



## **Living in Newham – Wave 3**

### **Interviewer Instructions**

**☎ ☎ ☎ USEFUL PHONE NUMBERS ☎ ☎ ☎**

**FIELDWORK**

If you have any queries your first link is with Sheila Mayne (the Fieldwork Supervisor). She is there to help you if any problems arise.

Sheila Mayne Home.....01279 505 141  
Sheila Mayne Mobile.....07941 677 692

**THE ESSEX INSTITUTE**

For general enquiries concerning addresses, vouchers, etc call:

Sandra Jones on Freephone **0800 252853** (24 hour)

If there are any questions about other aspects of fieldwork or administration please contact:

Mike Merrett.....01206 874666

or questionnaire related queries call:

Heather Laurie.....01206 873556

Jon Burton.....01206 873986

Reading these instructions will tell you how to achieve maximum results and to produce the accurate and high quality data we require (following them will ensure that you earn as much as possible from interviewing on the **Living In Newham** survey, and will make your life as an interviewer much, much easier). These instructions start with describing the sample and continue to give guidance on making contact, maximising co-operation and then to describe the various types of paperwork you will need to complete and ends with how to return your work. The remainder consists of detailed guidance on the questionnaires.

Although the questionnaires you will be using have been thoroughly tested over the last two years, both at IESR and in real interview situations, please do not hesitate to ring the numbers listed above if you have any doubts or queries during fieldwork.

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## **INTRODUCTION TO WAVE 3 LIVING IN NEWHAM SURVEY**

The **Living in Newham** survey is now in its third year and aims to interview around 2000 people across the whole of Newham. The survey is similar to an existing survey called the **Living in Britain** survey which collects data on the social and economic conditions of a nationally representative sample of around 5,500 households across the whole of Britain, and of how these change over time. It is one of the most important and innovative academic social science research projects of the 1990s which has been conducting annual interviews since 1991.

The **Living in Newham** survey is run by the Institute for Social and Economic Research (ISER) at the University of Essex, and is funded by the London Borough of Newham (LBN). While ISER is responsible for running the survey, there is a consortium of academics and policy makers from Newham council who are advising and guiding the researchers at the ISER about the conduct of the **Living in Newham** survey.

These academic and policy researchers will also be responsible for carrying out research using the data you collect on people's health, housing, family circumstances, education, employment, living standards and opinions and for providing advice to LBN on the basis of their findings. This is very much a joint venture between local researchers in Newham and in ISER and in which the local residents of Newham have a large part to play. Their co-operation will be of great importance in informing the social policy debates within Newham over the coming years. Put more simply, the survey will investigate almost all of the most important aspects of people's everyday lives and the data we collect will help to make Newham a better place in which to live

The number of households we will contact in the **Living In Newham** survey is large enough to represent the diverse population of Newham with a high degree of accuracy and enable issues to be researched and compared with the circumstances and experiences of people living in the rest of the country. To address the changing nature of Newham as a community a sample of addresses from the new building works being undertaken as a part of the regeneration of Newham is added this year and as building continues we will add further new addresses to those that are already part of the survey. We will also contact a number of non-contacted addresses issued at the start of the last two waves. We will also revisit some of the households that refused last wave.

**The official start of fieldwork is on the 12<sup>th</sup> June 2004 and will run until the end of August. During this time you should aim to interview at every address issued to you. We would expect that only the most difficult and hard to contact addresses will be outstanding by the 15<sup>th</sup> August 2004.**

With the training and support you will receive from the staff at ISER and your fieldwork supervisors, we expect you to provide us with data of the highest quality. We will be relying on your skills to help us achieve the highest number of interviews possible with people who took part last year and we hope that you will also be able to interview some of the people we did not interview last year.

The main changes to last year's questionnaire include bringing back some questions from the first wave on the respondent's feelings about actually living in Newham and their neighbourhood. The time-consuming children's grid in the Values section has been removed. There are also some new questions about taking exercise, levels of informal caring and height and weight which will help identify current and future health issues in Newham. There are a few new questions about children who may have an illness or disability.

The survey is very much like other large social surveys, but it does have particular features that you should be aware of.

1. We will be interviewing every adult household member at sampled addresses: that means with everyone who is **aged 16 or over on or before June 1<sup>st</sup> 2004** and we will seek parental permission to have all resident young people between the ages of 11 and 15 complete a short self-completion youth questionnaire.
2. There is no upper age limit on the survey so no one should be excluded on that basis. Where it is not possible to interview every person living within a household i.e. through illness or infirmity, you should seek agreement to collect 'proxy' information on those who have not been interviewed from another household member or family member.
3. This is a panel survey, which means we are aiming to interview the same people every year. For the panel to be viable we must **keep refusals and non-contacts to a minimum.**

The basic rules for success are simple:

1. You must keep calling back on non-contacts in until the end of fieldwork.
2. You must keep refusals to an absolute minimum.
3. The interviews are straightforward and should be treated as such.
4. Emphasise the voluntary nature of the interviews but try to build up a rapport which will help you overcome refusals.
5. Stress that there are long term and lasting benefits for the borough, the local area, and for the respondents themselves.
6. Say we would like to return next year if possible.

## **THE SAMPLE**

You will receive a number of pre-selected addresses at which you will have to interview. Most of these addresses were successfully interviewed last year. Generally, interviews will take place inside the respondent's own home, although a few interviews may be done in other places of the respondent's choosing.

Your sample will consist of a mixture of the following types of households:

- Households which have successfully interviewed before
- Some non-contact and/or refusal households from last year
- New addresses which have never been issued before

Where interviewers have successfully interviewed at an address before that address will be given back to the same interviewer. Regardless of your allocation you should all aim to achieve a full response rate – that is interview every adult member resident at your sample addresses and obtain a self completion youth questionnaire from each youth (aged 11 to 15) that is also resident.

If the household has been interviewed before, we will tell you who we expect to be living at your addresses and will pre-print information about those who were living at the address last year onto the paperwork. Where no names are pre-printed on the paperwork, this will be a newly selected address that is either a property that is part of the ongoing re-development of the area, or is a newly selected address added to the sample this year, or is an address that has never been contacted although issued in a previous wave.

In the unlikely event that you have no name, or only a partial name, pre-printed on the coversheet it is particularly important to collect the correct full-name of the residents living at the address and write it in on the coversheet.

Where interviewers find some of their sample addresses have residents that are completely new to the survey (new residents in existing sample addresses or new sample addresses recently occupied), or where the names of residents are not printed on the coversheet, you will need to collect them and write them in the spaces provided. In these cases you will need to explain how and why the survey is being conducted and interview at those resident at the address.

You must make every effort to trace and interview respondents that have moved house if they remain within the borough of Newham. This will include asking the new residents of the issued address, knocking at the nearby neighbours and asking after the whereabouts of the respondent, using the phone numbers supplied on the coversheet and contacting Sandra Jones or Mike Merrett at ISER to check for any further contact details the respondent might have given to ISER before or after their move.

## **ADDRESSES**

Any business premises found over the last two years have been removed from the sample but you may still find some non-residential property. Clearly if no-one lives at an address you can't do an interview there. But that doesn't mean you can just look at the address, see that it is a school for instance, and decide there can be no interview. Even if an address appears to be non-residential, there might be a caretaker living there. You will therefore need to check any apparently non-residential address to see if a private household is resident there (e.g. in flats over shops).

## **Institutions**

As well as addresses that no-one lives at for instance, because they are derelict, or being redeveloped, some residential addresses may be ineligible if they are institutions. An institution is defined as:

**'an address at which four or more unrelated people sleep; while they may or may not eat communally, the establishment must be run or managed by a person or persons employed for this purpose by the owner.'**

Larger institutions (e.g. hospitals, hotels, retirement homes) should have been excluded from the sample. Commonly encountered smaller institutions are boarding houses, hostels and small nursing homes. Most if not all institutions were identified during of last year's fieldwork and removed from the sample, but there is always the chance that a new institution has opened, for example in one of the new sample addressees.

*You must always check, however, to see if there is a private household normally resident at an institutional address (e.g. caretaker, warden etc.) and if there is you should interview them.*

## **Student Accommodation and Hostels**

One of the most commonly encountered institutions is student accommodation. As the University of East London (UEL) has its main campus within Newham you may find that sample members have either moved into student accommodation between wave 1 and wave 3 or that we have sampled an address occupied by a group of students, which seems to be an institution. If the student is an existing sample member whose name is printed on the coversheet, you should 'follow' (find the new address of) the sample member and try to interview them at their new address. If the student will be away from their home address for more than SIX MONTHS you should treat them as if they had moved from their home address and complete a new coversheet for them (see section on 'Movers') and interview the sample member only. You should follow this approach if one of your sample members moves into temporary accommodation such as a YMCA or homeless shelter.

You may also find that a group of students have rented a private house or flat. This is not an institution and the group of students should be considered a household in their own right. Generally, in this case all residents should be interviewed.

Only if a student 'institution', is a **new sample address** is it considered an ineligible address. In this case **none** of the residents should be interviewed.

*In case of any doubt you should contact Mike Merrett.*



## **The Address to Interview At**

The address to be interviewed at is the address exactly as it is given on the sample sheet. So if the address given is 17A High Street, then you should interview at 17A and ignore 17B or 17C and so on.

## **Your Sample Area and Issued Addresses**

On the whole most sample areas are quite small in size and the addresses are located quite close together. However, as this is the third year of the survey and it is our policy to keep the same interviewer with an interviewed household for as long as possible, some of the sample addresses are beginning to spread out across Newham. Your interviewer fees have been calculated to include a component to cover the cost of travel and subsistence. Please plan your work in order to maximise the number of contacts that you can make in any one interviewing period. This will allow you to complete your allocation more quickly and will maximise the earning potential of your area.

## **Finding Addresses**

You should have a map of your area (such as 'A-Z'). If you have any problems finding addresses on your sample sheets there are several people who can help.

1. Check with local residents – try the neighbours.
2. Go to the local post office which should have a fairly recent directory of post codes or telephone the local sorting office to talk to the local postman or woman who actually delivers to that address (you will need to do this before 11am).
3. The Royal Mail also has a website which can be particularly useful at [www.royalmail.com](http://www.royalmail.com) which will give you a list of addresses from a postcode. You will have to register to use this service but it is free and easy to do.
4. Other help is available from the internet at [www.streetmap.co.uk](http://www.streetmap.co.uk) or [www.multimap.co.uk](http://www.multimap.co.uk). Both are free to use and will show you exactly where and address is located, based on the postcode or street name.
5. Contact the local police station, just ask at the counter. They have access to detailed maps.
6. Check local libraries / Tourist Information for local maps, and to check on Electoral Registers to obtain the surname of the residents.

**If you are having any problems finding addresses and cannot get help locally it is crucial that you contact the Mike Merrett as soon as possible.**

## **INCENTIVES AND DIRECT MAILING**

### **Between Wave Mailing**

During April 2004 we sent each respondent a short report based on some of the findings from last-year's survey together with a card which the respondent could send back to resister a change of address or any corrections to their name or address which might be necessary. Copies of this report and card are included in your briefing and work packs. Where we have received notifications of name or address change, the details will be supplied with your sample.

### **Incentives**

This year we are changing the kind of incentive voucher we are giving to our respondents from 'Boots the Chemist' to 'High Street Gift Vouchers'. This should give our respondents much more choice in how to spend their vouchers. Every adult respondent will receive a £5.00 voucher while our young people will receive £3.00 each with our thanks for completing their questionnaire. You will also have some 'LIVING IN NEWHAM' pens to give to respondents. Quantities of pens are included in your work-pack. All cooperating respondents will also be entered into a prize draw. This year there are 3 Hi-Fi's and 2 DVD players which must be won.

- Adult respondents who have been interviewed before and new adult respondents aged 16 or over on the 1<sup>st</sup> June 2004 will receive their vouchers in a personally addressed letter that is sent direct from ISER just before the start of fieldwork
- Respondents aged between 11 years of age and 16 years of age on the 1<sup>st</sup> June 2004 will get their £3.00 voucher direct from the interviewer for completing the Youth Questionnaire.
- Adult respondents who have not been interviewed before will get their £5.00 voucher direct from the interviewer for completing the Individual Questionnaire.

## Advance Letters

ISER will post letters directly to your addresses just before you are due to start your fieldwork. These letters will introduce the survey to new sample members and reintroduce the survey to existing ones and ask for their continued co-operation. They also explain that you will be contacting the address in the next few weeks and asking all those living at the address to take part in the survey. The advance letter also includes a pamphlet explaining the purpose of the survey, what you will be asking respondents to do, and how the data will be used. Spare copies of the letter and pamphlet will be included in your work pack in case respondents do not receive the mailed out copy.

Where the names of the adult respondents we expect to find there are known, we will send these letters directly to each individual we expect you to find at the address. Where the names of residents are not known we will send a single letter addressed to 'the resident' at that address. In each case where a respondent was interviewed last wave, or the respondent is a new sixteen year-old, the advance letter will contain a £5.00 gift voucher as thanks in advance for their continued co-operation. Where no interview was conducted last wave you will have a supply of gift vouchers to hand to the co-operating household members. Although no letters will be sent to eligible 11-15 year old sample members you will have a small supply of £3.00 vouchers as a token of our thanks for all young people who complete the Youth Questionnaire. If you require more vouchers, please contact Sandra at the Institute. No voucher is given for a proxy interview. The voucher is not intended as a payment for people's time but is simply a token of our thanks for taking part. Please note that as part of our quality control procedures, respondents are randomly contacted and their receipt of vouchers is checked.

So that the delivery of these letters remains fresh in the mind of the respondent **we would expect you to have made contact with all of your issued addresses within the first three weeks** of field work and to have interviewed, or made appointments to interview, someone in the majority of those households by the middle of July. You should be thoroughly familiar with the contents of letters and leaflets, as respondents may query points mentioned in them.

The letter and leaflet also give a freephone number for respondents wishing to contact the Institute. Every effort is made by staff to pass on any messages from respondents to interviewers immediately.

## INDIVIDUALS

### On Your First Contact with a Sampled Address

- 1) Check the address is correct.
- 2) Tell the respondent your own name and that you work for University of Essex and show your identity card.
- 3) Tell the respondent that you are carrying out the **Living in Newham** survey
- 4) Refer to that advance letter and leaflet and check whether or not they have been received.
- 5) Ask the respondent if they would prefer to be interviewed in a language other than English.
- 6) Give a brief introduction to the survey, mention that we wish to interview all people 16 and over and request an interview.

While you may interview anyone at the household with compatible language skills to your own, please **DO NOT** use a Proxy Questionnaire to collect data about someone who speaks a different language to you. If a respondent would prefer to be interviewed by another interviewer or in a language that you do not speak fluently then you should tell Sheila, the supervisor and contact the Institute as soon as possible.

If respondents did not receive, or do not recall receiving, the letter and leaflet you should give them one of the spare copies. You should always have these immediately to hand when you first make a call. In such cases you would normally give your short introduction to the survey before giving them the letter and leaflet but then allow sufficient time for the respondent to read the letter or leaflet, if they wish to, before continuing.

Initially you should give a fairly brief explanation of the survey, expanding and developing it according to the needs of different respondents. You should draw on the notes in these instructions, the material in the advance letter and leaflet, information about the survey given to you at the briefing and your knowledge of the questionnaires themselves to develop an introduction.

Under no circumstances must you ask all household members to be present at the same time for interview. **You MUST be prepared to be flexible and make more than one visit to the household if necessary.**

The best initial introduction is the one you feel most comfortable with; however you might wish to try something along the following lines:

“We are carrying out a survey called **Living in Newham** which is about how people are getting by in Newham today, the things that matter to them and their views on important issues. The survey is being carried out throughout Newham and will provide an up to date picture about such things as people’s health, their housing, education, employment and their opinions”.

Many people will agree at this point to be interviewed, others may simply require information about the length of interview or the sort of questions to be asked, but some will require more information about the purpose of the survey or reassurance about matters such as confidentiality. Confidentiality and address selection are dealt with in both the advance letter and the leaflet and before making any calls you must be familiar with the relevant points in them. When you are explaining the purpose of the survey more fully two factors are important above all:

- 1) You must be clear and certain in your own mind about the reasons why the survey is being carried out and the uses to which its results will be put. You must know why the information we are collecting is important and the sort of problems the survey is designed to study.
- 2) You must be prepared to adapt your explanations, stressing different facets of the survey, to suit different types of people. Professional people, working mothers, the elderly and young people will not all respond equally well to exactly the same introduction. It is important that respondents see the survey not just as important but also as relevant and interesting to them. This survey has been carefully designed so that it has both a ‘common core’ of questions for all and a number of sets of special questions for various groups in the population. Although the ‘common core’ covers some of the most fundamental aspects of people’s life for some people the special questions will be the most interesting. For example, stress the importance of the health questions and how they feel about social services, housing or retirement. With the self-employed stress that you realise they have very little time to take part in surveys because of long working hours etc (especially with farmers) and they are therefore usually under-represented in such surveys, but it is important that we get a true picture of their position. With working mothers, stress that the interview can be arranged to suit any time that is best for them, and that we need to find out whether the help given to working mothers, either by employees or the government, is either sufficient or the right type of help.

### **Identity Card**

You will receive an identity card to show to everyone you contact. If anyone wants to verify your identity or that the survey is genuine, ask them to telephone your Fieldwork Supervisor or the University of Essex directly. ISER has a freephone number for respondents **0800 252853** which is staffed during office hours and backed up by a 24hr answering service. There is also an email address which respondents may use for queries [linsurvey@essex.ac.uk](mailto:linsurvey@essex.ac.uk) which is also staffed throughout office hours.

## **Countering Refusals**

Where people are reluctant to co-operate because they think other members of the household may be opposed (*‘my husband wouldn’t like me to answer any questions’*) you should reassure respondents with something like *‘That’s all right. The questions are quite straightforward, but I can call back and speak to your husband and explain the survey to him personally. When is the best time to catch him?’*

Remember that this is a survey where you will be trying to interview all members aged 16 and over and that you must be prepared to introduce the survey each time you talk to someone. Do not assume that details of the survey will be passed on from one household member to another.

You will all have your own style for trying to persuade people who are unwilling to co-operate. However there are two main points to remember:

1. Make these people feel that they are the most important person in the survey by tailoring your responses to their particular circumstances.
2. Please make it clear that you will be happy to fit in with the respondent if they need something particular or has special requirements in order that they can participate. In short be prepared to be flexible.

### **Effective Approaches for Counteracting Refusals:-**

**I’ve done my share of surveys:** Keep on stressing that a full interview only takes around 45 minutes. Without their help the survey is much less representative. Everybody is different and cannot be replaced. This is because some groups are easier to interview than others. If we were just to be left with the easiest of these groups in our sample we would have no-one who works unsociable hours, is busy or has an active social life. We need to retain all types of people to paint an accurate picture of the lives of people living in Newham. Stress the importance of the survey results being reliable and representative of everyone. “Everyone’s circumstances and views matter”.

**Can’t be bothered, nothing has changed:** it is often difficult for our respondents to see the point of collecting what seem to be the same details each year. While we have a variable component to the survey which changes each year many of the questions do in fact remain exactly the same. Where this is done it is so that we can make comparisons (i.e. with house prices or wages) across years and between regions or occupations. For example we might be able to state that the pay of workers in the public sector (councils and the like) has remained static while those in the retail sector have risen or fallen in comparison.

**It has gone on too long:** The data becomes more useful and reliable the longer the survey runs and funding is now also in place for waves 4 and 5. This is particularly true where our respondents can provide a year on year participation. Living In Newham is adapted from the British Household Panel Study especially to look at the special circumstances of people living in Newham. Apart from the BHPS, there is no other survey of this design running in Britain. The BHPS (and soon LIN) is one of the most respected and most widely used surveys in the world.

**Interviews have to be done at same time:** The whole household does not have to be interviewed all at once. Interviewers can come back as many times as need be to do all the interviews.

**The questions are too personal or intrusive:** Remind them of their rights to refuse individual questions. “The interview is completely voluntary and you can refuse any questions you find too personal, sensitive or intrusive. The questions you do answer will still be important to us, no matter how few”.

**There is a stressful family situation:** Some of the situations faced by our households can be stressful. Whether it is the death of a loved one or separation of partners, stress within the often leads to a household refusal. If a household in this situation decides to conduct a telephone interview only or refuses completely please try to obtain a tacit approval from the household to our interviewers returning next year when the situation may have improved. Information from the survey will be used by in planning for health and social services and in many other ways. By helping us they will be helping in this and will be helping the many people who will benefit from any improvements in these services.

**Too busy:** Stress that this group is one of the most important to the survey. Because of the large numbers of unemployed and retired, we need all the information that only full-time workers can supply to give us a really accurate view of those who are working. Please make it clear that we will fit in with their requirements wherever possible. Ask “when are they normally home” and pass on the information.

**Caring for children or relatives:** The LIN survey carries questions about the lives of those caring for others and is one important way for those doing difficult tasks with few resources to be heard, often surveys like **Living In Newham** are the only way for policy makers to understand what resources carers need. Often surveys miss out particular groups of people like the elderly the young and the busy. By helping us they will be making sure that people in similar circumstances and with similar views are taken notice of.

**Worried about confidentiality:** State that “We are governed by the Data Protection Agency and the Data Protection Act of 1998. The Data Protection Agency is extremely strict and we follow their rules explicitly. Our guarantee is that no information you give can be linked to you. Only a handful of people have access to the computer which contains the information you give. The files are protected by secret codewords which are changed frequently. In addition we guarantee that no information will ever be released with your name or address on it”. We have found that stressing the ‘number crunching’ aspect of statistics helps when people refuse because they are worried information on their own household might, for example, get into the hands of the council or Government departments. For this category of refuser it helps to say that the statistics present them as a percentage figure of the population rather than singling out their particular family. **However, it is obviously crucial not to let the respondent think they can easily be substituted, or that we don’t care, ‘because they are just a number’.**

#### **Non-contact or no reason given for refusal**

These are possibly the most frustrating categories to try and convert, as without knowing why respondents are refusing it is very difficult to fix what has gone wrong. Please try to get refusal reasons from all refusing respondents. Moreover, refusals at conversion often present with reasons which conflict with those given by the respondent to the interviewer, especially where the respondent does not want to say something negative to the interviewer. Refusal conversion is often the only point at which a respondent can let us know something is going wrong.

### **And finally...Some general points on countering refusals**

The most successful way of meeting reluctance and avoiding refusal is by addressing directly the concerns of the respondent. In doing this the basic principles are:

1. Give reassurance
2. Be positive
3. Appeal to their altruism
4. Always be relaxed and friendly and never pressurise.
5. Be flexible and sensitive and be positive about the benefits of taking part:

‘Every-one finds the interview interesting and enjoyable’

Stress the importance of the survey results being reliable and representative of everyone living in Newham. Everyone’s individual circumstances and views matter.

Information from the survey will be used by in planning for health and social services and in many other ways. By helping us they will be helping in this and will be helping the many people who will benefit from any improvements in these services.

Often surveys miss out people with special circumstances and by helping us they will be making sure that people in similar circumstances and with similar views are taken notice of.



## **Who to Interview**

Once you have made contact at an address you will need to enumerate a household (find-out who lives there) before going on to interview all eligible members.

## **What is a household?**

The aim of the definition is to ensure that all individuals are included at an appropriate address but that no-one can be counted at more than one address. Our definition of a household is:

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

The majority of households are straight-forward and their composition will be established without difficulty. Nevertheless, there are two concepts embodied in this definition either of both of which you will have to sort out on occasion. These two concepts are given below together with more detailed information about what is meant by them.

### Household membership

**‘Sharing at least one meal a day’:** this should consist of a main meal but does not imply that the household must always sit down together for the meal as long as food is bought for joint use. Breakfast may be counted as a main meal.

**‘Sharing living accommodation’:** that is, a living room or a sitting room. Accommodation may still be counted as shared where the address does not have a living room which is separate from the kitchen, that is, where the main living room of the accommodation forms part of the same room as the kitchen. Similarly a household can be treated as one if the living room also has to be used as a bedroom.

**A group of people should never be counted as one household solely on the basis of a shared kitchen and/or bathroom.**

Occasionally an individual or a group of people will have both their own living accommodation (that is living room/bed-sit and kitchen) and the use of a communal living room. In such cases priority should be given to having their own accommodation, and they should be treated as separate households. Situations arise in, for example, warden assisted housing for the elderly, flatlet houses, or separate granny flats where the parent occasionally also uses the family living room.

In addition to these rules which must be applied there are two general points to note:

- 1 Members of a household need not be related by blood or marriage.
- 2 To be included in the household an individual must sleep at the address when s/he is in residence: anyone who sleeps at one address but has all their meals elsewhere must therefore be included at the address where they sleep.
3. There are several groups of people who will only rarely stay at an address but who will nevertheless have it as their main residence. Such groups are merchant seamen, fisherman, oil rig workers and businessmen who are away from home.

## Residence

It is necessary to decide whether residents at an address are using the accommodation as their **main** address. Where there is doubt because respondents have more than one residence their MAIN residence should be decided by the person him or herself.

However, the following special rules take priority over your respondent's assessment and should always be applied.

### EXCLUSIONS:

- 1a Adult children, that is, those aged 16 and over who live away from home for purposes of either work or study and come home only for holidays should not be included at their parental address. **This does not include those at boarding school who are listed as household members.** Therefore students who live away from home while attending professional or vocational education such as studying at University or College full-time (or other further or higher education such as nursing schools) are excluded from their parental household, even if they happen to be at their parents' address when you call.
- 1b Anyone who has been away from the address continuously for 6 months or more should be excluded even if your respondent continues to think of it as their main residence, with the exception of certain people working away from home.
- 1c A weekend or holiday home can never be a main residence and this should be coded as ineligible.
- 1d You should exclude people from abroad who have come to Britain specifically to take up a particular post for a fixed term; foreign servicemen and foreign diplomatic staff and overseas students who will leave the country following the end of their course.

### INCLUSIONS:

- 2a Anyone who has been living continuously at an address for 6 months or more should be included at that address even if this person has their main residence elsewhere. Please note, therefore, that this rule takes precedence over the two residences rule.
- 2b Any respondent at whose address, in this country, you are calling should be included even if the address is a temporary one, for example, while they are searching for permanent accommodation, you should not however include anyone who is making a holiday or business visit only and who remains resident abroad.
- 2c Boarders (that is, unrelated individuals paying for food and accommodation) should be included as members of the household, provided that no more than three boarders are being catered for. If four or more boarders are catered for, the guests should be excluded (as they live in an institution).
- 2d Include people who only rarely stay at an address but nevertheless have it as their main residence: e.g., merchant seamen, fishermen, oil rig workers, and military personnel. Please note the difference from temporary addresses mentioned earlier. This rule applies only to spouses of a sample member. Thus, a child in the army away last year (and therefore not a sample member) returning briefly this year, would not now be included.

But he or she would be included if a spouse of a sample member. These people can be proxied if away at the time.

- 2e Include children at boarding school (irrespective of age); children aged 16 or over **who normally live at home** while attending University or College but who are temporarily away (e.g. on holiday or a residential course); children aged 16 or over who have finished a college course and are now living at home as their sole residence even if they are planning to move to another place soon; and children working away in a **temporary** job.
- 2f Anyone staying with a friend while looking for a flat or house of their own, if they have no other residence. Anyone for whom this is the sole residence in the UK, even if this is a temporary residence while they are searching for permanent accommodation. This does not therefore include someone on holiday or a business visit, but would include asylum seekers or anyone looking to stay permanently in the U.K.

### **Examples.**

Under rule 1a you would exclude, amongst other groups, those working away from home on a permanent basis. Children working away from home in a temporary job would, however, be included in the parental household as are all children at boarding school.

Under rule 1b you would exclude individuals who have been in hospital or prison for 6 months or more and children who have been in care for an extended period.

Under rule 2a you would include a widowed mother who had been staying in her son's or daughter's home for more than 6 months even though she still had her own home and intended to return there.

### **Note on students:**

If a young person has just left a parental home to live away at College or University, they do not count as a household member unless they intend to return to live at the address as their main residence within six months. This is because they are living at a separate address at the time the sample was selected for the survey. If they have not yet left to go away for the first year of their studies at the time you call, but will be leaving shortly, they should be included in the household, as that is still their main residence at the time you are calling on the household.

## **Movers**

Since this is the third wave of the survey it is possible that people have moved from the addresses in which they were interviewed last year or the year before. If people move within Newham we would like to follow them and interview them in their new household. If they move outside of Newham we need to find out their new address and phone number so we can conduct a short 'exit interview'.

In some cases you will not be able to find get the new address respondents have moved to. **At the very least try and find out if your respondents have moved to an address in Newham or have left the borough. If you cannot find the new address please remember to record whatever information you can on the coversheet and return the coversheet to ISER as soon as you possible so we can try to trace them.**

It is likely that you will find two different types of household move; 'whole household', and 'split-off' moves. **In each case you will need to complete a blank coversheet for each extra household that results from the move.** The procedures for interviewing movers are outlined below but if you have any doubts please contact Sheila Mayne or Michael Merrett in the first instance.

Split-off movers: This is when only some members of the issued household have moved from their issued address. Use the original household '0' coversheet for those that remain at the issued address and code the movers as having left the original household by completing column 9, on page 2 of the coversheet and column 13, column 14, column 15 and column 16 on page 3 of the coversheet.

### **Complete a new (blank) coversheet for those that have moved out.**

For those issued household members that have moved out, you MUST complete a blank coversheet by entering the 'Serial Number' and issued address details into address details box on the left-hand-side of the coversheet and the new address details on the right-hand-side of the blank coversheet. In this case you should increase the household number of the mover's coversheet to '1' to show that they are the first split-off from the original household. If household members from the original household have moved out to live in more than one other address, complete a blank coversheet for each new split-off household and increase the household number so that the second split-off household is household '2' and the third is household '3' etc.

You should leave the Check Digit blank on all split-off coversheets. We will add this once you return your paperwork.

**You must complete a coversheet for each split-off household regardless of whether you can find their new address.**

**It is very important that you do not enter the split-off movers' (household '1') new address into the space for the household '0' new address details. Enter the split-off mover address onto the new blank coversheet you have created.**

If the movers still live within the London Borough of Newham (local move) you will need to follow them to their new address and interview them. If it is a non-local move – (outside Newham) but is **just over the borough boundary** you may still follow them and conduct the interview. If the move is further outside Newham, you should return the coversheet to ISER

with as much detail as possible about their new address. **If at all possible OBTAIN THEIR NEW TELEPHONE NUMBER.**

In the case of a split-off mover finding the mover's new address will probably be easier than if the whole household has moved home. This is because there will still be people living in the original household who are likely to know where the movers have gone.

Whole Household Movers: Where the whole household has moved home together you should try your best to get a new address for them and enter it into the 'new address details' on the LHS of the coversheet for household '0'. If you can find their new address follow them to their new address and conduct your interview there.

**We would also like to interview any new household that moves into the issued sample address.** This is because we are interested in people who are moving into Newham as well as those who live here and who leave. Often the best source of information is the people who have moved into the issued address as they may have a forwarding address for their mail. Otherwise you could ask the neighbours on either side of the address for information about the previous residents of the address.

### **Local and Non-Local Moves**

If their new address is a 'local move' (inside Newham) we would like you find and interview them. The tracking information that was collected last-year will help you. If it is a non-local move – (outside Newham) but it is **just over the borough boundary** you may still follow them and conduct the interview – using the printed coversheet (Household '0'). If the move is further outside Newham, you should return the coversheet to ISER with as much detail as possible about their new address. **If at all possible OBTAIN THEIR NEW TELEPHONE NUMBER.**

### **Movers into an issued address**

**In addition to finding the new address of the issued household we would like you to interview the new household that has moved into the issued address.** You will have to introduce the survey and give them a copy of the purpose leaflet and advance letter. When you interview them you must complete a **blank** coversheet by entering the serial number from the coversheet for the household '0' and increase the household number by '1'. This is important as the issued sample household will keep the household number '0' even after they move and regardless of whether they can be found or not.

**Remember the new household will be a 'household 1'.**

Complete a blank coversheet by writing in the household '0' serial number and new household number '1' and the details of the issued address on the right hand side of the coversheet. Complete columns '2' on 'page 2' and '14' on 'page 3' of the coversheet. Continue to interview as normal. Do not complete columns 3-13.

Complex household moves: In some cases the movements of households may appear quite complicated. The simplest method is to deal with any whole-household move first (household '0') any new household at an existing address second (household '1') and the various split-off movers from the household '0' last. If you use this method you will not get confused.

### **New-Entrants to the household**

In some cases you will find that people have joined the issued household since the last time they were interviewed. New-entrants (people joining the household for the first time) may often be elderly relatives who come to live with their adult children for care or support, lodgers who join the household for financial reasons or more commonly the new partners or spouses or new-born babies of existing sample members. New household members who have not been interviewed before are eligible for interview if they intend to stay permanently (are not just on holiday or visiting) and do not have a permanent home elsewhere. **Eligible new entrants must complete the N-section of the individual Questionnaire**

### **Household Re-joiners**

While new-entrants are usually quite easy to find (by asking the question at Column 11 on the Coversheet, “Does anyone else usually live here?”), it is sometimes difficult to tell the difference between an ordinary new-entrant and a re-joiner. You must check to see if the person joining the household has ever lived in the household since the survey began i.e. they were in the household at wave 1, moved away at wave 2 and have now returned to the household at wave 3.

**You MUST NOT interview ‘new-entrants’ to the household until you have asked whether they have ever lived WITH the PEOPLE in this household since the survey began. If the new person has lived with the household since the start of Living in Newham (2001) YOU MUST CONTACT SANDRA OR MIKE AT ISER before interviewing them. This is so that you can enter their details on the coversheet and we can identify them correctly after you interview them. You need to know whether they ever done an interview before so that you follow the correct routing in the Individual Questionnaire.**

**If you fail to contact ISER for information concerning re-joiners you may take the wrong route through the questionnaire. You may be asked to return to complete the questionnaire properly if your ‘new entrant’ is later found to be a ‘re-joiner’.**

### **Change of Address Cards**

You will have some blank Change of Address cards in your work packs. If you find that a respondent will be moving in the near future and they know their new address, please complete this card with the issued address details and the name and new address of the respondent and return it to the Institute. The card is Freepost so does not need a stamp.

## **THE PAPER DOCUMENTS**

### **Wave 3 Questionnaires**

There are six main types of documents you could use in an interview. The Household Questionnaire takes 10 minutes on average to complete, as do the Proxy and Youth questionnaires. The Individual Questionnaire for adults will take an average of one hour to complete, however this length of time will vary depending on the circumstances of the individual. For example, someone who is employed and has had some job changes during the last year will have a longer interview than someone who is retired altogether from employment.

### **THE COVERSHEET (Blue)**

You must complete and return this form for **all** of your addresses, regardless of whether they are interviewed or not and for all split-off movers whether interviewed or not. You must also complete a coversheet for all movers into a sample address even if they are not interviewed. A detailed Coversheet is needed in order to record the current household membership. After all the interviews at the household listed on the coversheet have been completed you will return to the Coversheet to record the interview outcomes. The Coversheet also incorporates the Tracking form, which lists the name, address and telephone number of a contact person for each respondent. This is used to trace the respondent should they move away from the sampled address.

### **THE HOUSEHOLD QUESTIONNAIRE**

One Household Questionnaire should be completed for each interviewed household. Your respondent should be the HRP or their spouse as this questionnaire asks about housing conditions and accommodation costs. You may use more than one respondent to answer the questions but please record the person numbers of those involved. The household grid at the start of the Household Questionnaire must be completed.

### **THE INDIVIDUAL QUESTIONNAIRE (white, and green section for new respondents, or white and blue section for respondents interviewed before):**

This is the largest and most complex of the documents and is for adults aged 16 or over. We strongly urge you to read it through and do one or two practice interviews with members of your family or with your friends. It is not sufficient to only follow along at the briefing.

### **THE INDIVIDUAL SELF-COMPLETION QUESTIONNAIRE (white):**

This is considered as a part of the individual questionnaire and is given to all respondents answering the Individual Questionnaire. This contains questions on attitudes, satisfaction with different areas of life, and friendships.

### **THE YOUNG PERSONS SELF-COMPLETION QUESTIONNAIRE (brown):**

For all those in the household aged 11 to 15. This contains questions on many aspects of life as a young person living in Newham.

### **THE PROXY QUESTIONNAIRE (pink):**

Use this for eligible adults potentially willing to be interviewed but whom you are unable to contact or interview during fieldwork. Please remember that the Proxy Subject is the person you are asking the questions about and the Proxy Informant is the person who answers the Proxy Questionnaire.

### **THE SHOWCARDS:**

Used to prompt the respondent during interviews. **Interviewers who have not used these before need to practice with the cards before using them 'in the field'**. Practice interviewing your friends and family members before you use them for real.

## **BASICS OF COMPLETING THE QUESTIONNAIRES**

### **Other Aspects of the Interviews**

Verbatim Responses: There are several questions which require open-ended responses. An example is: “What is the main reason why you would prefer to move?”

In all these cases you must, firstly, record precisely what the respondent says. It is important that we are able to code these responses effectively so please do not interpret, abbreviate or select responses. This applies even if the answer seems irrelevant to you, as such answers themselves might tell us that there is something wrong with the way we are asking the question.

Secondly, you must encourage the respondent to give as full a response as possible. If the answer seems unclear or inadequate, or if you feel more information might be forthcoming, probe for further clarification. One of the most important examples of where this probing is necessary is E6: “What was your main job last week? Please tell me the exact job title and describe fully the sort of work you do”.

Answers like ‘engineer’ are inadequate. You will need to probe for 1) type of engineer such as ‘civil’ (as opposed to mechanical or electrical), 2) full job title, such as Senior Resident Engineer, and 3) details of the job which would help identify both the precise occupational status and exact type of work.

Forcing Choices: There will be several occasions when the respondent is asked to provide one answer but insists on giving more than one. In such cases you should re-read the question with appropriate emphasis on ‘*Which one...*’ for example. If the respondent still cannot decide, then as a rule you should ask firstly, ‘*Which one do you think... ?*’, or failing that ask, ‘*Which one do you think is most important...*’ and so on.

### **Using Dates and Times during interviews**

Date of interview: You must enter the date of the interview carefully.

Please enter all times using the **24-hour clock** conventions. Add a leading zero to all times before 10am. This means that half past eight in the morning is 08:30 and 9am is 09:00. Similarly add 12 hours to all times past midday, 3pm becomes 15:00 hours and half past 8 in the evening is 20:30 etc.

### **Using the Showcards**

On showcard questions the numbers for each response are printed on the card and appear on the questionnaire beside the response categories. You must ask the respondent to look at the appropriate showcard wherever they apply as this helps the respondent remember all of the available answers. Each option on the showcard is numbered so you can just get the respondent to give you the number of the option that applies. This speeds up the interviewing process and often allows the respondent more confidentiality if interviewing in front of other household members.

### **Missing out questions on the questionnaire**

Every question must be answered before you can continue. Where appropriate, ‘don’t know’ and ‘refused’ codes are provided on the questionnaire. Leaving questions blank will send you to the wrong questions, and can result in embarrassing situations for YOU. **If you really cannot answer a particular question then please give a full explanation in the margin at that point.**



## Question types

You will come across several main types of question:

- Single response questions
- Multiple response questions, usually with an exclusive code for ‘don’t know’ or ‘not answered’. Where applicable, a ‘none’ code is also provided.
- Grid questions e.g. F3 in the finance section
- Verbatim text entry
- Questions with a date to be entered
- Questions with an amount to be entered (pounds, hours etc.)

We will cover all types during the briefing but please read the instructions given with each question and become familiar with the flow of questions and the format of the questionnaires before you go out interviewing for the first time.

## Entry of amounts

Amounts are entered directly into boxes. You must **always enter leading zeros** and check you are entering the amount accurately. In the example below, the amount is £10.

ENTER TO NEAREST £ 

0	0	1	0
---	---	---	---

 CORRECT

In the next example, this could be £10 or it could be £100 or £110 or £910 or any other amount with some missing figures. In all cases you will also have the option of using a combination of a ‘don’t know’, ‘refused’, ‘nothing’ or ‘same as now’ codes.

ENTER TO NEAREST £ 

	1	0	
--	---	---	--

 NOT CORRECT

In the employment section there are some questions on the hourly amount people are paid. On these questions you are asked to enter the amount in pounds and pence and to code whether the amount is an estimate or exact. Separate ‘Don’t know’ and ‘refused’ codes are also provided.

### Points to Remember – DO

- Make a note of the fieldwork dates when you start the job, contact the supervisor if your work pack does not arrive, or if the contents are not complete.
- Prepare yourself by thoroughly reading the instructions and doing trial interviews before you start interviewing.
- Always show your identity card.
- Approach each interview confidently, say truthfully how long it is likely to take and start into the first question quickly.
- Administer the questions clearly and at a good pace, keeping to the exact wording and order of the questions.
- Record open-ended questions verbatim, probe fully and indicate where you have probed.
- thank the respondent before leaving
- Always check through the questionnaire for omissions immediately after interviewing and check more thoroughly at home. Make sure your writing and coding are legible.
- You must report progress details to the Supervisor, also keep in touch with any problems or queries

### Points to Remember – DON'T

- Interview any people who are personal friends, relatives or acquaintances.
- Call on anyone after 9:00pm unless by appointment.
- Reveal your own opinion or become involved in controversy.
- Explain a question or put words into respondents' mouths, i.e., do not prompt unless instructed to do so.
- Tell respondents any of the answers other household members have given

## **THE DOCUMENTATION IN MORE DETAIL**

### **THE COVERSHEET**

Your sample is issued to you by means of the Coversheet. For all of your issued addresses, there will be a pre-printed address in the top left-hand corner. You will also have some blank coversheets for recording split-off or whole household moves into a sample address.

The Coversheet is an important document for a number of functions crucial to the survey:

1. Determining whether the address is a residential address eligible for interview.
2. Defining and updating any changes to the household membership in relation to last year.
3. Providing a basis for completing this year's household grid and to show eligibility for an individual interview.
4. Recording household and individual interview outcomes.
5. Where households do not agree to take part, recording the reasons for the refusal and some details about the household.

Because of the special importance of these functions for the survey it is essential both that you understand clearly how to complete the Coversheet before you make any calls and that you carry out the various procedures methodically and consistently.

**If at any time you are uncertain about how to proceed in completing the Coversheet you should consult the Institute as soon as possible.**

### **Using the Coversheet to Enumerate the Household**

#### **Eligibility for interview**

Interviews must be sought with all people living at the issued address aged 16 or over on or before June 1<sup>st</sup> 2004. Parental permission for a youth to complete a Youth Questionnaire should be sought for all young people resident at the issued address aged 11 – 15 on June 1<sup>st</sup> 2004.

#### **Household ID**

This is the identification number that **MUST** be transferred from the Coversheet **to all other documents** used for that household. This includes the Household, Individual, Self-Completion, Proxy, and Youth questionnaires. It is used to link documents and information for members of the same households. It is thus essential that this number is transcribed both accurately and legibly. As names are never used on any paperwork other than the Coversheet, matching up the different elements of a household's paperwork can be impossible without it.

### **The Household ID consists of:**

- Wave No:** This is '3' for the third wave of the survey.
- Serial No:** A five-digit number identifying the address. This remains the same for the whole of this wave, even if a household has moved out of the address and another has moved in. Please get used to referring to the household by this serial number. If you speak to ISER about the household this is how it will be identified.
- Household No:** When the sample is issued at the beginning of fieldwork this will always be 0. If you find any split-off or moved addresses, this will be incremented to 1 or 2 as appropriate.
- Check No:** This is for checks made at the data entry stage

### **Issued Address**

This is the address from last year or a new address sampled from the list of all residential addresses in Newham. This is the address at which you should interview; **do not substitute any other address unless following a split-off or whole household move**. You will not be paid for interviews done at addresses we did not send to you.

### **Household Numbers**

If the whole household has moved out, then the issued household retains the household number 0. You should use the issued coversheet to try and 'follow' the issued household. The new household which moves into the issued address becomes household number 1.

If a partial household move occurs, then the household members that 'split-off' from the original household become household 1 and the household still resident at the original address retains the household number 0.

If you subsequently interview at the new household number 1 and find that some members have moved on from the household number 1 address, complete a new Coversheet and increment the household number for the movers to household number 2.

In all cases, the Serial Number part of the Household ID remains the same as when it was issued. Contact Essex or Sheila if you have any queries.

### **Address Status**

This is for you to code the status of the address. We need to know whether the address is correct. If any corrections need to be made to the address these need to be recorded. You should place a neat circle around all code numbers that apply.

### **This is the issued address**

If the issued address details are correct circle code '1'

If there is an error in the postcode, you should circle code '2'

If other pre-printed address details are incorrect or missing, please enter the changes to be made and circle code '3'.

'Code all that apply' where multiple corrections are required. Do not add leading zeros when entering postcode corrections.

### **This is a new address**

- Code '1' if all residents have moved to a **known** new address that is **within** Newham and enter the address and phone number if you can get it
- Code '2' if all residents have moved to a **known** address **outside** Newham and enter the address and phone number if you can get it
- Code '3' if all residents have moved to an **unknown** address **within** Newham and enter whatever details you can find out about their location or phone number
- Code '4' if all residents have moved to an unknown address **outside** Newham enter whatever details you can find out about their location or phone number
- Code '5' if the address is **unknown**

If some original residents remain at the address conduct interviews there and then try to find out the address of the movers.

### **Interviewer area**

There are four different items to identify the interviewer responsible for interviewing the household on the front page of the coversheet. The '**Issued Interviewer Area**' is pre-printed on the coversheet and should not be altered or changed in any way, regardless of which interviewer finally interviews the household. The '**Actual Interviewer Area**' is, and remains on all subsequent addresses issued to you, the number of the first area issued to you. Any amendments, due to the re-issue of addresses to a different interviewer should be entered in the 'actual interviewer area'. For the majority of cases, the 'issued interviewer area' and 'actual interviewer area' will remain the same. You will also be issued with an '**Interviewer Number**' comprising of a combination of your initials and your AIA number. You must also enter your name on the coversheet.

**ONLY WHEN THE ACTUAL INTERVIEWER AREA, INTERVIEWER NUMBER AND YOUR NAME ALL AGREE WILL PAYMENT BE MADE FOR COMPLETED WORK.**

### **Call Record**

Record here all calls made in person to the address. Use the end column to show 'no reply', 'made appointment', 'time of appointment', and to record progress - e.g. 'wife interviewed, husband in after 6pm only'. We expect that you would make a **minimum** of 6 personal visits to the address before returning the coversheet to ISER as a 'non-contacted' household. **The 6 call rule does not include the number of telephone calls you make** to the address. In some cases you will need to make more calls than this. Make sure you vary the time of day you call to try to catch them in.

Record the day of the week, the date, the time the call was made and tick the type of call made ('Personal' or 'Tel') in the call record. Enter the number of calls made in person to the issued address (**not** by phone) in the box at the bottom of the call record. If you find that your respondents have moved house enter the number of calls made to the new address in the 'No. of personal calls to new address' box separately. You will find the 'number of calls made to a new address' boxes at the bottom of the first page of the Coversheet.

If you receive a whole household refusal note the number of calls made and send the coversheet back to ISER as soon as possible, we do not expect you to keep calling on a household which has already refused.

## Enumeration Grid – Pages 2-3

This should be completed fully for each interviewed household before an interview is done at an address.

### 1. Person number

The person numbers are pre-printed in the first column on page 2.

### 2. Name

The names details collected last year are pre-printed in column 2. For new people to the household print their full title and name in this column. **Do not complete columns 3-10 for new people.**

### 3. PID

This is pre-printed for those people who were in the household last year. For any new entrants you leave this blank.

### 4. Sex

This is pre-printed for those people who were in the household last year. For any new entrants you leave this blank.

### 5. Date of Birth

This is pre-printed for those people who were in the household last year. For any new entrants you leave this blank.

### 6. Ever Full Interview Before

This tells you whether the respondent has done a full individual interview at any point during the survey. The codes are outlined below.

This column lets the interviewer know what happened in the past. Those who have done a full individual interview before get asked a different section in the Individual Questionnaire (R-section) than those who have never been interviewed (N-section).

The codes for column 6 are:

- 1 Yes has done a full individual interview before
- 2 No no full individual interview before

**Note:** Proxy interviews or Youth interviews that the respondent may have done in the past are NOT full interviews.

### 7. Type of Interview This Wave

This column tells you what type of interview the individual is eligible for this year. The codes are:

- 1 Full adult aged 16 or over eligible for an individual interview
- 2 Yth youth aged 11 to 15 eligible for a youth interview this year
- 3 None Child under 11 ineligible for interview this wave

**Note:** Code 1 'Full' also includes children who have turned 16 since the last year so have never done a full interview before. They must answer '**Section N**' on their individual interview.

**8. Interview Language Previous Wave**

Information on the language used to interview the respondent last wave (where collected)

**9. Resident Status**

Code for all pre-printed members of the household.

**10. Name details check**

Check we have the correct name and spelling for all pre-printed members, if not correct amend neatly in column 2.

**11. Check for new household members**

Ask 'Does anyone else usually live here?' If YES code 1 at column 11 and write in their full name details at column 2. Leave columns 3-10 blank for these new people. Check to see if the new person is a 're-joiner' (done an interview before), if they are then code '2' in this column and contact ISER for their details and complete columns 3 to 10 as instructed.

**12. Reason joined household**

Ask for all new members and rejoinders coded '1' or '2' at column 11.

**13. Reasons left household**

Ask for all movers coded '3' at column 8.

Use the category 'Never lived here' for individuals interviewed in error last year. That is where the respondent is listed as being part of the household on the coversheet, but is just a friend or short-term visitor who was not part of the household last year.

**14. Current Location**

Complete for all respondents. Records current location of 'split-off' movers and resident household members

**15. Date joined/moved from household/address**

Enter the date individuals joined, moved or died.

If whole new household at address, enter date moved to that address.

**Individuals missed off coversheet of last year**

Where you find that a respondent is not shown as living in an existing household but says that they have lived there during the last two years add the individual onto the household by writing their name into column 2. Code them '1' at column 11 and '4' at column 12 (Present last year). Fill in the date that they joined the household at column '14' and interview as a new household member if eligible.

## **Recording Individual Outcomes**

**Once you have completed each interview, you should return to page 3 of the Coversheet to code the outcome for each individual.**

### **16 Individual outcome**

If you have completed the coversheet with a respondent there must be an Interview Outcome for every person listed. This includes those not interviewed, such as proxies and children under 11.

Any refusals (code 03) recorded here will be at the individual level. That is those which occur after you have gained entry, i.e., after you have spoken to someone in the household. You may code individual refusals for every member of a household if they have all refused individually to you.

A refusal at the door which stops you getting any contact with any household members would be coded as a 'Refusal to Interviewer' (code 31) in the Final Household Outcome box on the back of the Coversheet and column 14 would be blank.

### **17. Interview languages**

Please code the language in which this wave's interview was conducted.

### **18. Adult Self-Completion Questionnaire Check**

All completed Individual Interviews should be accompanied by a self completion questionnaire.

## **Tracking Information**

The aim of the tracking information is to ensure we do not lose touch with respondents. The tracking section must be completed for every interviewed household member aged 16 or over. We need one separate contact name for each interviewed household member in case they separate from the rest of the household. **Please try to use people who do not live in the household you are interviewing at as people to contact if we lose touch with our respondent.** The details of people living outside the household are better.

First check the respondent's full name, and any other name they may be known by. Then ask for the name of someone outside the household, such as a friend or relative. It is particularly important that the names and addresses on the tracking section are readable. Next year an interviewer (probably you) might have to use the tracking details you collect to find these people again. Poor handwriting on the contact details will likely cost you money. Make sure you ask for full information at Question 2, including postcode and telephone number. It is vital that we can trace people if they move, therefore the tracking information must be clear and detailed.

Finally you should check at Question 4 whether or not someone is likely to move from their current address within the next year. If they are definitely moving you should then check if they have a specific new address to move to. If the new address is known then record this on a Change of Address card and return this with the other documents for the household.

Please try and get full tracking information for adult respondents i.e. 16+ who have done a full interview.



## **The Respondent's Contact Details**

Contact details from last year are printed inside the back page to make it easier for you to contact any respondents that have moved since they were last interviewed. This information will only be included if it was collected last year by the interviewers.

## **Household Outcome (back page)**

THIS PAGE MUST BE COMPLETED FOR ALL HOUSEHOLDS

Complete columns 1 AND 2 and then EITHER 3 OR 4

1. Household Questionnaire complete  
Code 1 if a household Questionnaire was completed for this household  
Code 2 if NO household questionnaire was completed for this household
2. Was at least one Individual or Proxy Questionnaire completed  
If one or more ADULTS interviewed code 1  
If NO ADULTS interviewed code 2
3. For Interviewed households  
Code level of participation
4. For non-interviewed households  
Code the reason for not interviewing at this address.

## **Household Refusal or Non-Interview Reasons**

Please tell us in more detail what reason the household gave for refusing. Or why you could not contact the household. We need to know as much detail as possible about those we couldn't interview.

**Please ensure that the Final Household Outcome on the last page of the Coversheet is completed for EVERY address, even if you do not interview the household.**

The types of households that refuse to take part in surveys tend to be different from those who do take part and we need this information to check that the sample we do interview are representative of the population as a whole, as well as for statistical adjustments to ensure we have the correct proportions in the final sample.

**If the address is untraced try to find out if the move was within or outside of Newham and write this on the Coversheet.**

## **HOUSEHOLD QUESTIONNAIRE**

Please ensure that a Household Questionnaire is present for all households where at least one interview is achieved. Even if some or all of the questions cannot be answered by your respondent, you should complete as much as you can and use the 'don't know' code or write in 'refused' or 'don't know' as necessary.

H0a Date of Interview

H0b Time started interview (In 24 hour clock)

H0c Type of accommodation

**Detached house/bungalow:** a house which stands alone and is not joined to any other. A bungalow is a single story house

**Semi-detached house/bungalow:** A house or bungalow which stands as one of a pair

**End terraced house/bungalow:** A house or bungalow which is at the end of a run of three or more properties

**Terraced house/bungalow:** A house or bungalow which is situated within in a row of properties

**Purpose built flat/maisonette (under 10 dwellings):** A block of flats (accommodation on one level) or maisonettes (a flat with more than one floor or which has its own entrance at street level) with less than 10 dwellings which remains in the form originally constructed.

**Purpose built flat/maisonette (10+ dwellings):** as above but with more than 10 dwellings in a block

**Converted flat/maisonette (under 10 dwellings):** A block of flats (accommodation on one level) or maisonettes (a flat with more than one floor or which has its own entrance at street level) with less than 10 dwellings which has been converted from another building type for example from a warehouse.

**Converted flat/maisonette (10+ dwellings):** as above but with more than 10 dwellings in a block

**Dwelling with business premises:** where both business and dwelling share the **same** address, such as with living accommodation above a public house

**Bedsitter in multiple occupation (under 10 dwellings):** building often a converted house where multiple occupants live in a single rooms used for both living and sleeping. Less than 10 dwellings per building

**Bedsitter in multiple occupation (10+ dwellings):** as above but with more than 10 dwellings

**Bedsitter/single occupation:** as above but where bedsitter occupied by single resident

**Sheltered accommodation:** Warden controlled housing complex, usually with elderly / disabled residents

**Institutional accommodation:** See notes above on institutions such as prisons, secure hospitals, student accommodation,

**A Household Questionnaire should always be present for every interviewed household** even if some questions are answered 'don't know' e.g. for mortgage or rent costs. The best person to complete the Household Questionnaire with is normally asked of the Household Reference Person (HRP) or their spouse, although in some cases other household members can answer it.

## **Household Grid**

The Household Grid is at the front of the Household Questionnaire and must be completed fully before the first full interview is started. An interview cannot be undertaken until a full record of the household membership exists in the Enumeration Grid and Household Grid as you will need this information to show you the correct route through the questionnaires.

### **Completing the Household Grid**

You must complete a row of the Grid for each household member. The basic rule for the grid is that every box must be filled for each person in the household, using '0' where a question does not apply.

#### **1. Person Number and Name**

Copy over the first name from the blue coversheet for each person in the household, starting at Person 01. If someone has moved out of the household you do not need to copy their name onto the household grid, but **please make sure that you do not change person numbers**. For example, in a 3-person household, if person 02 moves out, person 03 remains as person 03 – they **do not** get moved up to be person 02.

#### **2. Relationship to Reference Person (HRP)**

First you will need to determine who is the HRP. The Household Reference Person (HRP) is defined as the person who either:

- a) Owns the accommodation.
- b) Is legally responsible for the rent.
- c) Has the accommodation as an emolument or entitlement (e.g. rent free with job).  
or
- d) Has the accommodation by virtue of some relationship to the owner or lessee where this person is not a member of the household (e.g. person living rent free in property belonging to a relative).

Where there are two or more people who qualify to be HRP under the rules above, the oldest is the HRP. **The HRP does not have to be Person No 01 on the household grid.**

Establish who is the HRP and write in 'HRP' next to this person's name. Then ask for the relationship of all others in the household to the HRP and write in. Where children of the HRP are reported check for exact relationship to the HRP and write in where the children are step children or adopted.

#### **3. Sex**

Enter the sex of the respondent

#### **4. Date of birth**

Where the date of birth is pre-printed on the blue coversheet please check with the respondent that it is correct, write in the date of birth at question 4. Where the date of birth is not pre-printed ask for each person and enter this using a four digit year please. If the person you are talking to cannot give you this information exactly then please check with the person themselves when you speak to them.

#### **5. D of B pre-printed same?**

If the date of birth pre-printed on the green coversheet is correct code '1'. If it is not correct and you have corrected it code '2'. Where the date of birth was not pre-printed code '3'.

#### **6. Age**

The age of new-born children less than one year old should be coded '00'. For those under 16 code the following columns 8, 9 and 10 as 0, 00 and 0 respectively.

Please ask the respondent for a best guess if the date of birth of someone in the household is not known and you do not succeed in interviewing them. **It is very helpful if we can at least find out whether they are a child or over 16.**

#### **7. Marital Status**

Ask as a running prompt for all household members aged 16 or over 'Are you/is this person currently married, living with a partner, widowed, divorced or separated or have they never been married?' Code children under 16 as 0.

Please note: A current household relationship takes precedence over any other, as the purpose of the grid is to understand relationships within the household. Legal marital status is dealt with in the individual questionnaire. Thus a married person living apart from his or her spouse is coded as separated, not as married. A married but separated person living with someone else is coded as living together. A divorcee or widow who has remarried is coded as married, or as living together if cohabiting.

It is important not to code friends sharing accommodation as partners, but equally, there might be cases where couples appear at first sight only to be friends. If these relationships become apparent during interview you might then need to amend the household grid.

Those who describe themselves as living together with a partner of the same sex should be coded as living together.

#### **8. Spouse/partner number**

Ask if each person's spouse or partner lives in the household. It is important that partners (those coded as living together) are included in this column. Code their person numbers in the relevant columns. The relationship to household reference person column will not always reveal people who are married or living together (for instance, a young couple living with one of their parents where the parent is reference person). Please take care to code correctly and consistently, however obvious relationships might appear in most instances. If the person does not have a spouse or partner enter 00.

#### **9. Paid Employment**

Ask 'Last week, were you/was this person in paid employment at all, including being away temporarily from a job they would normally have been doing?'

#### **'In paid employment' includes:**

1. All those who did any paid work last week (either as an employee or self-employed) even if only for a few hours in casual work.
2. All people temporarily absent from their job.
3. All those on Government Training Schemes (e.g. ET or YTS) with an employer, and those paid by an employer while attending an educational establishment.

4. Those working in a Family business for any number of hours and who receive payment or a share of the profits are coded as 'working'. Those working unpaid for 15 hours or more are also coded 'working'. (The same applies to other family members doing similar work.)
5. Students who were working last week - code as 'working'.
6. People paid a wage or salary by an employer while attending school or college, including people on employer-based training schemes - code as 'working'.

**'Not working' includes:**

1. All those who were looking for work last week or who would have done so but for illness or injury or holiday, even if they are waiting to start a job already obtained or waiting for the result of a job application.
2. Those who are retired from paid work altogether. People who have retired from an earlier occupation but who now have another paid job (if only for a few hours a week) are 'working' (but exclude voluntary work).
3. Those persons who last week were attending a school or college full-time, unless as part of a paid job or government training scheme.
4. Those unable to work through long term illness/disability and those attending industrial rehabilitation centres or adult day centres.

**10. Disability**

Use Showcard 1 and Code all that apply

**11 & 12. Father/Mother number**

Check for all household members (where necessary) if each person's father and mother lives in the household. Check that these are natural parents only. The purpose of this code is to ensure that we can distinguish between natural and step parents. It is quite common, for instance, for a mother to be natural and a father to be a step-father. Please take care to ensure you transcribe the correct number (i.e. the person number of the parent) to the row containing details of the child. You will not of course need to ask the question where there can be no parent in the household (e.g. single person or couple only households) but always check in all potential cases of parentage. If a father/mother is not present in the household enter 00.

**13. Main carer**

For ALL children under 16 enter the person number of the MOTHER, or if no mother living in the household then the Father of the child. If neither mother nor father is resident in the household then ask: Who is the main carer for .... [Child's Name]?

**When you have completed the household grid please check the details. Small errors can lead to great problems for the coders. You should have completed a line for each member of the household, if certain questions did not apply to them (e.g. spouse number for the never married) then 00 should be entered. No boxes should be left blank.**

- H1a** Institutional accommodation Y/N
- H1b** Institutional accommodation rented Y/N
- H2** Exclude any rooms currently or usually sublet to persons outside the household but include any rooms solely occupied by lodgers within households. You should already know if lodgers are present, if necessary check 'Does this include the rooms occupied by .....?' Exclude conservatories
- H3** Shared ownership includes co-ownership and equity sharing schemes: a share in the property is being bought. The occupier may never become the sole owner of the property but will receive a cash sum on leaving the scheme.
- Where accommodation is owned or part-owned by ex-spouse or separated spouse or spouse away on business for six months or more treat as 'owned' (code 1).
- Do not count as rent-free cases where a rent would normally be paid but the whole amount is rebated (or paid direct to the landlord through Housing Benefit).
- Code people who live in rent free accommodation owned by relatives as 'rent free' If rent is paid for them by a relative or charity this should be recorded as a regular receipt in the finance grids.
- H4** If part owned with someone outside household enter 00 for this person and give details.
- If household rents, give person actually responsible to landlord for rent. With adult sharers establish if there is a joint tenancy or if it is in one or two person's names, with others paying their share of the cost to them.
- If rent-free, give number of person responsible for the rent-free occupancy by virtue of job or family position.
- H9** We need here the total purchase price of the property including any payment for the land, fixtures and fittings, garages etc. If respondent purchased with others : record total cost rather than respondent's share.
- H10** Accept estimate if exact year not known. If accommodation was previously rented by household members who then purchased as sitting tenants record year bought outright or first started paying mortgage.
- H21** We require here the total amount of any further additional loans (including second mortgages) secured against the property after the initial loan even where the money has not been used for property improvement or repair.
- Where a property has been remortgaged (i.e. a mortgage taken out to pay off an earlier mortgage and provide an additional amount) count the difference between the mortgage paid off and the remortgage towards this total.
- H26** If the household rents, give person actually responsible to landlord for rent. With adult sharers establish if there is a joint tenancy in the names of all members of the household, or if it is in one or two person's names, with the others paying their share of the rent to

the legal tenants. If rent-free, give number of individuals responsible for the rent-free occupancy by virtue of job or family position.

**H27** Any household whose accommodation is tied to the job of one of its members this should be coded 06 or 09 as appropriate. People in tied accommodation whose employer is a Local Authority should also be coded 06.

**H28** In any doubtful case ask ‘What is the agreement with your landlord?’ and code accordingly.

**H29** Do not count as rent-free in cases where a rent would normally be paid but the whole amount is rebated (or paid direct to the landlord through Housing Benefit).

Code people who live in rent free accommodation owned by relatives as ‘rent free’ If rent is paid for them by a relative or charity this should be recorded as a regular receipt in the finance grids.

**H30** If normal amount paid includes payment for hot water or heating, or rent for amenities such as garages, try to get the amount paid for rent only. Where it is not possible to get a separate rent amount, record whole amount paid and extra items paid for at H24.

**H32** Include farms as ‘land or business premises’.

**H33** Both rent rebate and rent allowances are forms of housing benefit. If the recipient is in council accommodation they will receive a rent rebate, i.e. pay a reduced rent. But if the respondent is renting privately then a rent allowance will be paid either directly to the recipient or to the recipient’s landlord.

**H37** Applies to any accommodation lived in by HRP or spouse during the past 12 months, not just current accommodation. If a mortgage has only recently been taken out refer to previous housing situation.

**H39** Exclude cases where non-payment was accidental (e.g. the bank failed to pay a standing order).

**H40** A separate kitchen: If the household cooks in a room which is used both as a kitchen and as a dining/living room, “yes” should be coded, provided it is not also used for sleeping. A bed-sitter with cooking facilities does not have a ‘separate kitchen’, but a house with kitchen-cum-dining room does.

A place to sit outside: A private garden would be exclusive to the household. A shared or communal garden could include a rooftop garden, a patio, a terrace or a large balcony designed for sitting out on.

A ‘shared’ facility is one where someone other than those household members on the household grid has use of the facility as part of their accommodation e.g. a shared bathroom for several flats or a communal garden area.

**H41** This is an approximate amount for the whole year.

- H42** Central heating includes any system where two or more rooms are heated from a central source. If a household has only one room, treat as centrally heated from central source along with other rooms in the house/block.
- H44** The objective is to assess whether the respondent feels any of the listed items to be a problem for the household. Each item must be read out individually and ‘yes’ or ‘no’ coded.
- Too dark, not enough light: This refers to natural light rather than artificial light. Code ‘yes’ if they feel they have a problem with any of their rooms being too dark, not necessarily all of them.
- Heating facilities refer to the equipment or means of heating, not the cost of providing the heating - unless high cost is considered as a characteristic feature of the type of heating facility and hence a problem.
- H48** This question refers to the Council Tax valuation bands, not the market value of the respondents house. Please ask them to check their Council Tax bill if possible.
- Many renters may not know the band if it is included in their rent. Code these as ‘Don’t know’. If the household accommodation is not valued separately e.g. a granny flat or a bedsit code ‘09’.
- H49** Include both owned and rented items.  
 Include items made available by the landlord or others for personal use by household members.  
 Include second hand purchases.  
 Include home computers even if only used for games, but only if it has a keyboard.  
 Include computers used for business purposes by self-employed people, but not those provided by employers for work at home.
- Exclude any items which are broken and will not be repaired.  
 Include hire-purchase and credit sale but not rentals with a future option to purchase.  
 Exclude gifts or loans to household members from persons outside the household, but include gifts between household members.
- H49** Category e) Interactive TV – this refers to the ability to send emails and surf the internet using the television.
- H51** DWP Social Fund loans are normally paid back through a reduction in benefit.
- H52** This question applies to the household rather than individual members of the household.
- H55** This question is about ability to pay, regardless of whether the household actually wants the item. They are asked to say whether they could afford them if they wanted them. The answer is ‘yes’ if it applies to any adult household member, not necessarily the whole household. Do not include holidays which do not have to be paid for, such as staying free with friends or relatives.
- H52** If some food is not bought weekly attempt a weekly estimate. Include meals bought from ‘takeaways’ but eaten in. Exclude meals eaten outside the home.



- H60** Include vehicles on long term hire and company vehicles if for private use.  
Exclude those hired from time to time and if used solely in the course of work and vehicles currently unfit for use if there is no intention to repair.
- H54** If owned by friends within the household - code '1'.  
If paid for with mobility allowance - code '1'.
- . Exclude if owned by friends outside the household.

## **INDIVIDUAL QUESTIONNAIRE**

### **N-section - Respondents never fully interviewed before (Code 2 at column 6 of the Coversheet)**

These are questions we need to ask of everyone, but only once. **Do not** ask these questions of people who have been interviewed before as we already have this information. **Check column '6' on page '2' of the Coversheet to see if they have been interviewed before.**

If the respondent is a re-joiner you must check with ISER for their details to see if they have been interviewed before. New entrants to the household (and anyone aged 16 years or older on the 1<sup>st</sup> June 2004) who has not done a full interview before must be asked questions from the N-Section

N0a Time begun section Use 24hr clock

N1 Years lived in Newham- Complete either 'Number of years' OR 'Lived here all my life' OR 'Less than one year'

**N2/3** For those born in the UK we need to pinpoint the precise location. Therefore, if a respondent gives the name of a village **also** enter the county. If respondent mentions a town or city, **probe** for district or borough.

**For respondents born in the UK, place of birth is recorded on their birth certificate.** If respondent gives name of hospital probe for the location of where the birth was registered.

**N23** If the respondent is separated, but not legally separated, they are coded as married at N23 and separated on the Household Grid at column 7.

**N12** This question has been used in the 2001 Census. It is important to us to be able to compare our data with census data.

**N28** If respondent tells you that they left school before reaching the minimum school leaving age - currently 16 - because his or her birthday was in the holiday period between school years or terms, record respondent as having left at the then minimum age.

**N29** Elementary, secondary-modern and technical schools are nearly always forms of schooling no longer available. However, some school-age children may still go to educational institutions using 'technical' in their title, such as City Technology Colleges (None in Newham but they do exist in Tower Hamlets and Hackney). **Code these under 'other'**

**N33** Full-time course only. Exclude courses under three months.

Exclude part-time, correspondence, and Open University courses, and courses run by employers for employees.

Include sandwich courses, nursing school and teaching hospitals (even when respondents are also working in the hospital).

If attended more than one, code most recent.

- N37** In case of doubt about any qualification (e.g. those obtained abroad with no direct equivalent), write in details.

Do not count first aid Certificates as nursing qualifications. Do not code the following as Nursing qualifications but as 'Other technical' and give details: Health Visitors' qualifications, Nursery Nurses (e.g. NNEB) and Dental Nurses' and Hygienists qualification.

Code 'PGCE' or other post graduate qualification as a 'Teaching qualification', if teaching qualification is a degree such as 'B.Ed'. (Bachelor of Education) then code as degree.

Count degrees obtained overseas as first or higher degree as appropriate.

If a respondent has a City and Guilds certificate but cannot give grade or part passed , assume it is part I (code 04)

If respondent has Scotvec Higher National Units or NVQ3/SVQ3 try and match these with an equivalent qualification on the list, possibly use the higher of the two codes.

Only use the 'other' code if you are certain the qualification does not fit into any of the categories 01 to 13. When recording 'other' qualifications please write out abbreviations in full. Also it is very important to know the qualification and year gained as well as the awarding body.

- N39** School qualifications: please note you must obtain numbers of each qualification passed.

## **R-section- Respondents interviewed before (Code 1 at column 6 of the Coversheet)**

This section is for those who *have ever been* interviewed before (code 1 from column 6, page 2 of the coversheet). These questions ask about changes in circumstances since last year.

**R1** If the respondent is separated, but not legally separated, they are coded as married at R1 and separated on the Household Grid at column 7.

**R4** Full-time course only. **Exclude courses under three months.**

Exclude part-time, correspondence, and Open University courses, and courses run by employers for employees.

Include sandwich courses, nursing school and teaching hospitals (even when respondents are also working in the hospital).

If attended more than one, code most recent.

**R5** Showcard 11A was added during the printing of the Individual Questionnaire. Please be aware that the instruction to use this card may not be printed at the head of this question

**R7/8** School qualifications: please note you must obtain numbers of each qualification passed.

**R9/10** In case of doubt about any qualification (e.g. those obtained abroad with no direct equivalent), write in details.

Do not count first aid Certificates as nursing qualifications. Do not code the following as Nursing qualifications but as 'Other technical' and give details: Health Visitors' qualifications, Nursery Nurses (e.g. NNEB) and Dental Nurses' and Hygienists qualification.

If teaching qualification is a degree then code as degree.

Count degrees obtained overseas as first or higher degree as appropriate.

If a respondent has a City and Guilds certificate but cannot give grade or part passed, assume it is part I (code 04)

If respondent has Scotvec Higher National Units or NVQ3/SVQ3 try and match these with an equivalent qualification on the list, possibly use the higher of the two codes.

Only use the 'other' code if you are certain the qualification does not fit into any of the categories 01 to 13. When recording 'other' qualifications please spell out abbreviations. Also it is very important to know the qualification and year gained as well as the awarding body.

## **The D-Section (Neighbourhood and individual Demographics)**

This section provides us with information about people's backgrounds. This is important in its own right and also for comparison with the Census.

- D6** Lived here continuously (other than being away for holidays, in hospital etc.). If respondent has lived in address more than once (e.g. has returned after being away at college etc.), the relevant date is the beginning of their current spell of residence.
- D8** Own job only. Exclude cases where people have moved because of spouse's employment.
- D13** Code one only. If respondent says more than one applies ask them to choose which single description best applies.
- D14 – D19** These questions collect details of training schemes or part-time courses taken in the past year excluding periods of full time education.
- D16** The 'main' place is where the most hours of teaching or instruction were done.
- D19** Include direct fees paid for course but exclude living / travel / other expenses associated with the period of education.  
Code 03 'employer / future employer' includes past employer.  
Code 05 'New Deal Scheme' for those aged 16 - 24 and for lone parents unemployed for more than six weeks.  
If employer provided training (on or off job) code 03

## **M-Section (Health and Caring)**

**M6** Where respondent gives the name of a specific condition other than those on the card (e.g. angina or multiple sclerosis) code as 'other' and record the name given.

Where respondents query 'difficulties in seeing' this excludes those able to read normal size print (e.g. a book or a newspaper) with the aid of glasses and those who need glasses only for specific activities such as driving.

**M20** 'Talking to a doctor' can mean seeing the GP (at home, surgery etc.) or speaking to a doctor on the telephone.

You should include visits only if the respondent actually talked to the doctor, i.e. exclude cases where respondents just called to pick up tablets or a prescription, make an appointment, receive treatment from a nurse or accompany another person etc.

Exclude hospital based doctors but include visits to specialists (e.g. clinical psychologists) where these were seen at a local surgery or health centre.

**M21** Do not include visits to accident and emergency wards.  
Include regular visits to clinics based in a hospital.

**M25** Include patient stays in private hospitals and clinics, nursing homes, institutions for the mentally ill etc. - places where respondent had to stay for some illness, condition, operation, etc.

**M26** Probe for best estimate.

**M30** Code both private treatment in NHS hospital and visits to or treatment in private hospitals or clinics as all paid for privately.

**M31** Include use of services by respondent only.

**M32** As above.

**M33** Check whether paid for all services including NHS/SSD

Include as 'paid' any services paid for by respondent or by someone else (e.g. other members of the household, relatives, employer, insurance etc.) on behalf of respondent. If respondent has used both paid and free services in the last 12 months, code 3.

Where respondent was referred to service by GP, record as NHS.

**M35** Exclude tests which are included as part of other treatment, e.g. blood pressure test after an accident.

**M37** Where checks were provided through employment record as NHS if carried out by NHS medical personnel. If employer arranged for private medical health check, record as private. If carried out by employee of workplace, record as NHS.

Include medical checks for service personnel and prisoners and prison staff as NHS. Record as NHS where treatment is NHS although fees may have been paid, e.g., for eyesight test.

**M40/41** Code units of measurement

**M40a/41a** Enter height/weight

**M50** Include behaviour management or learning support given through such as a Pupil Referral Unit, Educational Psychologist or Learning Support Assistant, also include any medical or disability support given such as the provision of special equipment, staff etc.

**M52** Occasionally a person may not think of the care they provide as special because they either may have been looking after this person for a long time or because they view it as a natural obligation to look after a close relative; or because they think it normal to provide special care for the elderly.

In some cases you may already know of someone in the household who is infirm or disabled. If you have reason to believe that someone within the household is receiving regular care because of age, infirmity or disability but this is not reported by the respondent **you should ask ‘And what about (NAME OF PERSON)? Do you look after them at all?’** If the respondent does not agree, code answer given but make a note on the questionnaire and proceed to the next question.

**M54** Include any service provided including visiting, sitting with them, keeping company, taking out, checking whether or not they are all right, help with bills etc., as well as help with housework, cooking and personal care (e.g. washing or dressing).

Include only ‘one-to-one’ caring so that if, for instance, someone helps with meals-on-wheels or driving people to hospital this, in itself, does not count since they maybe seeing different people each day. If, on the other hand they are paired off with one specific elderly/disabled person this would count.

Include here cases where person cared for is in the same building as respondent but lives separately (e.g. a ‘granny flat’ or annexe). Some respondents will be caring for people as a voluntary worker rather than as a friend or relative. If caring for two parents living together, code each separately.

Exclude any care given in the course of employment (e.g. by social worker or home help) but include if they do other work unpaid outside working hours. Exclude work in drop-in centres, luncheon clubs or meals on wheels.

**M58** Please note that if respondent spends time caring for people within and outside the household the total time spent on both together should be coded. Include any travelling time or time spent sleeping at dependant’s house if dependant is outside carer’s household. If continuous care is given use code 07.

## **E-section (Current Employment)**

### **E1**     Include as 'working last week':

- Employment for any number of hours, including Saturday jobs, and casual work, e.g., baby sitting, running mail-order clubs etc.

NB Since some informants may not consider casual work to be serious work, please be prepared to probe those (e.g., housewives with dependent children, full-time students) to whom you feel this may apply.

- Anyone who was paid a wage or salary by an employer while attending an educational establishment.
- A wife working for any number of hours in her husband's business as long as she was paid, i.e., received (or will receive) an amount of money in remuneration or a share of the profits.
- A wife, working unpaid, in her husband's business provided she works 15 hours or more per week.
- Anyone else working in a friend's or relative's business, as long as he or she received (or will receive) an amount of money in remuneration or a share of the profits.
- Students on 'sandwich courses' currently with an employer or those on employer placements should be coded as employed only if they receive regular payment from the employer.

### Student nurses

Training for nurses is in transition. Some nurses are still being trained under the traditional arrangements whereby they are employed as trainees at a specific NHS hospital. These nurses should be treated as employed for the purposes of this section (coded 1 at E1) and in the subsequent job histories.

A number of nurses are being trained under the PROJECT 2000 scheme which is mainly based in colleges outside hospitals. These trainees should be regarded as full-time students. Unless they have other employment outside their PROJECT 2000 course they should be coded 2 at E1 and E2.

For student nurses always check if the nursing training course is part of PROJECT 2000 and proceed accordingly. If the respondent is unsure treat as employed.

### Government Training Schemes

Such schemes are not now generally run directly by Government Departments (such as the Employment Department or Training Agency) but are organised and delivered by local Training and Enterprise Councils (TECs). In most cases the TECs (LECs in Scotland) will contract out the management of the programmes to Managing Agents, often private companies.



For the purposes of this section, the crucial information is where the respondent is based for their training. If a respondent was on such a scheme last week, they should be coded as employed if they are 'employer based'. This is defined as:

- 1) Last week they were with an employer or on a project providing work experience or practical training; or
- 2) If they are normally 'employer based' but were away last week because of illness or for some other reason (including attending a college based course).

If respondents are not normally 'employer based', that is they usually attend a college or other training centre, they should be coded 2 at E1 and E2 with the following exceptions:

- 1) those who have employment outside the training scheme. Code here as employed and take details of this secondary employment.
- 2) those sent on training schemes by employers who continue to pay their wages or salaries. Treat as employed and code 4 at E3. Record details of their job with the employer who has seconded them to the training scheme.

**E2** Include any persons who were absent because of holiday, strike, sickness, maternity leave, lay-off, or a similar reason, provided they have a job to return to with the same employer. Do not include those receiving redundancy payments who have no job to return to. Do not include people who have a job arranged but have not yet started work in it; such people should be coded 3.

A job exists if there is a definite arrangement for work on a regular basis (i.e. every week or every month) whether this work is full time or part time. The number of hours worked each week may vary considerably but as long as some work is done on a regular basis a job exists.

**E3** Code one only: if more than one reason ask respondent 'And which of these would you say was the main reason?'

Maternity leave: only women who are on the special period of maternity leave allowed either by law or their contract should be included here. Any other leave taken for reasons of child bearing or child rearing should be coded 7. Any leave taken for pregnancy related sickness not covered by maternity leave should be coded 3. Count women on maternity leave from a job as employed even if they say it is their intention not to return to their jobs at the end of the statutory or contractual period of leave.

**E4 – E49** If respondent has more than one job, these questions should be answered with reference to their main job. The 'main job' is the highest paid. If equal earnings then it is the one with the longest usual hours. If a respondent is a seasonal worker who switches between jobs at different times of the year, then 'main job' is the one being done last week.

Where a respondent changed jobs in the last week (that is in the seven days ending on the Sunday before interview) we require details of the job being done at the end of the week. Where he or she left a job last week and do not as yet have other employment treat as non working.

**E4 & E5** A permanent job is one which has no specific time limit even if a period of notice is required for dismissal.

**E6** Please remember your general training as an interviewer that asks you always to probe for as detailed job description as you can get including title, qualifications or apprenticeships, responsibilities etc.

**E8** Accept respondents' answers except:

- where there is doubt try to find out how they are described for tax and National Insurance purposes. For self-employed, tax is not normally deducted at source but paid directly to the Inland Revenue. People working as child minders or odd-jobbing etc. are usually classed as self-employed. If someone is self-employed and works under contract to an employer, he or she may be treated as an employee for tax purposes (e.g., in the construction industry). Treat such people as self-employed.

For all directors and managers who say that they are self-employed, check whether they work for a limited company. If they do, code them as employees for tax and NI purposes.

An employee working through an agency (e.g., secretary, nurse etc.) may either be an employee of that agency (i.e. the agency pays part of their NI contributions) or an employee with each different employer they go to.

Further notes on the self-employed may be found at E59.

**E9** A manager may manage other employees through supervisors or directly, and may have a more general responsibility for policy or long term planning.

Foremen and supervisors have day-to-day control over a group of workers whom they supervise directly, sometimes themselves doing some of the work they supervise.

Job titles can be misleading (e.g. a 'playground supervisor' supervises children, not employees and so should be coded not a supervisor). A stores manager may be a store-keeper and not a manager or supervisor of employees.

**E11** Make sure that your respondent realises that we are interested in the total number of employees at the workplace, not just the number employed within the particular section or department in which he or she works. Include part time and shift workers.

If a respondent works from a depot or office (e.g. a service engineer), base the answer on the number of people who work from that depot.

People employed by employment agencies should answer these questions with reference to the place at which they are currently working (or last worked) rather than the agency. Where someone employed by an agency worked at several different workplaces in the course of a week the answer should refer to the place where he or she worked the greatest number of hours.

Similarly, people working for sub contractors or merchandisers within a larger workplace should answer with reference to the larger workplace (for example, school meals staff should answer with respect to the school rather than the kitchens; and

people working on a fish stall franchise within a supermarket should answer with respect to the supermarket).

**E14** In the case of people permanently on call, make a full note of the circumstances and probe for the total hours usually worked when on call (excluding overtime).

If the hours vary or the work is intermittent (e.g. casual workers), try to obtain the weekly average over the past few months.

Round answers to the nearest whole number (i.e. 37.6 hours up to 38. Round .5 to nearest odd number).

**E15** Include unpaid overtime.

**E16** This includes any time for which respondents are paid above and beyond their basic wage or salary. Such overtime payments need not be at any increased rate.

**E18** Code one only. If more than one applies code one which applies to greatest part of working time.

**E21** If respondent works mainly by travelling around or travels to one or more places ask how long it takes to get to an office or depot if this place is visited at least once a week. Note this is for getting to work not the full round trip time. There is a code for 'Doesn't apply'. Please only use this code in extreme cases where it is impossible to give any kind of average i.e. the respondent never visits a depot etc.

**E22** 'Main means' is for the greatest part of the distance covered between home and work. Where a 'car pool' system is used where members drive some days and travel as passengers for others code for most frequent in a usual week.

**E22a** This question asks about the secondary type of transport – if applicable. If a respondent uses the tube and then a short bus journey you should code 02 at E22 and 03 at E22a.

**E25 – E27** Include cases where respondent received Statutory Sick Pay or Statutory Maternity Pay (i.e. is currently on paid maternity leave).

**If it is possible to persuade the respondent to refer to his or her current or last pay slip you should do so.**

Please prompt for approximate amount if 'don't know'.

**E34** 'Usual pay' should be straightforward for the large majority of cases. If queried 'usually' means since the last change in circumstances affecting pay such as a pay rise or a change of job.

Include bonus or overtime payments, if these are usually received.

If the respondent is on short time the usual pay should be that received before short-time working began.

For seasonal workers record the usual amount earned in a year.

If the respondent's pay varies for a specific number of weeks during the year note the amounts and periods.

Please prompt for approximate amount if 'don't know'.

**E37** Code 3 should normally be used only for tax refunds. Where a larger than normal amount of tax is deducted code as 'other' and write in details. Use code 7 only where more overtime than usual was worked, where less than normal code 'other'.

**E40 - E42** These questions collect the detail of hourly pay rates. Please code both the amount paid per hour and whether the amount reported was estimated or exact.

**E44** Include 'in house' unions such as company staff associations.

Exclude employers' organisations (e.g. National Farmers' Union)  
Code one only.

**E50 – E82** The term self employed covers people who are responsible in their work only to themselves and who do not receive a wage or salary from an employer. Tax is not normally deducted at source but paid directly by them to the Inland Revenue.

However, company directors and managers are employees of their companies.

'Self employed' includes people who are temporarily sick but would be working in a self-employed job if they were well.

Self-employed can be for any number of hours, e.g. as little as one hour provided the work is regular.

In addition to persons such as sole or part time owners of a business, the following are considered to be self-employed: doctors in private practice, farmers, landlords/landladies who manage their own property, and people with recurring freelance jobs such as musicians or journalists. In recent years there has also been a growth in the number of people employed by firms to carry out work on a freelance basis that they were formerly directly employed to do.

Building workers on the "lump" sum (self-employed labour-only sub-contractors) should be classed as self-employed. These workers are usually paid a wage by the contractor and have the standard rate of income tax deducted from that wage. They are however responsible for payment of their own National Insurance contributions.

Respondents receiving Enterprise Allowance must be coded as self-employed. All relevant self-employed questions should be asked but the allowance received should not be included as income at E68 but in the Household Finances Section.

**E50** 'Employees' covers anyone directly employed by the respondent (other than the respondent him or herself) where they pay wages and are responsible for Tax or NI deductions etc. Exclude those employed by firms as consultants etc. Exclude fellow partners in professional practice or business. These are all separately self-employed.

- E56** Those who are paid for labour only, may keep accounts for presentation to the Inland Revenue and have an accountant, but they should only be coded ‘1’ if they regard themselves as having a specific small business.
- E58** Take any period for which figures are available.
- E59** Include any money subsequently put back into the business.
- E62** This may be Class 2 or Class 4 NI.
- E63** Take any period for which figures are available.
- E67** This may be Class 2 or Class 4 NI.
- E72** Code one only. Someone who works at home does the major part of their work there (e.g. someone running a home typing service). Someone who works from home has the home as their base (e.g. for telephone calls) and travels to customers’ homes or businesses to work e.g. a plumber.
- E75** If respondent works mainly by travelling around or travels to one or more places ask how long it takes to get to an office or depot if this place is visited at least once a week. Note this is for getting to work not the full round trip time. Please only use the ‘Doesn’t apply’ code in extreme cases where it is impossible to give any kind of average i.e. the respondent never visits a depot etc.
- E83 – E85** Include as looking for work: being registered at any government or private employment agency; approaching employers; checking newspaper advertisements; making inquiries of friends etc.
- E86** Include as ‘Yes’ anyone who would like paid work but is unable to take up paid work because of problems due to health, disability, age or having to care for dependants.
- E108** Those with a main job should be asked about any second job, odd jobs or work done from time to time, apart from that main job. Those with no (main) job should be asked about odd jobs or work done from time to time.
- Include any kind of work that generates income as a result of time or effort, e.g. professional or directors’ fees, income from a regular second job, casual work done for friends or neighbours or income from the sale of items or produce.
- Include only work that generates actual income, exclude any where payment is in kind or reciprocal services.
- If the respondent does more than one occasional or odd job record details together and give a figure for total income at E113.
- If work is extremely seasonal (e.g. only at Christmas) give monthly average for past year at E112 and E113.
- E113** ‘Last calendar month’ means, e.g. May 2004 for those interviewed in June. If respondent did not work in their second job last month, then record details of earnings in last month in which they did work in that job.

## **J-Section (Employment History)**

This section aims to find out what the respondent has been doing, in terms of periods in and out of employment since last year (1<sup>st</sup> June, 2003). At J2/J4 we find out the **start** date of what they are currently doing. If this date is **before** June 1<sup>st</sup> 2003 then we know what they were doing last year. If this start date is **since** June 1<sup>st</sup> 2003 then there is a gap between the 1<sup>st</sup> June and the start date that we need to ask about.

The logic of this section is that we work backwards from the start date of the current status until we get to a date that is before June 1<sup>st</sup> 2003

If the date at J2/J4 is since 1<sup>st</sup> June 2003 we ask the respondent (at J6) to tell us what they were doing before what they are doing now. The code from Showcard 34 should be entered onto the Employment History Grid at J6. You then ask J7, “And on what date did you start doing that?” The date is entered into the grid at J7. If the day or month is not known enter ‘98’, if the year is not known enter ‘9998’. If the date is unknown try to find out from the respondent if it was before 1<sup>st</sup> June 2003

If the code at J6 is 01, 02 or 03 (an employment code) then you need to ask J8, J8a and J8b where you collect information about the job.

If the date at J8 is after 1<sup>st</sup> June 2003 you need to ask J6 again and enter the code on the next row of the grid. You keep going through this process until the date they give you at J7 is before 1<sup>st</sup> June 2003.

When the date at J8 is before 1<sup>st</sup> June 2003 you have finished the employment history and move onto J9 where you need to write in the number of periods of paid employment (codes 01, 02 or 03) recorded at J6.

**J2** We need to know here when the respondent started his or her current job (that is the job described at E6) for the current employer. If necessary refer to E6 and read details to respondent. If she or he has had one or more spells of working in this job for the current employer, then the start date of the most recent spell should be recorded. For temps, agency nurses, etc., start date is when begun working for the agency itself.

In cases where people have been promoted or otherwise changed jobs with their current employer record the date they started the job they are doing now.

If the respondent’s company changed ownership but his or her conditions of work remained the same, do not count as a change of employer but record date began working in current post for the company itself.

If the respondent’s employment contract has changed as a result of contracting out, record the date the new arrangements took place.

## **V-Section (Values and Opinions)**

**V8** 'Being a member' implies some sort of formal acceptance by the organisation of the respondent. The respondent may have had to pay a joining fee or a regular subscription. They may also have something similar to a 'membership card' or certificate. 'Joining in the activities of' does not imply membership of the organisation in the same way. The respondent may do some voluntary activity like providing refreshments at a scouts meeting or canvassing for a political party member or help occasionally at a community association event or school fete.

**V14/V15** Record answers verbatim and prompt until respondent has nothing more to add.

## **F-Section (Household Finances)**

A major focus of our research programme is on how people go about 'making a living' and how they 'get by'. In addition an overall measure of income is necessary for research into housing, health, employment and other vital matters. This applies whether people are rich, poor or neither. This section is straightforward and causes few problems. If any respondents query this section you should remind them that anything they tell us is completely confidential. Nothing about them will be recorded in a way that will identify them.

There are many possible sources of income for people, if we only asked about a few sources we would be in great danger of underestimating the incomes of many people. There are also great changes taking place in the relative importance of certain types of income. For example many more people these days are getting quite large incomes from things such as occupational pensions or stocks and shares.

Generally you are asked to record to the nearest pound. You should probe to ensure answers are accurate as possible.

**Please ask respondents to consult relevant documents where possible.**

**F1-F3** For all payments the actual amount received net of any tax or other deductions should be recorded.

Exclude any payments in kind, any redundancy or severance pay, repayment of expenses by employers and any lump sum payments.

**F3d** This is to record situations where payment is made jointly to two or more people, as is the case with some pensions and benefits. This does not include cases where a respondent receives benefits or other payments from which they expect to support other members of their household. If a respondent answers 'jointly' to (f), you should ask 'May I just check, is that payment made to you jointly in both your names?' If not code as sole receipt.

This should be asked in every case and in all circumstances, not only in cases where someone is currently living with spouse or partner. A respondent may now be living alone but during the year a spouse or partner may have left or died and the income they may have shared a payment the respondent for all or some of the time it has been received.

## **Showcard 48**

### **NI Retirement**

For married couples, you should try to get the separate amount

### **Pension**

Paid for the respondent only, rather than any joint amount. If the respondent is unable to separate it, show the whole amount received, and record it as received jointly. If the wife is aged under 60 she will not be receiving a state pension in her own right. Therefore any NI pension income is solely the husband's. Retirement Pensions may have an earnings related supplement. This is normally paid on the same order book and should be included in the amount recorded.

### **Occupational Pensions from former employers**

Include all employer's pensions not just retirement pensions. Include pensions paid before retirement (i.e. a respondent may still be working for an employer but has become entitled to receive payments) and pensions paid for early retirement.

### **Pension from a spouse's previous employer**

Women may also be receiving an occupational pension in respect of a deceased spouse: these should be recorded as 03. Check that any amount recorded is net of tax and other deductions. Do not include pensions from a Trade Union or Friendly Society unless the pension is received as a direct result of the respondent's employment by them.

### **Widow's Pension/War Widow's Pension/ Widowed Mother's Allowance**

Do not include Widow's Benefit (a single lump sum payment)

**Pension Credit** Pension Credit is an entitlement for people aged 60 or over. It guarantees everyone aged 60 and over an income based on their savings and income. The person who applies for Pension Credit must be at least 60; it does not matter if their partner is younger than 60. *We use 'partner' to mean your husband or wife, or a person you live with as if you are married to them.*



## **Showcard 49**

### **Severe Disablement Allowance**

Is for people of working age who have not been able to work for at least 28 weeks but who cannot get Incapacity Benefit. Married women unable to perform household work may also receive it.

### **Industrial Injury or Disablement Allowance**

Is a variable amount paid to someone disabled through either a work accident or an industrial disease.

### **Disability Living Allowance/ Care Component**

**Since April 1992 this has replaced Attendance Allowance** for people aged between 5 and 66 (although many people will continue to call the allowances by their old names). In addition some people not previously entitled to Attendance Allowance will receive this benefit. Those aged 66 or over will continue to receive Attendance Allowances. Where the person is under 16 the Allowance will normally be paid to the person responsible for them. In such cases it should be recorded as income on the questionnaire for the responsible adult for the child. Where someone is 16 or over this should be recorded on the person's own questionnaire.

### **Disability living allowance/Mobility Component**

**This benefit replaced Mobility Allowance.** Paid for those unable, or virtually unable, to walk as a component of Disability Living Allowance.

### **Attendance Allowance**

Paid to people who need high levels of care because of severe disability. Include Constant Attendance Allowance. If paid for a child under 16 include as mother's income, or if there is no mother then father/guardian.

### **Invalid Care Allowance**

Weekly paid benefit for people of working age who give up working to look after someone receiving Attendance Allowance.

### **War Disability Pension**

Payable to members of the armed forces disabled in the 1914-18 war or after 2nd September 1939. Merchant seamen and civilians disabled in the Second World War are also eligible. The amount paid varies according to an individual's rank and the extent of the disability.

### **Incapacity Benefit**

This was introduced in April 1995. It replaces NI Sickness Benefit and Invalidity Benefit which officially do not exist any more. If a respondent reports receiving NI Sickness Benefit and/or Invalidity Benefit, code as Incapacity Benefit and record total amount received in grid.

## **Showcard 50**

### **Income Support**

Income Support replaced Supplementary Benefit (sometimes called Social Security Benefit). The rate is assessed on the grounds of age and marital status with a flat-rate premium for children and special premiums for people such as lone parents, people with disabilities and pensioners.

Income Support is often paid along with other benefits as a supplement. You should try, wherever possible, to record the amount of Income Support separately even in the case where it is paid with Unemployment Benefit. The specific amount paid as Income Support will usually be shown on the cover of the Benefit Order Book.

Any maintenance payments from a former or separated spouse or for child support which are paid through the DSS or other government agencies should not be included as Income Support or any other benefit. These should be recorded using Showcard 43.

### **Jobseeker's Allowance**

This replaced Unemployment Benefit in October 1996. Those receiving JSA are capable of work and available for work and actively seeking work and have a current jobseeker's agreement with the Employment Service. Full-time students, those on temporary release from prison and those receiving maternity allowance or statutory maternity pay are not eligible for JSA. There are two types of JSA - Contribution-based and Income-based. The Contribution-based component is paid in the first 26 weeks of unemployment if enough NI contributions have been paid. The Income-based component is a means-tested benefit (paid after 26 weeks for those who qualify for Contribution-based and pass the means-test)

### **Child Benefit**

Is normally paid to the mother (unless there is none in the household) and should be shown as her income. Where it is paid into a joint bank account the names of both account holders will be on the benefit order book. This should still be recorded as the mother's income.

### **Child Benefit (Lone Parent)**

(Formerly one-parent benefit) is paid to lone parents those receiving child benefit. It is paid for the eldest child and the amount is detailed in the child benefit payment booklet.

### **Working Tax Credit**

Is paid to families with low earnings and at least one dependent child. This is a tax credit for people who are in paid work. Respondents are eligible if they are: a single person, or a married couple living together, or a man and woman living together as if they were married, in paid work (including working as a self-employed person) for the required number of hours.

The amount received depends on annual income. Working Tax Credit has several elements. A basic adult element which is paid if the respondent meet the above criteria. An extra element which is paid to single parents and couples. An extra element which is paid if the respondent and partner, if they have one, work a total of 30 hours or more a week. An extra element which is paid if the respondent (or their partner) are working and have a disability. An extra element which is paid if the respondent (or their partner) are working and have a severe disability An extra element for people aged 50 or over who have just returned to work after a period on benefit. A childcare element which is paid to help households who are working and have to spend money on childcare.

### **Maternity Allowance**

A benefit which applies only to women not eligible for Statutory Maternity Pay. Usually women receiving Maternity Allowance will be either self-employed or will have recently changed jobs.

### **Housing Benefit**

Is benefit paid to help with housing costs, either by the DSS or the Local Authority. Include here only if it is paid direct to the respondent. Where Housing Benefit is either deducted from the rent (council tenants) or paid direct to the landlord, details should be recorded in the Household Questionnaire.

### **Council Tax Benefit**

As with Housing Benefit, Council Tax Benefit is usually credited to the council directly, so the benefit would show on a reduced tax bill. People on income support, however, will claim council tax benefit along with their housing benefit claim form. Obtain amount deducted and period covered. Do not include students who pay a reduced charge. If respondent is unable to give details of benefit received write details of amount he or she actually pays in margin, the amount deducted from the full charge (and the amount of that benefit) can then be calculated.

### **Other State Benefits**

List each separately and record full details. Include such things as Back to Work Bonus, Job Release Allowance and Transitional Payments (but not Transitional Relief for Council Tax payments). Include also Enterprise Allowance and YTS, ET and New Deal Allowances. If any Transitional Payments are received it is important to record which benefit it replaces or tops up. Do not include: Payments from the Social Fund (these are loans) or other one-off payments from either DSS or local authority social services.

### **Child Tax Credit**

This is for families with at least one child. It is made up of the following elements: (i) A *family element* that is payable to any family responsible for a child. It is paid at a higher rate to families with at least one child under the age of one. This is known as the baby element. (ii) A *child element* for each child the respondent is responsible for. This is paid at a higher rate if the child has a disability and at an enhanced rate for a child with a severe disability. This is known as the disabled child element. If the respondent also qualifies for the child care element of Working Tax Credit, this will **always** be paid alongside payments of Child Tax Credit, direct to the person who is mainly responsible for caring for the child or children. It does not have to be paid to the person who receives Working Tax Credit. It will be paid weekly or 4-weekly, depending on how often the respondent has chosen to receive payments of Child Tax Credit.

## **Showcard 51**

### **Educational Grants**

Include all grants or scholarships paid in respect of education or training (but not YTS or ET Allowances which should be recorded as Other). Grants and scholarships may be provided by Local Authorities, the DES, Research Councils, charities, prospective employers (e.g. companies or the Armed Forces), educational institutions, family trusts and a number of other bodies such as Trade Unions.

Include here as an Educational Grant any payment from any source (other than from family members) which is intended to cover the living expenses or fees over a period of time of someone in full or part-time education specifically so they may undertake that education.

Grants are often paid in a lump sum at the beginning of a term or quarter to cover that term or a quarter. Check period covered and record the respondent at (b) as receiving the payment for the whole of that period rather than just in the month it was actually handed over. If a grant was paid for a term record that at (d) as Other.

Do not include one-off payments for specific items such as extra travelling expenses, visits or equipment or individual prizes.

### **Trade Unions/ Friendly Societies**

Include all payments from such bodies here with the exception of Educational Grants and Sickness or Accident Insurance. Include Strike Pay.

### **Maintenance/Alimony**

Note that men and non-married women can receive such payments. In most cases such payments come direct but they may also come via a solicitor, a court or the DSS. If it is paid by the DSS, check it has not been included in any Income Support already mentioned.

Code only if the respondent is actually receiving or has received the payment. Do not code if payments should have been made, e.g. through a court order, but have not actually been made. Record actual amounts received rather than what is supposed to be paid.

Payments received for a child should only be recorded if that child is present in the household.

If a respondent receives payment for the support of a child code as respondent's sole income. But if they receive money which is to be passed on to the child itself exclude from respondent's income.

### **Regular payment from family members not living there**

E.g. payment from a spouse working and living away from home, regular payments to parents from children outside the household (but not payments for 'keep' from those living there) and payments from parents to students etc., provided they are not members of the same household. In any cases of doubt the respondent should be asked to decide for him/herself whether or not a payment is to be classed as 'regular'.

**Rent from boarders or lodgers**

Rent from accommodation let at respondent's address. However, do not include payments from boarders or lodgers who are part of the immediate family of the respondent. Do not include payments for keep from family members or rent from property outside the respondent's accommodation. Code the latter as 56.

**Rent from Other Property**

Income from other property owned by the respondent

**Sickness Accident Insurance**

Include any payments to compensate for lost wages during time off work through sickness (but not one-off payments to meet specific expenses such as medical fees or the cost of glasses or false teeth etc.).

**Foster Allowance**

All foster carers receive foster care allowances to cover the cost of food, clothing, travel and other day-to-day expenses.

**Other Regular Payments**

Specify type of income and source. Exclude any payments from investments, stocks and shares, bonds and other interest payments (e.g. building society and bank savings accounts).

**F14** Exclude money put by to meet regular monthly or quarterly bills (e.g. gas, telephone, electricity etc.) and regular budget payments for utilities but include saving for Christmas or holidays and for yearly expenses such as TV licences.

Include even if saving is irregular.

Include PEP's, Share purchase schemes, Life Insurance, ISAs.

**F15** Record amount saved by respondent alone. If jointly with other household member and no separate amount available then write in details in the margin. Obtain total amount even if held in more than one account or place. Probe for estimation.

**F16** Write in verbatim.

**F17** Include those where employees have opted out of their company pension schemes to set up their own private personal pension. Changes in the law have made it possible from July 1988 onwards for employees to leave company pension schemes as long as one sets up one's own pension scheme. Any money earned from SERPS (State Earnings Retired Pension Scheme) can be transferred to the personal pension.

There are a variety of personal pensions which should be included here. Prior to July 1988, self employed people had what were called 'retirement annuity premiums'. These should be included as being taken out before July 1988. Also prior to July 1988 a few employees could top up their company premiums with what were known as 'freestanding additional voluntary pensions' If you come across this type of pension enter it as being taken out before July 1988.

Exclude 'contracting out' options - As an inducement to invest in a personal pension scheme employees (but not the self employed) are provided this whereby the DSS will contribute towards the employee's own personal pension scheme a sum representing the employer's and the employee's contributions to SERPS plus for a period of years, as a bonus.

**F19** Do not include payments to charity, repayment of loans to banks or finance companies, or rent to landlords.

Exclude Pocket money for children.

**F33 – F34** Please probe neutrally for as much detail as possible. Record verbatim in full. Please try not to truncate responses.

### **Interviewer Observations**

At the end of the individual questionnaire you are asked to record information about the interview you have just completed.

- I1. Other people present during interview? At the end of every section of the questionnaire, you are asked to record if others were present. Please check here if anyone was present during any part of the interview.
- I2. If you feel there was any influence on the respondent because others were present, please answer giving your perception of the amount and nature of this influence on the respondent's answers.
- I3. Please record in what way the respondent was influenced, describing the situation. If there were any particular questions that were affected, please note them here.

### **INDIVIDUAL SELF-COMPLETION**

Each adult who does a full interview must be asked to complete a Self-Completion Questionnaire. This should take 5-10 minutes. Ideally you would want to interview the adults in the household separately and so you could ask one of them to complete their self-completion whilst you interview the other. The self-completion does not have to be done after the full interview. If the respondent wants some help or clarification you may give it. If they have difficulty in reading, or seeing, then you may administer the questionnaire yourself by reading the questions and possible responses out to them. Make sure you don't put words in their mouths or suggest responses.

### **YOUTH QUESTIONNAIRE**

This is a self-completion questionnaire. It is for those in the household who are aged between 11 and 15 on 1<sup>st</sup> June 2004. You **must** not give the questionnaire to the youth without getting parental permission first. The best way to introduce the youth questionnaire is probably to mention it after you have interviewed one of the parents. It is important to remember that the confidentiality that we promise to the parents also extends to their children. This means that you cannot let the parent see what the child has written once they have completed the questionnaire. There will be a large brown envelope with the youth questionnaire. You should ask the youth to complete the questionnaire – preferably in another room - and then place it into the envelope to ensure confidentiality. If the parent wants to see the content of the questionnaire then you can give them a blank one to look at. If they say that they will only allow their child to complete the questionnaire if they can see what they have written afterwards then you should apologise and say that under those conditions it would probably be best if the child does not complete the questionnaire. There is a £3.00 voucher for each child aged 11-15 who completes a Youth Questionnaire. If the youth has questions about the questionnaire, or wants something clarified, then you may help them. However, you should always take care that you are not alone with the child. You should **never** try to get a youth to do the questionnaire when they are alone in the house.

## **PROXY QUESTIONNAIRE**

This Questionnaire allows information about a household member who cannot complete an Individual Questionnaire (sometimes known as the proxy person or the person being proxied) to be given by another household member (the proxy informant). It is VERY important that you are able to correctly identify the person numbers of the Proxy Person and the Proxy Informant.

Before you complete a Proxy Questionnaire enter the serial number, household number, and the person number of the proxy person onto the top of the proxy questionnaire. This information is obtained from the coversheet. The proxy person is the person who we are collecting information ABOUT.

### **People to ask for proxy information**

Sometimes, there may be eligible household members who cannot do a full interview. Reasons for this might include for example, illness, deafness, or mental impairment. In such cases we can collect basic information from a 'proxy informant' about the person who cannot be interviewed. The person providing the information should be any of the following: spouse/partner/ parent. You should not use anyone who is under 16 years of age and you should try not to use a young adult (aged 16-20) unless there is no alternative. In cases of Proxy Questionnaires used because of age or infirmity you should try to carry out the proxy interview with someone who acts in a caring capacity if possible.

**DO NOT** seek a proxy interview on a household member who has actually refused to be interviewed and **NEVER** take a proxy interview directly with a subject because they seem unwilling to give a full interview.

P2 Confirm Sex of proxy person, relationship of proxy informant TO the Proxy Person, the Person Number of Proxy INFORMANT, and the reason for completion of the Proxy Questionnaire.

The questions used in the Proxy Questionnaire are a selection of those used in the Individual Questionnaire and the same rules apply to the collection of the data. Please become familiar with the questions in the Proxy Questionnaire and remember that you are collecting data about a person OTHER than to whom you are talking.



## **ADMINISTRATION**

### **Standards**

Interviewing is perhaps the most important aspect of survey research, since the results produced can be no better than the raw material, i.e., the interviewing. It is essential that interviewers should consider interviewing as an extremely serious and important role, and in no sense a trivial occupation.

### **Checks by the interviewer**

In view of the pivotal role played by the interviewer in the quality of data collected, the interviewer should make several checks before and after commencing work.

Before going out to do the first interview you should:

- check the contents of your work pack
- read the job instructions carefully
- thoroughly familiarise yourself with the questionnaire, and if possible carry out mock interviews

Immediately after each completed interview, check through the questionnaire to make sure that no questions which should have been answered have been omitted.

At the end of each day's work questionnaire must be thoroughly checked to make sure the information you have obtained will be understood in the office, that is:

- your writing is legible
- your circling of codes is clear, and where alterations have been made the wrong code is obviously crossed out and the correct one circled
- you have given an explanation for any discrepancies in the information
- postal addresses are accurate, including postal codes
- every questionnaire is dated

### **Validation**

A random selection of households (around 10%) will be contacted by ISER as part of the standard validation procedure. Respondents are phoned and asked a number of questions.

These will include:

- "Was the interviewer polite?"
- "Did they show you their ID card?"
- Did the respondent receive their voucher?

In addition there will also be a few questions about the number of people in the household, the number aged 16 and above and the number of people who were interviewed. This is to make sure that we are not missing anyone in the household who was available to be interviewed. There will also be a couple of other basic questions to make sure that the response we have on the questionnaire is correct.

The questionnaire will also be checked and the validator will comment on:

- handwriting
- missed codes
- time start-finish
- dates etc

Please note on your questionnaire if you need to make any notes about the interview. For example:

- interview is longer/shorter than average because of reasons outside your control
- show material wasn't shown as respondent partially sighted
- any ambiguities or queries about the response

### **Edit Checks**

Visual edit checks are conducted on questionnaires as part of the coding process at ISER. This includes checking that all the correct answers have been circled and that filters are followed correctly. If any problems are found in an interviewer's work, they are passed on to the Supervisor who will contact the interviewer concerned.

### **Why all these checks?**

Fieldwork is a vital part of social research and must be subject to at least as much checking as every other function. The main difference between fieldwork and, for example, coding, is that interviewers mainly work alone and in scattered locations. The bulk of coding is conducted in a central location and is under constant supervision.

### **Progress**

The Fieldwork Supervisor will call you to see how you are doing at least once a week and to see if you have had any problems. At this call she will also want to know how you are getting on with your sample. You may be asked which households you have visited and how many interviews you have achieved and other information of this type. Please do not suffer in silence, if you are having problems please let your supervisor know so that help can be given.

This information is important because the progress of the survey has to be monitored by ISER. We have a new computer system in place which will help us look closely at the rate at which the households are being completed and the number of households left to be done. We can also monitor the rate at which your households refuse to do the survey. If your refusal rates are high or the completion rate is slow we will ask your fieldwork supervisor to help you keep refusals to a minimum and completion rates to a maximum.

It is important to know that you have got off to a good start because there is a lot of work to get done in a relatively short fieldwork period. Monitoring your progress in this way also identifies any problems you have interviewing your sample and allows us to address these early. Please let your supervisor know if you are going to be away for any length of time during fieldwork and the date you will return.

## **Sending Work Back**

ISER will supply a number of plastic sacks with pre-addressed freepost labels attached. **You will not need to stick stamps onto the sack.** Although these sacks are strong and will hold several households without splitting you should return each completed household as soon as you have finished working on it. Sacks which are stuffed full will need to be taken to a Post-Office while those with less in can be posted at any post box. It is particularly important that any refusal or untraced movers' coversheets are returned as soon as you feel that you can not trace the respondents by using the contact details supplied or convert them to do a full interview.

When sending work back you must include a posting form with each sack telling us what is inside. The contents of each envelope will be checked and agreed with the posting form before your work is entered onto computer. Please keep a copy of the posting form for your own records to aid in sorting out any pay queries you may have.

## **Getting Paid for Your Work**

We will calculate the pay owing to each interviewer every fortnight from the number of completed households sent back to us. We will send you a notification of what work we receive from you. This notification will do two things. Firstly it will confirm that we have received your work and secondly it will let you know what pay to expect from us. Please do not wait to send back several households at once as it will delay your pay. However, please do not send back odd questionnaires or 'part completed' households. **We will only pay for finished households**

Once you receive notification that work has been received your pay should follow in about three weeks. If you have questions regarding the amount paid or receipt of questionnaires please contact **Mike Merrett on 01206 4666** as soon as possible.

The rates of pay are as follows:

Household Non-Contact / Refusal Fee	£5.00
Household Questionnaire	£4.00
Adult Individual Questionnaire (including Self-Completion document)	£20.00
Adult Proxy / Youth Self-Completion	£3.20

**Experience over the last two years has shown that you will need to allow 3-4 weeks for your pay to arrive.**

## **Pay Methods**

Payments are normally made by cheque in the first instance unless you opt to be paid by direct deposit into your bank account. You will be able to draw on your money a few days earlier if you choose to be paid by direct deposit as you will not have to wait for the cheque to clear after it is paid into your account. The university's preferred method of payment is direct deposit.

### **Additional Stationary and Vouchers**

Please contact your fieldwork supervisor for extra stationary or if you need additional incentive vouchers in the first instance. However please be aware that the quantities of vouchers given to interviewers will be monitored and you may be asked to account for a larger than average usage.

### **Fraud and Theft**

The staff engaged to carry-out our 'back-checking', 'coding' and 'data cleaning' are highly adept at identifying where an interviewer has acted inappropriately. ISER regards the practice of inventing data or stealing incentive vouchers as a particularly serious matter. Interviewers found cheating in this way will be immediately removed from the survey, and may have outstanding payments withheld.

Examples of such behaviour include:

The taking back and keeping of incentive vouchers from refusing respondents

Withholding incentive vouchers from eligible respondents

The fraudulent completion of entire questionnaires

'Skimming' (asked fewer questions than the questionnaire requires) and filled in blank questions at a later time

Disguising missed or refused sections of the questionnaire

Please remember that the reputation of ISER and of the whole Living In Newham project rests on the conduct of its interviewers and on the quality of the data we produce.

### **Police Notification**

ISER will be notifying the police that we have interviewers working in the area. If any respondents are wary about trusting that you are *bona fide* interviewers then you may ask them to phone the police to confirm that the **Living In Newham** survey is taking place within the Borough.