOW CARD M3
Do you know if any of the people or organisations on this card are based near to where you live? By near, I mean within about two miles of where you live?

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
11. None of these
12. Don’t know
13. Refused

M62a [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
SHOW CARD M4
And are any of the people or organisations on this card based near to where you live? Again, by near, I mean within about two miles of where you live?

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

M61cls (Q93) [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
Can I just check, have you ever heard of the Community Legal Service?

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)

5 This list was to be agreed, at the moment this is quite a long list, would be better to have a fairly short list and ask for each one. Please confirm.
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
R1rec1 [ASK ALL QUALIFYING FOR MAIN INTERVIEW]
It is possible that we may want to contact you again 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

R1rec2 [ASK IF R1rec1 <> No]
If the Legal Services Commission wanted to conduct a follow-up to this study, 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
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

SHOWCARD H1

JN:45101862
1. Being discriminated against because of race
2. Being discriminated against because of gender
3. Being discriminated against because of disability
4. Being discriminated against because of sexual orientation
5. Being discriminated against because of age
6. Being discriminated against because of religion
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. Trades people (e.g. plumbers, electricians, painters and decorators)
8. Garages
9. Holidays/Travel
10. Other services (Please specify)
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
1. Regular and excessive noise
2. Threats or harassment
3. Violence
4. Damage to your property or garden
5. Other vandalism
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

SHOWCARD S6

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

SHOWCARD S6
**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

**SHOWCARD S7**
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)

SHOWCARD S8

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 made 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

**SHOWCARD S9**

**Difficulty obtaining money**
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)
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
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
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

SHOWCARD S13
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

SHOWCARD S14
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
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

SHOWCARD D1
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)
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 own, 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)

SHOWCARD D3
1. Higher degree/postgraduate qualifications

2. First degree, (including B.Ed)
   Postgraduate Diplomas/Certificates (include. PGCE)
   Professional qualifications at Degree level (e.g. chartered
   accountant/surveyor)  NVQ/SVQ Level 4 or 5

3. Diplomas in higher education/other H.E qualification
   HNC/HND/BTEC higher
   Teaching qualifications for schools/further education (below degree
   level) Nursing/other medical qualifications (below degree level)
   RSA Higher Diploma

4. A/AS levels/SCE higher/Scottish Certificate 6th Year Studies
   NVQ/SVQ/GSVQ level 3/GNVQ Advanced
   ONC/OND/BTEC National
   City and Guilds Advanced Craft/Final level/Part III
   RSA Advanced Diploma

5. Trade Apprenticeships

6. O Level/GCSE Grades A*-C/SCE Standard/Ordinary grades
   1-3/CSE grade 1
   NVQ/SVQ/GSVQ level 2/GNVQ intermediate
   BTEC/SCOTVEC first/General diploma
   City and Guilds Craft/Ordinary level/Part II/RSA Diploma

7. O Level/GCSE grade D-G/SCE Standard/Ordinary grades below 3
   CSE grades 2-5
   NVQ/SVQ/GSVQ level 1/GNVQ foundation
   BTEC/SCOTVEC first/General certificate
   City and Guilds Part 1/RSA Stage I -III
   SCOTVEC modules/Junior certificate

8. Other qualifications including overseas (specify)
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
Not at all   Mildly   Moderately   Markedly   Extremely

SHOWCARD D6

JN:45101862

Not at all   Mildly   Moderately   Markedly   Extremely

SHOWCARD D6

JN:45101862
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SHOWCARD D8

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<tr>
<td>7.</td>
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<tr>
<td>8.</td>
<td>Other</td>
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**SHOWCARD D9**

1. No religion, atheist or agnostic
1. Theft or attempted theft
2. Burglary or attempted burglary
3. Robbery/mugging or attempted robbery/mugging
4. Criminal damage/vandalism to property or attempted criminal damage/vandalism to property
5. Assault or attempted assault
6. Another offence (specify)

None of these

SHOWCARD D10

1. Theft or attempted theft

SHOWCARD D10
1. In your home
2. In the vicinity of your home
3. Away from the vicinity of your home
1. Theft/shoplifting or attempted theft/shoplifting

2. Burglary or attempted burglary

3. Robbery/mugging or attempted robbery/mugging

4. Criminal damage/vandalism or attempted criminal damage/vandalism

5. Assault or attempted assault

6. Drugs offences

7. Another offence

  None of these

SHOWCARD D12
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. Other (please say who or what)

SHOWCARD A1
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

SHOWCARD A2

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

SHOWCARD A2
1. Advisory, Conciliation and Arbitration Service (ACAS)
2. Alternative Dispute Resolution (ADR)
3. Centre for Dispute Resolution (CEDR)
4. Mediation UK
5. Chartered Institute of Arbitrators
6. National Family Mediation
7. Family Mediators Association
8. British Association of Lawyer Mediators (BALM)
9. Scottish Family Law Association (SFLA)
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 the problem
8. Other (Please specify)
1. No dispute with anybody/thought 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)
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
Domestic violence problem
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
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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. Other

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SHOWCARD M2
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

SHOWCARD M3
1. The Police
2. Your employer
3. An insurance company
4. A doctor or other health worker
5. A Jobcentre
6. A social worker
7. An MP or local councillor
8. Other
1. Design weights

Design weights applied to correct for the unequal probabilities of selection introduced by selecting one person for interview from all those in household eligible for interview. Weight for each respondent = Number of eligible individuals in household = value at <NoDU>.

2. Non-response weights (rim weighting)

(a) Age within sex – weight to updated Census estimates

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(b) Rim weights employed

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