Work Focused Interviews for Partners and Enhanced New Deal for Partners: A technical report on the Quantitative Survey Research

Nick Coleman, Ken Seeds and Gareth Edwards

A report of research carried out by BMRB Social Research on behalf of the Department for Work and Pensions
Contents

Acknowledgements ........................................................................................................ v
The Authors ................................................................................................................ vi
List of abbreviations .................................................................................................... vii
Summary ......................................................................................................................... 1
1 Sample design and weighting .............................................................................. 9
  1.1 Sample design ................................................................................................. 9
  1.2 Weighting .......................................................................................................... 10
2 Letter to respondents ............................................................................................. 11
3 Response rates ........................................................................................................ 13
4 Questionnaire .......................................................................................................... 15
  4.1 Partner interview ............................................................................................. 15
  4.2 Main claimant interview .................................................................................. 88

List of tables
Table 1.1 Universe, selected sample and target interviews .................................. 10
Table 3.1 Survey response rates ............................................................................. 13
Acknowledgements

The authors would like to thank the Lone Parents and Partners Evaluation and Strategy Team at the Department for Work and Pensions (DWP) for their help with the project, in particular Jenny Crook, Helen Wood and Tanya Saunders.
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List of abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DWP</td>
<td>Department for Work and Pensions</td>
</tr>
<tr>
<td>IB</td>
<td>Incapacity Benefit</td>
</tr>
<tr>
<td>IS</td>
<td>Income Support</td>
</tr>
<tr>
<td>IWBC¹</td>
<td>In-work benefit calculation</td>
</tr>
<tr>
<td>JSA</td>
<td>Jobseeker’s Allowance</td>
</tr>
<tr>
<td>LMS</td>
<td>Labour Market System</td>
</tr>
<tr>
<td>NDLP</td>
<td>New Deal for Lone Parents</td>
</tr>
<tr>
<td>NDP</td>
<td>New Deal for Partners</td>
</tr>
<tr>
<td>NVQ</td>
<td>National Vocational Qualification</td>
</tr>
<tr>
<td>PA</td>
<td>Personal Adviser</td>
</tr>
<tr>
<td>SDA</td>
<td>Severe Disablement Allowance</td>
</tr>
<tr>
<td>WFI</td>
<td>Work Focused Interview</td>
</tr>
<tr>
<td>WFIP</td>
<td>Work Focused Interview for Partners</td>
</tr>
</tbody>
</table>

¹ IWBCs are now referred to as BOCs (Better Off Calculations).
Summary

Work Focused Interviews for Partners

In April 2004, mandatory Work Focused Interviews for Partners (WFIPs) were introduced for the non-working, non-claiming partners of main benefit claimants claiming either income based Jobseeker’s Allowance (JSA), Income Support (IS), Incapacity Benefit (IB), Severe Disablement Allowance (SDA) or in some instances, Carer’s Allowance. From this date, if the main benefit claim lasts for 26 weeks, anyone being claimed for as a dependent partner is required to attend a mandatory interview with an adviser to discuss possible options for entering employment or moving closer to the labour market. The WFIP initiative closely mirrors the requirements placed on Jobcentre Plus claimants to attend a Work Focused Interview (WFI), with a system of deferrals and waivers in place to protect partners for whom work is not a viable option.

WFIPs are intended to provide partners of main benefit claimants with information on the support that can be given to them via the New Deal for Partners (NDP). NDP includes assistance with job search, access to training and information about in-work benefits and Tax Credits. The NDP programme was enhanced nationwide at the same time mandatory WFIPs were introduced. The WFIP initiative was designed as a new route onto NDP to boost participation. However, partners can still self-refer onto the NDP programme at any time.

The WFIP initiative was introduced in all integrated Jobcentre Plus offices and is complemented by NDP which is available nationwide.

WFIPs are triggered at the 26-week point in a benefit claim. The partners of main benefit claimants for whom this trigger point in the claim is reached after April 2004, are referred to as ‘flow’ customers. The partners of claimants whose claims had

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2 As further areas convert to Jobcentre Plus integrated offices, dependent partners in these areas are called in. The completion of the Jobcentre Plus network is scheduled for 2006.
already been in existence for more than 26 weeks comprise a body of customers referred to as ‘stock’. Jobcentre Plus offices have been given discretion to process stock customers within the first three years of the WFIP initiative.

New Deal for Partners

The launch of WFIPs in April 2004 was complemented by the enhanced NDP programme. NDP is available to the same customer group as WFIPs\(^3\) and participation is voluntary. In addition to assistance with job search and information about Tax Credits and in-work benefits, NDP includes access to:

- the Adviser Discretion Fund (ADF);
- training allowance for approved training;
- training and support as available under the New Deal for Lone Parents (NDLP) – that is Work Based Learning for Adults (WBLA), contracted occupational provision up to National Vocational Qualification (NVQ) level 2, and ‘bespoke’ provision subject to a business case being accepted;
- the New Deal self-employment and test trading option;
- childcare subsidy for partners taking up work of less than 16 hours per week.

A voluntary New Deal programme for the partners of JSA claimants, called New Deal for Partners of Unemployed People (NDPU), had been in existence since April 1999. NDPU was actively promoted and marketed up until 2001. However, take up was low. In 2001, the programme was renamed as New Deal for Partners and extended beyond the partners of JSA claimants to the non-working dependent partners of claimants of IS, IB, SDA and Carer’s Allowance (CA). The promotion of NDP was scaled back from April 2002. It remained available for partners who put themselves forward, but was no longer actively marketed.

Some partners of JSA customers without dependent children were already included within the remit of Joint Claims. Joint Claims is a parallel initiative, which currently applies to couple claimants born after 1957 and aged over 18 who have no dependent children living in the household. Joint Claims is a separate initiative from WFIPs and subject to separate evaluation.\(^4\) JSA claimants whose partners are included in the WFIP initiative are those couples who have dependent children and couples where the main benefit claimant was born before 1957.

\(^3\) The only exception is that NDP is available to partners of people claiming Carer’s Allowance (previously Invalid Care Allowance) whereas WFIPs only apply to Carers Allowance if it is paid with one of the other benefits.

A major policy interest lies in the fact that a large proportion of the children currently living in poverty in the UK are in workless households where income is provided by benefits (JSA, IS and IB). The partners in these households are now eligible for mandatory WFIPs and for support under NDP. Policies, therefore, are intended to reduce the number of children living in workless households and contribute to a reduction in child poverty.

Policy context

Policy background
The introduction of WFIPs and NDP formed part of the policy intent to provide parity of service and opportunity to partners and other customer groups. It followed the success of the NDLP and WFIs for lone parents over the previous three years bringing support and provision for dependent partners of main benefit claimants more into line with lone parents.

Policy objectives
The high-level policy objectives for WFIPs and NDP are to:

- reduce the number of workless households;
- encourage partners in workless households to achieve successful and sustainable entry into employment;
- help progression to better and/or full-time work for partners already working part-time;
- create the conditions for those who are not immediately job ready to make or regain contact with the labour market by assisting them to acquire the skills, confidence and social stability to increase their employment opportunities to compete effectively in the labour market;
- give partners parity with other customer groups in accessing Jobcentre Plus programmes;
- reduce child poverty.

Operational objectives include:

- extending Department for Work and Pensions (DWP) services and labour-market opportunities to customers who have traditionally been excluded from such sources of assistance, and so make partners aware of the services they can access now and in the future;
- providing the opportunity to increase the hours that partners work, their earnings and the general standards of living in households;
- making the most effective use of public money, by encouraging partners to move into work;
• improving partners’ confidence, sense of well-being, self-esteem and attitudes towards work;

• increasing the numbers both seeking and moving onto DWP programmes;

• improving awareness and knowledge of benefits and routes onto DWP programmes, training and work, and any other issues and information important to the customer group in helping them to return to and sustain work;

• improving the motivation, work skills, experience, qualifications and job search skills of partners.

The evaluation of WFIP and NDP

In April 2004, DWP commissioned BMRB Social Research to conduct a quantitative survey of WFIPs and NDP. The quantitative survey formed part of the WFIP and NDP evaluation; the other elements of the evaluation include qualitative research undertaken by Insite Research and Consulting, analysis of Labour Market System (LMS) administrative data conducted by Policy Studies Institute, a cost-benefit analysis and case studies.

The primary aim of the WFIP and NDP evaluation is to examine whether, to what extent and how effectively, WFIPs and enhanced NDP are reducing the number of workless households, encouraging the unemployed partners of benefit claimants to take up sustainable employment, and assisting partners working part-time to progress into better and/or full-time work.

In this context, the specific objectives of the research as a whole are to:

• provide descriptive analysis of the personal and household characteristics of couples covered by WFIPs/NDP;

• assess the impact of WFIPs and the enhanced NDP programme on the proportion of partners who participate in NDP, whether by referral or by self-referral;

• assess the impact of WFIPs/NDP on lowering the numbers of workless households, by increasing the number of partners (and to some extent main claimants) in full and part-time sustainable work;

• assess the contribution of WFIPs/NDP towards helping those partners who are unable or unwilling to seek work immediately to move closer to the labour market, with future intentions to work;

• assess the impact of WFIPs/NDP on overcoming partners’ barriers to work, and changing their attitudes to work as an alternative to living on benefits;

• assess the effectiveness of the different elements of the WFIP/NDP delivery process, and identify lessons for improvement.

Research methodology

The research consists of a survey of partners of main benefit claimants who were asked to attend a WFIP between October 2004 and January 2005. In addition, where possible, short complementary interviews were conducted with the main benefit claimant in the same household as the partner. The survey was conducted using face-to-face interviewing in respondents’ homes. Due to the timing of the survey, insufficient numbers of people would have entered NDP by the time of interviews and thus the primary focus of the report is on Work Focused Interviews.

Sample

The sample was designed to be representative of all partners who were asked to attend a WFIP between October 2004 and January 2005. It included both WFIP attendees and non-attendees.

The sample was based on cases where the main benefit claimant was claiming one of the following benefits:

- IB;
- IS;
- JSA;
- SDA;
- CA (where paid with one of the other benefits).


In accordance with Data Protection legislation, letters were sent to sampled customers, giving them the opportunity to opt-out (a copy can be found in the separate technical report). Those who responded were removed from the final sample issued. A total of 3,786 interviews were achieved from the survey, with a response rate of 73 per cent. Please refer to the technical report for detailed response rates.

Questionnaire

The questionnaire was developed by BMRB Social Research in consultation with the DWP. A copy of the questionnaire can be found in the separate technical report.
The partner questionnaire was divided into general sections as follows:

- household and demographics I;
- contact with Jobcentre Plus before WFIP;
- experience of WFIP;
- whether any contact with Jobcentre Plus after WFIP, including NDP;
- overall perceptions of contact with Jobcentre Plus;
- work history;
- current/most recent job since WFIP;
- future work;
- attitudes to work;
- training;
- household details and demographics II.

The main benefit claimant questionnaire included questions on working status/work history, expectations and overall impressions of the WFIP. For comparability, the questions were generally the same as the ones asked to partners.

**Piloting**

A pilot was conducted to test the questionnaire, along with the contact procedure. In total, interviews were achieved in 66 households – 48 with both a partner and main benefit claimant, and 18 with a partner alone. Interviewers were briefed by the researchers prior to the pilot fieldwork and researchers accompanied the interviewers to experience first hand how the questionnaire was working. A debriefing was held with both researchers and interviewers where the questionnaire was discussed in detail. Only minor amendments were made to the questionnaire post-pilot.

**Interviewer briefings**

All interviewers were briefed by the BMRB research team. They were given detailed information on the background to the survey, the sample, contacting respondents, response rates and the questionnaire to ensure a thorough understanding of the survey. In addition, full written instructions were provided to all interviewers.

**Fieldwork**

All fieldwork was carried out in the respondent’s home, face-to-face. Interviewers recorded responses to questions using Computer Assisted Personal Interviewing (CAPI). Fieldwork took place between April and July 2005. Respondents were generally interviewed between four and six months after being invited to attend a WFIP. As a result, readers should bear in mind that findings reflect respondents’ recall of events some time in the past.
A contact sheet was issued for each address giving the name of the individual contact and a unique serial number. Interviewers used the contact sheet to record the final outcome (e.g. full interview achieved, refusal, etc) for each contact. Interviewers were required to make a minimum of five calls at each address (to allow for respondents not being available on initial visits and thereby reducing the overall number of non-contacts), before returning the contact sheet.

**Movers**

Where the named respondent had moved from the listed address, interviewers attempted to obtain an up-to-date address from the new occupant. Where no contact was possible, interviewers attempted to contact neighbours, firstly in order to confirm whether the named person was still living there, and then if not, to try and obtain a new address. In addition, during the fieldwork period, a full address update was provided by the DWP.

Where a new address was obtained, interviewers either visited the new address themselves or returned the contact sheet to the field office at BMRB, for reallocation to a different interviewer (dependent on location). Where a new address could not be obtained, addresses were forwarded to the DWP, who carried out manual checks, to try to identify an up-to-date address. This ensured that interviewers had the most up-to-date addresses possible.

**Quality control measures**

For all face-to-face surveys, BMRB’s standard quality control procedures exceed those stipulated by Interviewer Quality Control Scheme (IQCS) and BS7911 (the British Standard Specification for Organisations conducting Market Research) and are summarised as follows:

- interviewers are accompanied by a supervisor, for an afternoon and/or evening, on at least three assignments a year;
- in addition, ten per cent of respondents are re-contacted by phone or letter on all surveys to check classification and key questions.

**Analysis and weighting**

Once the interviews had been conducted, they were sent to head office for aggregation. Coding of the open-ended responses was carried out, with all code frames being approved before use. An SPSS dataset was produced and checked.

Weighting has been applied to the data to compensate for the disproportionate sampling that was carried out (as described in Appendix A).
Report structure

**Chapter 1** provides details on the sample design and weighting used.

**Chapter 2** provides a copy of the letter issued to participants inviting them to take part in the research.

**Chapter 3** provides details on the response rates achieved.

**Chapter 4** provides copies of the questionnaire used in the survey.
1 Sample design and weighting

1.1 Sample design

The sample file was drawn from Department for Work and Pension’s (DWP’s) database of customers in the eligible population for Work Focused Interviews for Partners (WFIP), drawing information on WFIP and New Deal for Partners (NDP) participation from LMS data. The eligible sample was defined as partners of main benefit claimants (on Incapacity Benefit (IB), Income Support (IS), Jobseeker’s Allowance (JSA) or Severe Disablement Allowance (SDA)) who were asked to attend a WFIP between October 2004 and January 2005.

The eligible sample frame contained 20,330 cases, broken down as follows:

- attendees (JSA + flow) – 6,234;
- attendees (non-JSA stock) – 6,848;
- non-attendees – 5,826;
- deferred – 734;
- waived – 688.

The sample was stratified by the above five groups; the numbers selected in each reflected a target number of interviews (as shown in Table 1.1).

Sample selection took place in two batches, to minimise the time that elapsed between attendance of the WFIP and the survey interview. Batch 1 contained partners who were invited to attend a WFIP in October and November 2004; batch 2 covered partners who were asked to attend a meeting in December 2004 and January 2005. Fieldwork was staggered so that batch 1 interviews generally preceded batch 2 interviews.

For each batch, the sample was stratified by the five sample groups, and then sorted by postcode district within sample group. A ‘1 in n’ sample selection was then made.
Within batch 2, the sampling fraction differed between the two months. This is due to assumptions made about the proportion of January cases that were classified as non-attendees in the sample but have attended by the time of the fieldwork. This was not an issue for previous months (as most attendance will have been picked up by the time of sample selection).

Table 1.1 shows the number of cases in the sample universe and selected sample, as well as the target numbers of interviews.

### Table 1.1 Universe, selected sample and target interviews

<table>
<thead>
<tr>
<th></th>
<th>Attendees: JSA + flow</th>
<th>Attendees: non-JSA stock</th>
<th>Non-attendees</th>
<th>Deferred</th>
<th>Waived</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Batch 1: number of cases in survey universe</td>
<td>4,011</td>
<td>4,476</td>
<td>2,234</td>
<td>383</td>
<td>442</td>
<td>11,546</td>
</tr>
<tr>
<td>Batch 2: number of cases in survey universe</td>
<td>2,223</td>
<td>2,372</td>
<td>3,592</td>
<td>351</td>
<td>246</td>
<td>8,784</td>
</tr>
<tr>
<td>Total number of cases in survey universe</td>
<td>6,234</td>
<td>6,848</td>
<td>5,826</td>
<td>734</td>
<td>688</td>
<td>20,330</td>
</tr>
<tr>
<td>Batch 1: number of cases selected</td>
<td>1,536</td>
<td>791</td>
<td>465</td>
<td>233</td>
<td>233</td>
<td>3,258</td>
</tr>
<tr>
<td>Batch 2: number of cases selected</td>
<td>1,310</td>
<td>525</td>
<td>957</td>
<td>233</td>
<td>233</td>
<td>3,258</td>
</tr>
<tr>
<td>Total number of cases selected</td>
<td>2,846</td>
<td>1,316</td>
<td>1,422</td>
<td>466</td>
<td>466</td>
<td>6,516</td>
</tr>
<tr>
<td>Number of target interviews</td>
<td>1,650</td>
<td>850</td>
<td>500</td>
<td>250</td>
<td>250</td>
<td>3,500</td>
</tr>
</tbody>
</table>

### 1.2 Weighting

A two-stage weight was applied to reflect:

- the differential probability of selection for the two batches and five sample groups;
- differential response weight; a weight was calculated for both the partner and main claimant interviews. The characteristics compared were gender, age, number of children and age of youngest child, region, ethnicity, disability indicator, case type (stock/flow), benefit type, sample group (0 to 4 as described above), and month invited to WFIP. For **partner interviews**, the profiles matched on most of these variables; a weight was derived, with interlocking cells for sample group, region (London/South East v other) and presence of children (Yes v No). For **main claimant interviews**, the same weight was applied, as well as a further weight based on the sample group.
2 Letter to respondents

Copy of letter issued to participants inviting them to take part in the research.
Dear

Survey of households and benefits

I am writing to ask for your help.

The Department for Work and Pensions (DWP) wants to find out what you think about support and advice given to partners of people claiming benefits in order to improve the help provided to couples. Even if either of you is now in a job, we are still interested in your views.

We have asked BMRB Social Research to carry out a survey. This organisation is completely independent of government and political parties.

Your name has been selected from DWP records. An interviewer working on behalf of BMRB may contact either yourself or your partner in the next few weeks to arrange a convenient time to talk to each of you. It does not have to be at the same time. If at all possible, the interviewer would like to talk to each of you separately. The interviewer will carry a BMRB identification card.

Everything you tell the interviewer will be in complete confidence – no personal views or information will be passed to anyone outside the research team at BMRB and the DWP. However your answers may be linked to information the Department for Work and Pensions already hold on their research database. The report of the survey will not identify any individual or family.

I hope that you and your partner will take part in this survey. Your views are very important to us. However if you really do not want to take part, you can write within the next 10 days to:

Gareth Edwards, BMRB FREEPOST, London W5 5BR.

If you write, please give the reference number from the top of the letter and your name will be taken off the list of people that BMRB will contact. If you have any questions about the survey, you can contact BMRB on 020 8433 4409. You may also ask the BMRB interviewer when he or she contacts you.

Whatever you decide, any claim to benefits you and your partner may receive will not be affected in any way either now or in the future.

I hope that each of you will enjoy taking part.

Jenny Crook
3 Response rates

The response rates for the survey are shown in the table below.

Table 3.1 Survey response rates

<table>
<thead>
<tr>
<th>Population in scope of study per cent</th>
<th>Population in scope of fieldwork per cent</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>N</strong></td>
<td></td>
</tr>
<tr>
<td>Number sampled</td>
<td>6,478</td>
</tr>
<tr>
<td>Ineligible</td>
<td>0</td>
</tr>
<tr>
<td><strong>In scope of study:</strong></td>
<td></td>
</tr>
<tr>
<td>Cases not issued to interviewers (opt-outs)</td>
<td>782</td>
</tr>
<tr>
<td><strong>Invalid cases:</strong></td>
<td></td>
</tr>
<tr>
<td>Respondent moved, untraceable</td>
<td>493</td>
</tr>
<tr>
<td>Respondent died</td>
<td>10</td>
</tr>
<tr>
<td>Address not traced/not complete</td>
<td>31</td>
</tr>
<tr>
<td><strong>In scope of fieldwork:</strong></td>
<td></td>
</tr>
<tr>
<td>Non-contact after agreed number of call-backs</td>
<td>490</td>
</tr>
<tr>
<td>Refusals</td>
<td>607</td>
</tr>
<tr>
<td>Other reasons for no interview</td>
<td></td>
</tr>
<tr>
<td>Partner away during fieldwork period/in hospital</td>
<td>53</td>
</tr>
<tr>
<td>Respondent incapable of interview (e.g. health problems)</td>
<td>33</td>
</tr>
<tr>
<td>Inadequate English/refused interview in English</td>
<td>88</td>
</tr>
<tr>
<td>Other</td>
<td>105</td>
</tr>
<tr>
<td></td>
<td>279</td>
</tr>
<tr>
<td>Interviews</td>
<td>3,786</td>
</tr>
<tr>
<td>Both partners</td>
<td>3,257</td>
</tr>
<tr>
<td>Partner interview only</td>
<td>529</td>
</tr>
<tr>
<td><strong>Response rate</strong></td>
<td></td>
</tr>
<tr>
<td>Both partners</td>
<td>58</td>
</tr>
<tr>
<td></td>
<td>73</td>
</tr>
<tr>
<td></td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>63</td>
</tr>
</tbody>
</table>
4 Questionnaire

4.1 Partner interview

S1 Introduction

Good morning/afternoon. My name is …… and I’m from BMRB Social Research. You should have received a letter recently from the Department for Work and Pensions asking you to take part in a survey about your experiences of benefits. Is it OK if I come in and ask you some questions about your experiences?

Q1. Firstly, can I check, have you had an interview with a Personal Adviser? This interview should have been in around <MONTH>, and normally takes place at a Jobcentre Plus office. ADD IF NECESSARY: This is sometimes called a ‘Work-Focused Interview’. [QATT]

Yes 1
No 2

IF NO AND ON DATABASE AS ATTENDED [IF 2 @ QATT AND attended in SAMPLE]

Q2. Are you sure you did not have an interview with a Personal Adviser at around that time? You may have had the interview on your own or with your partner/wife/husband [QSURE]

Interviewer instruction: probe as necessary – interview would have been about work options available to them. they may have received a letter/TELEPHONE CALL in advance about the interview

Yes, had interview 1
No, did not have interview 2

ASK ALL WFI ATTENDEES [IF 1 @ QATT OR 1 @ QSURE]
Q3. In what month did you have an interview with the Personal Adviser? Was it <MONTH>? IF HAVE HAD MORE THAN ONE INTERVIEW: This is the month of your first interview with a Personal Adviser. [QATTMON]

S2 Household details and Demographics I

ASK ALL

I would like to start by asking you a few questions about your household. By your household, I mean people who live here and who use the same living room as you or share at least one meal a day with you.

Q4. Including yourself and any children, how many people are there in your household? [QHOUSE]

Q5. Could you look at this card and tell me which of these best describes you? [QSTAT]

SHOW CARD
SINGLE CODED
Married 1
Living together as a couple 2
Divorced 3
Separated from married 4
Separated from living together as a couple 5
Single, never married or lived together 6
Widowed 7
Other (specify) 8

IF MARRIED/COHABITING [IF 1 OR 2 @ QSTAT]

Q6. For how long have you and your partner/wife/husband shared a home together, either through being married or living together? NOTE: If you have had spells living apart, record total time living together, excluding spells living apart.

[QHOWLON]

IF NOT MARRIED/COHABITING AND ATTENDED WFI [IF NOT 1 OR 2 @ QSTAT AND 1 @ QATT OR 1 @ QSURE]
Q7. Can I just check, were you married or living together at the time of your interview with the Personal Adviser? [QMARCOH]

Yes 1
No 2

If SINGLE, NEVER MARRIED OR COHABITING [IF 6 @ QSTAT]

Q8. Can I just check that you have never been married or lived together? [QSTCHK]

Never married / lived together 1
Have been married / lived together (return to previous question) 2

IF MORE THAN 1 PERSON IN HOUSEHOLD [IF > 1 @ QHOUSE]

Q9. Do you have any children aged 18 or under living with you in this household? [QCHILD]

Yes 1
No 2

IF YES [IF 1 @ QCHILD]

Q10. How many children is that? [QNOCHD]

RECORD NUMBER – check no. < number in household

Q11. What is the age of the child / are the ages of the children? [QCHAGE]

RECORD AGES (0-18)

Child 1 ... YEARS (AT LAST BIRTHDAY)
Child 2 ... YEARS (AT LAST BIRTHDAY)
Child 3 ... YEARS (AT LAST BIRTHDAY) ...
Child 10 ... YEARS (AT LAST BIRTHDAY)

IF 16-18 [IF 16-18 @ QCHAGE]

Q12. Is the child in full time education? [QCHFED]

ASK FOR EACH CHILD

Yes 1
No 2

IF 16-18 AND NOT IN FULL TIME EDUCATION [IF 16-18 @ QCHAGE AND 2 @ QCHFED]
Q13. Is the child financially dependent on you? [QCHDEP]

ASK FOR EACH CHILD

Yes 1
No 2

IF MARRIED/COHABITING AND CHILDREN [IF 1 OR 2 @ QSTAT AND 1 @ QCHILD]

Q14. May I check, who is responsible for looking after your child(ren)? [QCHRES]

Mainly respondent 1
Mainly partner 2
Respondent and partner equally 3
Child’s other parent 4
Grandparent 5
Other relative 6
Other adult 7
Not applicable 8

I would now like to ask you a few questions about your health.

Q15. Do you have any longstanding illness, condition or disability of any kind? By longstanding I mean anything that is likely to affect you for a year or more. [QDIS]

Yes 1
No 2

IF YES [IF 1 @ QDIS]

Q16. What kind of illness or disability do you have? [QDISK]

MULTI CODED

Arms, legs, hands, feet (including arthritis/rheumatism) 1
Back/neck (including arthritis/rheumatism) 2
Difficulty in seeing 3
Difficulty in hearing 4
Skin conditions, allergies 5
Chest, breathing problems, asthma, bronchitis 6
Heart, blood pressure/blood circulation 7
Stomach, liver, kidney /digestive 8
Diabetes 9
Depression 10
Phobia, panics, nervous disorders or other mental illness (excluding depression) 11
Learning difficulties (or mental handicap) 12
Epilepsy 13
Asthma 14
Cancer 15
Other health problems / disabilities (please specify) 16

IF YES [IF 1 @ QDIS]

Q17. Does this/these illness(es)/disability(ies) restrict your ability to work? [QDISRWK]

Yes 1
No 2
Unable to work again (spontaneous) 3
Terminal (spontaneous) 4

IF YES [IF 1 @ QDISRWK]

Q18. Does it affect the TYPE of paid work that you might do? [QDTPW]

IF YES: Does this mean you can do some jobs but not others, or that you can’t work at all?

Yes – could do some jobs but not others 1
Yes – I am unable to work at all 2
No 3

IF YES – SOME JOBS OR NO [IF 1 OR 3 @ QDTPW]

Q19. And does it affect the AMOUNT of paid work that you might do? [QDAPW]

Yes 1
No 2

IF YES [IF 1 @ QDAPW]

Q20. How many hours per week do you think you might be able to work? [QWHPW]

<16 1
16 - 29 2
30+ 3
Don’t know 4

IF ATTENDED WFI AND HAS DISABILITY WHICH IS NOT TERMINAL [IF 1 @ QATT OR 1 @ QSURE AND 1 @ QDIS AND NOT 4 @ QDISRWK]
Q21. When you attended the interview with the Personal Adviser in <MONTH>, did you have this / these illness(es) or disability / disabilities at that time? [QDISWFI]

IF RESPONDENT HAS MORE THAN ONE ILLNESS / DISABILITY AND HAD AT LEAST ONE OF THESE AT TIME OF INTERVIEW, CODE 1

Yes 1
No 2

ASK ALL

I would now like to ask you about any caring responsibilities you might have.

Q22. Do you provide any care, help or support for anyone because of illness, disability, old age or infirmity of any kind? [QDISOT]

IF YES, PROBE TO FIND OUT WHO THIS IS.
THIS DOES NOT INCLUDE CARING AS PART OF A PAID JOB.

MULTI CODE

Your partner 1
Your parent(s) 2
Your child(ren) 3
Another relative 4
Your friend 5
Another person 6
No, no-one 7

IF NOT NO, NO-ONE AND MORE THAN 1 PERSON IN HOUSEHOLD [IF 1-6 @ QDISOT AND > 1 @ QHOUSE]

Q23. Can I check if this person/these people live(s) in your household? [QDISHH]

Yes, live in your household 1
One/some live in your household, one/some do not 2
Do not live in your household 3

IF NOT, NO NO-one [IF 1-6 @ QDISOT]

Q24. Do these caring responsibilities affect the TYPE of paid work that you might do? [QCTYPE]

Yes 1
No 2

IF NOT, NO NO-ONE [IF 1-6 @ QDISOT]
Q25. And do they affect the AMOUNT of paid work that you might do? [QCAMT]
   Yes 1
   No 2
   None at all – unable to work 3

   IF YES [IF 1 @ QCAMT]

Q26. How many hours per week do you think you might be able to work? [QWHPW2]
   <16 1
   16 - 29 2
   30+ 3
   Don’t know 4

ASK ALL

Q27. Can I just check, is English your first language? [QELANG]
   English is 1st language 1
   English is not 1st language 2

   IF ENGLISH NOT 1st LANGUAGE [IF 2 @ QELANG]

Q28. What is your first language? [QFLANG]

ENTER LANGUAGE

ASK ALL

Q29. Since you were 16, have you had any problems with reading, writing or speaking English at all? [QLIT]

   MULTI CODE

   Yes, reading English 1
   Yes, writing English 2
   Yes, speaking English 3
   No 4
   Refused 5
   Don’t Know 6

Q30. And since you were 16, have you had any problems with numbers or simple arithmetic at all? [QNUM]

   Yes 1
   No 2
S3  Contact with Jobcentre Plus before WFI

IF NOT ATTENDED WFI [if NOT 1 @ qatt OR 1 @ QSURE]

Q31. You said that you have not attended an interview with a Personal Adviser. Did you receive a letter giving you an appointment time for an interview with a Personal Adviser? This will have been around <MONTH>. ADD IF NECESSARY: This is sometimes called a ‘Work Focused Interview’. [QNALETT]

Yes 1
No 2
Can’t remember 3

Q32. And did you hear about an interview with a Personal Adviser in any other way? (This will have been around <MONTH>). [QNAOCOM]

MULTI CODED

No 1
Yes – received a telephone call inviting me to an interview with a Personal Adviser 2
Yes – someone from the Jobcentre Plus office visited me at home 3
Yes – staff at Jobcentre Plus office told my partner 4
Other (specify) 5
Can’t remember 6

IF RECALL RECEIVING LETTER/TELEPHONE CALL/OTHER CONTACT AND NOT TERMINAL [IF 1 @ QNALETT OR 2-5 @ QNAOCOM & NOT 4 @ QDISRWK]

Q33. Can you tell me why you did not attend the interview? [QWHYNA]

PROBE FULLY. DO NOT PROMPT.

Open ended

Q34. Would you be interested in attending an interview with a Personal Adviser, either now or in the future? This would be to talk about your work options. [QINTFIN]

Yes – definitely 1
Yes – probably 2
No 3
Don’t know 4

IF YES – DEFINITELY OR PROBABLY [IF 1 OR 2 @ QINTFINT]
Q35. When do you think would be a good time to have an interview with a Personal Adviser? [QGTIMWF]

MULTI CODED

- When health improves 1
- When child(ren) old enough 2
- When no longer caring for partner/relative/other person 3
- Specific time period given (CODE AND TYPE IN) 4
- Other (specify) 5
- Never 6
- Don’t know 7

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q36. At the time of the interview with the Personal Adviser in <MONTH>, were you or your partner claiming any benefits? ADD IF NECESSARY: That is your first interview with the Personal Adviser.

[IF NO WFI [IF NOT 1 @ QATT OR 1 @ QSURE: In around <MONTH>, were you or your partner claiming any benefits?] [QBENWFI]

MULTI CODED

- None 1
- Jobseeker’s Allowance (JSA) 2
- Incapacity Benefit (previously Invalidity Benefit) 3
- Income Support (IS) only 4
- Income Support (IS) with Disability Premium 5
- Severe Disablement Allowance (SDA) 6
- Carer’s Allowance (CA) 7
- Was claiming benefit(s) but don’t know which 8
- Other (specify) 9
- Don’t know 10

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q37. Did you receive a letter giving you an appointment time for an interview with the Personal Adviser? ADD IF NECESSARY: That is the (first) interview that took place in <MONTH>. [QATTLET]

- Yes 1
- No 2
- Can’t remember 3
Q38. And did you hear about your interview with the Personal Adviser in any other way? [QATTOCO]

MULTI CODED

No 1
Yes – received a telephone call inviting me to an interview with the Personal Adviser 2
Yes – someone from the Jobcentre Plus office visited me at home 3
Yes – staff at Jobcentre Plus office told my partner 4
Other (specify) 5
Can’t remember 6

Q39. Did you go to the interview appointment on the date you were given – or was it re-arranged for a later date? [QINTDEF]

SINGLE CODED

Saw Adviser at the appointment time 1
Interview put off/arranged for later date – had already made arrangements 2
Interview put off/arranged for later date – due to special circumstances 3
Don’t know/can’t remember 4
Other (specify) 5

IF PUT OFF [IF 2 OR 3 @ QINTDEF]

Q40. Roughly how long was it after your original appointment before you actually saw the Personal Adviser? [QINTDE2]

Less than 1 month 1
1-2 months 2
3-5 months 3
6 months+ 4
Don’t know 5

IF INTERVIEW PUT OFF (SPECIAL CIRCUMSTANCES) OR 1 MONTH OR MORE [IF 3 @ QINTDEF OR 2-4 @ QINTDE2]

Q41. Do you know why your Personal Adviser interview was put off or re-arranged? [QWHYDEF]

SHOW SCREEN FOR THIS QUESTION

MULTI CODED
Recently separated from partner 1
Recently bereaved 2
Recently made homeless 3
Too unwell to attend 4
Partner too unwell to attend 5
Only claiming for a short amount of time 6
Adviser could not make it/re-arranged it 7
Had to do something else (at short notice) 8
Don’t know why it was deferred 9
Other (specify) 10

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q42. BEFORE your interview with the Personal Adviser in <MONTH>, had you ever been to, or had any contact with, a Jobcentre or Jobcentre Plus office (IF RECALL INVITE TO WFI, ADD [IF 1 @ QATTLET OR 2-5 QATTOCO]: other than being given an appointment time for an interview with the Personal Adviser)?

[IF NO WFI [IF NOT 1 @ QATT OR 1 @ QSURE]: Have you ever had any contact with a Jobcentre or Jobcentre Plus office? (IF RECALL INVITE TO WFI, ADD [IF 1 @ QNALET OR 2-5 @ QNAOCOM]: other than being given an appointment time for an interview with a Personal Adviser?) [QCONJCP]

Yes 1
No 2
Don’t know 3

IF YES [IF 1 @ QCONJCP]

Q43. And when did you last go to, or have contact with, a Jobcentre or Jobcentre Plus office? [QCONJC2]

Within the last 6 months 1
More than 6 months but less than 1 year ago 2
More than 1 year but less than 2 years ago 3
More than 2 years but less than 5 years ago 4
More than 5 years ago 5
Don’t know 6

IF ATTENDED WFI, PLUS NO WFI BUT INVITED BY LETTER OR TELEPHONE (EXCLUDING WAIVED SAMPLE) [IF 1 @ QATT OR 1 @ QSURE OR IF 1 @ QNALET OR 2 @ QNAOCOM]
Q44. (IF ATTENDED WFI, ADD IF 1 @ QATT OR 1 @ QSURE): BEFORE you attended your interview with the Personal Adviser) How well was … explained to you (IF INVITED BY LETTER OR TELEPHONE, ADD IF 1 @ QNALETT OR 2 @ QNAOCOM OR 1 @ QATTLET OR 2 @ QATTOCO): in the letter / telephone call you received giving you an appointment time for an interview with a Personal Adviser)? [QREA]

READ OUT

SHOW CARD (FOR SCALE)

The reason for having the interview with the Personal Adviser

What would be covered in the interview

What would happen if you did not attend the interview

   Very well 1
   Fairly well 2
   Not very well 3
   Not explained at all 4

Q45. Were you informed that you HAD to attend the interview with the Personal Adviser? [QAICOMP]

   Yes 1
   No 2
   Don’t know/can’t remember 3

Q46. Were you informed that your partner’s benefits might be reduced unless you went to the interview? [QAICOM2]

   Yes 1
   No 2
   Don’t know/can’t remember 3

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q47. Would you have liked to have more information about the interview beforehand? [QADVINF]

   Yes 1
   No 2
   Don’t know 3

IF YES [IF 1 @ QADVINF]
Q48. What information would you have liked to receive? [QWHATIN]
Open ended

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q49. BEFORE you went to the interview with the Personal Adviser, how helpful did you expect it to be? [QINEXHE]
READ OUT

Very helpful 1
Quite helpful 2
Not very helpful 3
Not at all helpful 4
Don’t know 5

IF VERY/QUITE HELPFUL [IF 1 OR 2 @ QINEXHE]

Q50. Why did you expect it to be helpful? [QINEXHP]
Open ended

IF NOT VERY/NOT AT ALL HELPFUL [IF 3 OR 4 AT QINEXHE]

Q51. Why did you expect it to be unhelpful? [QINEXUP]
Open ended

S4 Experience of WFI

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

I’d now like to ask some questions about the interview itself. ADD IF NECESSARY – that is, your (first) interview with the Personal Adviser in <MONTH>.

Q52. Firstly, where did this interview with the Personal Adviser take place? [QINTLOC]
SINGLE CODED

Jobcentre Plus office 1
At home 2
By telephone 3
Other (specify) 4
Don’t know/can’t remember 5
Q53. Did you bring along anyone who attended the interview with you? [QOATTIN]

ONLY CODE PERSON(S) MENTIONED IF THEY WERE ACTUALLY PRESENT DURING THE INTERVIEW

MULTI CODED

Partner 1
Your child(ren) 2
Other relative 3
Friend 4
Other person 5
No 6
(Don’t know) 7
(Refused) 8

Q54. Was it just you <and person(s) mentioned at QOATTIN> talking to the Personal Adviser, or were other people present at the interview? [QOATTI2]

Just me <and person(s) mentioned at QOATTIN> 1
Other people were present 2
Don’t know / can’t remember 3

IF OTHER PEOPLE WERE PRESENT [IF 2 @ QOATTI2]

Q55. How many other people were there with you? [QOATTI3]

DO NOT INCLUDE PERSON(S) ALREADY MENTIONED AT QOATTIN

RECORD NUMBER 1
Don’t know/can’t remember 2

IF ATTENDED WFI AND PARTNER AT TIME OF WFI [IF 1 @ QATT OR 1 @ QSURE AND 1 OR 2 @ QSTAT OR 1 QMARCOH]

Q56. Did you discuss with your partner whether they would come to the interview with you? [QDISWJT]

Yes 1
No 2
Can’t remember 3

IF ATTENDED WFI WITH PARTNER [IF 1 @ QATT AND 1 @ QOATTINT]
Q57. Who made the decision that your partner would come to the interview? [IF PARTNER DID NOT ATTEND [IF NOT 1 @ QOATTINT]: Who made the decision that your partner would not come to the interview?][QWJTDEC]

SINGLE CODED

Me 1
My partner 2
Jobcentre Plus office didn’t give us the choice 3
Didn’t know that partner could be present 4
Don’t know 5

IF ATTENDED WFI WITH PARTNER [IF 1 @ QATT OR 1 @ QSURE AND 1 @ QOATTINT]

Q58. How helpful was it to have your partner with you in the interview? [QPHELPA]

READ OUT

Very helpful 1
Quite helpful 2
Not very helpful 3
Not at all helpful 4
(Don’t know) 5
(Refused) 6

IF VERY/QUITE [IF 1 OR 2 @ QPHELPAI]

Q59. Why was it helpful to have your partner with you in the interview? [QWPHELP]

Open ended

IF NOT VERY/NOT AT ALL HELPFUL [IF 3 OR 4 AT QPHELPAI]

Q60. Why was it unhelpful to have your partner with you in the interview? [QWPUNHL]

Open ended

IF PARTNER, OFFICE DIDN’T GIVE US THE CHOICE, OR DIDN’T KNOW PARTNER COULD BE PRESENT [IF 2 OR 3 OR 4 @ QWJTDEC]
Q61. Would you have preferred to have a joint interview with your partner, or a separate interview? [QPPREF]

Joint interview 1
Separate interview 2
No preference 3
Don’t know 4

IF ATTENDED WFI WITH PARTNER [IF 1 @ QATT OR 1 @ QSURE AND 1 @ QOATTINT]

Q62. During the interview did the interviewer spend most of the time talking…? [QINTALK]

READ OUT

to you 1
to your partner 2
to both of you together 3
Don’t know 4

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q63. One of the reasons for the interview with the Personal Adviser is to talk about work options. How well did the Personal Adviser explain this reason for the interview? [QPAINPU]

READ OUT

Very well 1
Fairly well 2
Not very well 3
Not explained at all 4

An interview with the Personal Adviser may involve discussion about different things, depending on an individual’s circumstances.

Q64. So first of all, did you talk at all about the following? [QCOVER]

SHOW SCREEN

MULTI CODE

When you might find work /how likely you are to find work 1
Things that make it difficult to work 2
Your work experience or skills 3
None of these 4  
Don’t know 5

Q65. Did you talk at all about ways of finding work, for example things like writing a CV, looking at job vacancies, or building up skills? [QCOVWK]

Yes 1  
No 2  
Don’t know 3

IF YES [IF 1 @ QCOVWK]

Q66. Can you tell me which of these things were covered during your interview? [QCOVGEN]

SHOW SCREEN  
MULTI CODE

Talked about steps of looking for a job 1  
Looked at current job vacancies 2  
Adviser said s/he would look for vacancies for me 3  
Adviser set up a job interview for me 4  
Help with job application 5  
Help writing a CV 6  
Help preparing for job interviews 7  
Talked about looking for volunteer work 8  
Talked about setting up in business on my own 9  
Support services for people who work 10  
None of these 11

IF JOB VACANCIES [IF 2 OR 3 @ QCOVGEN]

Q67. At that interview did the Adviser suggest any job vacancies that you thought were worth following up? [QJOBVAC]

Yes 1  
No 2

IF YES [IF 1 @ QJOBVAC]

Q68. Did the Adviser put you forward (submit you) for any of these jobs? [QJOBVA2]

Yes 1  
No 2

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]
Q69. Can I just check, did you talk about particular types of jobs? [QJOBDIS]

   Yes 1
   No 2

IF YES [IF 1 @ QJOBDIS]

Q70. Did the advice you received guide you towards jobs that seemed…?
     [QJOBAD]

     READ OUT
     SINGLE CODED

     more skilled than you have done in the past 1
     less skilled than you have done in the past 2
     similar to what you have done in the past 3
     Did not receive this type of advice 4
     Jobs needed different skills (SPONTANEOUS) 5
     Not worked before (SPONTANEOUS) 6
     Don’t know 7

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q71. Can you tell me which of these things were covered during the interview?
     [QCOVTRG]

     READ OUT
     MULTI CODE

     Training opportunities 1
     Training grants or premiums that might be available 2
     Education courses available locally 3
     Childcare costs you could receive when on training (childcare premium) 4
     Other (specify) 5
     None of these 6

IF NOT TRAINING OR EDUCATION [IF NOT 1 OR 2 OR 3 @ QCOVTRG]

Q72. Can I just check, did you talk about training or education courses at all?
     [QTRGCK]

     Yes 1
     No 2
     Don’t know 3

IF ANY TRAINING OR EDUCATION [IF 1 OR 2 OR 3 @ QCOVTRG OR 1 @ QTRGCK]
Q73. Did the Personal Adviser arrange for you to go on any training or education courses? [QADTRG]

Yes 1
No 2
Don’t know 3

IF ATTENDED WFI AND CHILDREN [IF 1@ QATT OR 1@ QSURE AND 1@ QCHILD]

Q74. Did you talk about childcare arrangements or support? [QCHCARE]

Yes 1
No 2

IF YES [IF 1@ QCHCARE]

Q75. Can you tell me which of these things were covered during your interview? [QCHCOV] READ OUT

MULTI CODE

Talked about childcare provision and cost 1
Help finding childcare 2
Help applying for child maintenance 3
Other (specify) 4
None of these 5

IF HEALTH PROBLEM AFFECTING AMOUNT/TYPE OF WORK [IF 1@ QDTPW OR 1@ QDAPW]

Q76. And did you talk about any special help or services relating to your health or disability? [QDISCOV]

Yes 1
No 2

IF YES [IF 1@ QDISCOV]
Q77. Can you tell me which of these things were covered during your interview?

[QDISCOV2]

SHOW SCREEN

MULTI CODE

The kind of work that would be suitable for me 1
The number of hours you might work 2
The type of hours you might work 3
The possibility of supported employment 4
Any special adaptations or equipment you might need while in work 5
Any training or other personal support you might need while in work 6
Any other help or support you might need to keep a job 7
Filling out a questionnaire assessing your capacity to work 8
Seeing a medical specialist 9
Information about benefits you can claim while working 10
Other (specify) 11
None of these 12

Q78. Did your Adviser refer you to any of these schemes for people with health problems?

[QADHESC]

SHOW SCREEN

MULTI CODE

New Deal for Disabled People 1
Job Introduction Scheme 2
Access to work 3
Workstep 4
Employment assessment 5
Job matching 6
Work preparation 7
Specialised training 8
Other scheme 9
None of these 10

IF CARING AFFECTS WORK [IF 1 @ QCTYPE OR 1 @ QCAMT]
Q79. Did you talk about any special help or services relating to the health or disability of <DISPLAY CODE(S) FROM QDISOT>? [QDISCAR]

   Yes 1
   No 2
   Don’t know 3

IF YES [IF 1 @ QDISCAR]

Q80. What did you discuss? [QDISCA2]

   Open ended

IF ANY DIFFICULTIES WITH LITERACY OR NUMERACY [IF 1 OR 2 OR 3 @ QLIT OR 1 @ QNUM]

Q81. Did you talk about any help or training you could receive with reading or writing or with numbers? [QLINUCO]

   Yes 1
   No 2
   Don’t know 3

IF YES [IF 1 @ QLINUCO]

Q82. What did you discuss? [QLINUDI]

   Open ended

IF ATTENDED WFI [IF 1 @ QATT]

Q83. Did anyone do an in-work benefit calculation for you? By this I mean, has anyone worked out how much better or worse off financially you would be in work, including any benefits you might continue to get?

   [QIWBC]

   Yes 1
   No 2

IF YES [IF 1 @ QIWBC]

Q84. Did they say you would be better or worse off? [QIWBORW]

   Better off 1
   Worse off 2
   Would make no difference (SPONTANEOUS) 3
   Don’t know 4

IF BETTER OFF [IF 1 @ QIWBORW]
Q85. Can you remember roughly how much better off they said you would be? [QIWBBET]

Yes 1
No 2
Would be no better off (SPONTANEOUS) 3
Don’t know 4

IF YES [IF 1 @ QIWBBET]

Q86. SPECIFY AMOUNT BETTER OFF TO NEAREST £ [QIWBBEA]

0...10000

IF AMOUNT GIVEN [IF AMOUNT @ QIWBBETA]

Q87. And what period did that cover? [QBETPER]

One Week 1
Two Weeks 2
One calendar month 3
One Year 4
Other 5

IF OTHER [IF 5 @ QBETPER]

Q88. Please can you give me that in weeks? [QBETWK]

1…52

IF WORSE OFF [IF 2 @ QIWBORW]

Q89. Can you remember roughly how much worse off they said you would be? [QWORSAC]

Yes 1
No 2
Would be no worse off (SPONTANEOUS) 3
Don’t know 4

IF YES [IF 1 @ QWORSAC]

Q90. SPECIFY AMOUNT WORSE OFF TO NEAREST £ [QWORSAS]

0...10000

IF AMOUNT GIVEN [IF AMOUNT @ QWORSAS]
Q91. And what period did that cover? [QWORPER]

One Week 1
Two Weeks 2
One calendar month 3
One Year 4
Other 5

IF OTHER [IF 5 @ QWORPER]

Q92. Please can you give me that in weeks? [QWORWK]

1…52

IF IN WORK BENEFIT CALCULATION [IF 1 @ QIWBC]

Q93. What was your reaction to the results of the in-work benefit calculation?

[QIWBREA]

IF MORE THAN ONE CALCULATION, ASK ABOUT MOST REALISTIC ONE

SHOW SCREEN
SINGLE CODED

Pleased – I decided to get a job 1
Pleased – I got a job 2
Pleased – decided to wait before looking for work 3
Disappointed – found would not be better off in work 4
Unhappy – misleading calculation given 5
Confused by or did not trust calculation 6
Not surprised 7
Heard it before 8
It wasn’t helpful 9
Other (specify) 10

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q94. Did the Personal Adviser talk about the New Deal for Partners? [QNDP]

Yes 1
No 2
Don’t know 3
Q95. Which of these things was covered during your interview? [QNDPCOV]

READ OUT

MULTI CODE

- General information about New Deal for Partners 1
- Whether it was appropriate for you to go onto the New Deal for Partners 2
- Types of advice or training available 3
- Financial support for work or training on the New Deal for Partners 4
- Other (specify) 5
- Don’t know 6

ASK ALL EXCEPT TERMINAL [EXCLUDE 4 @ QDISRWK]

Q96. How much do you feel you know about the New Deal for Partners?

[QNDPKN]

READ OUT

- Know a lot or a fair amount 1
- Know a little 2
- Heard of but know nothing about 3
- Never heard of it 4
- Don’t know 5

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q97. Did you discuss the services available at Jobcentre Plus offices? [QJCSE]

- Yes 1
- No 2
- Don’t know 3

IF YES [if 1 @ QJCSECO]

Q98. Which services did you discuss? [QJCSECO]

Open ended

IF ATTENDED WFI [IF 1 @ QATT]
Q99. During the interview did you talk about you or your partner’s benefit claim or any other benefit you might be entitled to? [QPARBEN]

MULTI CODE

- Yes – benefit claim(s) 1
- Yes – other benefits 2
- No 3

Q100. Did you talk about any of the following benefits, or financial help that might be available, if you started work? [QOTHBEN]

SHOW CARD

MULTI CODE

- Tax Credits 1
- Other benefits for people in work 2
- Other financial help for people in work 3
- None of these 4
- Don’t know 5

IF DISCUSSED BENEFITS [IF 1 OR 2 @ QPARBEN OR 1-3 @ QOTHBEN]

Q101. Did you get all the advice, information or help you needed about benefits? [QALBENI]

- Yes, all 1
- Some but not all 2
- Little or none 3

IF SOME OR LITTLE/NONE [IF 2 OR 3 AT QALBENIN]

Q102. Which benefits, if any, would you have liked more advice, information or help with? [QOBENIN]

DO NOT PROMPT

INTERVIEWER, PLEASE NOTE DISABLED PERSONS TAX CREDIT HAS A SEPARATE CATEGORY

CODE 4 FOR OTHER SICKNESS/DISABLED BENEFITS
Q103. And which, if any, of these benefits, would you have liked more advice, information or help with? [QOBENI2]

SHOW SCREEN

DISPLAY ONLY THOSE CODES NOT MENTIONED AT QOBENIN

Income support 1
JSA 2
Disabled Persons Tax Credit 3
A sickness benefit/Incapacity benefit 4
Housing Benefit 5
Council Tax Benefit 6
Working Tax Credit 7
Child Tax Credit 8
Benefits in general when you’re working 9
Carer’s Allowance 10
None 11
Don’t know 12

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]
Q104. The partners of everyone who makes a claim for a benefit now have to have a ‘Work Focused Interview’ with a Personal Adviser at some point. Do you feel that your interview came at a helpful point in your life? [QINTIME]

Yes 1  
No 2  
Don’t know 3

IF USEFUL TIME [IF 1 @ QINTIME]

Q105. Why was it helpful to meet with the Adviser at that time? [QINTWHY]

I was thinking of looking for a job 1  
I was actually looking for a job 2  
The interview encouraged/motivated me to start looking for a job 3  
Other (specify) 4

IF NOT USEFUL TIME [IF 2 @ QINTIME]

Q106. Why did you think it was not helpful to meet the Adviser at that time? [QINTWH2]

MULTI CODED

Unable to work due to own health/disability of other(s) 1  
Unable to work as caring for family/friends 2  
Unable to work as can’t find suitable childcare 3  
Unable to work as can’t afford childcare 4  
Don’t wish to work – looking after my child(ren) 5  
Don’t wish to work (no specific reason) 6  
Already have a part time job (and do not want a full time one) 7  
Already have a full time job 8  
Other (specify) 9

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q107. Did you feel that it was the right time in your life to talk about work or training or not? [QTIWKTR]

Yes 1  
No 2  
Don’t know 3

IF NO [IF 2 @ QTIWKTR]
Q108. At what point in your life would it have been a better time to talk about work or training? [QWOTWHE]

PROMPT IF NECESSARY

MULTI CODED

When health improves 1
When child(ren) old enough 2
When no longer caring for partner/relative/other person 3
Other (specify) 4
Never 5
Don’t know 6

IF NOT NEVER [IF NOT 5 OR 6 @ QWOTWHEN]

Q109. How long after the interview would this have been? [QWHENAF]

DO NOT PROMPT

Earlier 1
Up to a month later 2
A month to three months later 3
Three to six months later 4
Six months to a year later 5
More than a year later 6
Never (Do not read out) 7
Don’t know 8

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q110. After the initial interview, it is possible to go back for further (optional) interviews with a Personal Adviser. Did the Personal Adviser suggest having further (optional) interviews, either with the same or a different Adviser? [QFINTSU]

Yes – with same Adviser 1
Yes – with different Adviser 2
Yes – didn’t say/can’t remember if same/different Adviser 3
No, but adviser left contact details/suggested I contacted him/her at a later date 4
No – didn’t talk about further contact 5
Don’t know 6

IF NO – DIDN’T TALK ABOUT FURTHER CONTACT [IF 5 @ QFINTSUG]
Q111. Would you have liked to discuss the possibility of further interviews?  
[QDISPOS]

Yes 1
No 2
Don’t know 3

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q112. Overall how helpful or unhelpful did you find all the advice you received at the interview? Was it…?  
[QADHLP]

READ OUT

very helpful 1
quite helpful 2
not very helpful 3
not at all helpful 4

IF ADVICE VERY/QUITE HELPFUL [IF 1 OR 2 @ QADHLP]

Q113. Why was it helpful?  
[QHPWH]

Open ended

IF ADVICE NOT VERY/AT ALL HELPFUL [IF 3 OR 4 @ QADHLP]

Q114. Why was it not helpful?  
[QUNHPWH]

DO NOT PROMPT

Adviser did not appear knowledgeable 1
Adviser was not helpful (general) 2
Other (specify) 3

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q115. And thinking of the different things that were covered in the interview, which of these did you find helpful?  
[QDIFCOV]

SHOW SCREEN (SCREEN DISPLAYS ITEMS DISCUSSED)

CODE YES/NO FOR EACH

Your prospects for work, or when you might find work 1
Things that make it difficult for you to work 2
Your work experience or skills 3
Ways of finding work (e.g. writing a CV, looking at job vacancies, building up skills) 4
Types of jobs/particular jobs 5
Specific job vacancies 6
Training or education courses 7
Childcare arrangements or support 8
Help or services relating to your health or disability 9
Help or services relating to health and disability of others 10
Help or training you could receive with reading or writing 11
The in-work benefit calculation 12
Benefits or financial help if you start work 13
New Deal 14
Services available at Jobcentre Plus offices 15

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q116. Thinking of the different things that were covered in the interview, which of these did you find the most helpful? [QDIFCOV2]

SHOW SCREEN.

DISPLAY ITEMS CODED YES AT QDIFCOV ONLY.

Your prospects for work, or when you might find work 1
Things that make it difficult for you to work 2
Your work experience or skills 3
Ways of finding work (eg writing a CV, looking at job vacancies, building up skills) 4
Types of jobs/particular jobs 5
Specific job vacancies 6
Training or education courses 7
Childcare arrangements or support 8
Help or services relating to your health or disability 9
Help or services relating to health and disability of others 10
Help or training you could receive with reading or writing 11
The in-work benefit calculation 12
Benefits or financial help if you start work 13
New Deal 14
Services available at Jobcentre Plus offices 15

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]
Q117. Roughly how long did the interview last? [QLENGTH]

<10 mins 1
10 – 30 mins 2
31 mins – 1 hour 3
Over 1 hour 4
Don’t know/can’t remember 5

Q118. Do you think the interview was too long, too short, or about the right amount of time? [QLENGT2]

Too long 1
Too short 2
About right 3
Don’t know 4

IF TOO LONG [IF 1 @ QLENGT2]

Q119. Why do you think the interview was too long? [QWHYLON]

Open ended

IF TOO SHORT [IF 2 @ QLENGT2]

Q120. Why do you think the interview was too short? [QWHYIST]

Open ended

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q121. Was there anything you particularly wanted to discuss that wasn’t covered in the interview? [QANYELS]

Yes 1
No 2

IF YES [IF 1 @ QANYELS]

Q122. What was that? [QWHTELS]

MULTI CODED

More help with benefits 1
More help with finding work 2
More help with childcare 3
More help with career guidance 4
More help with training 5
Advice about what happens with my benefits if I move into work 6
S5 Whether any contact after WFIP, including NDP

I’d now like to talk to you about whether you had any further interviews or contact with a Personal Advisor since your first interview in <MONTH>.

Q123. Firstly, was another interview booked during or after your first interview? [QFINTB]

Yes 1
No 2
Don’t know 3

IF YES [IF 1 @ QFINTB]

Q124. How long after the first interview was the next interview booked for? [QNXTITW]

Less than 1 month 1
1-2 months 2
3-5 months 3
6 months+ 4
Don’t know 5

Q125. And did you attend this interview? [QATTFIN]

Yes 1
No 2
Appointment not arrived yet 3

IF NO [IF 2 @ QATTFINT]

Q126. Why did you not attend the interview? [QWNANDP]

Open ended

IF NO FURTHER INTERVIEWS BOOKED [IF 2 @ QFINTB]
Q127. Can I check, have you had any further contact with a Personal Adviser since….<MONTH>, in addition to that interview, to talk about helping you move back to work? That is, contact with a Personal Adviser, rather than any other contact you may have had at the Jobcentre Plus office. [QFINTCK]

Yes 1
No 2

IF YES [IF 1 @ QFINTCK]

Q128. Was this contact…? [QFINTCO]

READ OUT

MULTI CODED

A further interview/interviews 1
Telephone contact 2
A letter 3
Other (specify) 4

IF FURTHER INTERVIEW(s) [IF 1 @ QFINTCON or 1 @ QATTFINT]

Q129. How many further interviews have you had with a Personal Adviser?

[QFINTNO]

TYPE IN NUMBER

Q130. Who suggested having another interview at that point in time – you or the Personal Adviser? [QWSUGFI]

Respondent 1
Personal Adviser 2
Other person who attended the interview 3
Don’t know/can’t remember 4

IF PERSONAL ADVISER SUGGESTED INTERVIEW OR DON’T KNOW [IF 2 OR 3 @ QWSUGFI]

Q131. Did you feel that it was the right time to have another interview or not? [QRTFINT]

Yes 1
No 2
Don’t know 3

IF FURTHER INTERVIEW(s) [IF 1 @ QFINTCON or 1 @ QATTFINT]
Q132. Did you think that attendance at another interview was voluntary or compulsory? [QFINVOC]

Voluntary 1
Compulsory 2
Both 3
Not sure 4
Not sure, but worried there might be penalties for not attending 5

IF FURTHER INTERVIEW(S) [IF 1 @ QFINCON OR 1 @ QATTFINT]

Q133. Was this interview/any of these later interviews part of the New Deal for Partners? [QFINTND]

Yes 1
No 2
Don’t know 3

IF FURTHER INTERVIEW(S) [IF 1 @ QFINCON OR 1 @ QATTFINT]

Q134. At this/these interviews(s), did you see the same Personal Adviser as at the initial interview? [QAINSPA]

Yes, same 1
Same at one/some interview(s), not other(s) 2
No, different Adviser 3
Don’t know 4

Q135. If you had the choice, would you have preferred to see the same Personal Adviser at each of your interviews? [QSPAICH]

Yes 1
No 2
No preference/don’t know 3

IF NO [IF 2 @ QSPAICH]

Q136. Why would you have preferred to see a different Adviser? [QPREFDP]

DO NOT PROMPT

Open-ended

IF FURTHER INTERVIEW(S) AND PARTNER EITHER NOW OR AT TIME OF WFI [IF 1 @ QFINCON OR 1 @ QATTFINT AND 1 OR 2 @ QSTAT OR 1 QMARCOH]
Q137. Were any interviews after your first interview joint with your partner? [QJTFINT]

YES, ALL subsequent interviews were joint interviews 1
YES, SOME subsequent interviews were joint interviews, some were separate 2
NO, all subsequent interviews were separate interviews 3
(Don’t know) 4
(Refused) 5

IF FURTHER INTERVIEW(S) [IF 1 @ QFINTCON OR 1 @ QATTFIN]

Q138. Which of these did you discuss at this/these later interview(s)? [QFINTDS]

SHOW CARD
MULTICODE
Your prospects for work, or when you might find work 1
Things that make it difficult for you to work 2
Your work experience or skills 3
Ways of finding work (eg writing a CV, looking at job vacancies, building up skills) 4
Types of jobs/particular jobs 5
Specific job vacancies 6
Other (specify) 7
None of these 8
Don’t know 9

Q139. And which of these did you discuss at this/these later interview(s)? [QFINTD2]

SHOW CARD
MULTICODE
Tax credits 1
Other benefits or financial help if you start work 2
training or education courses 3
Help or training you could receive with reading, writing or numbers 4
Childcare arrangements or support 5
Help or services relating to your health or disability 6
Help or services relating to health and disability of others 7
Services available at Jobcentre Plus offices
8
Other (specify) 9
None of these 10
Don’t know 11

IF FURTHER INTERVIEW(S) AND IF NO IWBC DURING WFI [IF 1 @ QFINTCON OR 1 @ QATTFIN AND 2 @ QIWBC]

Q140. Did anyone do an in-work benefit calculation for you? By this I mean, has anyone worked out how much better or worse off financially you would be in work, including any benefits you might continue to get?

[QIWBC2]

Yes 1
No 2

IF YES [IF 1 @ QIWBC2]

Q141. Did they say you would be better or worse off? [QIWBOR2]

Better off 1
Worse off 2
Would make no difference (SPONTANEOUS) 3
Don’t know 4

IF BETTER OFF [IF 1 @ QIWBOR2]

Q142. Can you remember roughly how much better off they said you would be? [QIWBBE2]

Yes 1
No 2
Would be no better off (SPONTANEOUS) 3
Don’t know 4

IF YES [IF 1 @ QIWBBE2]

Q143. SPECIFY AMOUNT BETTER OFF TO NEAREST £ [QIWBBBA]

0...10000

IF AMOUNT GIVEN [IF AMOUNT @ QIWBBBA]

Q144. And what period did that cover? [QBETPE2]

One Week 1
Two Weeks 2
One calendar month 3
Q145. Please can you give me that in weeks? [QBETW2]

1...52

Q146. Can you remember roughly how much worse off they said you would be? [QWORSA2]

Yes 1
No 2
Would be no worse off (SPONTANEOUS) 3
Don’t know 4

Q147. SPECIFY AMOUNT WORSE OFF TO NEAREST £ [QWORSS2]

0...10000

Q148. And what period did that cover? [QWORPE2]

One Week 1
Two Weeks 2
One calendar month 3
One Year 4
Other 5

Q149. Please can you give me that in weeks? [QWORWK]

1...52

Q150. What was your reaction to the results of the in-work benefit calculation? [QIWBRE2]

IF IN WORK BENEFIT CALCULATION [IF 1 @ QIWBC2]

IF MORE THAN ONE CALCULATION, ASK ABOUT MOST REALISTIC ONE
SHOW SCREEN
MULTI CODED

Pleased – I decided to get a job 1
Pleased – I got a job 2
Pleased – decided to wait before looking for work 3
Disappointed – found would not be better off in work 4
Unhappy – misleading calculation given 5
Confused by or did not trust calculation 6
Not surprised 7
Heard it before 8
It wasn’t helpful 9
Other (specify) 10

IF FURTHER INTERVIEW(S) [IF 1 @ QFINCON OR 1 @ QATTFIN]

Q151. Overall how helpful did you find the advice you received at this/these later interview(s)? Was it... [QADHPFI]

READ OUT

very helpful 1
quite helpful 2
not very helpful 3
or not at all helpful? 4

IF NOT VERY/AT ALL HELPFUL [IF 3 OR 4 @ QADHPFI]

Q152. Why was it not helpful? [QNHLPAD]

DO NOT PROMPT

Open ended

IF FURTHER INTERVIEW(S) [IF 1 @ QFINCON OR 1 @ QATTFIN]

Q153. And thinking of the different things that were covered in the later interview(s), which of these did you find helpful? [QFINHLP]

SHOW SCREEN (SCREEN DISPLAYS ITEMS DISCUSSED).

CODE YES/NO FOR EACH
Your prospects for work, or when you might find work 1
Things that make it difficult for you to work 2
Your work experience or skills 3
Ways of finding work (e.g. writing a CV, looking at job vacancies, building up skills) 4
Types of jobs/particular jobs 5
Specific job vacancies 6
Tax credits 7
(other) benefits or financial help if you start work 8
Training or education courses 9
Childcare arrangements or support 10
Help or services relating to your health or disability 11
Help or services relating to health and disability of others 12
Help or training you could receive with reading or writing 13
Services available at Jobcentre Plus offices 14

Q154. Thinking of the different things that were covered in the later interview(s), which of these did you find the most helpful? [QFINH2]

SHOW SCREEN. DISPLAY ITEMS CODED YES AT QFINHLP ONLY.

Your prospects for work, or when you might find work 1
Things that make it difficult for you to work 2
Your work experience or skills 3
Ways of finding work (e.g. writing a CV, looking at job vacancies, building up skills) 4
Types of jobs/particular jobs 5
Specific job vacancies 6
Tax credits 7
(other) benefits or financial help if you start work 8
Training or education courses 9
Childcare arrangements or support 10
Help or services relating to your health or disability 11
Help or services relating to health and disability of others 12
Help or training you could receive with reading or writing 13
Services available at Jobcentre Plus offices 14

IF FURTHER INTERVIEW(S) [IF 1 @ QFINCON OR 1 @ QATTFIN1]
Q155. Was there anything you particularly wanted to discuss that wasn’t covered in the later interview(s)? [QDISONC]

Yes 1
No 2

IF YES [IF 1 @ QDISONC]

Q156. What was that? [QWDISNC]

MULTI CODED

More help with benefits 1
More help with finding work 2
More help with childcare 3
More help with career guidance 4
More help with training 5
Advice about what happened with my benefits if I move into work 6
Other financial advice about what happens if I move into work 7
Specialised help for sick or disabled people 8
Other (specify) 9

IF ATTENDED WFI EXCEPT TERMINAL [IF 1 @ QATT OR 1 @ QSURE BUT EXCLUDE 4 @ QDISRWK]

Q157. Are you planning to have any more interviews with a Personal Adviser in the future? [QPLNFIN]

Yes 1
No 2
Don’t know 3

IF YES [IF 1 @ QPLNFIN]

Q158. Have any interviews been booked or arranged? [QFINTBK]

Yes 1
No 2
Don’t know 3

IF NOT PLANNING MORE INTERVIEWS [IF 2 @ QPLNFIN]
Q159. Can you tell me why you are not planning to see a Personal Adviser?

[QWNFINT]

DO NOT PROMPT.

MULTI CODED

- Already have a job 1
- Already have plans/don’t need more advice 2
- Not interested/not relevant to me 3
- Not interested at the moment but might be in the future 4
- Too busy/not enough time 5
- Can’t work - looking after children 6
- Can’t work/don’t want to work – other reason 7
- Unsure about what I want to do 8
- Gave all advice s/he could/ nothing more to discuss 9
- Illness 10
- Did not get on with Personal Adviser 11
- Personal Adviser did not mention/offer help 12
- Will be moving 13
- Other (specify) 14
- Don’t know 15

S6  Overall perceptions of contact with Jobcentre Plus

IF ATTENDED WFI EXCEPT TERMINAL [IF 1 @ QATT OR 1 @ QSURE BUT EXCLUDE 4 @ QDISRWK]

Q160. Thinking again of all the advice you have received during your ‘Work Focused Interview’, did this advice leave you feeling...

[QADLFEE]

READ OUT

- more hopeful about your future than before the interview 1
- less hopeful about your future 2
- or did it make no difference to how you felt? 3

IF ATTENDED WFI EXCEPT TOO DISABLED TO WORK AGAIN/TERMINAL [IF 1 @ QATT OR 1 @ QSURE BUT EXCLUDE 3 AND 4 @ QDISRWK OR 2 @ QDTPW]
Q161. Has the advice you have received made you more or less motivated to find a paid job [QADMOLM]

READ OUT

PROMPT FOR LITTLE/MUCH

Much more motivated to find a paid job 1
A little more motivated to find a paid job 2
No more or less motivated to find a paid job 3
A little less motivated to find a paid job 4
A lot less motivated to find a paid job 5
Not applicable 6
Don’t know 7

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q162. Did the advice leave you feeling that you had been treated as an individual or not?

[QADFLIN]

Yes, as an individual 1
No 2
Hard to say/Don’t know (DO NOT PROMPT) 3

Q163. And did the advice leave you feeling that your (individual) circumstances had been taken into account?

[QADFLCM]

Yes 1
No 2
Hard to say/Don’t know (DO NOT PROMPT) 3

IF ATTENDED WFI EXCEPT TOO DISABLED TO WORK AGAIN/TERMINAL [IF 1 @ QATT OR 1 @ QSURE BUT EXCLUDE 3 AND 4 @ QDISRWK OR 2 @ QDTPW]
Q164. Did the advice help you to ...? [QADRECI]
Increase your confidence
Improve your skills
Make you more aware of job opportunities
Improve your chances of getting a job
Answers for each iteration:

Yes 1
No 2
Don’t Know 3

S7 Work History

IF ATTENDED WFI [IF 1 @ QATT OR 1 @ QSURE]

Q165. What were you doing at the time of your interview with the Personal Adviser in <MONTH> - please could you answer from this card?

[IF NO WFI [IF NOT 1 @ QATT OR 1 @ QSURE]: What were you doing in <MONTH> - please could you answer from this card?] [QWKWFI]

SHOW CARD
SINGLE CODED

In full time paid work (or off sick): 30 hours or more 1
In paid work (or off sick): 16-29 hours 2
In part time paid work (or off sick): under 16 hours 3
In training or education (incl at school/college) 4
On a government scheme (e.g. New Deal) 5
Unemployed and looking for work 6
Waiting to take up a job or training 7
Looking after children or the home 8
Caring for someone who is sick or disabled 9
Temporarily sick or injured – no job to return to 10
Permanently sick or disabled 11
Not working for other reason 12

IF WORKING/SICK [IF 1-3 @ QWKWFI]
Q166. Could I just check, were you working or off sick at that time? [QSORWF1]

   Working 1
   Off sick 2

   IF NOT IN WORK / UNEMPLOYED AND LOOKING FOR WORK [IF NOT 1-3 OR 6 @ QWKWF1]

Q167. Were you looking for a paid job at that time? [QPJATT]

   Yes 1
   No 2
   Don’t know 3

   ASK ALL

Q168. And what were you doing last week – please could you answer from this card?

   [QWKNOW]
   SHOW CARD
   SINGLE CODED

   In full time paid work (or off sick): 30 hours or more 1
   In paid work (or off sick): 16-29 hours 2
   In part time paid work (or off sick): under 16 hours 3
   In training or education (incl at school/college) 4
   On a government scheme (e.g. New Deal) 5
   Unemployed and looking for work 6
   Waiting to take up a job or training 7
   Looking after children or the home 8
   Caring for someone who is sick or disabled 9
   Temporarily sick or injured – no job to return to 10
   Permanently sick or disabled 11
   Not working for other reason 12

   IF ACTIVITY NOW SAME AS AT TIME OF WFI [IF QWKWF1 = QWKNOW]
Q169. Have you been <RESPONSE FROM QWKNOW> continuously or have you done any of the other activities on the card? [QCONACT]

ACTIVITY SHOW CARD

Done continuously 1
Has done other activities 2

IF WORKING/SICK [IF 1-3 @ QWKNOW]

Q170. Could I just check, were you working or off sick (last week)? [QWOSLW]

Working 1
Off sick 2

IF NOT WORKING NOW [IF NOT 1-3 AT QWKNOW]

Q171. Have you had a paid job since (your interview with the Personal Adviser) in <MONTH>, INCLUDING any short-term or casual work and including any self-employment? [QPJSWFI]

Yes 1
No 2

IF YES, HAD A PAID JOB AT OR SINCE INTERVIEW OR IN WORK NOW/AT TIME OF WFI [IF 1 @ QPJSWFI OR 1-3 @ QWKNOW OR 1-3 @ QWKWFI]

Q172. How long have you been/were you in paid work? [QTIMIPW]

Less than 1 month 1
1 up to 2 months 2
2 up to 3 months 3
3 up to 6 months 4
6 months up to 1 year 5
1 year + 6
Don’t know 7

IF NOT IN WORK AT OR SINCE WFI [IF NOT 1-3 @ QWKWFI OR 2 @ QPJSWFI OR NOT 1-3 @ QWKNOW]

Q173. How long ago were you last in a paid job, again INCLUDING any short-term or casual work and including any self-employment? [QTIMSLP]

Less than 6 months ago 1
6 months up to 1 year 2
1 year up to 2 years 3
2 years up to 5 years 4
More than 5 years ago 5
Never worked 6

IF NOT IN WORK AT OR SINCE WFI BUT WORKED PREVIOUSLY [IF 1-5 @ QTIMSLPJ]

Q174. When you were last working, did you work……? [QLWTWK]
READ OUT
30 hours or more per week 1
16-29 hours per week 2
under 16 hours per week 3

Q175. What were the main reasons that that job came to an end? [QMRJBE]
SHOW CARD
MULTI CODED
Left to have a baby 1
Temporary/seasonal/casual job came to an end 2
Fixed term contract came to an end 3
Dismissed 4
Made redundant/laid off 5
Took voluntary redundancy 6
Resigned/decided to leave 7
Didn’t like job 8
I wanted to look after my children/spend more time with my children 9
Childcare problems 10
Couldn’t afford childcare 11
Not financially worthwhile to work 12
Gave up work for family or personal reasons 13
Gave up work for own health/disability 14
Gave up work because of health/disability of other(s) 15
Took early retirement 15
The company went out of business 16
Other reason 17

IF WORKED IN LAST 5 YEARS (EITHER WORK SINCE INTERVIEW, OR NO MORE THAN 5 YEARS AGO) [IF 1-3 @ QWKWFI OR 2 @ QPSWFI OR 1-3 @ QWKNOW OR 1-4 @ QTIMSLPJ]
Q176. Thinking of the last 5 years before (your interview with the Personal Adviser in) <MONTH>, approximately what proportion of that time have you been in work of 16 or hours per week or more? [QTWINLF]

SHOW CARD

4 years-up to 5 years 1
3 years-up to 4 years 2
2 years-up to 3 years 3
1 year- up to 2 years 4
Less than 1 year 5
None (no work of 16 hours or more per week in last 5 years) 6
Don’t know 7

ASK ALL

Q177. Thinking of the whole period since leaving school or college, how would you sum up your work experience?

Could you choose an answer from this card? [QWKSCH]

SHOW CARD

I have spent most of my working life in steady jobs 1
I have spent most of my working life self-employed 2
I have mainly done casual or short term work 3
I have spent a lot of time out of work because of sickness or injury 4
I have spent more time unemployed than in work 5
I have spent a lot of my adult life looking after family or the home 6
I have been in and out of work several times 7
None of these apply to me 8

58 Current/most recent job since WFI

I’d now like to ask you about your current / most recent job.

IF WORKED SINCE WFI [if 1-3 @ QWKNOW OR 1 @ QPJSWFI]

Q178. What is/was your job? [QSOC]

ENTER JOB TITLE

Q179. What do/did you mainly do in your job? [QSOC2]

ENTER JOB DETAILS
Q180. Can I check, are/were you working as an employee or were you self-employed?  [QEORSE]

   Employee 1
   Self-employed 2

IF EMPLOYEE [IF 1 @ QEORSE]

Q181. Do/did you have any managerial duties or do you supervise/were you supervising any other employees? [QMANAG]

   Manager 1
   Foreman/supervisor 2
   Not manager/supervisor 3

IF WORKED SINCE WFI [IF 1-3 @ QWKNOW OR 1 @ QPJSWFI]

Q182. Is/was this job...? [QJOBT]

READ OUT

   a permanent one 1
   a seasonal, temporary or casual one 2
   a job done under contract or for a limited period 3
   was it some other type of job that was not permanent 4

Q183. How many hours a week do/did you usually work excluding meal breaks but including any paid overtime? [QHWK]

IF VARIATES GET AVERAGE IF POSSIBLE

0..999

IF EMPLOYEE [IF 1 @ QEORSE]

Q184. What is/was your usual take home pay, that is, after all deductions for income tax, National Insurance and so on, but including overtime and any bonuses? [QSAL]

PROBE FOR ESTIMATE

0..999999 1
Don’t know 2
Only know gross pay 3

IF ONLY KNOW GROSS PAY [IF 3 @ QSAL]
Q185. What is/was your usual gross pay before any deductions? [QGPBD]

PROBE FOR ESTIMATE

0..999999 1
Don’t know 2

IF SELF-EMPLOYED [if 2 @ qeorse]

Q186. What do you estimate your total income is/was from your self-employed work, after taking away all expenses and taxes? [QSEIAET]

PROBE FOR ESTIMATE

0..999999 1
Don’t know 2

IF GAVE INCOME [IF 1 @ QSAL OR 1 @ QGPBD OR 1 @ QSEIAET]

Q187. And what period does/did that cover? [QSALPER]

One week 1
Two weeks 2
One calendar month 3
One year 4
Other 5

IF OTHER [IF 5 @ QSALPER]

Q188. How many weeks was that? [QSALWK]

1..52

IF WORKED SINCE WFI [IF 1-3 @ QWKNOW OR 1 @ QPJSWFI]

Q189. Are you receiving/did you receive any tax credits, or any other benefit while you have been/were in work? [QANYBEN]

IF YES, PROBE FOR BENEFIT

MULTI CODED

Yes - tax credits 1
Yes – income support 2
Yes - other (specify) 3
No 4
Don’t know 5
Q190. Was there a reason why you started work at that particular time? [QRSWPT]

Open ended

IF ATTENDED WFI AND WORKING PART-TIME AT TIME OF WFI AND WORKED SINCE WFI [IF 1 @ QATT OR 1 @ QSURE AND IF 3 @ QWKWFI AND 1-3 @ QWKNOW OR 1 @ QPJSWFI]

Q191. Has there been/was there any change in the number of hours you (have) worked per week, since the time of your interview with the Personal Adviser? [QCHHWSI]

Yes 1
No 2

IF YES [IF 1 @ QCHHWSI]

Q192. Have/did the number of hours go(ne) up or down? [QHWUOD]

Up 1
Down 2
Has varied 3
Don’t know 4

IF UP [IF 1 @ QHWUOD]

Q193. What were the reasons for you working a greater number of hours? [QREASUP]

Open ended

IF UP [IF 1 @ QHWUOD]

Q194. What were the reasons for you working a smaller number of hours? [QREASDN]

Open ended

IF WORKED SINCE WFI [IF 1-3 @ QWKNOW OR 1 @ QPJSWFI]

Q195. Compared to when you were not working, when you started work (this last time) were you, in money terms....[QMONCOM]

READ OUT

much better off 1
a little better off 2
a little worse off 3
much worse off 4
or was there no difference? 5
Don’t know/can’t remember 6

IF WORKED SINCE WFI [IF 1-3 @ QWKNOW OR 1 @ QPJSWFI]

Q196. How satisfied are/were you with your job, all things considered? [QJOBSAT]

Very satisfied 1
Fairly satisfied 2
Neither satisfied nor dissatisfied 3
Fairly dissatisfied 4
Very dissatisfied 5
Don’t know/can’t remember 6

IF WORKED SINCE WFI AND CHILDREN [IF 1-3 @ QWKNOW OR 1 @ QPJSWFI AND 1 @ QCHILD]

Q197. When you are/were working, does/did anyone look after your child(ren)? [QWKCAR]

Yes 1
No 2

IF YES [IF 1 @ QWKCCARE]

Q198. Did/Do you have to pay for any of this childcare? Please include any costs relating to the childcare, such as transport costs [QPCCARE]

Yes 1
No 2
Payment in kind 3

Q199. Does/did this limit the type of work or hours you are/were able to do? [QCARELI ]

Yes 1
No 2
Don’t know 3

IF WORKING AND CHILDREN [IF 1-3 @ QWKNOW AND 1 @ QCHILD]

Q200. And thinking about childcare arrangements, which of the following do you do with your child(ren) when at work? [QCCAREW]

MULTI CODED
Take them to work 1
Leaves them at home – old enough to look after themselves 2
Work from home 3
Leave them with family members or friends 4
Use other childcare 5
Only work during school hours 6

IF FAMILY MEMBERS OR FRIENDS [IF 4 @ QCCAREW]

Q201. Who is that? [QWFMF]
MULTI CODED

Current partner 1
Former partner 2
Parents 3
Older brothers/sisters 4
Other relatives 5
Friends/neighbors 6

IF USE OTHER CHILDCARE [IF 6 @ QCCAREW]

Q202. Which other forms of childcare do you use? [QWOFC]
MULTI CODED

Nursery/creche 1
Nursery school/play group 2
Registered childminder 3
Unregistered childminder 4
Live in nanny/au pair 5
Other daily or shared nanny 6
After school or holiday play scheme 7

IF PAY FOR CHILDCARE AND ATTENDED WIFI [IF 1 OR 3 @ QPCARE AND 1 @ QATT AND 1 @ QSURE]

Q203. Did the Personal Adviser help you find this childcare? [QPAHFCC]

Yes 1
No 2
Don’t know 3

IF WORKING AND CARING FOR SOMEONE [IF 1-3 @ QWKNOW AND NOT 7 @ QDISOT]
Q204. And thinking about the care you provide for <answer from QDISOT>, do you have to make any special arrangements so they are cared for while you are at work? [QCAREWK]

SINGLE CODED

Does not need care while I am at work 1
Other household member takes on caring 2
Other relative or friend (from outside household) takes on caring 3
Respite care provided by local authority / NHS 4
Respite care provided by private company/voluntary organisation 5
Other 6

IF YES BUT NOT OTHER HOUSEHOLD MEMBER [IF 3-6 @ QCAREWK]

Q205. Can I just check, do you pay anything for this care?

IF YES, PROBE TO FIND OUT HOW MUCH [QCAREW2]
ENTER AMOUNT IN £S 1

No 2

IF PAY [IF 1 @ QCAREW2]

Q206. And what period does that cover? [QCPYPER]

One week 1
Two weeks 2
One calendar month 3
One year 4
Other 5

IF OTHER [IF 5 @ QCPYPER]

Q207. How many weeks is that? [QCPYPE2]

1..52

IF WORKED SINCE WFI [if 1-3 @ QWKNOW OR 1 @ qpjswfi]

Q208. Thinking again about your current/most recent job, did you find this vacancy through Jobcentre Plus? [QFVTJCP]

Yes 1
No 2

IF YES [IF 1 @ QFVTJCP]
Q209. Was this …? [QFVTJC2]

READ OUT

Through a Personal Adviser 1
Through a job point 2
Through Jobseekers Direct (a telephone service with job vacancies) 3
Or some other way 4
(Don’t know) 5

IF PERSONAL ADVISER AND ATTENDED WFI [IF 1 @ QFVTJC2 AND 1 @ QATT OR 1 @ QSURE]

Q210. Do you feel that the Personal Adviser interview(s) that you attended had any impact at all on you applying for this job? [QIMPINJ]

Yes 1
No 2
No – I applied for the job before the Personal Adviser interview 3

Q211. Do you feel that that the Personal Adviser interview(s) helped you to actually get the job at all? [QPAHGJ]

Yes 1
No 2

IF WORKED SINCE WFI AND ATTENDED WFI [IF 1-3 @ QWKNOW OR 1 @ QPJSWFI AND 1 @ QATT OR 1 @ QSURE]

Q212. Have you seen or spoken to a Personal Adviser since you started this job/while you were in this job? [QSSTOPA]

Yes 1
No 2

IF WORKED SINCE WFI BUT NOT CURRENTLY [IF NOT 1-3 @ QWKNOW OR 1 @ QPJSWFI]

Q213. What were the main reasons that that job came to an end?

[QMRCTAN]
SHOW CARD
MULTI CODED
Left to have a baby 1
Temporary/seasonal/casual job came to an end 2
Fixed term contract came to an end 3
Dismissed 4
Made redundant/laid off 5
Took voluntary redundancy 6
Resigned/decided to leave 7
Didn’t like job 8
I wanted to look after my children/spend more time with my children 9
Childcare problems 10
Couldn’t afford childcare 11
Not financially worthwhile to work 12
Gave up work for family or personal reasons 13
Gave up work for own health/disability 14
Gave up work because of health/disability of other(s) 15
Took early retirement 15
The company went out of business 16
Other reason 17

S9 Future work

IF NOT CURRENTLY WORKING AND NOT TOO DISABLED TO WORK AGAIN/TERMINAL [IF NOT 1-3 @ QWKNOW BUT EXCLUDE 3 OR 4 @ QDISRWK OR 2 @ QDTPW]

Q214. May I check, are you looking for a paid job at present? [QLPJNOW]

Yes 1
No 2
Waiting to take up a job 3

IF YES AND ATTENDED WFI [IF 1 @ QLPJNOW AND 1 @ QATT OR 1 @ QSURE]

Q215. Do you think that you are spending more time looking for work than when you had the interview with the Personal Adviser in <MONTH>? [QMTWKWF]

Yes 1
No 2
Don’t know 3

IF YES [IF 1 @ QMTWKWF]
Q216. Do you think that the Personal Adviser interview(s) you attended encouraged you to spend more time looking for work? [QWFIENC]

   Yes 1  
   No 2  
   N/A 3  
   Don’t know 4

IF NOT LOOKING FOR PAID WORK [IF 2 @ QLPJNOW]

Q217. Even though you are not looking for work at the moment, would you like to have a paid job in the future? [QWPJFUT]

   Yes 1  
   No 2  
   N/A 3  
   Don’t know 4

IF WOULD LIKE A PAID JOB IN THE FUTURE [IF 1 @ QWPJFUT]

Q218. How long do you think it will be before you might start looking for a paid job? [QWSLKPJ]

   DO NOT PROMPT

   In the next month 1  
   In the next 6 months 2  
   In the next 12 months 3  
   In the next 2 years 4  
   In the next 5 years 5  
   In more than 5 years time 6  
   Depends on something (specify) 7  
   Not sure 8

IF DEPENDS ON SOMETHING [IF 7 @ QWSLKPJ]

Q219. What might it depend on? [QWSLKP2]

   MULTI CODED
   DO NOT PROMPT

   Depends on finding childcare 7  
   Depends on own health condition 9  
   Depends on the health of other(s) 10  
   When I've finished training 11
When child(ren) starts school 12
Depends on something else (specify) 13
Not sure 14

IF LOOKING FOR A PAID JOB NOW OR IN THE FUTURE [IF 1 @ QLPJNOW OR 1 OR 4 @ QWPJFUT]

Q220. Would you be prepared to move to a different area for the sake of a job? ADD IF NECESSARY – if the job was all right in other ways. [QMOVEJB]

Yes 1
No 2
(Don’t know/Not sure) 3

IF LOOKING FOR A PAID JOB NOW OR IN THE FUTURE [IF 1 @ QLPJNOW OR 1 OR 4 @ QWPJFUT]

Q221. And how much time would you be prepared to spend travelling from home to work, one way (PER DAY)? [QTRAVTM]

INTERVIEWER: RECORD TIME IN MINUTES (E.G. ONE HOUR = 60 MINUTES)

IF MORE THAN 120 MINUTES, CHECK: ‘Are you sure?’

ALLOW RANGE 1 TO 200 1
Don’t know 2

Q222. What is the maximum number of hours per week you would be willing to work, excluding meal breaks? [QMAXHRW]

INTERVIEWER: ENTER NUMBER OF HOURS

IF MORE THAN 60, CHECK ‘Are you sure?’

ALLOW RANGE 1 to 100
(Don’t know)

IF NUMBER OF HOURS > 60

Q223. Are you sure you would be willing to work more than 60 hours per week? [QMSIXH]

Yes 1
No – return to QMAXHRW 2

IF NUMBER OF HOURS < 30
Q224. Why would you not like to work more hours than that? [QWHYLTH]

MULTI CODED

Because of own health/disability 1
Because of caring responsibilities for family/friends 2
Can’t find suitable childcare 3
Can’t afford childcare 4
Don’t wish to work more hours – want to look after my child(ren) 5
Don’t want to work more hours – have domestic commitments 6
Don’t wish to work more hours (no specific reason) 7
Other (specify) 8

IF PARTNER EXCEPT TOO DISABLED TO WORK AGAIN/TERMINAL [IF 1 OR 2 @ QSTAT EXCEPT 3 OR 4 @ QDISRWK OR 2 @ QDTPW]

Q225. When thinking about whether or not to look for a job, do you do any of the things on this card? [QJOBDIP]

SHOW CARD

SINGLE CODED

Decide without discussing with your partner 1
Partner decides without discussing with me 2
Discuss with partner and then make final decision 3
Discuss with partner and then ask partner to make final decision 4
Discuss with partner and then make joint decision 5
(Don’t know) 6
(Refused) 7

IF WORKING/LOOKING FOR WORK AND ATTENDED WFI [IF 1-3 @ QWKNOW OR 1 @ QLPJNOW AND 1 @ qATT OR 1 @ QSURE]

Q226. Has your contact with a Personal Adviser made you more likely to consider jobs that you might not have done beforehand? [QICONJB]

Yes 1
No 2
Don’t know 3
Q227. And has your contact with a Personal Adviser made you more likely to consider working more hours per week than you might have done beforehand? [QICONMH]

Yes 1
No 2
Don’t know 3

IF ATTENDED WFI EXCEPT TOO DISABLED TO WORK AGAIN/TERMINAL [IF 1 @ QATT OR 1 @ QSURE BUT EXCLUDE 3 OR 4 @ QDISRWK OR 2 @ QDTPW]

Q228. Have you applied for any jobs since the interview with a Personal Adviser in <MONTH>? [IF NO WFI [IF NOT 1 @ QATT OR 1 @ QSURE]: …Since <MONTH>?] [QAPPJSI]

Yes 1
No 2

IF YES [IF 1 @ QAPPJSI]

Q229. How many jobs have you applied for? [QMANYPJ]

0-99 (numeric)

IF ATTENDED WFI EXCEPT TOO DISABLED TO WORK AGAIN/TERMINAL [IF 1 @ QATT OR 1 @ QSURE BUT EXCLUDE 3 OR 4 @ QDISRWK OR 2 @ QDTPW]

Q230. Have you had any interviews for paid jobs since your interview with a Personal Adviser in <MONTH>? [IF NO WFI [IF NOT 1 @ QATT OR 1 @ QSURE]: …Since <MONTH>?] [QINTJSI]

THIS CAN BE FACE TO FACE OR OVER THE TELEPHONE
DO NOT COUNT FILLING IN APPLICATION FORMS OR TESTS IF THEY ARE NOT ACCOMPANIED BY AN INTERVIEW

Yes 1
No 2

IF HAVE HAD INTERVIEWS FOR WORK [IF 1 @ QINTJSI]

Q231. How many interviews for paid jobs have you had since your interview with a Personal Adviser in <MONTH>? [IF NO WFI [IF NOT 1 @ QATT OR 1 @ QSURE]: …Since <MONTH>?] [QINTJNO]

0-99 (Numeric)
Q232. Did you find this vacancy/any of these vacancies through Jobcentre Plus? [QJVTJCP]

Yes 1
No 2

IF YES [IF 1 @ QJVTJCP]

Q233. Was this ....? [QJVTJC2]

READ OUT

Through a Personal Adviser 1
Through a job point 2
Through Jobseekers Direct (a telephone service with job vacancies) 3
Or some other way 4
(Don’t know) 5

IF PERSONAL ADVISER AND ATTENDED WFI [IF 1 @ QJVTJC2 AND 1 @ QATT OR 1 @ QSURE]

Q234. Did your Personal Adviser help you get any of these/this job interview(s)? [QPAHFIJ]

Yes 1
No 2
Don’t know 3

IF PARTNER [IF 1 OR 2 @ QSTAT]

Q235. From this card, could you tell me what your partner was doing last week? [QPWKWLW]

SHOW CARD
SINGLE CODED
FOR MULTIPLE JOBS, ADD HOURS TOGETHER

In full time paid work (or off sick): 30 hours or more 1
In paid work (or off sick): 16-29 hours 2
In part time paid work (or off sick): under 16 hours 3
In training or education (incl at school/college) 4
On a government scheme (e.g. New Deal) 5
Unemployed and looking for work 6
Waiting to take up a job or training 7
Looking after children or the home 8
Caring for someone who is sick or disabled 9
Temporarily sick or injured – no job to return to 10
Permanently sick or disabled 11
Not working for other reason 12

IF NOT WORKING OR UNEMPLOYED/LOOKING FOR WORK OR WAITING TO TAKE UP A JOB [IF NOT 1-3 OR 6 OR 7 @ QPWKLW]

Q236. Is your partner currently looking for a paid job? [QPLFPJ]
   Yes 1
   No 2
   Don’t know 3

ASK ALL

Q237. Can I just check, have you done any voluntary work for an organisation or for other people apart from relatives or personal friends in the last 12 months? [QVWILYR]
   Yes 1
   No 2

IF YES AND ATTENDED WFI [IF 1 @ QVWILYR AND 1 @ QATT OR 1 @ QSURE]

Q238. Were you doing any of this …? [QVWBAPA]

READ OUT

SINGLE CODED

   Before your Personal Adviser interview 1
   After your Personal Adviser interview 2
   Both before AND after your Personal Adviser interview 3
   Don’t know 4

IF BEFORE AND AFTER [IF 3 @ QVWBAPA]

Q239. Did the Personal Adviser suggest doing voluntary work? [QPASVW]
   Yes 1
   No 2

IF ANY VOLUNTARY WORK [IF 1 @ QVWILYR]
Q240. Are you doing any voluntary or unpaid work at the moment? [QVOUPW]

Yes 1
No 2

S10 Attitudes to work
ASK ALL EXCEPT TOO DISABLED TO WORK AGAIN/TERMINAL [EXCLUDE 3 OR 4 @ QDISRWK OR 2 @ QDTPW]

Q241. Have any of the problems listed on this card made it difficult for you to find or keep a job in the past year. [QPROWKL]

SHOW CARD
MULTI CODED

Own ill-health or disability 1
Illness of other member of family 2
Care of disabled/elderly, relative or household member 3
Not on show card (None of these) 4
Don’t know 5

IF CHILDREN AND NOT TOO DISABLED TO WORK AGAIN/TERMINAL [IF 1 @ QCHILD BUT EXCLUDE 3 OR 4 @ QDISRWK OR 2 @ QDTPW]

Q242. Can you look at this card and tell me if you find any of these things make it difficult for you to work, or to work longer hours? [QDWKLH]

SHOW CARD
MULTI CODED

Availability of childcare in the area 1
The cost of childcare 2
The age of my children 3
Someone else having to look after my children 4
Not on show card (None of these) 5
Don’t know 6

IF CHILDREN AND NOT TOO DISABLED TO WORK AGAIN/TERMINAL [IF 1 @ QCHILD BUT EXCLUDE 3 OR 4 @ QDISRWK OR 2 @ QDTPW]
Q243. Thinking about childcare arrangements, which of the following would you consider? [QCCCARE]

SHOW CARD

MULTI CODED

Take them to work 1
Leave them at home – old enough to look after themselves 2
Work from home 3
Leave them with family members or friends 4
Look for other childcare 5
Only work during school hours 6

IF FAMILY MEMBERS OR FRIENDS [IF 4 @ QCCCARE]

Q244. Who would that be? [QFMF]

MULTI CODED

Current partner 1
Former partner 2
Parents 3
Older brothers/sisters 4
Other relatives 5
Friends/neighbours 6

IF PARTNER [IF 1 @ QFMF]

Q245. And would you be happy to do this (leave child with partner)? [QLCWP]

Yes 1
No 2
Don’t know 3

IF LOOK FOR OTHER CHILDCARE [IF 5 @ QCCCARE]

Q246. Which other forms of childcare would you consider? [QOFCCC]

MULTI CODED

Nursery/creche 1
Nursery school/play group 2
Registered childminder 3
Unregistered childminder 4
Live in nanny/au pair 5
Other daily or shared nanny 6
After school or holiday play scheme 7

IF MARRIED/COHABITING AND NOT CURRENT PARTNER [IF 1 OR 2 @ QSTAT AND NOT 1 @ QFMF]

Q247. Can I just check, if you were/when you are working, would/are you able to leave your child(ren) with your partner? [QLCWPKW]

Yes 1
No 2

IF CARING FOR SOMEONE AND NOT TOO DISABLED TO WORK AGAIN/Terminal [IF NOT 7 @ QDISOT BUT EXCLUDE 3 OR 4 @ QDISRWK OR 2 @ QDTPW]

Q248. And thinking about the care you provide for <answer from QDISOT>, which of the following arrangements would you consider to ensure they were cared for if you were working? [QCAREW3]

SHOW CARD
SINGLE CODED

They would not need caring for while I was at work 1
Other household member taking on caring 2
Other relative or friend (from outside household) taking on caring 3
Respite care provided by local authority / NHS 4
Respite care provided by private company/voluntary organisation 5
Other 6

ASK ALL, EXCEPT TOO DISABLED TO WORK AGAIN/Terminal [EXCLUDE 3 OR 4 @ QDISRWK OR 2 @ QDTPW]

Q249. These are things that some people have said make it difficult for them to work. Would you say that any of them apply to you? [QBTW]

SHOW CARD
MULTI CODED

It’s difficult to find the kind of work that would suit me 1
There aren’t enough job opportunities locally for people like me 2
I’m unlikely to get a job because of my age 3
I’m unlikely to get a job because of my poor sickness record 4
I’m unlikely to get a job because of my health problems 5
My confidence about working is low 6
I haven’t got enough qualifications and experience to find the right work 7
Other people’s prejudices make it difficult for me to work/get work 8
I couldn’t get the sort of work I would want 9
Not on show card (None of these) 10
Don’t know 11

Q250. And what about these things – would you say any of these apply to you?

[QBTW2]
SHOW CARD
MULTI CODED

I have worries about leaving benefit 1
I think I would be worse off financially if I started work 2
I couldn’t afford the cost of transport to get to work 3
Travelling to work would be difficult 4
I need to be very flexible with the hours I work 5
My partner/family doesn’t want me to work 6
My/our religious or cultural beliefs prevent me from working 7
I am worried that having a job would mean having to pay back debts or loans 8
Not on show card (None of these) 9
Don’t know 10

IF FINANCIAL AND NOT WORKING [IF 2 OR 3 @ QBTW2 AND NOT 1-3 @ QWKNOW]

Q251. Can you tell me how much you would need to earn a week to make it worth your while returning to work? [QHWMRW]

RECORD AMOUNT

ASK ALL EXCEPT TOO DISABLED TO WORK AGAIN/TERMINAL
[EXCLUDE 3 OR 4 @ QDISRWK OR 2 @ QDTPW]

Q252. I am now going to read out some statements about employment and pay. For each one please can you tell me how much you agree or disagree?

[QSTEMPY]

Strongly Agree 1
Slightly Agree 2
Neither Agree Nor Disagree 3
Slightly Disagree 4
Strongly Disagree 5
(Don’t know/No Opinion) 6

RANDOMISE ORDER OF STATEMENTS

1. Benefits give a more stable income than trying to earn a wage
2. It would not be worth me working while I am/we are receiving benefit (WORDING AMENDED IF NO PARTNER)
3. Important decisions should be made by the man/husband rather than the woman/wife
4. A woman/wife who doesn’t have to work, should not work
5. Both the man and woman should contribute to the household income
6. Having a job is the best way for a woman to be an independent person
7. If their child is ill, and both parents work, the mother should take time off work
8. Once you’ve got a job, its important to hang on to it, even if you don’t really like it
9. If I didn’t like a job, I’d pack it in, even if I had no other job to go to
10. Having almost any job is better than being unemployed
11. Women with school aged children should never work full time
12. I would only work if my partner was also in work
13. It’s not practical for both me and my partner to work (ONLY IF PARTNER)

IF PARTNER [IF 1 OR 2 @ QSTAT]

Q253. Taking everything together, what do you think is the most likely thing to happen to you and your partner over the next couple of years? [QFWFYAP]

SHOW CARD

SINGLE CODED

Both of us working 16 or more hours a week 1
One of us working 16 hours or more a week 2
One or both of us working less than 16 hours a week 3
Neither of us working 4
S11 Training

ASK ALL EXCEPT TOO DISABLED TO WORK AGAIN/TERMINAL [EXCLUDE 3 OR 4 @ QDISRWK OR 2 @ QDTPW]

Q254. Are you on a course or doing any training at the moment? IF NECESSARY: This does not include training as part of a job. [QTRGNOW]

Yes 1
No 2

IF NO AND ATTENDED WFI [IF 2 @ QDISRWK AND 1 @ QATT or 1 @ qsure]

Q255. Have you started any training since your [first] interview with the Personal Adviser in <MONTH>? [IF NO WFI [IF NOT 1 @ QATT OR 1 @ QSURE]: ….. since <MONTH>?] [QTRGSPA]

Yes 1
No 2
Don’t know 3

IF ANY TRAINING [IF 1 @ TRGNOW OR 1 @ QTRGSPA]

Q256. What type of training is/was this? [QTRTYPE]

PROBE FOR TYPE/CONTENT OF TRAINING

Open ended

IF ANY TRAINING AND ATTENDED [IF 1 @ TRGNOW OR 1 @ QTRGSPA AND 1 @ QATT OR 1 @ QSURE]

Q257. Did the Personal Adviser suggest that you went on this training? [QPASGTR]

Yes 1
No 2
Don’t know 3

IF ANY TRAINING [IF 1 @ TRGNOW OR 1 @ QTRGSPA]

Q258. (Is/Was) this course or training meant to lead to a qualification of any kind? [QTRQUAL]

Yes 1
No 2
Don’t know 3

IF HAVE BEEN ON TRAINING BUT NOT CURRENTLY [IF 1 @ QTRGSPA]
Q259. Did you complete the course? [QCOMTRC]

Yes 1
No 2

IF MEANT TO LEAD TO QUALIFICATION [IF 1 @ QTRQUAL]

Q260. Did you get the qualification? [QGTQUAL]

Yes 1
No 2
Not applicable (e.g. course not yet finished) 3

IF ATTENDED WFI AND NO TRAINING BUT NOT TOO DISABLED TO WORK AGAIN/TERMINAL [IF 1 @ QATT OR 1 @ QSUREAND 2 @ QTRGNOW OR 2 @ QTRGSPA BUT EXCLUDE 3 OR 4 @ QDISRWK OR 2 @ QDTPW]

Q261. Have you considered doing any training since your interview with the Personal Adviser in <MONTH>? [IF NO WFI [IF NOT 1 @ QATT OR 1 @ QSURE]: …. since <MONTH>??][QCTRSPA]

Yes 1
No 2

IF DONE ANY TRAINING OR HAVE CONSIDERED AND ATTENDED WFI  [ IF 1 @ TRGNOW OR 1 @ QTRGSPA OR QCTRSPA AND 1 @ QATT OR 1 @ QSURE]

Q262. Has/did your contact with the Personal Adviser or other Jobcentre Plus staff made/make you more likely to consider or take up training? [QHCWPAT]

Yes 1
No 2

S12 Household details and Demographics II

ASK ALL

Q263. CODE GENDER [QSEX]

Male 1
Female 2

Q264. Can I check, how old were you on your last birthday? [QAGE]

ENTER AGE 1
Refused 2
Q265. Do you hold a full current driving licence to drive a car or motorcycle? [QDRIV]

Yes 1
No 2

IF YES [IF 1 @ QDRIV]

Q266. Do you have access to a car, van or motorcycle for your private use? [QCAR]

Yes 1
No 2

Q267. Do you have any qualifications …? [QQUAL]

READ OUT
MULTI CODED

From school, college or university 1
Connected with work (e.g. on the job training, apprenticeship) 2
From government schemes 3
No qualifications 4

IF FROM SCHOOL, COLLEGE OR UNIVERSITY [IF 1 @ QUAL]

Q268. Which of these school or college examinations is the highest you have passed?

[QTOPQU]

SHOW CARD

SINGLE CODED – CODE HIGHEST QUALIFICATION

Degree or equivalent/qualification above degree level 1
ENGLD-GCE ‘A’level/Higher School Cert 2
ENGLD-GCE ‘O’Level Grades A,B,C/GCSE grades A,B,C/CSE Grd 1 3
ENGLD-GCE ‘O’level grades D,E,/GCSE grades D,E,/CSE Grd 2-5 4
ENGLD-School cert or matriculation 5
SCOTLD-Cert of sixth year studies 6
SCOTLD-SCE/SLC/SUPE Higher Grade 7
SCOTLD-SCE Ordinary Grade A-C/Standard grd 1-2 8
SCOTLD-SCE ordinary Grades D-E/Standard grd 3-6 9
SCOTLD-SLC/SUPE Lower or Ordinary 10
Other qualifications above ‘A’ level but below degree 11
Other or foreign qualifications 12

IF ANY QUALIFICATIONS [IF 1 OR 2 OR 3 @ QUAL]

Q269. And do you have any of the qualifications on this card?[QQLONCD]

SHOW CARD
MULTI CODED

Recognised trade apprenticeship completed 1
City and Guilds-Craft/Intermediate/Ordinary (Part I) 2
City and Guilds-Advance/Final or Full tch (Part I I or III) 3
City and Guilds-can’t say which 4
BEC/TEC/BTEC/SCOTBEC/SCOTEC/SCOTVEC/National/General 5
BEC/TEC/BTEC/SCOTBEC/SCOTVEC Higher 6
Ordinary National Cert/Dip (ONC/OND) 7
Higher National Cert/Dip (HNC/HND) 8
RSA/Pitman’s secretarial or clerical 9
Other clerical/commercial qual (eg typing, shorthand, book-keeping) 10
NVQ/SVQ 11
GNVQ/GSVQ 12
Nursing qual 13
Teaching qual (inc TEFL) 14
Other vocational/pre-vocational qual 15
Don’t know 16

ASK ALL

Q270. Which is your ethnic group? [QETH]

SHOW CARD

White
British 1
Irish 2

Any other white background (specify) 3
Mixed
White and Black Caribbean 4
White and Black African 5
White and Asian 6
Any other mixed background (specify) 7

Asian or Asian British
Indian 8
Pakistani 9
Bangladeshi 10
Any other Asian background (specify) 11

Black or Black British
Caribbean 12
African 13
Any other Black background (specify) 14

Chinese or other ethnic group
Chinese 15
Any other (specify) 16
(Don’t know 17)
(Refused 18)

ASK ALL

Q271. Which, if any, religion do you consider you belong to? [QREL]

SINGLE CODED

Hindu 1
Sikh 2
Muslim 3
Christian 4
Buddhist 5
Jewish 6
Other (specify) 7
None 8
Don’t know 9
Q272. Which, if any, of these benefits are you / you and your partner receiving at the moment? PROBE: What else? [QBENOW]

SHOW CARD
MULTI CODED

None 1
Jobseekers Allowance (JSA) 2
Incapacity Benefit (previously Invalidity Benefit) 3
Income Support (IS) only 4
Income Support (IS) with Disability Premium 5
Severe Disablement Allowance (SDA) 6
Carer’s Allowance (CA) 7
Was claiming benefit(s) but don’t know which 8
Other (specify) 9
Don’t know 10

Q273. And which, if any, of these health or disability benefits are you <you or your partner> receiving at the moment? PROBE: What else? [QHDBNOW]

SHOW CARD
MULTI CODED

None 1
Statutory Sick Pay 2
Disability Living Allowance (care component) 3
Disability Living Allowance (mobility component or motobility allowance) 4
Industrial Injuries Disablement Benefit 5
War Pension 6
Disabled Persons Tax Credit 7
Other (specify) 8
Don’t know 9

Q274. Are you / you or your partner receiving any other benefit that was not listed on the cards, not including housing benefit, rent rebate or income support? [QHDBNW2]

Yes (specify) 1
No 2
Q275. And which of these describes your accommodation? [QTENUR]

NOTE: THIS DESCRIBES THE TENURE STATUS OF THE HOUSEHOLD, NOT WHETHER OR NOT THE RESPONDENT THEMSELVES PAY FOR THE ACCOMMODATION.

SHOW SCREEN

- Privately owned or on a mortgage
- Rented from council
- Rented from housing association
- Rented from private landlord
- Tied to job (household lives there rent free)
- Other (specify)
- Don’t Know

Q276. We will be able to learn more about benefit claimants and how to improve services to meet their needs by linking your answers from these questions to administrative records held by the Department for Work and Pensions (this used to be known as the Department of Social Security). No one at the Jobcentre Plus office will be able to see your answers. This linked data will only be used by BMRB and the research team at the Department for Work and Pensions. Could we have your permission to link your answers to administrative data? [QLNKPER]

INTERVIEWER NOTE: If asked, the two sources of information are records about who is receiving benefits such as Income Support, the database recording information about the New Deal and other administrative data held by the Department that would assist the evaluation such as other benefits, programmes and employment.

IT IS IMPORTANT THAT AS MANY RESPONDENTS AS POSSIBLE GIVE INFORMED CONSENT AT THIS QUESTION.

Yes 1
No 2

ASK ALL EXCEPT TOO DISABLED TO WORK AGAIN/TERMINAL
[EXCLUDE 3 OR 4 @ QDISRWK OR 2 @ QDTPW]
Q277. Finally, we may want to talk to you again in the future about the issues we have discussed today. Would it be OK if someone from BMRB called on you again?

ADD IF NECESSARY: This would not be for at least a few months. [QRECONT]

Yes 1
No 2

4.2 Main claimant interview

ASK ALL

Q1. CODE GENDER [QPSEX]

Male 1
Female 2

Q2. CODE WHETHER PARTNER ATTENDED WFI (IF KNOWN FROM MAIN INTERVIEW). IF NOT, ASK: Firstly, can I just check, has your partner had an interview with a Personal Adviser? This interview should have been in around <MONTH>, and normally takes place at a Jobcentre Plus office. ADD IF NECESSARY: This is sometimes called a ‘Work-Focused Interview’. [QPATT]

Yes 1
No 2

I’d like to start by asking you some questions about yourself.

Q3. What were you doing last week - please could you answer from this card? [QPWKLWK]

SHOW CARD

In full time paid work (or off sick): 30 hours or more 1
In paid work (or off sick): 16-29 hours 2
In part time paid work (or off sick): under 16 hours 3
In training or education (incl at school/college) 4
On a government scheme (e.g. New Deal) 5
Unemployed and looking for work 6
Waiting to take up a job or training 7
Looking after children or the home 8
Caring for someone who is sick or disabled 9
Temporarily sick or injured – no job to return to 10
Permanently sick or disabled 11
Not working for other reason 12

IF WORKING [IF 1-3 @ QPLASTWK]
Q4. Could I just check, were you working or off sick (last week)? [QPWOSLW]
   Working 1
   Off sick 2

Q5. How long have you been in paid work? [QPTIMIP]
   NOTE: IF RESPONDENT HAS HAD VARIOUS JOBS (BUT BEEN CONTINUOUSLY
   IN WORK), PLEASE ADD UP THE TOTAL LENGTH OF TIME OF ALL THE
   RESPECTIVE JOBS.
   Less than 1 month 1
   1-upto 2 months 2
   2-up to 3 months 3
   3-upto 6 months 4
   6 months-up to 1 year 5
   1 year + 6
   Don’t know 7

IF NOT IN WORK [IF NOT 1-3 @ QPWKLWK]
Q6. How long ago were you last in a paid job, INCLUDING any short-term or
    casual work and including any self-employment? [QPTIMSL]
   Less than 6 months ago 1
   6 months up to 1 year 2
   1 year up to 2 years 3
   2 years up to 5 years 4
   More than 5 years ago 5
   Never worked 6

IF WORKING [IF 1-3 @ QPLASTWK]
Q7. What is your job? [QPSOC]
   ENTER JOB TITLE

Q8. What do you mainly do in your job? [QPSOC2]
   ENTER JOB DETAILS
Q9. Can I check, are you working as an employee or are you self-employed? [QPEORSE]

Employee 1
Self-employed 2

Q10. Is this job…? [QPJOB]

READ OUT

a permanent one 1
a seasonal, temporary or casual one 2
a job done under contract or for a limited period 3
was it some other type of job that was not permanent 4

Q11. How many hours a week do you usually work excluding meal breaks but including any paid overtime? [QPHWK]

IF VARIES GET AVERAGE IF POSSIBLE

0..999

IF EMPLOYEE [IF 1 @ QPEORSE]

Q12. What is your usual take home pay, that is, after all deductions for income tax, National Insurance and so on, but including overtime and any bonuses? [QPSAL]

PROBE FOR ESTIMATE

0..999999 1
Don’t know 2
Only know gross pay 3

IF ONLY KNOW GROSS PAY [if 3 @ QPSAL]

Q13. What is your usual gross pay before any deductions? [QPGPBD]

PROBE FOR ESTIMATE

0..999999 1
Don’t know 2

IF SELF-EMPLOYED [IF 2 @ QPEORSE]
Q14. What do you estimate your total income is from your self-employed work, after taking away all expenses and taxes? [QPSEIAE]

PROBE FOR ESTIMATE

0..999999 1
Don’t know 2

IF GAVE INCOME [IF 1 @ QPSAL OR 1 @ QPGPBD OR 1 @ QPSEIAE]

Q15. And what period does that cover? [QPSALPE]

One week 1
Two weeks 2
One calendar month 3
One year 4
Other 5

IF OTHER [IF 5 @ QPSALPE]

Q16. How many weeks is that? [QPSALWK]

1..52

IF NOT CURRENTLY WORKING

Q17. May I check, are you looking for a paid job at present? [QPLPJNW]

Yes 1
No 2
Waiting to take up a job 3

IF PARTNER ATTENDED WFI [IF 1 @ QPATT]

I’d now like to ask a few questions about the interview that your partner attended with a Personal Adviser in.

Q18. Can you tell me, did you attend this interview with your partner? [QPATIWP]

Yes 1
No 2
(Don’t know) 3

IF PARTNER ATTENDED WFI [IF 1 @ QPATT]
Q19. At the time of your partner’s / the interview with the Personal Adviser, were you or your partner claiming any benefits?

[IF NO WFI [IF 2 @ QPATT]: In around <MONTH>, were you or your partner claiming any benefits?] [QPBENWF]

MULTI CODED

None 1
Jobseekers Allowance (JSA) 2
Incapacity Benefit (previously Invalidity Benefit) 3
Income Support (IS) only 4
Income Support (IS) with Disability Premium 5
Severe Disablement Allowance (SDA) 6
Carer’s Allowance (CA) 7
Was claiming benefit(s) but don’t know which 8
Other (specify) 9
Don’t know 10

IF PARTNER ATTENDED WFI [IF 1 @ QPATT]

Q20. Did you discuss any of the following with your partner before that interview with a Personal Adviser? [QPDWPBI]

READ OUT

MULTI CODED

Whether or not to go to the interview 1
When you and/or your partner would be able to start work 2
The types of work you and/or your partner might do 3
None of these 4
Don’t know 5

Q21. Before the interview with a Personal Adviser, how helpful did you expect it to be for you and your partner? [QPHPEX]

READ OUT

Very helpful 1
Quite helpful 2
Not very helpful 3
Not at all helpful 4
Don’t know 5

IF NOT VERY/AT ALL HELPFUL [IF 3 OR 4 @ QPHPEX]
Q22. Why did you think it would not be helpful? [QPWNHP]

Open ended

IF ATTENDED WFI WITH PARTNER [IF 1 @ QPATT AND 1 @ QPATIWP]

Q23. And overall how helpful or unhelpful did you find the interview for you and your partner? Was it…? [QPADHP]

READ OUT

very helpful 1
quite helpful 2
not very helpful 3
not at all helpful 4

IF VERY/FAIRLY HELPFUL

Q24. In what ways was it helpful? [QPHPWHY]

Open ended

IF ADVICE NOT VERY/AT ALL HELPFUL

Q25. Why was it not helpful? [QPUNHPW]

MULTI CODED

Adviser did not appear knowledgeable 1
Adviser was not helpful (general) 2
Other (specify) 3

IF NOT PERMANENTLY SICK OR DISABLED [IF NOT 10 @ QPWKLWK]

Q26. And now I am going to read out some statements about employment and pay. For each one please can you tell me how much do you agree or disagree? [QPSTEMP]

SHOW CARD

Strongly Agree 1
Slightly Agree 2
Neither Agree nor Disagree 3
Slightly Disagree 4
Strongly Disagree 5
(Don’t know/No Opinion) 6
RANDOMISE ORDER OF STATEMENTS

1. Benefits give a more stable income than trying to earn a wage
2. It would not be worth me working while I am/we are receiving benefit
3. Important decisions should be made by the man/husband rather than the woman/wife
4. A woman/wife who doesn’t have to work, should not work
5. Both the man and woman should contribute to the household income
6. Having a job is the best way for a woman to be an independent person
7. If their child is ill, and both parents work, the mother should take time off work
8. Once you’ve got a job, its important to hang on to it, even if you don’t really like it
9. If I didn’t like a job, I’d pack it in, even if I had no other job to go to
10. Having almost any job is better than being unemployed
11. Women with school aged children should never work full time
12. I would only work if my partner was also in work
13. It’s not practical for both me and my partner to work

ASK ALL

Q27. We will be able to learn more about benefit claimants and how to improve services to meet their needs by linking your answers from these questions to administrative records held by the Department for Work and Pensions (this used to be known as the Department of Social Security). No-one at the Jobcentre Plus office will be able to see your answers. This linked data will only be used by BMRB, the Policy Studies Institute (who are also working on the survey) and the research team at the Department for Work and Pensions. Could we have your permission to link your answers to administrative data? [QPLNKPE]

If INTERVIEWER NOTE: If asked, the two sources of information are records about who is receiving benefits such as Income Support, the database recording information about the New Deal and other administrative data heldby the Department that would assist the evaluation such as other benefits, programmes and employment.
IT IS IMPORTANT THAT AS MANY RESPONDENTS AS POSSIBLE GIVE INFORMED CONSENT AT THIS QUESTION.

Yes 1
No 2

ASK ALL

Q28. Finally, we may want to talk to you again in the future about the issues we have discussed today. Would it be OK if someone from BMRB called on you again?

ADD IF NECESSARY: This would not be for at least a few months.

[QPRECON]

Yes 1
No 2