

P2814

Living in England Today

Living in Scotland Today

Living in Wales Today

The European Social Survey 2008

Project Instructions

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Background

The 'Living in England/Scotland/Wales/Northern Ireland Today' study is the UK part of a wider study called the 'European Social Survey (ESS)'. The European Social Survey is a pan-European Survey which collects information on people's attitudes, beliefs and behaviour patterns, allowing comparisons to be made between the different countries taking part.

The following countries are likely to be participating this year:

Austria	Greece	Romania
Belgium	Hungary	Russia
Bulgaria	Ireland	Slovakia
Croatia	Israel	Slovenia
Cyprus	Latvia	Spain
Denmark	Lithuania	Sweden
Estonia	Netherlands	Switzerland
Finland	Norway	Turkey
France	Poland	UK
Germany	Portugal	Ukraine

The ESS is a biennial survey. So far the survey has been conducted three times in the UK; the 2008 survey will be the fourth round. It is designed to measure contemporary social attitudes and how they change over time. Subjects covered in the questionnaire include media interest, social trust, political interest, subjective wellbeing, attitudes towards ageing and ageism, and attitudes towards welfare provision, amongst many other things. The broad range of topics in the ESS can be seen as a real strength, allowing you to target potential respondents by mentioning a particular topic you think might be of interest to them. And, because nearly all the questions are attitudinal, there is no need for respondents to look up documents, check facts and so on.

The data gathered in Rounds 1, 2 and 3 have been used extensively by the European Commission, national governments, policy analysts, think tanks, politicians, journalists and academics to keep in touch with public opinion, as well as being of interest to the general public

across Europe. In fact, as of June 2008, there were over 19,450 registered users of the ESS data. The highest number of users is in Germany, the UK, Spain and Slovenia.

The data are also contributions to social history, to allow analysts in the future to discover what people thought and felt about the major social issues of today. The ESS will thus provide a unique long-term account of the social fabric of modern Europe, of how its changing political and institutional structures interact over time with changing social attitudes and values. With data from the ESS, people can now make detailed comparisons between individual countries (or groups of countries) on a wide range of social issues.

Another factor which makes the ESS unique in cross-national research is its aim to meet the highest methodological standards. In order for the information gathered to be truly comparable across all the different countries involved, the survey employs the highest standards in its approach to sample design, response rates, questionnaire design, fieldwork procedures and so forth across all the participating countries.

The survey is award-winning and in 2005 won the Descartes Prize for Research. This is Europe's top science award and is the first time the prize has been awarded to the social sciences. It was awarded for its radical innovations in cross-national surveys.

Central co-ordination of the project is funded by the European Commission, with aid from the European Science Foundation. The fieldwork in each country is funded by the respective National Science Foundations. In the UK the ESS is funded by the Economic and Social Research Council (ESRC). This is the country's leading research and training agency addressing social and economic concerns. It has an international reputation for providing high-quality research on issues of importance to business, the public sector and the government. It is an independent organisation but receives most of its funding through the government.

Notifying the police

You must notify the local police station in the area where you will be working. You should complete a copy of the **Police Notification Form** that has been included in your supplies. Attach a copy of the **advance letter** to the form and hand it in to the police. (You might try to see if it is possible to record these details in the book kept at the station desk). Make a note of the name of the officer to whom you speak and the date of your call so that, in the event of any query or complaint to the police, you are fully covered. It is reassuring for elderly or suspicious respondents to be told that the police know about you and the survey, and that they can check with the police station. If you have any difficulties registering at the police station, please contact the Brentwood Office.

PLEASE DO NOT START WORK UNTIL YOU HAVE DONE THIS.

The sample

The sample covers England, Scotland, Wales and Northern Ireland. The fieldwork in Northern Ireland will be carried out by NISRA as NatCen has no interviewers there. The mainstage survey will include 232 sampling points and 20 addresses will be selected at each point. The sample addresses are drawn from the Postcode Address File (PAF).

Because the sample is taken from the PAF, it is a sample of 'delivery points' (i.e. letter boxes), **not** a sample of named individuals. There may be no dwelling unit or, conversely, two or more dwelling units, at any selected address (in other words, there is not necessarily a one-to-one correspondence between delivery points and dwelling units). The same applies to households within addresses and dwelling units. But you will be able to deal with all possible circumstances by following the instructions on the ARF.

The aim is to interview **one** person aged 15+ at each address. It is vital that the person chosen for interview at each address is selected by strict random sampling principles. If we interviewed only those people who happened to be at home at the first call, or who were especially keen to be interviewed, our sample would almost certainly be unrepresentative of the population of the UK.

The assignments of 20 addresses are issued as labels attached to the Address Record Form (ARF), and the same serial numbers (but not the addresses) will be downloaded to your computer via modem.

A full description of how to use the ARF and how to select respondents is given in the section titled 'Address Record Form'.

Overview of procedures

In summary, the survey involves the following procedures:

- Dispatching an advance letter with the £5 gift voucher to each address;
- Notifying the police that you are working in the area;
- Tracing all issued addresses, making contact at all (apart from deadwood and office refusals) and completing a paper ARF for each address;
- Where there is more than one dwelling unit at an address, selecting one at random;
- Where there is more than one household at an address, selecting one at random;
- Conducting a face to face interview with the randomly selected person aged 15+ at that address, and leaving a NatGen leaflet;
- Putting basic ARF information for **every** allocated address onto the computer (Admin block) and sending the completed ARF back to the Yellow Team in Brentwood.

Contact procedures

You will need to send an advance letter with a £5 gift voucher to each of your selected addresses. This has a number of advantages but you should bear in mind that, because we do not know in advance who will be selected for interview, the letter does not always reach the selected person. We can do little about this, except let you have spare copies to show and leave behind.

The procedures you should follow are:

Check that you have been supplied with 20 pre-stamped white envelopes and advance letters with mail-merged addresses for each serial number in your assignment (the address will show through the 'window' of the envelope).

Write in your name and ID number clearly in the space at the bottom of every letter so that respondents know who is going to be visiting them (but don't add your address or 'phone number, as potential respondents might contact you and refuse even before you have a chance to meet them).

Check that you have been supplied with 20 £5 gift vouchers and include one £5 gift voucher in the envelope with every letter.

Post your letters to arrive two days before you plan to make your first visit (you may find it helpful to note the day of posting on the ARF).

You will also have supplies of the advance letter in your pack so that, if the selected person does not remember receiving the letter or if he/she has lost it, you can leave a copy behind. It is important to do this in case the respondent wishes to contact one of the researchers after you have left.

You will also have supplies of the respondent leaflet called 'Living in England/Scotland/Wales/Northern Ireland Today' which contains information about the survey, why we want to speak to the respondents, and who uses the results. Interviewers have found this kind of leaflet very useful on similar studies. You should use this leaflet whenever you feel it would be valuable - for example by leaving it with someone who you are going to call back on later, or by giving it to people who want to know more about the study.

The UK survey is not branded as the 'European Social Survey' as this may have a negative effect on response as it may not appear interesting and relevant to the general population. The survey will be called 'Living in England Today' in England, 'Living in Scotland Today' in Scotland, 'Living in Wales Today' for Welsh addresses and 'Living in Northern Ireland Today' in Northern Ireland.

The content of the survey is the same whichever constituent country you are interviewing in, as all results will be amalgamated to form the UK dataset. Questions will refer to experiences in the UK/Britain¹ as a whole and not specifically to England, Wales, Scotland or Northern Ireland.

You must attempt to make contact at **every** address in your assignment except those notified to you as office refusals (not necessarily in the order given to you, but grouped and visited in 'economic' batches). You must call on at least 6 occasions, at different times of the day and spread across the fieldwork period before you classify the address as unproductive. At least two of these calls should be in the evening from Monday to Thursday and two must be at the weekend.

You are being given a map of the area in which you are working showing the location of all of your addresses. If you still have trouble locating an address, and have access to the Internet, the following web-sites may be of use: <http://maps.google.co.uk/> www.streetmap.co.uk or www.multimap.co.uk. If you cannot search these yourself, please contact the Yellow Team in Brentwood who will be pleased to investigate on your behalf.

As always, it is very important to achieve a high response rate in this survey. Please keep trying to contact all the issued addresses until the end of the fieldwork period, and call back as often as you can, while you are still in the area. If you sense a respondent may be about to refuse, it often helps if you withdraw, offering to call again at a more convenient time, before a formal refusal is actually given. The respondent leaflet might be helpful in this situation. Only by interviewing as many as possible of those selected for the sample can we be confident that the answers you get are representative of the views of everyone.

¹ For interviewers in NI – we will not refer to 'Britain', only the 'UK'.

Useful hints on how to introduce the survey:

Lots of different groups will make use of the information people provide, from governments, academics, politicians or the general public.

Why does this study matter? We know what politicians and journalists think about the important issues facing Britain today, but this study is about what the public think, for example, about immigration and crime.

When selling the survey do stress the wide range of topics covered in the interview – there is something for everyone.

It will be useful to try to tailor your approach depending on who you are speaking to. Different sorts of people will respond to the same approach in different ways. Without trying to stereotype or pigeonhole respondents it could be useful to focus on something within the questionnaire which could be of interest to the respondents.

Mentioning the title “Living in England/Scotland/Wales/Northern Ireland Today” – the focus on the individual country can promote a more local focus which seems more relevant to some respondents.

Explaining that only a few addresses are selected from each area of the country so to be chosen means a chance to represent their area in this research.

Mention the advance letter they may have seen and using the spare copies if they have not seen it.

Using the survey leaflet to provide more information about the survey including:

- Why the study is being carried out
- What the study is about
- How their address was selected
- Confidentiality
- Who they can contact at Head Office for more information
- The sort of information the study provides and some results from 2006
- Who NatCen is

Explaining that this is the most interesting piece of research that you've ever worked on.

How long will the interview take? Around 1 hour.

Please also stress that the survey is about living in England/ Scotland/ Wales/ Northern Ireland today, you don't need to be English etc to be eligible to take part!

In addition, to help achieve a good response rate, we are asking you:

- To call the Yellow Team in Brentwood before you return any incomplete or untraceable addresses. We might be able to find out some information which will help you locate 'hard to find' addresses.

- To return all computer admin. work and completed ARFs for deadwood addresses (vacant premises, etc.) to the Yellow Team in Brentwood as soon as possible. We need to know what deadwood there is as early as possible in the fieldwork period.
- For refusals: to complete the ARF and the computer admin. (entering Don't Know for any information that you do not have) and transmit the computer admin and send the completed ARF to the Yellow Team.
- If you select a person for interview who proves hard to contact, breaks an appointment, etc., keep on trying to 'convert' him/her until the end of the fieldwork period, even if you have already made 6 calls. Then whenever you are in the neighbourhood try again, unless you have learned that the selected respondent will not be available until after the end of the fieldwork (due to holiday, illness, etc.) Firstly, check with your team leader and then complete the ARF and the computer admin. (entering Don't Know for any information that you do not have) and return the computer admin. and the completed ARF to the Yellow Team at the end of your assignment.

You must never substitute one address for another, nor substitute one selected individual for another. The sample has been randomly selected, and any substitutions would lead to bias in the results.

Remember to show your Identity Card when you introduce yourself. If you think it will help you to get an interview, you can give the person you initially contact a copy of the advance letter or the National Centre leaflet as part of your introduction. In any case, you must leave a copy of the National Centre leaflet with each respondent after the interview, in case he/she has any queries after you have left and wishes to contact the office.

The interview will last, on average, about 60 minutes. This is an average, and so some of your interviews will take less while others may take more - it depends on the questionnaire version, and the characteristics of the respondent. For example, some versions of the questionnaire are a bit shorter for those who are not in paid work, while older respondents may take a little longer to finish it. So please allow enough time between appointments.

Data protection

If respondents are concerned about data protection you can highlight the following points:

- All answers will be treated in strict confidence in accordance with the Data Protection Act.
- The data are used for statistical research purposes only.

- Names and addresses are kept separate from respondents answers and are never included with the results. We take all necessary steps to make it impossible for anyone to directly identify any of the individuals who supplied the data
- Respondents will not receive any 'junk mail' as a result of taking part. We do not pass addresses on to other organisations for commercial purposes.

This information is also stressed in the survey leaflet and advance letter.

Interviewing 15-17 year olds

The lower age limit for eligibility for the survey is **15 years old**. When the selected person is aged 15-17, please observe the following procedures:

Do not enter the house without obtaining permission from an adult.

The respondent selection procedure (section B of the ARF) should only be carried out with someone aged 15+.

If a person aged 15-17 is selected, obtain permission from a parent or guardian before interviewing (this should be recorded at B10-B11 on the ARF).

Only interview a young person under 18 if there is an adult present in the house (if they live with an adult).

If a parent/guardian refuses permission on behalf of a young person, use outcome code 432.

Materials for the survey

- 20 labelled Address Record Forms (ARFs).
- A laminated copy of the 'Details of call made' codelist from the ARF.
- 20 copies of advance letter with addresses
- 20 White window pre-stamped envelopes
- 20 £5 High Street vouchers
- Extra copies of the advance letter to show as necessary
- A laminated copy of the advance letter to show as necessary
- Leaflets about the National Centre - leave one with each respondent

- 'Living in England/ Scotland/ Wales/ Northern Ireland Today' leaflet to be used on the doorstep or left with respondents
- Set of showcards

We think you will find it helpful to check both showcards (that they are a complete set and in the right order). The printers have been known to make mistakes and it is better to discover them at home, before you begin your assignment, than later, in the field. The showcards should consist of a pack of 106 cards (plus front cover), numbered sequentially 1-83 then A-Q.

Address Record Forms (ARFs)

These are the forms on which your assignment of addresses is issued. You will have one for each address in your sample.

Besides giving the selected address, the ARF has a number of other purposes:

- It provides space for you to record details of all the calls you make, and the outcomes.
- It allows you to select one person aged 15+ at random for interview (and one dwelling unit or household in the rare cases when there is more than one dwelling unit or household at the address).
- It is used to record some details about the doorstep exchange which you subsequently enter into the admin section of the questionnaire.
- It is used for back-checking of a sample of productive and unproductive addresses.
- It is used to collect some background information about the address and area.
- The address, its serial number and other vital information are given on two separate labels on the first page of the ARF.

The address label at the **top left** of the page looks like this:

Serial number →	SN:111000A FA:0 WV4
Issued address →	FLAT 1 35 NOTHAMPTON SQUARE ISLINGTON LONDON EC1V 0AX
Grid reference →	GR:513350 102150

The selection label on the **top right** of page 1 looks like this:

Serial number →	SN: 111000A	PT:100	← Point number
Selection grid →	Per/HH/DU: 2 3 4 5 6		
	Select: 2 2 2 1 2		
	Per/HH/DU: 7 8 9 10 11 12		
	Select: 1 5 2 8 7 11		

This label allows you to make random selections of dwelling units, households or individuals whenever you come across more than one of either at your selected address. These selection labels differ from one ARF label to another.

In the top right hand corner of the front page of the ARF is a box for you to fill in the final outcome code when you have finished with the serial number.

Also on page 1 of the ARF, there is a box for you to write in the selected person's full name. Below that are boxes to write in the respondents telephone number(s) – this is collected at the end of the interview. If the number is not given, circle the 'Number Refused' (code 3). If he/she has no telephone, circle the 'No phone' code (code 2).

Also on page 1, you will see that there is space for you to keep a note of the times, dates and results of all your visits. Please remember to fill this in at each separate visit: it will help you to plan any further visits you may have to make. This grid continues on page 2.

Note that for each visit you must enter a call status code:

- 1 No reply,
- 2 Contact made,
- 3 Appointment made,
- 4 Any CAPI interviewing done,

5 Any other status

Please note that telephone calls made to the respondent are now recorded separately to actual visits to the sampled address (recorded on page 2 of the ARF).

Details of calls made

For ESS we are required to provide specific details about each call that is made to every address. On page 2 there is a grid to record details of all your calls. For this purpose, a 'call' means a contact attempt, i.e. every attempt made to reach the sampled unit, whether successful or not. This attempt can be a personal visit to the address or a telephone call. Please remember to fill this in the grid at each separate visit, whatever the outcome.

You should complete one column of the grid per call you make. The date and time of call should be entered at the top of each column. For each call made the appropriate code should be entered into the grid using the codelists on page 3. The mode of call and the call result (questions A and B in the call details grid) should be completed for each call made. For all calls where contact was made with someone at the selected address (if codes 3, 4, or 5 were recorded at question B) then you should indicate if you selected the target respondent at this call at question C and the contact code should be recorded at question D. If contact was made and the result was a refusal (codes 2, 3 or 4 at question D) then details of the refusal should be recorded at questions E-H. You have a laminated copy of the codelists on page 3 in your packs to use when completing the 'Details of call made' grid.

A completed Details of Calls Made grid will look like this:

DETAILS OF CALLS MADE											
RECORD DETAILS OF ALL CALLS HERE USING THE CODELISTS ON PAGE 3 OR ON THE SEPARATE SHEET. CALLS INCLUDE EVERY ATTEMPT TO MAKE CONTACT, BOTH PERSONAL VISITS AND TELEPHONE CALLS. PLEASE COMPLETE ONE COLUMN PER CALL.											
	CALL NUMBER:	1	2	3	4	5	6	7	8	9	10
Date	RECORD DATE OF CALL- DD/MM	05/09	06/09	09/09	09/09	15/09	16/09	/	/	/	/
Time	RECORD TIME OF START OF CALL- 24 HOUR CLOCK	10:30	19:10	11:15	16:25	20:05	12:30	:	:	:	:
A	ENTER MODE OF CALL CODE FROM CODELIST A	1	1	1	1	2	1				
B	ENTER CALL RESULT CODE FROM CODELIST B	6	3	5	4	4	1				
IF CONTACT MADE AT B (CODES 3, 4 or 5) → GO TO C											
C	DID YOU SELECT AN INDIVIDUAL TO INTERVIEW AT THIS CALL? ENTER CODE FROM CODELIST C		2	1	2	2					
D	ENTER CONTACT CODE FROM CODELIST D		4	5	1	1					
IF REFUSAL AT D (CODES 2, 3 or 4) → ANSWER E TO H											
E	ENTER REFUSALS CODE(S) FROM CODELIST E		1								
F	ENTER CO-OPERATION CODE FROM CODELIST F		3								
G	ENTER AGE FOR RESPONDENT (OR PERSON WHO REFUSED ON THEIR BEHALF) FROM CODELIST G.		3								
H	ENTER SEX FOR RESPONDENT (OR PERSON WHO REFUSED ON THEIR BEHALF) FROM CODELIST H.		2								
I	RECORD ANY ADDITIONAL DETAILS (AND NOTE WHICH CALL NUMBER THEY APPLY TO).	Call 2 - Target respondent will be back at home this afternoon.									

You will need to key this information in the admin block once you reach a final outcome. Some specific information about each of the codelists is noted below:

Mode of call (Codelist A)

Code one only per call to the following list:

1. Personal visit: the interviewer made a personal visit to the respondent's home.
2. Telephone: the interviewer tried to reach the respondent by telephone.
3. Intercom: the interviewer paid a personal visit to the address, but had only contact with the respondent/dwelling unit through the intercom/entry-phone.
4. Info through survey organisation: it is possible that the advance letter may be returned to the office because the resident may have telephoned the office in advance to say that he/she does not want to take part in the survey. In these circumstances, the office will inform you. You should mark this on the contact form by using code 4.
5. Other: Any other modes of call.

Call result (Codelist B)

1. Completed interview: When you visit the address and manage to achieve a full interview at that call, code 1 at the call result (question B). When you have done this you will need to follow the usual procedure of coding a final outcome in Section C of the main ARF as well.
2. Partial interview: This code should be used when some interviewing has been done but a full interview has not been completed. If the respondent is happy to continue with the interview another time you should return to complete the interview at another time. If the respondent refuses to complete the interview then you should code a final outcome code (in Section C of the main ARF if the interview has completed the classification section or code 440 at section D of the main ARF if this has not been completed.

Try to avoid having partial interviews. It is wise to make sure, before you begin, that the respondent has enough time to finish the interview. If the interview is broken-off for any reason try to arrange an appointment to complete the interview later. If the interview can be continued at another time, please try to ensure that it is completed then.

3. Contact with someone at address, not sure if target respondent (selection not made): This code should be used if contact is made with someone but the selection of the respondent has not been completed yet so you do not know which is the target respondent. You should then answer question C in the calls grid.
4. Contact with target respondent but NO interview: Use this code when you have completed the selection for the individual to interview and have made contact with the

target respondent but not done any interviewing at that call (e.g. you have made an appointment to go back to conduct the interview). You should then answer question C in the grid.

5. Contact with someone other than selected respondent (have made selection): Use this code when you have conducted the selection of the individual to interview but at this call you spoke to someone other than the target respondent. You should then answer question C in the grid.
6. No contact with anyone: Please use this code for each visit where you call and there is no reply.
7. Address is deadwood: If you make a visit and establish that the address is neither traceable, residential or occupied i.e. a deadwood address, use this code. You would then also need to follow the usual procedure of coding a final outcome at section E of the main ARF to indicate what kind of deadwood address it is. Before coding an address as non-residential or communal establishment/institution, remember to check that there is no resident private household within the address (e.g. a caretaker's flat).
8. Other: Use for any other result of the call and record the details at question H in the call grid.

Selection of target respondent (Codelist C)

Use codelist C to indicate whether you carried out the selection of the target respondent (the person who we will interview) at that call.

Contact made (Codelist D)

Code one only per call to the following list:

1. Appointment made: If it is not possible to do the interview immediately try to fix an appointment. Even if it is a vague appointment ("come back tomorrow" without a fixed hour), indicate this on the form as an appointment.
2. Refusal by respondent: Only use this code after the respondent selection procedure has been carried out and the refusal is by the target respondent. You should then answer questions E-H in the grid and code a final outcome at section E or H.
3. Proxy refusal: Refusal by someone other than the target respondent (use only if the selection of the target respondent has been conducted). You should then answer questions E-H in the grid and code a final outcome at section D or F in the main ARF.
4. Refusal before selection: Code if the refusal occurs before the selection has been conducted. You should then answer questions E-H in the grid and code a final outcome at section D or F in the main ARF.

5. Target respondent is unavailable/not at home: This code should be used if the target respondent is temporarily unavailable/not at home (in which case you should record the date they will be available at question I and continue to call on address once they are available) and if the target respondent is permanently unavailable/not at home for the whole fieldwork period (in which case you would code a final outcome code at section D or F in the main ARF).
6. Target respondent is mentally or physically unable to participate. This only applies when the respondent is too ill to participate for the duration of the survey period. If the respondent is only temporarily sick, you can make an appointment or just call back at a later date (coding 5- 'target respondent unavailable' here). If you do use this code it will be your final visit so you will need to code an appropriate final outcome code in Section D in the main ARF as well.
7. Target respondent has inadequate English. It is important to know whether the respondent speaks a different language, not the other household members or the persons who give you information. Please write the language the target respondent speaks at question I.
8. Other reason: This code should be used for any other contact made not covered above. You should then write the details of this at question I of the grid. You should then either make more calls or if you have reached a final outcome you should code this in the appropriate section in the ARF.

ARF Sections A to H

From here on, you fill in the ARF just like a paper questionnaire. ARFs are no longer sent out to interviewers doing reissues, so any information you collect on it that would be needed for a reissue interviewer or for backchecking now needs to be entered in the admin block.

The ARFs have recently significantly changed as a result of a new version of the standard ARF. The biggest changes are that Unproductive outcomes: Eligible Addresses are now covered in section D, Unproductive outcomes: Deadwood addresses are now covered in section E, and Unproductive outcomes: Unknown eligibility are now covered in section F. A number of the unproductive outcomes codes have also changed which means that it is important to make sure you work through the ARF to check which outcome code applies for each case. You should also have a look through the new ARF before starting your assignment to familiarise yourself with it.

Sections A and B deal with the address.

At A1, you will see that we make a distinction between addresses where it is possible to establish if the address is eligible or not and those where you are not sure about the eligibility. This is in order to calculate response rates more accurately. If possible, check with neighbours to establish the right code. If you are nevertheless unsure about eligibility, or if you have

established that the address is ineligible you are taken to Section E (for deadwood addresses) or F (for unknown eligibility) (see below).

At A2 you are asked to find out how many dwelling units are at the issued address. If you are unable to establish the number of dwelling units but are fairly certain that the address is eligible (i.e. residential/unoccupied) then you should code A and go to section D (for unproductive outcomes: eligible addresses). If you are unable to establish the number of dwelling units but are now unsure whether the address is eligible (i.e. residential/unoccupied) then you should code B and go to section F (for unproductive outcomes: unknown eligibility). You should obviously make the appropriate amount of visits throughout the fieldwork period in order to be sure whether the address is eligible or not.

If you find that the address contains two or more dwelling units (DUs) (e.g. flats, bed-sitting rooms), A4 takes you through the steps necessary to select one at random, by listing them all in a systematic way and using the selection label on page 1 to choose one at which to seek an interview. This will, in fact, happen only very rarely. But remember it is the exact address as given which counts. If the address on the label is 'Flat 4, 12 London Road', it is that part of accommodation that is the sampled address, not the whole of no.12.

Please note that you should list all of the dwelling units, both those that are unoccupied as well as those that are occupied, for the purpose of selecting a dwelling unit at random. If you select at random a dwelling unit that is unoccupied, you must not substitute this with an occupied dwelling unit. This is to ensure that respondents living in addresses containing two or more dwelling units are not over-represented in the survey.

(If you happen to come across an address with 13 or more dwelling units, there is a look-up table in Section G of the ARF that will tell you which one to select.)

It is essential that - if you need to select a dwelling unit - you follow the rules in making this selection. Only in this way can we be sure that we end up with a truly random sample of dwelling units and adults living there.

At **A5**, write in the number of the **selected** dwelling unit, (the "DU" code), that is the number printed on the grid at **A4** - **not** the flat or room number of the unit itself.

If the address on the label is spelt wrong, or is incomplete, record this at **A6** and make any necessary changes on the label (and later enter the correct address in the admin block).

A7 establishes whether the (selected) DU is residential and occupied as a main residence. If so, you are routed to section B; if not (or if you are unsure) you are routed to section E or F.

Section B helps you to select a household if there are multiple households at the (selected) dwelling unit and the individual within the address for interview. A useful tactic is to explain at the outset that you have to ask a few questions beforehand to make sure you interview the 'right person' - to ensure that you get a true cross-section of views and give everyone an equal

chance to be included. If you can make the person giving the information feel that he or she is helping - and know why it is necessary - you will find it easier to gain co-operation.

At B1 you are asked to find out how many households are at the (selected) dwelling unit. If you find that the address contains two or more households (e.g. a person or groups of people who do not share meals or living space such as a lodger or some house sharers), B3 takes you through the steps necessary to select one at random, by listing them all in a systematic way and using the selection label on page 1 to choose one at which to seek an interview. This will, in fact, happen only very rarely. When listing households at B3 you should list them alphabetically by people in the household, then if there is more than one person in the household, it is alphabetically within household. For example, if you found two households- one with Mark and Alice, and one with Chloe, Nicky and Katie- you would list the people in the household alphabetically and list the households alphabetically as below:

DESCRIPTION	HH CODE
Alice and Mark	01
Chloe, Katie and Nicky	02
	03
	04
	05
	06

(If you happen to come across an address with 13 or more households, there is a look-up table in Section G of the ARF that will tell you which one to select.)

The distinction between dwelling unit and household sometimes causes confusion.

The **dwelling unit** should be thought of as a home with its own front door.

A **household** is defined for the purposes of this study as:

One person living alone or a group of people living at the same address (and have that address as their only or main residence), who either share at least one main meal a day or share the living accommodation (or both).

Included in a household are: people on holiday, away working or in hospital for less than 6 months; school- age children at boarding school; students sharing private accommodation.

Excluded from a household are: people who have been away for 6 months or more, students away at university or college; temporary visitors and people living in institutions.

Note that on ESS you need to consider three stages of selection: selection of dwelling unit, selection of a household within that (selected) dwelling unit and selection of an individual. In the majority of cases the issued address will only contain one dwelling unit and the dwelling unit will only contain one household. But on rare occasions households may be different to the dwelling unit.

After you make contact, you must record at **B5** how many people aged 15 and over there are living at the dwelling unit. On each occasion where there is more than one person aged 15+ living at the dwelling unit, you must use a random selection procedure to choose one for interview, as follows:

At **B7**, list all resident adults in alphabetical order of their first name or initial. For example, if there are 4 adults in a household called Brian, Maggie, John and Paul:

FIRST NAME OR INITIAL	PERSON NUMBER
B.	01
J.	02
M.	03
P.	04
	05
	06

By referring to the selection label shown earlier, you will see that person number **2** is to be interviewed, as this is the number printed under '4' on the label. At **B8**, write in the person code that is printed in the grid at **B7**. So in the example, person number 2 (initial J) has been selected, and you will write '02' in the boxes at **B8** and circle '02' in the grid.

Please note the following points:

- If there are two people with the same first name, list them in **alphabetic order** of their **full** name. If the full names are the same, list them in order of their **age**, with the eldest first.
- Make sure that you write in the initials or names in the grid at B7, as you may be asked to enter this information in the admin block as part of the way that checks can be carried out on your work, to reassure us that the correct person has been selected.
- If someone refuses to give the names or initials of resident adults at this point and you are unable to carry out the selection procedure, please code A (Don't know) at B5 and outcome code 423 at D1.

If there are 13 or more adults living at the selected address, use the look-up list in **Section G** of the ARF to tell you which one to select for interview.

A few last points about selecting respondents:

- (i) Any responsible **adult** member of the household may provide the information that you need in order to establish who it is you are to interview. But **never** take information from those aged under **15**.
- (ii) Interview **only** persons living at listed addresses. Never follow anyone to a different address, although you could of course conduct an interview somewhere else (e.g. at work). No substitutes are permitted, so if the selected person is in hospital or away for the duration of the survey, or too old or too ill to be interviewed, then no interview can take place.
- (iii) This survey is intended to cover only the population living in **private households** - not those living in institutions. But people can be living as private households within institutional premises. Even if the address you have been given appears to be that of an institution, check that no one is living in a private household on those premises before abandoning the possibility of an interview there.

Once a random selection has been made, no substitute can be taken, even if there is another adult living there who is available and willing to be interviewed.

At **B9** you are asked to write the **full name** of the selected person on the front page of the ARF. If someone refuses to give their name, write in 'Refused' – later on this information will be entered in the admin block.

For each person selected we need to know whether an interview was carried out or not. Productive outcomes are covered at Section C, and unproductive outcomes at Section D, E and F.

As noted above parental permission should be sought if the selected respondent is:

Aged 15-17 and living with their parent(s)/guardian(s).

Please ensure that you get consent from an adult **before** starting the interview with the child.

Section C is for *productive* outcomes. Productive outcome codes are computed by the program and displayed in the Admin block. There are separate outcome codes for full and partial interviews.

Very occasionally, you may not be able to finish an interview, or you may have to leave gaps because a particular respondent is finding it hard to cope. But a 'partial' will count as a 'productive' interview if you have answered up to and including the question F73. An 'unproductive' partial is one where less than this but at least some attitude questions are completed, and should be coded '440' at D1.

If no interview was obtained, you are asked to record why at **D2**. This could be because there was no contact (codes 310-323): (a) no contact was ever made with anyone at the address, (b) contact was made at the address but not at the selected DU (obviously this code should only be used if there are several DUs at the address), or (c) contact was made at the (selected) DU but not with a responsible resident adult (e.g. if you only ever spoke to a child) or with the selected adult. Or it may be because of refusal (codes 421 - 450) or other non-productives (codes 510-599). Make sure that this extra information is then keyed in the admin block as it is needed for reissues and backchecking.

For all non-productives you must:

- Enter the relevant unproductive outcome code in the Admin block.
- Complete as much of the Admin block as you can, entering Don't Know (Ctrl+K+Enter) at any questions where you don't have the information.
- Enter the interviewer observation information (from Section H on the ARF) in the admin block
- **Transmit** the serial number as unproductive.
- **Return the ARF** to the Yellow Team in Brentwood with all other completed ARFs.

Remember: as well as sending back any unproductive ARFs you must also transmit the appropriate unproductive serial numbers.

Sections E and F have outcome codes for ineligible addresses (deadwood) and unknown eligibility (you are routed to Sections E and F from codes at A1, A7 or B2).

Section E caters for addresses that are definitely ineligible. Before coding an address as non-residential or communal establishment/institution, remember to check that there is no resident private household within the address (e.g. a caretaker's flat).

Section F has outcome codes for those addresses where you are unsure about eligibility (but please check with neighbours where possible).

Please write in as much additional information about ineligible addresses and addresses where eligibility is unknown as you can at **F4**. Later on, you will need to key these details in the admin block for use at reissues and back checking.

Section G is a look-up chart for selection in cases where there are more than 12 DUs at the address of more than 12 persons in the (selected) DU.

Section H asks for your observations about the address. This information will be used in analysing the different characteristics of respondents and non-respondents. Note this information should be collected - before making contact - for all non-deadwood addresses *including office refusals*.

Returning ARFs to Brentwood

All ARFs, productive and unproductive, for this project should be sent back to Brentwood. You should **not** shred the ARF yourself as you may do on other projects. ARFs should be sent back to Brentwood for **all cases** once a serial number is completed and transmitted. You should return ARFs in standard return of work envelopes but at no time should you send back more than 5 in one envelope.

Field procedures

Backing up via the modem

All work is now backed up automatically with transmissions to the office on every 3rd day. If necessary a manual back up can be done through the Backups and Restores screen.

The Admin Block

The Admin block should be completed once you have reached a final outcome code.

The Admin block mirrors the ARF and for the most part you will simply be transferring information from the ARF. Please transfer your answers exactly as they are on the ARF, following the instructions on the screen.

You must complete an Admin block for **every** serial number, including unproductives, deadwood and office refusals. Failure to complete all Admin blocks will prevent you from doing your end of assignment clearout.

Project managers

We have special ESS project managers in all the Field Areas (similar to those used on continuous surveys like HSE). They will be responsible for monitoring how fieldwork is going in their area. Your Team Leader will be in touch with you throughout the fieldwork period and will report progress to the Project Manager.

Returning work

Work should be returned via standard modem procedures – as soon as you have anything to transmit. Never hold onto work for more than a week – lots of time is wasted trying to locate untransmitted interviews. Interviewers should only return productive CAPI interviews once they have an outcome code for the self-completion questionnaire; hence, if this has been left with the respondent to be collected in a few days, the transmission of the CAPI interview should be delayed until the completed self-completion questionnaire has been obtained.

Regular transmissions will minimise the risk of lost productives through laptop failure, loss or damage. It will also ensure that Newsflash information will be received quickly as well as any possible program updates.

The Questionnaire

General Guidelines

First, a feature of such a wide-ranging questionnaire is that people are likely to be more interested in some questions than in others. It is important to establish the right speed at which to ask the questions. Rushing the respondent clearly has to be avoided, but an over-deliberate approach would be equally wrong. It may be that some respondents want to give a great deal of thought to some of the issues, but we are seeking to capture present attitudes, not to conduct a philosophical discussion or a political debate! If some respondents have no particular viewpoint on a topic, or if they cannot answer the question as posed, a 'don't know' or 'other answer' code is acceptable; then you just move on to the next question.

Second, before you start the interview respondents must be given a set of showcards.

Third, throughout the questionnaire we will be using a number of general phrases that may cause the respondent to ask for further explanation. An example might be "In your area". In this and many similar cases we do not wish to give the respondent any further explanation. The phrases used are intended as general ones. Simply read the question or statement out, and tell respondents that they should answer in terms of whatever they understand by the phrase.

Fourth, there are some questions where people are asked to give information that may be regarded as sensitive. Some respondents may feel uneasy about giving information on their voting behaviour or income, for example. Try and gently reassure the respondent that everything they say will be treated in strict confidence. If they still refuse, this should be coded as 'refusal'. Similarly, if a respondent does not know the answer to a question and there is no explicit code for this, use the 'don't know' code. We need to know when respondents refuse directly or cannot answer particular questions.

Fifth, at questions where an 'other' answer code has been provided, the other answer should be recorded verbatim. An 'other answer' should be coded only when one of the pre-coded answers will not fit after probing.

Sixth, the interview questionnaire is divided into blocks of question topics (see next page for details). Sometimes these are introduced by (e.g.) "And now some questions on ..." but often they are not. Respondents do not need to be made aware of the various blocks or sections of the questionnaire during the course of the interview; the questionnaire is designed to be administered as a single unit with a reasonably smooth transition between groups of questions and different topics.

If a respondent does break off the interview part way through (this happens very rarely), you should establish whether they would be prepared to continue at a later time.

Seventh, checks have been built into the questionnaire script so that if answers seem impossible or contradictory you will be shown a warning screen. In some cases, these checks are 'soft' whereby answers seem out of the ordinary. In these cases we are not pushing respondents to change their answer, merely to check that they meant what they said. For example, it could be that they misheard you or you accidentally pressed a number twice so that 5 appeared as 55. Where the answers contradict each other you will be sent back to the question it refers to – these are the 'hard' checks. You have to amend at least one of those answers in order for the script to move on.

Eighth, as the survey is being carried out in all countries of the UK i.e. England, Scotland, Wales and Northern Ireland, the country the questionnaire refers to is different for those interviewed in Northern Ireland compared to the rest of the UK. If you are conducting interviews in England, Scotland or Wales questions will refer to Britain, British people etc whereas in Northern Ireland they will refer to the UK, people of the UK etc.

Layout of the Questionnaire

SocTrus module	Media; social trust	
Politic module	Politics, including: political interest, efficacy, trust, electoral and other forms of participation, party allegiance, socio-political evaluations/ orientations	
Ident module	Subjective well-being and social exclusion; religion; perceived discrimination; national and ethnic identity	
Welfare module	Rotating Module – Welfare, including attitudes towards welfare provision, size of claimant groups, views on taxation, attitudes towards service delivery and likely future dependence on welfare.	
Ageing module	Rotating Module – Ageism, including attitudes towards and experiences of Ageism, age related status, stereotypes, experience of discrimination and contact with people in other age groups.	
Classif module	Socio-demographic profile, including: Household composition, sex, age, type of area, Education & occupation details of respondent, partner, parents, union membership, household income, marital status	
SuppHV module	Human values scale	
SuppTest module	Test questions	Respondents will be allocated one of three versions of this.
Section I	Interviewer questions	

Sections D and E are rotating modules. This does **not** refer to rotating within the questionnaire. All respondents are asked both sections. Instead, this is referring to the fact that these modules are only being asked in the 2008 survey. They were not asked in the previous 2006 survey. The questionnaire has a core element to it which is consistent across the years. However, at each round the survey also has room for two sections which are of particular policy or academic interest at that point in time. These sections provide a more in-depth focus and so vary for each round of the survey.

The Questionnaire – in detail

This section provides details about particular questions where a little more explanation may be useful. This should help you to respond to any questions that respondents may ask you during the interview.

Media Use and social trust

A1-A4/ TVTOT TVPOL RDTOT RDPOL These questions ask about the amount of time spent watching TV or listening to the radio on a weekday (that is, Monday to Friday). If respondents ask for clarification, this refers to time spent actively watching or listening, rather than time when the TV or radio are merely on 'in the background'.

A1-A5 Reading newspaper, watching TV or listening to the radio via the internet should be included.

Voting Behaviour

B11/VOTE If respondents answer that they did participate in the election, but deliberately 'spoil' their ballot paper or left it blank, record this as 'No' (code 2). This is especially relevant in countries where voting is compulsory.

PrtVtNI/ PrtCINI / PrtMbNI

If you are working in Northern Ireland then the response list for these questions will list the Northern Irish political parties.

- 1 Ulster Unionist Party
- 2 Democratic Unionist Party
- 3 Sinn Fein
- 4 Social, Democratic and Labour Party
- 5 Alliance Party
- 6 Progressive Unionist Party
- 7 United Kingdom Unionist Party
- 8 Women's Coalition
- 9 United Unionist Assembly Party
- 10 Northern Ireland Unionist Party
- 11 Workers Party
- 12 Other (specify)

Welfare

D7-D10 It is anticipated that some respondents will need to guess here. If a
UEMPLWK respondent says 'don't know' please remind them: 'If you are not sure please
SICKDSB give you best guess.'
NMNYBSC
BRNOCNT

D21 It is essential that the introduction before *SBSTREC* is read out. The introduction
SBSTREC gives a description of what is meant by social benefits and services. Take care
not to give any further clarification or examples but if necessary you can repeat
the definition given here.

Ageism

E1 and E2 Interviewers should record the age (in years) given by the respondent. If the
AGDCYNG respondent says 'it depends' OR 'it never applies' then accept this answer
AGDCOLD and do not probe. If the respondent provides an age range, interviewers
should ask for a specific age within that range.

E3 Note that answer code 'I' has been deliberately excluded from the code frame to
AGEGRBL avoid confusion. Respondents will give a letter answer that should then be coded
with the code number adjacent to it on the questionnaire.

E5-E7 The introduction to question *STSP20-70* refers to social status. The follow-up
STSP20 references are to status but social status is intended throughout and status was
STSP40 used alone simply to shorten the question.
STSP70

E44 Respondents who are reluctant to provide an actual age could be asked simply
AGEYO30 to indicate whether they are 29 or under or 30 or older.

E47 This question asks about family members. In the context of this question, 'family'
MBFMO70 includes any relative whether they are a blood relative or through marriage.

E49 This question should be answered 'Yes' or 'No'. If the respondent says 'yes' the
PVOLWRK follow-up section should also be asked.

E50 / E51 The reference made to 'this time' refers to the work done in the last month

TWCOL20 (recorded at PVOLWRK).

TWCOL70

E52 There is a special A4 landscape pictorial card to assist respondents at
SGR2070 this question. Respondents will give a letter answer that should then be
coded with the code number adjacent to it on the questionnaire.

Household Grid

F1/HHMMB This question asks for the total number of people in the household (including children). You should have, of course, recorded the number of people over the age of 15 on the ARF. If you should discover at this stage that you have been given the wrong information for the ARF selection:

- Do NOT change the ARF or redo the selection procedure
- DO record the correct information at F1 / HHMMB
- DO make a note of what happened beside the household grid.

F4/RSHIPA This question refers to **the individuals in the grid and their relationship to the respondent**. The direction of this relationship is crucial. Interviewers should ensure that the respondent is answering “this person is my...”

Education achieved

EdLv1UK / EdLv1PUK / EdLv1FUK / EdLv1MUK

The questions about education have been modified to match the UK qualifications system. There are three separate questions. The first one covers the highest qualification achieved below degree level. The second question covers qualifications achieved at degree level and above. For each of these there is an option to code ‘None of these’. When asked about the respondents partner/parents, you can also code ‘Don’t know’. The third question asks when the respondent/partner/ parents completed their full time education.

F6a/EDUFLD This question asks those with any qualifications in which **one** field or subject their highest qualification is in.

Respondents who are still at school and do not have qualifications will not be asked this question. If respondents have more than one qualification at their highest level in a different subject then they should be coded as 01 at this question.

Below is some clarification for the categories on the showcard. Where no guidance is given respondents should be reminded that there is no right or wrong answer and instructed to choose the category they think best matches their highest qualification.

Category 07 'Science, mathematics, computing, etc' includes the natural sciences e.g. Biology / Chemistry.

Category 10 'Social and behavioural studies, public administration, media, culture, sport and leisure studies, etc' includes the behavioural sciences such as Psychology, Political Science, Sociology and other Social Sciences. Sport and Leisure activities include leisure and tourism qualifications, qualifications for working in hotels etc.

F7/EDUYRS 'Years of education' refers to all education completed including school and education after school. These years do not have to be continuous but the total should only include the years in education, not the gaps in between. Vocational training should be included, but apprenticeships should not.

Part-time education should be reported as the equivalent number of full-time years. For example, if a course would take one year full-time, but was done part-time over two years, it would be reported as one year.

Economic Activity

ActFW is a multi-code question and some respondents **should** choose several types of economic activity undertaken in the last seven days. All of them should be coded at *ActFW*. Interviewers should probe respondents to find out if any others are relevant by asking 'Which others?'. **All** economic activities that a respondent has undertaken in the last seven days should be recorded.

At *MainAct*, only one answer should be given. This should be the activity the respondent considers to be their main activity.

If a respondent is not sure or doesn't know, please probe to find out which of the items on the card comes closest to what they were doing in the last week.

The following notes explain the categories at *ActFW* more fully:

01 **In paid work** (or away temporarily) (employee, self-employed, working for your family business)

This category includes all types of paid work, whether for an employer, or on the respondent's own account as self-employed. It includes casual, part-time and temporary work.

Voluntary work, or work carried out where only expenses are reimbursed or work paid for in kind (e.g., receiving board and lodgings only) where there is no financial transaction, are EXCLUDED from this category.

People away temporarily would include those who were absent from work last week because of sickness or injury, holiday, compassionate leave, or maternity leave, provided that they have a job to go back to with the same employer or as self-employed in the same field. It would also include people who were temporarily laid off, or on strike, or locked out, again provided that they have a job with the same employer to go back to, or to the same self-employed status.

People whose contract of employment incorporates regular but intermittent work (e.g., some staff in educational institutions, or professional sportsmen, whose wages are paid only during term-time or in the season, and who therefore may not have worked last week) are included in this category.

02 **In education**, (not paid for by employer), even if on vacation

All students, even those doing vacation jobs during the last week, are to be coded in this category. If the student is on vacation and will continue to be a student only if he or she passes an exam, assume that the exam will be passed and still treat the respondent as in full-time education.

03 **Unemployed**, and actively looking for a job

This category includes all unemployed who are actively looking for a job. This would include people seeking work through central or local government employment services, people registered with private employment agencies, people answering advertisements for work, advertising for work or even people just actively looking around for opportunities.

04 **Unemployed**, wanting a job but **not actively looking for a job**

Include here any respondents who are unemployed, but who are not actively looking for a job at the moment. People who, for instance, have given up looking for work would be included here, or those who are ill and temporarily unable to look for work. Respondents should normally be left to decide for themselves whether an illness in this case is temporary or not. If in doubt, include it if it has lasted less than six months.

05 **Permanently sick or disabled** covers people out of work and not seeking work because of permanent (or indefinite) sickness or disability. People who have never worked

because of disability are included. In cases of doubt over whether an illness or disability is permanent, treat it as permanent if it has lasted continuously for six months or more.

- 06 **Retired** from work covers people who have retired from their occupation at approximately the normal retirement age or who have taken 'early retirement', and are not seeking further employment of any sort.
- 07 **In community or military service** Note that this code does not apply to jobs in the military but to compulsory military service only.
- 08 **Doing housework, looking after children or other persons** covers anyone involved in unpaid domestic or caring duties. There can be more than one person in a household in this category - here we are concerned only with the respondent's position.
- 09 **Other** is not on the show card. It covers anyone who does not fit into any of the 8 categories on the card.

The following notes explain the categories at MainAct more fully. Please note the criteria for coding at MainAct will differ from at ActFW because we are now asking for main activity. The differences are underlined in the text below.

Code

- 01 **In paid work** (or away temporarily) (employee, self-employed, working for your family business)

This category includes all types of paid work, whether for an employer, or on the respondent's own account as self-employed. It includes casual, part-time and temporary work.

Voluntary work, or work carried out where only expenses are reimbursed or work paid for in kind (e.g., receiving board and lodgings only) where there is no financial transaction, are EXCLUDED from this category.

People away temporarily would include those who were absent from work last week because of sickness or injury, holiday, compassionate leave, or maternity leave, provided that they have a job to go back to with the same employer or as self-employed in the same field. It would also include people who were temporarily laid off, on strike, or locked out, again provided that they have a job with the same employer to go back to, or to the same self-employed status.

People whose contract of employment incorporates regular but intermittent work (e.g., some staff in educational institutions, or professional sportsmen, whose wages are paid only during term-time or in the season, and who therefore may not have worked last week) are included in this category.

02 **In education**, (not paid for by employer), even if on vacation

All students, even those doing vacation jobs during the last week, are to be coded in this category. If the student is on vacation and will continue to be a student only if he or she passes an exam, assume that the exam will be passed and still treat the respondent as in full-time education.

03 **Unemployed**, and actively looking for a job

This category includes all unemployed who are actively looking for a job. This would include people seeking work through central or local government employment services, people registered with private employment agencies, people answering advertisements for work, advertising for work or even people just actively looking around for opportunities.

04 **Unemployed**, wanting a job but **not actively looking for a job**

Include here any unemployed, but who are not actively looking for a job at the moment. People who, for instance, have given up looking for work would be included here, or those who are ill and temporarily unable to look for work. Respondents should normally be left to decide for themselves whether an illness in this case is temporary or not. If in doubt, include it if it has lasted less than six months.

The remaining four categories cover those members of the population who are generally considered to be economically inactive.

05 **Permanently sick or disabled** covers people out of work and not seeking work because of permanent (or indefinite) sickness or disability. People who have never worked because of disability are included. Do not include retired people in poor health who would not be seeking work even if they were healthy. In cases of doubt over whether an illness or disability is permanent, treat it as permanent if it has lasted continuously for six months or more.

06 **Retired** from work covers people who have retired from their occupation at approximately the normal retirement age or who have taken 'early retirement', and are not seeking further employment of any sort. Retired people who are permanently sick or have become disabled should still be recorded as retired.

People who leave work when they marry to look after the home or to raise a family and who have not worked for many years, should be classified as 'looking after the home' rather than retired. But it is difficult to define retirement exactly. Apart from the proviso made about these cases, the respondent's description from the card should generally be accepted.

07 **In community or military service** Note that this code does not apply to jobs in the military but to compulsory military service only.

08 **Doing housework, looking after children or other persons** covers anyone more or less wholly involved in unpaid domestic or caring duties when classifying economic

position. There can be more than one person in a household in this category - here we are concerned only with the respondent's position.

09 **Other** is not on the show card. It covers anyone who does not fit into any of the 8 categories on the card. But remember that people who are in any kind of paid work (including casual self-employed jobs) should not be included here.

EmplRel

The next few questions ask about the respondent's main job (where applicable). This could be their current job, or their last job, if they are currently out of work.

If the respondent has more than one job, they should answer about the one which occupies them for the most hours per week. If they have two jobs that are exactly equal, they should answer about the more highly paid of the two.

Some self-employed persons will have their own businesses, some will simply be involved with casual or intermittent work. A person in a one-man business is not necessarily self-employed; if the business is a company, he or she may well be an employee of the company, drawing a salary.

Occupation Question Sequence

We wish to collect occupational details of almost all respondents, excluding only those who have never had a job.

Ask everyone else about their current or last job. Please probe fully for all relevant details; if any are missing, we may be unable to code occupation and industry accurately. When asking for occupation information please remember to get as specific a job title as possible. Many respondents will give you titles which could cover a wide range of duties and responsibilities. Examples of inadequate job titles are:

Chemist, teacher, operator, builder, manager, agent, engineer, clerk, civil servant, local government officer, soldier, police officer

The term engineer can cover jobs from TV repairmen up to highly qualified professionals helping to build multi-storey buildings so it is essential that more detail is noted. You must therefore probe for the full job title as well as the exact type of engineering performed. For people in the police, armed forces etc rank is always required. For civil servants, class and grade are always required.

When asking about the type of work that is done in the job always get a clear description of what the respondent actually does in his or her job. However precise the job title you obtain, this very often leaves room for doubt about the nature of the work actually done.

To be able to classify manufacturing and construction jobs we need to know what materials are used. For example, to classify a boat builder we need to know whether the boats are constructed from wood, metal or fibreglass. For these types of occupation always probe with:

“What materials do you make things with?”

Makedo

Here we collect standard industry information about the respondent’s current or last job. If the respondent uses jargon to describe the work, ask him/her to explain in more detail. Remember that the coder can only work with what you have recorded, whereas you have the opportunity to get the respondent to clarify.

When asking for industry information useful probes to use include:

“What is the main product or service of the establishment?”

“What exactly is made or done at the establishment?”

“What materials or machinery does that involve using?”

In addition, it is important to define what type of work the organisation does, whether it is manufacturing, wholesale/distribution, retail, services, public sector etc.

F23 We wish to record the type of organisation that the respondent does / did
TPORGWK work for. The question seeks to identify the sector they work in. The main distinction we are looking for here is whether the job is in an environment where the ownership or funding comes from some part of the public sector, understood as central or local government, even if this is dispensed through some third party, such as a funding council or some arms-length organization. Where a sector may have complex inter-relationships between public and private management, get the respondent to focus on their own employment situation. So someone providing outside catering or cleaning services to a hospital or school is in the private sector even if it is a state-funded school.

TITLE- Respondents are less likely to see the classification of occupations as a
TYPEWK problematic or detailed task, so we need you to get as much information as possible. Job titles are a useful starting point but are rarely sufficient. Jobs such as accountant, teacher, nurse, engineer, and labourer can have many different types and be carried out in different situations. Use *TYPEWK* to probe

for as full a description of their work activities as possible, possibly getting them to specify their day-to-day duties.

Household income

HIncTNt

At HIncTNt you should obtain the **total net income** of the household from all sources, that is, **after tax**. Income includes not only earnings but state benefits, occupational and other pensions, unearned income such as interest from savings, rent, etc.

We want figures **after** deductions of income tax, national insurance, contributory pension payments and so on. The questions refer to **current level** of income or earnings or, if that is not convenient, to the nearest **tax** or other period for which the respondent is able to answer. The respondent is given a showcard that enables them to choose between their weekly, monthly or annual income, whichever they find easiest. They will then give you the letter that corresponds to the appropriate amount. This system is designed to reassure the respondent about the confidentiality of the information they are giving. Please note that the income bands shown on the showcard are not equal, they have been calculated so that equal numbers of respondents fall into each of the bands, although this should not be communicated to the respondent.

Economic Activity of Partner

ActFWP

See Economic Activity notes above for details of codes and probing.

Father's/Mother's work when respondent was 14

EmprF14/EmprM14

These questions ask the respondent to code the occupation of their parent(s) when the respondent was aged 14. Respondents are typically going to remember the job title first of all and thus try to fit them into the appropriate category. Please bear in mind that the example lists are not exhaustive and so when looking through the list of occupations, some respondents may complain that they cannot find their parent's occupation listed. Please give them time to try to fit them into a category as best as possible. If respondents cannot choose and are torn between several categories then ask them to make their best guess, using the example job titles as references. If they still cannot choose then you are able to code 'Don't know'.

Marital Status

MaritalA-DvrcdEv

At Marital 'civil partnerships' should only include legal civil partnerships and should not include private arrangements made between two people. If interviewers believe the respondent has misunderstood the meaning, they should offer clarification.

Codes 02, 04, 07, 08 refer solely to 'civil partnerships'.

Codes 01, 03, 05, 06 refer solely to traditional marriages.

A "**civil partnership**" is a new legal relationship, which can only be formed by two people of the same sex. It gives same sex couples the ability to obtain legal recognition for their relationship. Couples who form a civil partnership have a new legal status – that of "civil partner".

Same-sex couples who form a civil partnership have parity of treatment in a wide range of legal matters with those opposite-sex couples who enter into a civil marriage.

Please be aware that MaritalA asks about the respondent's **legal** marital status e.g. a woman may be living with her partner but has never been married before, therefore that respondent should use code 9 "*Never married AND never in a civil partnership*". LvgPtn follows up on whether that woman lives with a partner. Marital merely seeks to ascertain legal status so should not be confused with looking at the respondent's personal circumstances.

Human value scales

This section is the 21-item Schwartz Scale of Human Values which is proving very valuable analytically. Respondents are given some brief descriptions of people and then they are asked to say how much that person is or is not like them.

Test questions

This section of the questionnaire contains some repeat measures of questions asked earlier in the interview. In some cases these are identical repetitions, and in some cases they have been modified slightly as part of an experiment. These test questions are an important part of our quality control measures and maintain the survey's high methodological standards. An introduction at the start of this section of the questionnaire explains the reasons for this repetition. It is important that this is **always** read to respondents.

The results from these test questions, analysed alongside the original questions, will help guide questionnaire design in future waves of this survey. By posing questions in different ways we will be able to compare the answers and hopefully draw conclusions about the best way to design questions. The results will also influence questionnaire design on other surveys which you may come to work on, again owing to this survey's widespread appeal within the research profession.

Interviewer Questions

Your answers to these questions help to give us an idea of how the interview went, and how the respondent reacted to the experience. Please ensure that the respondent does not see the answers to these questions.

Interviewing respondents with disabilities

If you come across a respondent where our normal interviewing procedures will not work because they have a disability, please consult the “Guidelines for Interviewing People with Disabilities” and follow the advice.

The following are particularly relevant to this project:

- If the respondent has difficulty in reading (for whatever reason), you should offer to read out the showcards.
- If the respondent is hard of hearing, investigate whether it would help if you positioned yourself so that he or she can lip read, If that will not help, you should investigate whether the respondent would be willing to sit next to you and read the questions off the screen. This method should only be used if you cannot otherwise conduct the interview, as the respondent will be able to see occasional instructions that would not normally be seen by respondents. It is, however, better than no interview.

If none of these suggestions work, please find out whether there is any other measure that would make it possible to conduct the interview. Then contact the office with this information and NatCen will take reasonable steps to conduct the interview.

Respondents with limited English

If the selected respondent does not have a sufficiently good command of English to conduct the interview, please note that you CANNOT use another person as an interpreter for this survey.

Reallocations and reissues

There is a special re-allocation outcome code:

Code 612: Issued but not attempted

This will enable interviewers with addresses that fall into this category to clear out their work at the end of an assignment. This should only be used when advised by your Team Leader or the Yellow Team at Brentwood.

Code 900 should no longer be used for reallocations and code 612 (issued but not attempted) should be used instead.

Any queries?

If you have any queries or problems about how to complete the questionnaire, please do not hesitate to telephone a member of the research team at the Head Office:

In London:

Rossy Bailey (020 7549 9559) r.bailey@natcen.ac.uk

Alun Humphrey (020 7549 9561) a.humphrey@natcen.ac.uk

Queries about field arrangements should be raised with your **Team Leader** or Area Manager in the first instance.

If you need to phone the Yellow Team in Brentwood contact –

Sandra Comber - 01277 690053

Laura Common - 01277 690054

Audrey Hale - 01277 690050

We hope that all goes well and that you enjoy the assignment.

Practice serial numbers

There are a number of practise serial numbers for you to use before you start work. The 'issued address' for practice serial numbers is '35 Northampton Square'.

P2814

Living in Northern Ireland Today

The European Social Survey 2008

Project Instructions

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Background

The 'Living in England/Scotland/Wales/Northern Ireland Today' study is the UK part of a wider study called the 'European Social Survey (ESS)'. The European Social Survey is a pan-European Survey which collects information on people's attitudes, beliefs and behaviour patterns, allowing comparisons to be made between the different countries taking part.

The following countries are likely to be participating this year:

Austria	Greece	Romania
Belgium	Hungary	Russia
Bulgaria	Ireland	Slovakia
Croatia	Israel	Slovenia
Cyprus	Latvia	Spain
Denmark	Lithuania	Sweden
Estonia	Netherlands	Switzerland
Finland	Norway	Turkey
France	Poland	UK
Germany	Portugal	Ukraine

The ESS is a biennial survey. So far the survey has been conducted three times in the UK; the 2008 survey will be the fourth round. It is designed to measure contemporary social attitudes and how they change over time. Subjects covered in the questionnaire include media interest, social trust, political interest, subjective wellbeing, attitudes towards ageing and ageism, and attitudes towards welfare provision, amongst many other things. The broad range of topics in the ESS can be seen as a real strength, allowing you to target potential respondents by mentioning a particular topic you think might be of interest to them. And, because nearly all the questions are attitudinal, there is no need for respondents to look up documents, check facts and so on.

The data gathered in Rounds 1, 2 and 3 have been used extensively by the European Commission, national governments, policy analysts, think tanks, politicians, journalists and academics to keep in touch with public opinion, as well as being of interest to the general public

across Europe. In fact, as of June 2008, there were over 19,450 registered users of the ESS data. The highest number of users is in Germany, the UK, Spain and Slovenia.

The data are also contributions to social history, to allow analysts in the future to discover what people thought and felt about the major social issues of today. The ESS will thus provide a unique long-term account of the social fabric of modern Europe, of how its changing political and institutional structures interact over time with changing social attitudes and values. With data from the ESS, people can now make detailed comparisons between individual countries (or groups of countries) on a wide range of social issues.

Another factor which makes the ESS unique in cross-national research is its aim to meet the highest methodological standards. In order for the information gathered to be truly comparable across all the different countries involved, the survey employs the highest standards in its approach to sample design, response rates, questionnaire design, fieldwork procedures and so forth across all the participating countries.

The survey is award-winning and in 2005 won the Descartes Prize for Research. This is Europe's top science award and is the first time the prize has been awarded to the social sciences. It was awarded for its radical innovations in cross-national surveys.

Central co-ordination of the project is funded by the European Commission, with aid from the European Science Foundation. The fieldwork in each country is funded by the respective National Science Foundations. In the UK the ESS is funded by the Economic and Social Research Council (ESRC). This is the country's leading research and training agency addressing social and economic concerns. It has an international reputation for providing high-quality research on issues of importance to business, the public sector and the government. It is an independent organisation but receives most of its funding through the government.

Notifying the police

You must notify the local police station in the area where you will be working. You should complete a copy of the **Police Notification Form** that has been included in your supplies. Attach a copy of the **advance letter** to the form and hand it in to the police. (You might try to see if it is possible to record these details in the book kept at the station desk). Make a note of the name of the officer to whom you speak and the date of your call so that, in the event of any query or complaint to the police, you are fully covered. It is reassuring for elderly or suspicious respondents to be told that the police know about you and the survey, and that they can check with the police station. If you have any difficulties registering at the police station, please contact the Brentwood Office.

PLEASE DO NOT START WORK UNTIL YOU HAVE DONE THIS.

The sample

The sample covers England, Scotland, Wales and Northern Ireland. NatCen is undertaking the fieldwork in England, Scotland and Wales and NISRA is undertaking the fieldwork in Northern Ireland. The mainstage survey will include 232 sampling points and 20 addresses will be selected at each point. The sample addresses are drawn from the Postcode Address File (PAF).

Because the sample is taken from the PAF, it is a sample of 'delivery points' (i.e. letter boxes), **not** a sample of named individuals. There may be no dwelling unit or, conversely, two or more dwelling units, at any selected address (in other words, there is not necessarily a one-to-one correspondence between delivery points and dwelling units). The same applies to households within addresses and dwelling units. But you will be able to deal with all possible circumstances by following the instructions on the ARF.

The aim is to interview **one** person aged 15+ at each address. It is vital that the person chosen for interview at each address is selected by strict random sampling principles. If we interviewed only those people who happened to be at home at the first call, or who were especially keen to be interviewed, our sample would almost certainly be unrepresentative of the population of the UK.

The assignments of 20 addresses are issued as labels attached to the Address Record Form (ARF), and the same serial numbers (but not the addresses) will be downloaded to your computer via modem.

A full description of how to use the ARF and how to select respondents is given in the section titled 'Address Record Form'.

Overview of procedures

In summary, the survey involves the following procedures:

- Dispatching an advance letter with the £5 gift voucher to each address;
- Notifying the police that you are working in the area;
- Tracing all issued addresses, making contact at all (apart from deadwood and office refusals) and completing a paper ARF for each address;
- Where there is more than one dwelling unit at an address, selecting one at random;
- Where there is more than one household at an address, selecting one at random;
- Conducting a face to face interview with the randomly selected person aged 15+ at that address, and leaving a NatGen leaflet;
- Putting basic ARF information for **every** allocated address onto the computer (Admin block) and sending the completed ARF back to the Yellow Team in Brentwood.

Contact procedures

You will need to send an advance letter with a £5 gift voucher to each of your selected addresses. This has a number of advantages but you should bear in mind that, because we do not know in advance who will be selected for interview, the letter does not always reach the selected person. We can do little about this, except let you have spare copies to show and leave behind.

The procedures you should follow are:

Check that you have been supplied with 20 pre-stamped white envelopes and advance letters with mail-merged addresses for each serial number in your assignment (the address will show through the 'window' of the envelope).

Write in your name and ID number clearly in the space at the bottom of every letter so that respondents know who is going to be visiting them (but don't add your address or 'phone number, as potential respondents might contact you and refuse even before you have a chance to meet them).

Check that you have been supplied with 20 £5 gift vouchers and include one £5 gift voucher in the envelope with every letter.

Post your letters to arrive two days before you plan to make your first visit (you may find it helpful to note the day of posting on the ARF).

You will also have supplies of the advance letter in your pack so that, if the selected person does not remember receiving the letter or if he/she has lost it, you can leave a copy behind. It is important to do this in case the respondent wishes to contact one of the researchers after you have left.

You will also have supplies of the respondent leaflet called 'Living in England/Scotland/Wales/Northern Ireland Today' which contains information about the survey, why we want to speak to the respondents, and who uses the results. Interviewers have found this kind of leaflet very useful on similar studies. You should use this leaflet whenever you feel it would be valuable - for example by leaving it with someone who you are going to call back on later, or by giving it to people who want to know more about the study.

The UK survey is not branded as the 'European Social Survey' as this may have a negative effect on response as it may not appear interesting and relevant to the general population. The survey will be called 'Living in England Today' in England, 'Living in Scotland Today' in Scotland, 'Living in Wales Today' for Welsh addresses and 'Living in Northern Ireland Today' in Northern Ireland.

The content of the survey is the same whichever constituent country you are interviewing in, as all results will be amalgamated to form the UK dataset. Questions will refer to experiences in the UK/Britain¹ as a whole and not specifically to England, Wales, Scotland or Northern Ireland.

You must attempt to make contact at **every** address in your assignment except those notified to you as office refusals (not necessarily in the order given to you, but grouped and visited in 'economic' batches). You must call on at least 6 occasions, at different times of the day and spread across the fieldwork period before you classify the address as unproductive. At least two of these calls should be in the evening from Monday to Thursday and two must be at the weekend.

You are being given a map of the area in which you are working showing the location of all of your addresses. If you still have trouble locating an address, and have access to the Internet, the following web-sites may be of use: <http://maps.google.co.uk/> www.streetmap.co.uk or www.multimap.co.uk. **If you cannot search these yourself, please contact the Yellow Team in Brentwood who will be pleased to investigate on your behalf.**

As always, it is very important to achieve a high response rate in this survey. Please keep trying to contact all the issued addresses until the end of the fieldwork period, and call back as often as you can, while you are still in the area. If you sense a respondent may be about to refuse, it often helps if you withdraw, offering to call again at a more convenient time, before a formal refusal is actually given. The respondent leaflet might be helpful in this situation. Only by interviewing as many as possible of those selected for the sample can we be confident that the answers you get are representative of the views of everyone.

¹ For interviewers in NI – we will not refer to 'Britain', only the 'UK'.

Useful hints on how to introduce the survey:

Lots of different groups will make use of the information people provide, from governments, academics, politicians or the general public.

Why does this study matter? We know what politicians and journalists think about the important issues facing Britain today, but this study is about what the public think, for example, about immigration and crime.

When selling the survey do stress the wide range of topics covered in the interview – there is something for everyone.

It will be useful to try to tailor your approach depending on who you are speaking to. Different sorts of people will respond to the same approach in different ways. Without trying to stereotype or pigeonhole respondents it could be useful to focus on something within the questionnaire which could be of interest to the respondents.

Mentioning the title “Living in England/Scotland/Wales/Northern Ireland Today” – the focus on the individual country can promote a more local focus which seems more relevant to some respondents.

Explaining that only a few addresses are selected from each area of the country so to be chosen means a chance to represent their area in this research.

Mention the advance letter they may have seen and using the spare copies if they have not seen it.

Using the survey leaflet to provide more information about the survey including:

- Why the study is being carried out
- What the study is about
- How their address was selected
- Confidentiality
- Who they can contact at Head Office for more information
- The sort of information the study provides and some results from 2006
- Who NatCen is

Explaining that this is the most interesting piece of research that you've ever worked on.

How long will the interview take? Around 1 hour.

Please also stress that the survey is about living in England/ Scotland/ Wales/ Northern Ireland today, you don't need to be English etc to be eligible to take part!

In addition, to help achieve a good response rate, we are asking you:

- To call the Yellow Team in Brentwood before you return any incomplete or untraceable addresses. We might be able to find out some information which will help you locate 'hard to find' addresses.

- To return all computer admin. work and completed ARFs for deadwood addresses (vacant premises, etc.) to the Yellow Team in Brentwood as soon as possible. We need to know what deadwood there is as early as possible in the fieldwork period.
- For refusals: to complete the ARF and the computer admin. (entering Don't Know for any information that you do not have) and transmit the computer admin and send the completed ARF to the Yellow Team.
- If you select a person for interview who proves hard to contact, breaks an appointment, etc., keep on trying to 'convert' him/her until the end of the fieldwork period, even if you have already made 6 calls. Then whenever you are in the neighbourhood try again, unless you have learned that the selected respondent will not be available until after the end of the fieldwork (due to holiday, illness, etc.) Firstly, check with your team leader and then complete the ARF and the computer admin. (entering Don't Know for any information that you do not have) and return the computer admin. and the completed ARF to the Yellow Team at the end of your assignment.

You must never substitute one address for another, nor substitute one selected individual for another. The sample has been randomly selected, and any substitutions would lead to bias in the results.

Remember to show your Identity Card when you introduce yourself. If you think it will help you to get an interview, you can give the person you initially contact a copy of the advance letter or the survey leaflet as part of your introduction. In any case, you must leave a copy of the National Centre leaflet with each respondent after the interview, in case he/she has any queries after you have left and wishes to contact the office.

The interview will last, on average, about 60 minutes. This is an average, and so some of your interviews will take less while others may take more - it depends on the questionnaire version, and the characteristics of the respondent. For example, some versions of the questionnaire are a bit shorter for those who are not in paid work, while older respondents may take a little longer to finish it. So please allow enough time between appointments.

Data protection

If respondents are concerned about data protection you can highlight the following points:

- All answers will be treated in strict confidence in accordance with the Data Protection Act.
- The data are used for statistical research purposes only.

- Names and addresses are kept separate from respondents answers and are never included with the results. We take all necessary steps to make it impossible for anyone to directly identify any of the individuals who supplied the data
- Respondents will not receive any 'junk mail' as a result of taking part. We do not pass addresses on to other organisations for commercial purposes.

This information is also stressed in the survey leaflet and advance letter.

Interviewing 15-17 year olds

The lower age limit for eligibility for the survey is **15 years old**. When the selected person is aged 15-17, please observe the following procedures:

Do not enter the house without obtaining permission from an adult.

The respondent selection procedure (section B of the ARF) should only be carried out with someone aged 15+.

If a person aged 15-17 is selected, obtain permission from a parent or guardian before interviewing (this should be recorded at B10-B11 on the ARF).

Only interview a young person under 18 if there is an adult present in the house (if they live with an adult).

If a parent/guardian refuses permission on behalf of a young person, use outcome code 432.

Materials for the survey

- 20 labelled Address Record Forms (ARFs).
- A laminated copy of the 'Details of call made' codelist from the ARF.
- 20 copies of advance letter with addresses
- 20 White window pre-stamped envelopes
- 20 £5 High Street vouchers
- Extra copies of the advance letter to show as necessary
- A laminated copy of the advance letter to show as necessary
- Leaflets about the National Centre - leave one with each respondent

- 'Living in England/ Scotland/ Wales/ Northern Ireland Today' leaflet to be used on the doorstep or left with respondents
- Set of showcards

We think you will find it helpful to check both showcards (that they are a complete set and in the right order). The printers have been known to make mistakes and it is better to discover them at home, before you begin your assignment, than later, in the field. The showcards should consist of a pack of 106 cards (plus front cover), numbered sequentially 1-83 then A-Q.

Address Record Forms (ARFs)- if using different ARF

These are the forms on which your assignment of addresses is issued. You will have one for each address in your sample.

Besides giving the selected address, the ARF has a number of other purposes:

- It provides space for you to record details of all the calls you make, and the outcomes.
- It allows you to select one person aged 15+ at random for interview (and one dwelling unit or household in the rare cases when there is more than one dwelling unit or household at the address).
- It is used to record some details about the doorstep exchange which you subsequently enter into the admin section of the questionnaire.
- It is used for back-checking of a sample of productive and unproductive addresses.
- It is used to collect some background information about the address and area.
- The address, its serial number and other vital information are given on two separate labels on the first page of the ARF.

The address label at the **top left** of the page looks like this:

Serial number →	SN:111000A FA:0 WV4
Issued address →	FLAT 1 35 NOTHAMPTON SQUARE ISLINGTON LONDON EC1V 0AX
Grid reference →	GR:513350 102150

The selection label on the **top right** of page 1 looks like this:

Serial number →	SN: 111000A	PT:100	← Point number
Selection grid →	Per/HH/DU: 2 3 4 5 6		
	Select: 2 2 2 1 2		
	Per/HH/DU: 7 8 9 10 11 12		
	Select: 1 5 2 8 7 11		

This label allows you to make random selections of dwelling units, households or individuals whenever you come across more than one of either at your selected address. These selection labels differ from one ARF label to another.

In the top right hand corner of the front page of the ARF is a box for you to fill in the final outcome code when you have finished with the serial number.

Also on page 1 of the ARF, there is a box for you to write in the selected person's full name. Below that are boxes to write in the respondents telephone number(s) – this is collected at the end of the interview. If the number is not given, circle the 'Number Refused' (code 3). If he/she has no telephone, circle the 'No phone' code (code 2).

Also on page 1, you will see that there is space for you to keep a note of the times, dates and results of all your visits. Please remember to fill this in at each separate visit: it will help you to plan any further visits you may have to make. This grid continues on page 2.

Note that for each visit you must enter a call status code:

- 1 No reply,
- 2 Contact made,
- 3 Appointment made,
- 4 Any CAPI interviewing done,

5 Any other status

Please note that telephone calls made to the respondent are now recorded separately to actual visits to the sampled address (recorded on page 2 of the ARF).

Details of calls made

For ESS we are required to provide specific details about each call that is made to every address. On page 2 there is a grid to record details of all your calls. For this purpose, a 'call' means a contact attempt, i.e. every attempt made to reach the sampled unit, whether successful or not. This attempt can be a personal visit to the address or a telephone call. Please remember to fill this in the grid at each separate visit, whatever the outcome.

You should complete one column of the grid per call you make. The date and time of call should be entered at the top of each column. For each call made the appropriate code should be entered into the grid using the codelists on page 3. The mode of call and the call result (questions A and B in the call details grid) should be completed for each call made. For all calls where contact was made with someone at the selected address (if codes 3, 4, or 5 were recorded at question B) then you should indicate if you selected the target respondent at this call at question C and the contact code should be recorded at question D. If contact was made and the result was a refusal (codes 2, 3 or 4 at question D) then details of the refusal should be recorded at questions E-H. You have a laminated copy of the codelists on page 3 in your packs to use when completing the 'Details of call made' grid.

A completed Details of Calls Made grid will look like this:

DETAILS OF CALLS MADE											
RECORD DETAILS OF ALL CALLS HERE USING THE CODELISTS ON PAGE 3 OR ON THE SEPARATE SHEET. CALLS INCLUDE EVERY ATTEMPT TO MAKE CONTACT, BOTH PERSONAL VISITS AND TELEPHONE CALLS. PLEASE COMPLETE ONE COLUMN PER CALL.											
	CALL NUMBER:	1	2	3	4	5	6	7	8	9	10
Date	RECORD DATE OF CALL- DD/MM	1 1	1 1	1 1	1 1	1 1	1 1	/	/	/	/
Time	RECORD TIME OF START OF CALL- 24 HOUR CLOCK	1 1	1 1	1 1	1 1	1 1	1 1	:	:	:	:
A	ENTER MODE OF CALL CODE FROM CODELIST A	1	1	1	1	1	1				
B	ENTER CALL RESULT CODE FROM CODELIST B	1	1	1	1	1	1				
IF CONTACT MADE AT B (CODES 3, 4 or 5) → GO TO C											
C	DID YOU SELECT AN INDIVIDUAL TO INTERVIEW AT THIS CALL? ENTER CODE FROM CODELIST C		1	1	1	1					
D	ENTER CONTACT CODE FROM CODELIST D		1	1	1	1					
IF REFUSAL AT D (CODES 2, 3 or 4) → ANSWER E TO H											
E	ENTER REFUSALS CODE(S) FROM CODELIST E		1								
F	ENTER CO-OPERATION CODE FROM CODELIST F		1								
G	ENTER AGE FOR RESPONDENT (OR PERSON WHO REFUSED ON THEIR BEHALF) FROM CODELIST G.		1								
H	ENTER SEX FOR RESPONDENT (OR PERSON WHO REFUSED ON THEIR BEHALF) FROM CODELIST H.		1								
I	RECORD ANY ADDITIONAL DETAILS (AND NOTE WHICH CALL NUMBER THEY APPLY TO).										

You will need to key this information in the admin block once you reach a final outcome. Some specific information about each of the codelists is noted below:

Mode of call (Codelist A)

Code one only per call to the following list:

1. Personal visit: the interviewer made a personal visit to the respondent's home.
2. Telephone: the interviewer tried to reach the respondent by telephone.
3. Intercom: the interviewer paid a personal visit to the address, but had only contact with the respondent/dwelling unit through the intercom/entry-phone.
4. Info through survey organisation: it is possible that the advance letter may be returned to the office because the resident may have telephoned the office in advance to say that he/she does not want to take part in the survey. In these circumstances, the office will inform you. You should mark this on the contact form by using code 4.
5. Other: Any other modes of call.

Call result (Codelist B)

1. Completed interview: When you visit the address and manage to achieve a full interview at that call, code 1 at the call result (question B). When you have done this you will need to follow the usual procedure of coding a final outcome in Section C of the main ARF as well.
2. Partial interview: This code should be used when some interviewing has been done but a full interview has not been completed. If the respondent is happy to continue with the interview another time you should return to complete the interview at another time. If the respondent refuses to complete the interview then you should code a final outcome code (in Section C of the main ARF if the interview has completed the classification section or code 440 at section D of the main ARF if this has not been completed).

Try to avoid having partial interviews. It is wise to make sure, before you begin, that the respondent has enough time to finish the interview. If the interview is broken-off for any reason try to arrange an appointment to complete the interview later. If the interview can be continued at another time, please try to ensure that it is completed then.

3. Contact with someone at address, not sure if target respondent (selection not made): This code should be used if contact is made with someone but the selection of the respondent has not been completed yet so you do not know which is the target respondent. You should then answer question C in the calls grid.
4. Contact with target respondent but NO interview: Use this code when you have completed the selection for the individual to interview and have made contact with the

target respondent but not done any interviewing at that call (e.g. you have made an appointment to go back to conduct the interview). You should then answer question C in the grid.

5. Contact with someone other than selected respondent (have made selection): Use this code when you have conducted the selection of the individual to interview but at this call you spoke to someone other than the target respondent. You should then answer question C in the grid.
6. No contact with anyone: Please use this code for each visit where you call and there is no reply.
7. Address is deadwood: If you make a visit and establish that the address is neither traceable, residential or occupied i.e. a deadwood address, use this code. You would then also need to follow the usual procedure of coding a final outcome at section E of the main ARF to indicate what kind of deadwood address it is. Before coding an address as non-residential or communal establishment/institution, remember to check that there is no resident private household within the address (e.g. a caretaker's flat).
8. Other: Use for any other result of the call and record the details at question H in the call grid.

Selection of target respondent (Codelist C)

Use codelist C to indicate whether you carried out the selection of the target respondent (the person who we will interview) at that call.

Contact made (Codelist D)

Code one only per call to the following list:

1. Appointment made: If it is not possible to do the interview immediately try to fix an appointment. Even if it is a vague appointment ("come back tomorrow" without a fixed hour), indicate this on the form as an appointment.
2. Refusal by respondent: Only use this code after the respondent selection procedure has been carried out and the refusal is by the target respondent. You should then answer questions E-H in the grid and code a final outcome at section E or H.
3. Proxy refusal: Refusal by someone other than the target respondent (use only if the selection of the target respondent has been conducted). You should then answer questions E-H in the grid and code a final outcome at section D or F in the main ARF.
4. Refusal before selection: Code if the refusal occurs before the selection has been conducted. You should then answer questions E-H in the grid and code a final outcome at section D or F in the main ARF.

5. Target respondent is unavailable/not at home: This code should be used if the target respondent is temporarily unavailable/not at home (in which case you should record the date they will be available at question I and continue to call on address once they are available) and if the target respondent is permanently unavailable/not at home for the whole fieldwork period (in which case you would code a final outcome code at section D or F in the main ARF).
6. Target respondent is mentally or physically unable to participate. This only applies when the respondent is too ill to participate for the duration of the survey period. If the respondent is only temporarily sick, you can make an appointment or just call back at a later date (coding 5- 'target respondent unavailable' here). If you do use this code it will be your final visit so you will need to code an appropriate final outcome code in Section D in the main ARF as well.
7. Target respondent has inadequate English. It is important to know whether the respondent speaks a different language, not the other household members or the persons who give you information. Please write the language the target respondent speaks at question I.
8. Other reason: This code should be used for any other contact made not covered above. You should then write the details of this at question I of the grid. You should then either make more calls or if you have reached a final outcome you should code this in the appropriate section in the ARF.

ARF Sections A to H

From here on, you fill in the ARF just like a paper questionnaire. ARFs are no longer sent out to interviewers doing reissues, so any information you collect on it that would be needed for a reissue interviewer or for backchecking now needs to be entered in the admin block.

The ARFs have recently significantly changed as a result of a new version of the standard ARF. The biggest changes are that Unproductive outcomes: Eligible Addresses are now covered in section D, Unproductive outcomes: Deadwood addresses are now covered in section E, and Unproductive outcomes: Unknown eligibility are now covered in section F. A number of the unproductive outcomes codes have also changed which means that it is important to make sure you work through the ARF to check which outcome code applies for each case. You should also have a look through the new ARF before starting your assignment to familiarise yourself with it.

Sections A and B deal with the address.

At A1, you will see that we make a distinction between addresses where it is possible to establish if the address is eligible or not and those where you are not sure about the eligibility. This is in order to calculate response rates more accurately. If possible, check with neighbours to establish the right code. If you are nevertheless unsure about eligibility, or if you have

established that the address is ineligible you are taken to Section E (for deadwood addresses) or F (for unknown eligibility) (see below).

At A2 you are asked to find out how many dwelling units are at the issued address. If you are unable to establish the number of dwelling units but are fairly certain that the address is eligible (i.e. residential/unoccupied) then you should code A and go to section D (for unproductive outcomes: eligible addresses). If you are unable to establish the number of dwelling units but are now unsure whether the address is eligible (i.e. residential/unoccupied) then you should code B and go to section F (for unproductive outcomes: unknown eligibility). You should obviously make the appropriate amount of visits throughout the fieldwork period in order to be sure whether the address is eligible or not.

If you find that the address contains two or more dwelling units (DUs) (e.g. flats, bed-sitting rooms), A4 takes you through the steps necessary to select one at random, by listing them all in a systematic way and using the selection label on page 1 to choose one at which to seek an interview. This will, in fact, happen only very rarely. But remember it is the exact address as given which counts. If the address on the label is 'Flat 4, 12 London Road', it is that part of accommodation that is the sampled address, not the whole of no.12.

Please note that you should list all of the dwelling units, both those that are unoccupied as well as those that are occupied, for the purpose of selecting a dwelling unit at random. If you select at random a dwelling unit that is unoccupied, you must not substitute this with an occupied dwelling unit. This is to ensure that respondents living in addresses containing two or more dwelling units are not over-represented in the survey.

(If you happen to come across an address with 13 or more dwelling units, there is a look-up table in Section G of the ARF that will tell you which one to select.)

It is essential that - if you need to select a dwelling unit - you follow the rules in making this selection. Only in this way can we be sure that we end up with a truly random sample of dwelling units and adults living there.

At **A5**, write in the number of the **selected** dwelling unit, (the "DU" code), that is the number printed on the grid at **A4** - **not** the flat or room number of the unit itself.

If the address on the label is spelt wrong, or is incomplete, record this at **A6** and make any necessary changes on the label (and later enter the correct address in the admin block).

A7 establishes whether the (selected) DU is residential and occupied as a main residence. If so, you are routed to section B; if not (or if you are unsure) you are routed to section E or F.

Section B helps you to select a household if there are multiple households at the (selected) dwelling unit and the individual within the address for interview. A useful tactic is to explain at the outset that you have to ask a few questions beforehand to make sure you interview the 'right person' - to ensure that you get a true cross-section of views and give everyone an equal

chance to be included. If you can make the person giving the information feel that he or she is helping - and know why it is necessary - you will find it easier to gain co-operation.

At B1 you are asked to find out how many households are at the (selected) dwelling unit. If you find that the address contains two or more households (e.g. a person or groups of people who do not share meals or living space such as a lodger or some house sharers), B3 takes you through the steps necessary to select one at random, by listing them all in a systematic way and using the selection label on page 1 to choose one at which to seek an interview. This will, in fact, happen only very rarely. When listing households at B3 you should list them alphabetically by people in the household, then if there is more than one person in the household, it is alphabetically within household. For example, if you found two households- one with Mark and Alice, and one with Chloe, Nicky and Katie- you would list the people in the household alphabetically and list the households alphabetically as below:

DESCRIPTION	HH CODE
Alice and Mark	01
Chloe, Katie and Nicky	02
	03
	04
	05
	06

(If you happen to come across an address with 13 or more households, there is a look-up table in Section G of the ARF that will tell you which one to select.)

The distinction between dwelling unit and household sometimes causes confusion.

The **dwelling unit** should be thought of as a home with its own front door.

A **household** is defined for the purposes of this study as:

One person living alone or a group of people living at the same address (and have that address as their only or main residence), who either share at least one main meal a day or share the living accommodation (or both).

Included in a household are: people on holiday, away working or in hospital for less than 6 months; school- age children at boarding school; students sharing private accommodation.

Excluded from a household are: people who have been away for 6 months or more, students away at university or college; temporary visitors and people living in institutions.

Note that on ESS you need to consider three stages of selection: selection of dwelling unit, selection of a household within that (selected) dwelling unit and selection of an individual. In the majority of cases the issued address will only contain one dwelling unit and the dwelling unit will only contain one household. But on rare occasions households may be different to the dwelling unit.

After you make contact, you must record at **B5** how many people aged 15 and over there are living at the dwelling unit. On each occasion where there is more than one person aged 15+ living at the dwelling unit, you must use a random selection procedure to choose one for interview, as follows:

At **B7**, list all resident adults in alphabetical order of their first name or initial. For example, if there are 4 adults in a household called Brian, Maggie, John and Paul:

FIRST NAME OR INITIAL	PERSON NUMBER
B.	01
J.	02
M.	03
P.	04
	05
	06

By referring to the selection label shown earlier, you will see that person number **2** is to be interviewed, as this is the number printed under '4' on the label. At **B8**, write in the person code that is printed in the grid at **B7**. So in the example, person number 2 (initial J) has been selected, and you will write '02' in the boxes at **B8** and circle '02' in the grid.

Please note the following points:

- If there are two people with the same first name, list them in **alphabetic order** of their **full** name. If the full names are the same, list them in order of their **age**, with the eldest first.
- Make sure that you write in the initials or names in the grid at B7, as you may be asked to enter this information in the admin block as part of the way that checks can be carried out on your work, to reassure us that the correct person has been selected.
- If someone refuses to give the names or initials of resident adults at this point and you are unable to carry out the selection procedure, please code A (Don't know) at B5 and outcome code 423 at D1.

If there are 13 or more adults living at the selected address, use the look-up list in **Section G** of the ARF to tell you which one to select for interview.

A few last points about selecting respondents:

- (i) Any responsible **adult** member of the household may provide the information that you need in order to establish who it is you are to interview. But **never** take information from those aged under **15**.
- (ii) Interview **only** persons living at listed addresses. Never follow anyone to a different address, although you could of course conduct an interview somewhere else (e.g. at work). No substitutes are permitted, so if the selected person is in hospital or away for the duration of the survey, or too old or too ill to be interviewed, then no interview can take place.
- (iii) This survey is intended to cover only the population living in **private households** - not those living in institutions. But people can be living as private households within institutional premises. Even if the address you have been given appears to be that of an institution, check that no one is living in a private household on those premises before abandoning the possibility of an interview there.

Once a random selection has been made, no substitute can be taken, even if there is another adult living there who is available and willing to be interviewed.

At **B9** you are asked to write the **full name** of the selected person on the front page of the ARF. If someone refuses to give their name, write in 'Refused' – later on this information will be entered in the admin block.

For each person selected we need to know whether an interview was carried out or not. Productive outcomes are covered at Section C, and unproductive outcomes at Section D, E and F.

As noted above parental permission should be sought if the selected respondent is:

Aged 15-17 and living with their parent(s)/guardian(s).

Please ensure that you get consent from an adult **before** starting the interview with the child.

Section C is for *productive* outcomes. Productive outcome codes are computed by the program and displayed in the Admin block. There are separate outcome codes for full and partial interviews.

Very occasionally, you may not be able to finish an interview, or you may have to leave gaps because a particular respondent is finding it hard to cope. But a 'partial' will count as a 'productive' interview if you have answered up to and including the question F73. An 'unproductive' partial is one where less than this but at least some attitude questions are completed, and should be coded '440' at D1.

If no interview was obtained, you are asked to record why at **D2**. This could be because there was no contact (codes 310-323): (a) no contact was ever made with anyone at the address, (b) contact was made at the address but not at the selected DU (obviously this code should only be used if there are several DUs at the address), or (c) contact was made at the (selected) DU but not with a responsible resident adult (e.g. if you only ever spoke to a child) or with the selected adult. Or it may be because of refusal (codes 421 - 450) or other non-productives (codes 510-599). Make sure that this extra information is then keyed in the admin block as it is needed for reissues and backchecking.

For all non-productives you must:

- Enter the relevant unproductive outcome code in the Admin block.
- Complete as much of the Admin block as you can, entering Don't Know (Ctrl+K+Enter) at any questions where you don't have the information.
- Enter the interviewer observation information (from Section H on the ARF) in the admin block
- **Transmit** the serial number as unproductive.
- **Return the ARF to the Yellow Team in Brentwood with all other completed ARFs.**

Remember: as well as sending back any unproductive ARFs you must also transmit the appropriate unproductive serial numbers.

Sections E and F have outcome codes for ineligible addresses (deadwood) and unknown eligibility (you are routed to Sections E and F from codes at A1, A7 or B2).

Section E caters for addresses that are definitely ineligible. Before coding an address as non-residential or communal establishment/institution, remember to check that there is no resident private household within the address (e.g. a caretaker's flat).

Section F has outcome codes for those addresses where you are unsure about eligibility (but please check with neighbours where possible).

Please write in as much additional information about ineligible addresses and addresses where eligibility is unknown as you can at **F4**. Later on, you will need to key these details in the admin block for use at reissues and back checking.

Section G is a look-up chart for selection in cases where there are more than 12 DUs at the address of more than 12 persons in the (selected) DU.

Section H asks for your observations about the address. This information will be used in analysing the different characteristics of respondents and non-respondents. Note this information should be collected - before making contact - for all non-deadwood addresses *including office refusals*.

Returning ARFs to Brentwood

All ARFs, productive and unproductive, for this project should be sent back to Brentwood. You should not shred the ARF yourself as you may do on other projects. ARFs should be sent back to Brentwood for all cases once a serial number is completed and transmitted. You should return ARFs in standard return of work envelopes but at no time should you send back more than 5 in one envelope.

Field procedures

Backing up via the modem

All work is now backed up automatically with transmissions to the office on every 3rd day. If necessary a manual back up can be done through the Backups and Restores screen.

The Admin Block

The Admin block should be completed once you have reached a final outcome code.

The Admin block mirrors the ARF and for the most part you will simply be transferring information from the ARF. Please transfer your answers exactly as they are on the ARF, following the instructions on the screen.

You must complete an Admin block for **every** serial number, including unproductives, deadwood and office refusals. Failure to complete all Admin blocks will prevent you from doing your end of assignment clearout.

Project managers

We have special ESS project managers in all the Field Areas (similar to those used on continuous surveys like HSE). They will be responsible for monitoring how fieldwork is going in their area. Your Team Leader will be in touch with you throughout the fieldwork period and will report progress to the Project Manager.

Returning work

Work should be returned via standard modem procedures – as soon as you have anything to transmit. Never hold onto work for more than a week – lots of time is wasted trying to locate untransmitted interviews. Interviewers should only return productive CAPI interviews once they have an outcome code for the self-completion questionnaire; hence, if this has been left with the respondent to be collected in a few days, the transmission of the CAPI interview should be delayed until the completed self-completion questionnaire has been obtained.

Regular transmissions will minimise the risk of lost productives through laptop failure, loss or damage. It will also ensure that Newsflash information will be received quickly as well as any possible program updates.

The Questionnaire

General Guidelines

First, a feature of such a wide-ranging questionnaire is that people are likely to be more interested in some questions than in others. It is important to establish the right speed at which to ask the questions. Rushing the respondent clearly has to be avoided, but an over-deliberate approach would be equally wrong. It may be that some respondents want to give a great deal of thought to some of the issues, but we are seeking to capture present attitudes, not to conduct a philosophical discussion or a political debate! If some respondents have no particular viewpoint on a topic, or if they cannot answer the question as posed, a 'don't know' or 'other answer' code is acceptable; then you just move on to the next question.

Second, before you start the interview respondents must be given a set of showcards.

Third, throughout the questionnaire we will be using a number of general phrases that may cause the respondent to ask for further explanation. An example might be "In your area". In this and many similar cases we do not wish to give the respondent any further explanation. The phrases used are intended as general ones. Simply read the question or statement out, and tell respondents that they should answer in terms of whatever they understand by the phrase.

Fourth, there are some questions where people are asked to give information that may be regarded as sensitive. Some respondents may feel uneasy about giving information on their voting behaviour or income, for example. Try and gently reassure the respondent that everything they say will be treated in strict confidence. If they still refuse, this should be coded as 'refusal'. Similarly, if a respondent does not know the answer to a question and there is no explicit code for this, use the 'don't know' code. We need to know when respondents refuse directly or cannot answer particular questions.

Fifth, at questions where an 'other' answer code has been provided, the other answer should be recorded verbatim. An 'other answer' should be coded only when one of the pre-coded answers will not fit after probing.

Sixth, the interview questionnaire is divided into blocks of question topics (see next page for details). Sometimes these are introduced by (e.g.) "And now some questions on ..." but often they are not. Respondents do not need to be made aware of the various blocks or sections of the questionnaire during the course of the interview; the questionnaire is designed to be administered as a single unit with a reasonably smooth transition between groups of questions and different topics.

If a respondent does break off the interview part way through (this happens very rarely), you should establish whether they would be prepared to continue at a later time.

Seventh, checks have been built into the questionnaire script so that if answers seem impossible or contradictory you will be shown a warning screen. In some cases, these checks are 'soft' whereby answers seem out of the ordinary. In these cases we are not pushing respondents to change their answer, merely to check that they meant what they said. For example, it could be that they misheard you or you accidentally pressed a number twice so that 5 appeared as 55. Where the answers contradict each other you will be sent back to the question it refers to – these are the 'hard' checks. You have to amend at least one of those answers in order for the script to move on.

Eighth, as the survey is being carried out in all countries of the UK i.e. England, Scotland, Wales and Northern Ireland, the country the questionnaire refers to is different for those interviewed in Northern Ireland compared to the rest of the UK. If you are conducting interviews in England, Scotland or Wales questions will refer to Britain, British people etc whereas in Northern Ireland they will refer to the UK, people of the UK etc.

Layout of the Questionnaire

SocTrus module	Media; social trust	
Politic module	Politics, including: political interest, efficacy, trust, electoral and other forms of participation, party allegiance, socio-political evaluations/ orientations	
Ident module	Subjective well-being and social exclusion; religion; perceived discrimination; national and ethnic identity	
Welfare module	Rotating Module – Welfare, including attitudes towards welfare provision, size of claimant groups, views on taxation, attitudes towards service delivery and likely future dependence on welfare.	
Ageing module	Rotating Module – Ageism, including attitudes towards and experiences of Ageism, age related status, stereotypes, experience of discrimination and contact with people in other age groups.	
Classif module	Socio-demographic profile, including: Household composition, sex, age, type of area, Education & occupation details of respondent, partner, parents, union membership, household income, marital status	
SuppHV module	Human values scale	
SuppTest module	Test questions	Respondents will be allocated one of three versions of this.
Section I	Interviewer questions	

Sections D and E are rotating modules. This does **not** refer to rotating within the questionnaire. All respondents are asked both sections. Instead, this is referring to the fact that these modules are only being asked in the 2008 survey. They were not asked in the previous 2006 survey. The questionnaire has a core element to it which is consistent across the years. However, at each round the survey also has room for two sections which are of particular policy or academic interest at that point in time. These sections provide a more in-depth focus and so vary for each round of the survey.

The Questionnaire – in detail

This section provides details about particular questions where a little more explanation may be useful. This should help you to respond to any questions that respondents may ask you during the interview.

Media Use and social trust

A1-A4/ TVTOT TVPOL RDTOT RDPOL These questions ask about the amount of time spent watching TV or listening to the radio on a weekday (that is, Monday to Friday). If respondents ask for clarification, this refers to time spent actively watching or listening, rather than time when the TV or radio are merely on 'in the background'.

A1-A5 Reading newspaper, watching TV or listening to the radio via the internet should be included.

Voting Behaviour

B11/VOTE If respondents answer that they did participate in the election, but deliberately 'spoil' their ballot paper or left it blank, record this as 'No' (code 2). This is especially relevant in countries where voting is compulsory.

PrtVtNI/ PrtCINI / PrtMbNI

If you are working in Northern Ireland then the response list for these questions will list the Northern Irish political parties.

- 1 Ulster Unionist Party
- 2 Democratic Unionist Party
- 3 Sinn Fein
- 4 Social, Democratic and Labour Party
- 5 Alliance Party
- 6 Progressive Unionist Party
- 7 United Kingdom Unionist Party
- 8 Women's Coalition
- 9 United Unionist Assembly Party
- 10 Northern Ireland Unionist Party
- 11 Workers Party
- 12 Other (specify)

Welfare

D7-D10 It is anticipated that some respondents will need to guess here. If a
UEMPLWK respondent says 'don't know' please remind them: 'If you are not sure please
SICKDSB give you best guess.'
NMNYBSC
BRNOCNT

D21 It is essential that the introduction before *SBSTREC* is read out. The introduction
SBSTREC gives a description of what is meant by social benefits and services. Take care
not to give any further clarification or examples but if necessary you can repeat
the definition given here.

Ageism

E1 and E2 Interviewers should record the age (in years) given by the respondent. If the
AGDCYNG respondent says 'it depends' OR 'it never applies' then accept this answer
AGDCOLD and do not probe. If the respondent provides an age range, interviewers
should ask for a specific age within that range.

E3 Note that answer code 'I' has been deliberately excluded from the code frame to
AGEGRBL avoid confusion. Respondents will give a letter answer that should then be coded
with the code number adjacent to it on the questionnaire.

E5-E7 The introduction to question *STSP20-70* refers to social status. The follow-up
STSP20 references are to status but social status is intended throughout and status was
STSP40 used alone simply to shorten the question.
STSP70

E44 Respondents who are reluctant to provide an actual age could be asked simply
AGEYO30 to indicate whether they are 29 or under or 30 or older.

E47 This question asks about family members. In the context of this question, 'family'
MBFMO70 includes any relative whether they are a blood relative or through marriage.

E49 This question should be answered 'Yes' or 'No'. If the respondent says 'yes' the
PVOLWRK follow-up section should also be asked.

E50 / E51 The reference made to 'this time' refers to the work done in the last month

TWCOL20 (recorded at PVOLWRK).

TWCOL70

E52 There is a special A4 landscape pictorial card to assist respondents at
SGR2070 this question. Respondents will give a letter answer that should then be
coded with the code number adjacent to it on the questionnaire.

Household Grid

F1/HHMMB This question asks for the total number of people in the household (including children). You should have, of course, recorded the number of people over the age of 15 on the ARF. If you should discover at this stage that you have been given the wrong information for the ARF selection:

- Do NOT change the ARF or redo the selection procedure
- DO record the correct information at F1 / HHMMB
- DO make a note of what happened beside the household grid.

F4/RSHIPA This question refers to **the individuals in the grid and their relationship to the respondent**. The direction of this relationship is crucial. Interviewers should ensure that the respondent is answering “this person is my...”

Education achieved

EdLv1UK / EdLv1PUK / EdLv1FUK / EdLv1MUK

The questions about education have been modified to match the UK qualifications system. There are three separate questions. The first one covers the highest qualification achieved below degree level. The second question covers qualifications achieved at degree level and above. For each of these there is an option to code ‘None of these’. When asked about the respondents partner/parents, you can also code ‘Don’t know’. The third question asks when the respondent/partner/ parents completed their full time education.

F6a/EDUFLD This question asks those with any qualifications in which **one** field or subject their highest qualification is in.

Respondents who are still at school and do not have qualifications will not be asked this question. If respondents have more than one qualification at their highest level in a different subject then they should be coded as 01 at this question.

Below is some clarification for the categories on the showcard. Where no guidance is given respondents should be reminded that there is no right or wrong answer and instructed to choose the category they think best matches their highest qualification.

Category 07 'Science, mathematics, computing, etc' includes the natural sciences e.g. Biology / Chemistry.

Category 10 'Social and behavioural studies, public administration, media, culture, sport and leisure studies, etc' includes the behavioural sciences such as Psychology, Political Science, Sociology and other Social Sciences. Sport and Leisure activities include leisure and tourism qualifications, qualifications for working in hotels etc.

F7/EDUYRS 'Years of education' refers to all education completed including school and education after school. These years do not have to be continuous but the total should only include the years in education, not the gaps in between. Vocational training should be included, but apprenticeships should not.

Part-time education should be reported as the equivalent number of full-time years. For example, if a course would take one year full-time, but was done part-time over two years, it would be reported as one year.

Economic Activity

ActFW is a multi-code question and some respondents **should** choose several types of economic activity undertaken in the last seven days. All of them should be coded at *ActFW*. Interviewers should probe respondents to find out if any others are relevant by asking 'Which others?'. **All** economic activities that a respondent has undertaken in the last seven days should be recorded.

At *MainAct*, only one answer should be given. This should be the activity the respondent considers to be their main activity.

If a respondent is not sure or doesn't know, please probe to find out which of the items on the card comes closest to what they were doing in the last week.

The following notes explain the categories at *ActFW* more fully:

01 **In paid work** (or away temporarily) (employee, self-employed, working for your family business)

This category includes all types of paid work, whether for an employer, or on the respondent's own account as self-employed. It includes casual, part-time and temporary work.

Voluntary work, or work carried out where only expenses are reimbursed or work paid for in kind (e.g., receiving board and lodgings only) where there is no financial transaction, are EXCLUDED from this category.

People away temporarily would include those who were absent from work last week because of sickness or injury, holiday, compassionate leave, or maternity leave, provided that they have a job to go back to with the same employer or as self-employed in the same field. It would also include people who were temporarily laid off, or on strike, or locked out, again provided that they have a job with the same employer to go back to, or to the same self-employed status.

People whose contract of employment incorporates regular but intermittent work (e.g., some staff in educational institutions, or professional sportsmen, whose wages are paid only during term-time or in the season, and who therefore may not have worked last week) are included in this category.

02 **In education**, (not paid for by employer), even if on vacation

All students, even those doing vacation jobs during the last week, are to be coded in this category. If the student is on vacation and will continue to be a student only if he or she passes an exam, assume that the exam will be passed and still treat the respondent as in full-time education.

03 **Unemployed**, and actively looking for a job

This category includes all unemployed who are actively looking for a job. This would include people seeking work through central or local government employment services, people registered with private employment agencies, people answering advertisements for work, advertising for work or even people just actively looking around for opportunities.

04 **Unemployed**, wanting a job but **not actively looking for a job**

Include here any respondents who are unemployed, but who are not actively looking for a job at the moment. People who, for instance, have given up looking for work would be included here, or those who are ill and temporarily unable to look for work. Respondents should normally be left to decide for themselves whether an illness in this case is temporary or not. If in doubt, include it if it has lasted less than six months.

05 **Permanently sick or disabled** covers people out of work and not seeking work because of permanent (or indefinite) sickness or disability. People who have never worked

because of disability are included. In cases of doubt over whether an illness or disability is permanent, treat it as permanent if it has lasted continuously for six months or more.

- 06 **Retired** from work covers people who have retired from their occupation at approximately the normal retirement age or who have taken 'early retirement', and are not seeking further employment of any sort.
- 07 **In community or military service** Note that this code does not apply to jobs in the military but to compulsory military service only.
- 08 **Doing housework, looking after children or other persons** covers anyone involved in unpaid domestic or caring duties. There can be more than one person in a household in this category - here we are concerned only with the respondent's position.
- 09 **Other** is not on the show card. It covers anyone who does not fit into any of the 8 categories on the card.

The following notes explain the categories at MainAct more fully. Please note the criteria for coding at MainAct will differ from at ActFW because we are now asking for main activity. The differences are underlined in the text below.

Code

- 01 **In paid work** (or away temporarily) (employee, self-employed, working for your family business)

This category includes all types of paid work, whether for an employer, or on the respondent's own account as self-employed. It includes casual, part-time and temporary work.

Voluntary work, or work carried out where only expenses are reimbursed or work paid for in kind (e.g., receiving board and lodgings only) where there is no financial transaction, are EXCLUDED from this category.

People away temporarily would include those who were absent from work last week because of sickness or injury, holiday, compassionate leave, or maternity leave, provided that they have a job to go back to with the same employer or as self-employed in the same field. It would also include people who were temporarily laid off, on strike, or locked out, again provided that they have a job with the same employer to go back to, or to the same self-employed status.

People whose contract of employment incorporates regular but intermittent work (e.g., some staff in educational institutions, or professional sportsmen, whose wages are paid only during term-time or in the season, and who therefore may not have worked last week) are included in this category.

02 **In education**, (not paid for by employer), even if on vacation

All students, even those doing vacation jobs during the last week, are to be coded in this category. If the student is on vacation and will continue to be a student only if he or she passes an exam, assume that the exam will be passed and still treat the respondent as in full-time education.

03 **Unemployed**, and actively looking for a job

This category includes all unemployed who are actively looking for a job. This would include people seeking work through central or local government employment services, people registered with private employment agencies, people answering advertisements for work, advertising for work or even people just actively looking around for opportunities.

04 **Unemployed**, wanting a job but **not actively looking for a job**

Include here any unemployed, but who are not actively looking for a job at the moment. People who, for instance, have given up looking for work would be included here, or those who are ill and temporarily unable to look for work. Respondents should normally be left to decide for themselves whether an illness in this case is temporary or not. If in doubt, include it if it has lasted less than six months.

The remaining four categories cover those members of the population who are generally considered to be economically inactive.

05 **Permanently sick or disabled** covers people out of work and not seeking work because of permanent (or indefinite) sickness or disability. People who have never worked because of disability are included. Do not include retired people in poor health who would not be seeking work even if they were healthy. In cases of doubt over whether an illness or disability is permanent, treat it as permanent if it has lasted continuously for six months or more.

06 **Retired** from work covers people who have retired from their occupation at approximately the normal retirement age or who have taken 'early retirement', and are not seeking further employment of any sort. Retired people who are permanently sick or have become disabled should still be recorded as retired.

People who leave work when they marry to look after the home or to raise a family and who have not worked for many years, should be classified as 'looking after the home' rather than retired. But it is difficult to define retirement exactly. Apart from the proviso made about these cases, the respondent's description from the card should generally be accepted.

07 **In community or military service** Note that this code does not apply to jobs in the military but to compulsory military service only.

08 **Doing housework, looking after children or other persons** covers anyone more or less wholly involved in unpaid domestic or caring duties when classifying economic

position. There can be more than one person in a household in this category - here we are concerned only with the respondent's position.

09 **Other** is not on the show card. It covers anyone who does not fit into any of the 8 categories on the card. But remember that people who are in any kind of paid work (including casual self-employed jobs) should not be included here.

EmplRel

The next few questions ask about the respondent's main job (where applicable). This could be their current job, or their last job, if they are currently out of work.

If the respondent has more than one job, they should answer about the one which occupies them for the most hours per week. If they have two jobs that are exactly equal, they should answer about the more highly paid of the two.

Some self-employed persons will have their own businesses, some will simply be involved with casual or intermittent work. A person in a one-man business is not necessarily self-employed; if the business is a company, he or she may well be an employee of the company, drawing a salary.

Occupation Question Sequence

We wish to collect occupational details of almost all respondents, excluding only those who have never had a job.

Ask everyone else about their current or last job. Please probe fully for all relevant details; if any are missing, we may be unable to code occupation and industry accurately. When asking for occupation information please remember to get as specific a job title as possible. Many respondents will give you titles which could cover a wide range of duties and responsibilities. Examples of inadequate job titles are:

Chemist, teacher, operator, builder, manager, agent, engineer, clerk, civil servant, local government officer, soldier, police officer

The term engineer can cover jobs from TV repairmen up to highly qualified professionals helping to build multi-storey buildings so it is essential that more detail is noted. You must therefore probe for the full job title as well as the exact type of engineering performed. For people in the police, armed forces etc rank is always required. For civil servants, class and grade are always required.

When asking about the type of work that is done in the job always get a clear description of what the respondent actually does in his or her job. However precise the job title you obtain, this very often leaves room for doubt about the nature of the work actually done.

To be able to classify manufacturing and construction jobs we need to know what materials are used. For example, to classify a boat builder we need to know whether the boats are constructed from wood, metal or fibreglass. For these types of occupation always probe with:

“What materials do you make things with?”

Makedo

Here we collect standard industry information about the respondent’s current or last job. If the respondent uses jargon to describe the work, ask him/her to explain in more detail. Remember that the coder can only work with what you have recorded, whereas you have the opportunity to get the respondent to clarify.

When asking for industry information useful probes to use include:

“What is the main product or service of the establishment?”

“What exactly is made or done at the establishment?”

“What materials or machinery does that involve using?”

In addition, it is important to define what type of work the organisation does, whether it is manufacturing, wholesale/distribution, retail, services, public sector etc.

F23 We wish to record the type of organisation that the respondent does / did
TPORGWK work for. The question seeks to identify the sector they work in. The main distinction we are looking for here is whether the job is in an environment where the ownership or funding comes from some part of the public sector, understood as central or local government, even if this is dispensed through some third party, such as a funding council or some arms-length organization. Where a sector may have complex inter-relationships between public and private management, get the respondent to focus on their own employment situation. So someone providing outside catering or cleaning services to a hospital or school is in the private sector even if it is a state-funded school.

TITLE- Respondents are less likely to see the classification of occupations as a
TYPEWK problematic or detailed task, so we need you to get as much information as possible. Job titles are a useful starting point but are rarely sufficient. Jobs such as accountant, teacher, nurse, engineer, and labourer can have many different types and be carried out in different situations. Use *TYPEWK* to probe

for as full a description of their work activities as possible, possibly getting them to specify their day-to-day duties.

Household income

HIncTNt

At HIncTNt you should obtain the **total net income** of the household from all sources, that is, **after tax**. Income includes not only earnings but state benefits, occupational and other pensions, unearned income such as interest from savings, rent, etc.

We want figures **after** deductions of income tax, national insurance, contributory pension payments and so on. The questions refer to **current level** of income or earnings or, if that is not convenient, to the nearest **tax** or other period for which the respondent is able to answer. The respondent is given a showcard that enables them to choose between their weekly, monthly or annual income, whichever they find easiest. They will then give you the letter that corresponds to the appropriate amount. This system is designed to reassure the respondent about the confidentiality of the information they are giving. Please note that the income bands shown on the showcard are not equal, they have been calculated so that equal numbers of respondents fall into each of the bands, although this should not be communicated to the respondent.

Economic Activity of Partner

ActFWP

See Economic Activity notes above for details of codes and probing.

Father's/Mother's work when respondent was 14

EmprF14/EmprM14

These questions ask the respondent to code the occupation of their parent(s) when the respondent was aged 14. Respondents are typically going to remember the job title first of all and thus try to fit them into the appropriate category. Please bear in mind that the example lists are not exhaustive and so when looking through the list of occupations, some respondents may complain that they cannot find their parent's occupation listed. Please give them time to try to fit them into a category as best as possible. If respondents cannot choose and are torn between several categories then ask them to make their best guess, using the example job titles as references. If they still cannot choose then you are able to code 'Don't know'.

Marital Status

MaritalA-DvrcdEv

At Marital 'civil partnerships' should only include legal civil partnerships and should not include private arrangements made between two people. If interviewers believe the respondent has misunderstood the meaning, they should offer clarification.

Codes 02, 04, 07, 08 refer solely to 'civil partnerships'.

Codes 01, 03, 05, 06 refer solely to traditional marriages.

A "**civil partnership**" is a new legal relationship, which can only be formed by two people of the same sex. It gives same sex couples the ability to obtain legal recognition for their relationship. Couples who form a civil partnership have a new legal status – that of "civil partner".

Same-sex couples who form a civil partnership have parity of treatment in a wide range of legal matters with those opposite-sex couples who enter into a civil marriage.

Please be aware that MaritalA asks about the respondent's **legal** marital status e.g. a woman may be living with her partner but has never been married before, therefore that respondent should use code 9 "*Never married AND never in a civil partnership*". LvgPtn follows up on whether that woman lives with a partner. Marital merely seeks to ascertain legal status so should not be confused with looking at the respondent's personal circumstances.

Human value scales

This section is the 21-item Schwartz Scale of Human Values which is proving very valuable analytically. Respondents are given some brief descriptions of people and then they are asked to say how much that person is or is not like them.

Test questions

This section of the questionnaire contains some repeat measures of questions asked earlier in the interview. In some cases these are identical repetitions, and in some cases they have been modified slightly as part of an experiment. These test questions are an important part of our quality control measures and maintain the survey's high methodological standards. An introduction at the start of this section of the questionnaire explains the reasons for this repetition. It is important that this is **always** read to respondents.

The results from these test questions, analysed alongside the original questions, will help guide questionnaire design in future waves of this survey. By posing questions in different ways we will be able to compare the answers and hopefully draw conclusions about the best way to design questions. The results will also influence questionnaire design on other surveys which you may come to work on, again owing to this survey's widespread appeal within the research profession.

Interviewer Questions

Your answers to these questions help to give us an idea of how the interview went, and how the respondent reacted to the experience. Please ensure that the respondent does not see the answers to these questions.

Interviewing respondents with disabilities

If you come across a respondent where our normal interviewing procedures will not work because they have a disability, please consult the “Guidelines for Interviewing People with Disabilities” and follow the advice.

The following are particularly relevant to this project:

- If the respondent has difficulty in reading (for whatever reason), you should offer to read out the showcards.
- If the respondent is hard of hearing, investigate whether it would help if you positioned yourself so that he or she can lip read, If that will not help, you should investigate whether the respondent would be willing to sit next to you and read the questions off the screen. This method should only be used if you cannot otherwise conduct the interview, as the respondent will be able to see occasional instructions that would not normally be seen by respondents. It is, however, better than no interview.

If none of these suggestions work, please find out whether there is any other measure that would make it possible to conduct the interview. Then contact the office with this information and NatCen will take reasonable steps to conduct the interview.

Respondents with limited English

If the selected respondent does not have a sufficiently good command of English to conduct the interview, please note that you CANNOT use another person as an interpreter for this survey.

Reallocations and reissues

There is a special re-allocation outcome code:

Code 612: Issued but not attempted

This will enable interviewers with addresses that fall into this category to clear out their work at the end of an assignment. This should only be used when advised by your Team Leader or the Yellow Team at Brentwood.

Code 900 should no longer be used for reallocations and code 612 (issued but not attempted) should be used instead.

Any queries?

If you have any queries or problems about how to complete the questionnaire, please do not hesitate to telephone a member of the research team at the Head Office:

In London:

Rossy Bailey (020 7549 9559) r.bailey@natcen.ac.uk

Alun Humphrey (020 7549 9561) a.humphrey@natcen.ac.uk

Queries about field arrangements should be raised with your **Team Leader** or Area Manager in the first instance.

If you need to phone the Yellow Team in Brentwood contact –

Sandra Comber - 01277 690053

Laura Common - 01277 690054

Audrey Hale - 01277 690050

We hope that all goes well and that you enjoy the assignment.

Practice serial numbers

There are a number of practise serial numbers for you to use before you start work. The 'issued address' for practice serial numbers is '35 Northampton Square'.

P2814

Living in Northern Ireland Today

The European Social Survey 2008

Project Instructions

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Background

The 'Living in England/Scotland/Wales/Northern Ireland Today' study is the UK part of a wider study called the 'European Social Survey (ESS)'. The European Social Survey is a pan-European Survey which collects information on people's attitudes, beliefs and behaviour patterns, allowing comparisons to be made between the different countries taking part.

The following countries are likely to be participating this year:

Austria	Greece	Romania
Belgium	Hungary	Russia
Bulgaria	Ireland	Slovakia
Croatia	Israel	Slovenia
Cyprus	Latvia	Spain
Denmark	Lithuania	Sweden
Estonia	Netherlands	Switzerland
Finland	Norway	Turkey
France	Poland	UK
Germany	Portugal	Ukraine

The ESS is a biennial survey. So far the survey has been conducted three times in the UK; the 2008 survey will be the fourth round. It is designed to measure contemporary social attitudes and how they change over time. Subjects covered in the questionnaire include media interest, social trust, political interest, subjective wellbeing, attitudes towards ageing and ageism, and attitudes towards welfare provision, amongst many other things. The broad range of topics in the ESS can be seen as a real strength, allowing you to target potential respondents by mentioning a particular topic you think might be of interest to them. And, because nearly all the questions are attitudinal, there is no need for respondents to look up documents, check facts and so on.

The data gathered in Rounds 1, 2 and 3 have been used extensively by the European Commission, national governments, policy analysts, think tanks, politicians, journalists and academics to keep in touch with public opinion, as well as being of interest to the general public

across Europe. In fact, as of June 2008, there were over 19,450 registered users of the ESS data. The highest number of users is in Germany, the UK, Spain and Slovenia.

The data are also contributions to social history, to allow analysts in the future to discover what people thought and felt about the major social issues of today. The ESS will thus provide a unique long-term account of the social fabric of modern Europe, of how its changing political and institutional structures interact over time with changing social attitudes and values. With data from the ESS, people can now make detailed comparisons between individual countries (or groups of countries) on a wide range of social issues.

Another factor which makes the ESS unique in cross-national research is its aim to meet the highest methodological standards. In order for the information gathered to be truly comparable across all the different countries involved, the survey employs the highest standards in its approach to sample design, response rates, questionnaire design, fieldwork procedures and so forth across all the participating countries.

The survey is award-winning and in 2005 won the Descartes Prize for Research. This is Europe's top science award and is the first time the prize has been awarded to the social sciences. It was awarded for its radical innovations in cross-national surveys.

Central co-ordination of the project is funded by the European Commission, with aid from the European Science Foundation. The fieldwork in each country is funded by the respective National Science Foundations. In the UK the ESS is funded by the Economic and Social Research Council (ESRC). This is the country's leading research and training agency addressing social and economic concerns. It has an international reputation for providing high-quality research on issues of importance to business, the public sector and the government. It is an independent organisation but receives most of its funding through the government.

Notifying the police

You must notify the local police station in the area where you will be working. You should complete a copy of the **Police Notification Form** that has been included in your supplies. Attach a copy of the **advance letter** to the form and hand it in to the police. (You might try to see if it is possible to record these details in the book kept at the station desk). Make a note of the name of the officer to whom you speak and the date of your call so that, in the event of any query or complaint to the police, you are fully covered. It is reassuring for elderly or suspicious respondents to be told that the police know about you and the survey, and that they can check with the police station. If you have any difficulties registering at the police station, please contact the Brentwood Office.

PLEASE DO NOT START WORK UNTIL YOU HAVE DONE THIS.

The sample

The sample covers England, Scotland, Wales and Northern Ireland. NatCen is undertaking the fieldwork in England, Scotland and Wales and NISRA is undertaking the fieldwork in Northern Ireland. The mainstage survey will include 232 sampling points and 20 addresses will be selected at each point. The sample addresses are drawn from the Postcode Address File (PAF).

Because the sample is taken from the PAF, it is a sample of 'delivery points' (i.e. letter boxes), **not** a sample of named individuals. There may be no dwelling unit or, conversely, two or more dwelling units, at any selected address (in other words, there is not necessarily a one-to-one correspondence between delivery points and dwelling units). The same applies to households within addresses and dwelling units. But you will be able to deal with all possible circumstances by following the instructions on the ARF.

The aim is to interview **one** person aged 15+ at each address. It is vital that the person chosen for interview at each address is selected by strict random sampling principles. If we interviewed only those people who happened to be at home at the first call, or who were especially keen to be interviewed, our sample would almost certainly be unrepresentative of the population of the UK.

The assignments of 20 addresses are issued as labels attached to the Address Record Form (ARF), and the same serial numbers (but not the addresses) will be downloaded to your computer via modem.

A full description of how to use the ARF and how to select respondents is given in the section titled 'Address Record Form'.

Overview of procedures

In summary, the survey involves the following procedures:

- Dispatching an advance letter with the £5 gift voucher to each address;
- **Notifying the police that you are working in the area;**
- Tracing all issued addresses, making contact at all (apart from deadwood and office refusals) and completing a paper ARF for each address;
- Where there is more than one dwelling unit at an address, selecting one at random;
- Where there is more than one household at an address, selecting one at random;
- Conducting a face to face interview with the randomly selected person aged 15+ at that address, and leaving a NatGen leaflet;
- **Putting basic ARF information for **every** allocated address onto the computer (Admin block) and sending the completed ARF back to the Yellow Team in Brentwood.**

Contact procedures

You will need to send an advance letter with a £5 gift voucher to each of your selected addresses. This has a number of advantages but you should bear in mind that, because we do not know in advance who will be selected for interview, the letter does not always reach the selected person. We can do little about this, except let you have spare copies to show and leave behind.

The procedures you should follow are:

Check that you have been supplied with 20 pre-stamped white envelopes and advance letters with mail-merged addresses for each serial number in your assignment (the address will show through the 'window' of the envelope).

Write in your name and ID number clearly in the space at the bottom of every letter so that respondents know who is going to be visiting them (but don't add your address or 'phone number, as potential respondents might contact you and refuse even before you have a chance to meet them).

Check that you have been supplied with 20 £5 gift vouchers and include one £5 gift voucher in the envelope with every letter.

Post your letters to arrive two days before you plan to make your first visit (you may find it helpful to note the day of posting on the ARF).

You will also have supplies of the advance letter in your pack so that, if the selected person does not remember receiving the letter or if he/she has lost it, you can leave a copy behind. It is important to do this in case the respondent wishes to contact one of the researchers after you have left.

You will also have supplies of the respondent leaflet called 'Living in England/Scotland/Wales/Northern Ireland Today' which contains information about the survey, why we want to speak to the respondents, and who uses the results. Interviewers have found this kind of leaflet very useful on similar studies. You should use this leaflet whenever you feel it would be valuable - for example by leaving it with someone who you are going to call back on later, or by giving it to people who want to know more about the study.

The UK survey is not branded as the 'European Social Survey' as this may have a negative effect on response as it may not appear interesting and relevant to the general population. The survey will be called 'Living in England Today' in England, 'Living in Scotland Today' in Scotland, 'Living in Wales Today' for Welsh addresses and 'Living in Northern Ireland Today' in Northern Ireland.

The content of the survey is the same whichever constituent country you are interviewing in, as all results will be amalgamated to form the UK dataset. Questions will refer to experiences in the UK/Britain¹ as a whole and not specifically to England, Wales, Scotland or Northern Ireland.

You must attempt to make contact at **every** address in your assignment except those notified to you as office refusals (not necessarily in the order given to you, but grouped and visited in 'economic' batches). You must call on at least 6 occasions, at different times of the day and spread across the fieldwork period before you classify the address as unproductive. At least two of these calls should be in the evening from Monday to Thursday and two must be at the weekend.

You are being given a map of the area in which you are working showing the location of all of your addresses. If you still have trouble locating an address, and have access to the Internet, the following web-sites may be of use: <http://maps.google.co.uk/> www.streetmap.co.uk or www.multimap.co.uk. **If you cannot search these yourself, please contact the Yellow Team in Brentwood who will be pleased to investigate on your behalf.**

As always, it is very important to achieve a high response rate in this survey. Please keep trying to contact all the issued addresses until the end of the fieldwork period, and call back as often as you can, while you are still in the area. If you sense a respondent may be about to refuse, it often helps if you withdraw, offering to call again at a more convenient time, before a formal refusal is actually given. The respondent leaflet might be helpful in this situation. Only by interviewing as many as possible of those selected for the sample can we be confident that the answers you get are representative of the views of everyone.

¹ For interviewers in NI – we will not refer to 'Britain', only the 'UK'.

Useful hints on how to introduce the survey:

Lots of different groups will make use of the information people provide, from governments, academics, politicians or the general public.

Why does this study matter? We know what politicians and journalists think about the important issues facing Britain today, but this study is about what the public think, for example, about immigration and crime.

When selling the survey do stress the wide range of topics covered in the interview – there is something for everyone.

It will be useful to try to tailor your approach depending on who you are speaking to. Different sorts of people will respond to the same approach in different ways. Without trying to stereotype or pigeonhole respondents it could be useful to focus on something within the questionnaire which could be of interest to the respondents.

Mentioning the title “Living in England/Scotland/Wales/Northern Ireland Today” – the focus on the individual country can promote a more local focus which seems more relevant to some respondents.

Explaining that only a few addresses are selected from each area of the country so to be chosen means a chance to represent their area in this research.

Mention the advance letter they may have seen and using the spare copies if they have not seen it.

Using the survey leaflet to provide more information about the survey including:

- Why the study is being carried out
- What the study is about
- How their address was selected
- Confidentiality
- Who they can contact at Head Office for more information
- The sort of information the study provides and some results from 2006
- Who NatCen is

Explaining that this is the most interesting piece of research that you've ever worked on.

How long will the interview take? Around 1 hour.

Please also stress that the survey is about living in England/ Scotland/ Wales/ Northern Ireland today, you don't need to be English etc to be eligible to take part!

In addition, to help achieve a good response rate, we are asking you:

- To call the Yellow Team in Brentwood before you return any incomplete or untraceable addresses. We might be able to find out some information which will help you locate 'hard to find' addresses.

- To return all computer admin. work and completed ARFs for deadwood addresses (vacant premises, etc.) to the Yellow Team in Brentwood as soon as possible. We need to know what deadwood there is as early as possible in the fieldwork period.
- For refusals: to complete the ARF and the computer admin. (entering Don't Know for any information that you do not have) and transmit the computer admin and send the completed ARF to the Yellow Team.
- If you select a person for interview who proves hard to contact, breaks an appointment, etc., keep on trying to 'convert' him/her until the end of the fieldwork period, even if you have already made 6 calls. Then whenever you are in the neighbourhood try again, unless you have learned that the selected respondent will not be available until after the end of the fieldwork (due to holiday, illness, etc.) Firstly, check with your team leader and then complete the ARF and the computer admin. (entering Don't Know for any information that you do not have) and return the computer admin. and the completed ARF to the Yellow Team at the end of your assignment.

You must never substitute one address for another, nor substitute one selected individual for another. The sample has been randomly selected, and any substitutions would lead to bias in the results.

Remember to show your Identity Card when you introduce yourself. If you think it will help you to get an interview, you can give the person you initially contact a copy of the advance letter or the survey leaflet as part of your introduction. **In any case, you must leave a copy of the National Centre leaflet with each respondent after the interview, in case he/she has any queries after you have left and wishes to contact the office.**

The interview will last, on average, about 60 minutes. This is an average, and so some of your interviews will take less while others may take more - it depends on the questionnaire version, and the characteristics of the respondent. For example, some versions of the questionnaire are a bit shorter for those who are not in paid work, while older respondents may take a little longer to finish it. So please allow enough time between appointments.

Data protection

If respondents are concerned about data protection you can highlight the following points:

- All answers will be treated in strict confidence in accordance with the Data Protection Act.
- The data are used for statistical research purposes only.

- Names and addresses are kept separate from respondents answers and are never included with the results. We take all necessary steps to make it impossible for anyone to directly identify any of the individuals who supplied the data
- Respondents will not receive any 'junk mail' as a result of taking part. We do not pass addresses on to other organisations for commercial purposes.

This information is also stressed in the survey leaflet and advance letter.

Interviewing 15-17 year olds

The lower age limit for eligibility for the survey is **15 years old**. When the selected person is aged 15-17, please observe the following procedures:

Do not enter the house without obtaining permission from an adult.

The respondent selection procedure (section B of the ARF) should only be carried out with someone aged 15+.

If a person aged 15-17 is selected, obtain permission from a parent or guardian before interviewing (this should be recorded at B10-B11 on the ARF).

Only interview a young person under 18 if there is an adult present in the house (if they live with an adult).

If a parent/guardian refuses permission on behalf of a young person, use outcome code 432.

Materials for the survey

- 20 labelled Address Record Forms (ARFs).
- A laminated copy of the 'Details of call made' codelist from the ARF.
- 20 copies of advance letter with addresses
- 20 White window pre-stamped envelopes
- 20 £5 High Street vouchers
- Extra copies of the advance letter to show as necessary
- A laminated copy of the advance letter to show as necessary
- Leaflets about the National Centre - leave one with each respondent

- 'Living in England/ Scotland/ Wales/ Northern Ireland Today' leaflet to be used on the doorstep or left with respondents
- Set of showcards

We think you will find it helpful to check both showcards (that they are a complete set and in the right order). The printers have been known to make mistakes and it is better to discover them at home, before you begin your assignment, than later, in the field. The showcards should consist of a pack of 106 cards (plus front cover), numbered sequentially 1-83 then A-Q.

Address Record Forms (ARFs)- if using different ARF

These are the forms on which your assignment of addresses is issued. You will have one for each address in your sample.

Besides giving the selected address, the ARF has a number of other purposes:

- It provides space for you to record details of all the calls you make, and the outcomes.
- It allows you to select one person aged 15+ at random for interview (and one dwelling unit or household in the rare cases when there is more than one dwelling unit or household at the address).
- It is used to record some details about the doorstep exchange which you subsequently enter into the admin section of the questionnaire.
- It is used for back-checking of a sample of productive and unproductive addresses.
- It is used to collect some background information about the address and area.
- The address, its serial number and other vital information are given on two separate labels on the first page of the ARF.

The address label at the **top left** of the page looks like this:

Serial number →	SN:111000A FA:0 WV4
Issued address →	FLAT 1 35 NOTHAMPTON SQUARE ISLINGTON LONDON EC1V 0AX
Grid reference →	GR:513350 102150

The selection label on the **top right** of page 1 looks like this:

Serial number →	SN: 111000A	PT:100	← Point number
Selection grid →	Per/HH/DU: 2 3 4 5 6		
	Select: 2 2 2 1 2		
	Per/HH/DU: 7 8 9 10 11 12		
	Select: 1 5 2 8 7 11		

This label allows you to make random selections of dwelling units, households or individuals whenever you come across more than one of either at your selected address. These selection labels differ from one ARF label to another.

In the top right hand corner of the front page of the ARF is a box for you to fill in the final outcome code when you have finished with the serial number.

Also on page 1 of the ARF, there is a box for you to write in the selected person's full name. Below that are boxes to write in the respondents telephone number(s) – this is collected at the end of the interview. If the number is not given, circle the 'Number Refused' (code 3). If he/she has no telephone, circle the 'No phone' code (code 2).

Also on page 1, you will see that there is space for you to keep a note of the times, dates and results of all your visits. Please remember to fill this in at each separate visit: it will help you to plan any further visits you may have to make. This grid continues on page 2.

Note that for each visit you must enter a call status code:

- 1 No reply,
- 2 Contact made,
- 3 Appointment made,
- 4 Any CAPI interviewing done,

5 Any other status

Please note that telephone calls made to the respondent are now recorded separately to actual visits to the sampled address (recorded on page 2 of the ARF).

Details of calls made

For ESS we are required to provide specific details about each call that is made to every address. On page 2 there is a grid to record details of all your calls. For this purpose, a 'call' means a contact attempt, i.e. every attempt made to reach the sampled unit, whether successful or not. This attempt can be a personal visit to the address or a telephone call. Please remember to fill this in the grid at each separate visit, whatever the outcome.

You should complete one column of the grid per call you make. The date and time of call should be entered at the top of each column. For each call made the appropriate code should be entered into the grid using the codelists on page 3. The mode of call and the call result (questions A and B in the call details grid) should be completed for each call made. For all calls where contact was made with someone at the selected address (if codes 3, 4, or 5 were recorded at question B) then you should indicate if you selected the target respondent at this call at question C and the contact code should be recorded at question D. If contact was made and the result was a refusal (codes 2, 3 or 4 at question D) then details of the refusal should be recorded at questions E-H. You have a laminated copy of the codelists on page 3 in your packs to use when completing the 'Details of call made' grid.

A completed Details of Calls Made grid will look like this:

DETAILS OF CALLS MADE											
RECORD DETAILS OF ALL CALLS HERE USING THE CODELISTS ON PAGE 3 OR ON THE SEPARATE SHEET. CALLS INCLUDE EVERY ATTEMPT TO MAKE CONTACT, BOTH PERSONAL VISITS AND TELEPHONE CALLS. PLEASE COMPLETE ONE COLUMN PER CALL.											
	CALL NUMBER:	1	2	3	4	5	6	7	8	9	10
Date	RECORD DATE OF CALL- DD/MM	11	11	11	11	11	11	/	/	/	/
Time	RECORD TIME OF START OF CALL- 24 HOUR CLOCK	11	11	11	11	11	11	:	:	:	:
A	ENTER MODE OF CALL CODE FROM CODELIST A	1	1	1	1	1	1				
B	ENTER CALL RESULT CODE FROM CODELIST B	1	1	1	1	1	1				
IF CONTACT MADE AT B (CODES 3, 4 or 5) → GO TO C											
C	DID YOU SELECT AN INDIVIDUAL TO INTERVIEW AT THIS CALL? ENTER CODE FROM CODELIST C		1	1	1	1					
D	ENTER CONTACT CODE FROM CODELIST D		1	1	1	1					
IF REFUSAL AT D (CODES 2, 3 or 4) → ANSWER E TO H											
E	ENTER REFUSALS CODE(S) FROM CODELIST E		1								
F	ENTER CO-OPERATION CODE FROM CODELIST F		1								
G	ENTER AGE FOR RESPONDENT (OR PERSON WHO REFUSED ON THEIR BEHALF) FROM CODELIST G.		1								
H	ENTER SEX FOR RESPONDENT (OR PERSON WHO REFUSED ON THEIR BEHALF) FROM CODELIST H.		1								
I	RECORD ANY ADDITIONAL DETAILS (AND NOTE WHICH CALL NUMBER THEY APPLY TO).										

You will need to key this information in the admin block once you reach a final outcome. Some specific information about each of the codelists is noted below:

Mode of call (Codelist A)

Code one only per call to the following list:

1. Personal visit: the interviewer made a personal visit to the respondent's home.
2. Telephone: the interviewer tried to reach the respondent by telephone.
3. Intercom: the interviewer paid a personal visit to the address, but had only contact with the respondent/dwelling unit through the intercom/entry-phone.
4. Info through survey organisation: it is possible that the advance letter may be returned to the office because the resident may have telephoned the office in advance to say that he/she does not want to take part in the survey. In these circumstances, the office will inform you. You should mark this on the contact form by using code 4.
5. Other: Any other modes of call.

Call result (Codelist B)

1. Completed interview: When you visit the address and manage to achieve a full interview at that call, code 1 at the call result (question B). When you have done this you will need to follow the usual procedure of coding a final outcome in Section C of the main ARF as well.
2. Partial interview: This code should be used when some interviewing has been done but a full interview has not been completed. If the respondent is happy to continue with the interview another time you should return to complete the interview at another time. If the respondent refuses to complete the interview then you should code a final outcome code (in Section C of the main ARF if the interview has completed the classification section or code 440 at section D of the main ARF if this has not been completed).

Try to avoid having partial interviews. It is wise to make sure, before you begin, that the respondent has enough time to finish the interview. If the interview is broken-off for any reason try to arrange an appointment to complete the interview later. If the interview can be continued at another time, please try to ensure that it is completed then.

3. Contact with someone at address, not sure if target respondent (selection not made): This code should be used if contact is made with someone but the selection of the respondent has not been completed yet so you do not know which is the target respondent. You should then answer question C in the calls grid.
4. Contact with target respondent but NO interview: Use this code when you have completed the selection for the individual to interview and have made contact with the

target respondent but not done any interviewing at that call (e.g. you have made an appointment to go back to conduct the interview). You should then answer question C in the grid.

5. Contact with someone other than selected respondent (have made selection): Use this code when you have conducted the selection of the individual to interview but at this call you spoke to someone other than the target respondent. You should then answer question C in the grid.
6. No contact with anyone: Please use this code for each visit where you call and there is no reply.
7. Address is deadwood: If you make a visit and establish that the address is neither traceable, residential or occupied i.e. a deadwood address, use this code. You would then also need to follow the usual procedure of coding a final outcome at section E of the main ARF to indicate what kind of deadwood address it is. Before coding an address as non-residential or communal establishment/institution, remember to check that there is no resident private household within the address (e.g. a caretaker's flat).
8. Other: Use for any other result of the call and record the details at question H in the call grid.

Selection of target respondent (Codelist C)

Use codelist C to indicate whether you carried out the selection of the target respondent (the person who we will interview) at that call.

Contact made (Codelist D)

Code one only per call to the following list:

1. Appointment made: If it is not possible to do the interview immediately try to fix an appointment. Even if it is a vague appointment ("come back tomorrow" without a fixed hour), indicate this on the form as an appointment.
2. Refusal by respondent: Only use this code after the respondent selection procedure has been carried out and the refusal is by the target respondent. You should then answer questions E-H in the grid and code a final outcome at section E or H.
3. Proxy refusal: Refusal by someone other than the target respondent (use only if the selection of the target respondent has been conducted). You should then answer questions E-H in the grid and code a final outcome at section D or F in the main ARF.
4. Refusal before selection: Code if the refusal occurs before the selection has been conducted. You should then answer questions E-H in the grid and code a final outcome at section D or F in the main ARF.

5. Target respondent is unavailable/not at home: This code should be used if the target respondent is temporarily unavailable/not at home (in which case you should record the date they will be available at question I and continue to call on address once they are available) and if the target respondent is permanently unavailable/not at home for the whole fieldwork period (in which case you would code a final outcome code at section D or F in the main ARF).
6. Target respondent is mentally or physically unable to participate. This only applies when the respondent is too ill to participate for the duration of the survey period. If the respondent is only temporarily sick, you can make an appointment or just call back at a later date (coding 5- 'target respondent unavailable' here). If you do use this code it will be your final visit so you will need to code an appropriate final outcome code in Section D in the main ARF as well.
7. Target respondent has inadequate English. It is important to know whether the respondent speaks a different language, not the other household members or the persons who give you information. Please write the language the target respondent speaks at question I.
8. Other reason: This code should be used for any other contact made not covered above. You should then write the details of this at question I of the grid. You should then either make more calls or if you have reached a final outcome you should code this in the appropriate section in the ARF.

ARF Sections A to H

From here on, you fill in the ARF just like a paper questionnaire. ARFs are no longer sent out to interviewers doing reissues, so any information you collect on it that would be needed for a reissue interviewer or for backchecking now needs to be entered in the admin block.

The ARFs have recently significantly changed as a result of a new version of the standard ARF. The biggest changes are that Unproductive outcomes: Eligible Addresses are now covered in section D, Unproductive outcomes: Deadwood addresses are now covered in section E, and Unproductive outcomes: Unknown eligibility are now covered in section F. A number of the unproductive outcomes codes have also changed which means that it is important to make sure you work through the ARF to check which outcome code applies for each case. You should also have a look through the new ARF before starting your assignment to familiarise yourself with it.

Sections A and B deal with the address.

At A1, you will see that we make a distinction between addresses where it is possible to establish if the address is eligible or not and those where you are not sure about the eligibility. This is in order to calculate response rates more accurately. If possible, check with neighbours to establish the right code. If you are nevertheless unsure about eligibility, or if you have

established that the address is ineligible you are taken to Section E (for deadwood addresses) or F (for unknown eligibility) (see below).

At A2 you are asked to find out how many dwelling units are at the issued address. If you are unable to establish the number of dwelling units but are fairly certain that the address is eligible (i.e. residential/unoccupied) then you should code A and go to section D (for unproductive outcomes: eligible addresses). If you are unable to establish the number of dwelling units but are now unsure whether the address is eligible (i.e. residential/unoccupied) then you should code B and go to section F (for unproductive outcomes: unknown eligibility). You should obviously make the appropriate amount of visits throughout the fieldwork period in order to be sure whether the address is eligible or not.

If you find that the address contains two or more dwelling units (DUs) (e.g. flats, bed-sitting rooms), A4 takes you through the steps necessary to select one at random, by listing them all in a systematic way and using the selection label on page 1 to choose one at which to seek an interview. This will, in fact, happen only very rarely. But remember it is the exact address as given which counts. If the address on the label is 'Flat 4, 12 London Road', it is that part of accommodation that is the sampled address, not the whole of no.12.

Please note that you should list all of the dwelling units, both those that are unoccupied as well as those that are occupied, for the purpose of selecting a dwelling unit at random. If you select at random a dwelling unit that is unoccupied, you must not substitute this with an occupied dwelling unit. This is to ensure that respondents living in addresses containing two or more dwelling units are not over-represented in the survey.

(If you happen to come across an address with 13 or more dwelling units, there is a look-up table in Section G of the ARF that will tell you which one to select.)

It is essential that - if you need to select a dwelling unit - you follow the rules in making this selection. Only in this way can we be sure that we end up with a truly random sample of dwelling units and adults living there.

At **A5**, write in the number of the **selected** dwelling unit, (the "DU" code), that is the number printed on the grid at **A4** - **not** the flat or room number of the unit itself.

If the address on the label is spelt wrong, or is incomplete, record this at **A6** and make any necessary changes on the label (and later enter the correct address in the admin block).

A7 establishes whether the (selected) DU is residential and occupied as a main residence. If so, you are routed to section B; if not (or if you are unsure) you are routed to section E or F.

Section B helps you to select a household if there are multiple households at the (selected) dwelling unit and the individual within the address for interview. A useful tactic is to explain at the outset that you have to ask a few questions beforehand to make sure you interview the 'right person' - to ensure that you get a true cross-section of views and give everyone an equal

chance to be included. If you can make the person giving the information feel that he or she is helping - and know why it is necessary - you will find it easier to gain co-operation.

At B1 you are asked to find out how many households are at the (selected) dwelling unit. If you find that the address contains two or more households (e.g. a person or groups of people who do not share meals or living space such as a lodger or some house sharers), B3 takes you through the steps necessary to select one at random, by listing them all in a systematic way and using the selection label on page 1 to choose one at which to seek an interview. This will, in fact, happen only very rarely. When listing households at B3 you should list them alphabetically by people in the household, then if there is more than one person in the household, it is alphabetically within household. For example, if you found two households- one with Mark and Alice, and one with Chloe, Nicky and Katie- you would list the people in the household alphabetically and list the households alphabetically as below:

DESCRIPTION	HH CODE
Alice and Mark	01
Chloe, Katie and Nicky	02
	03
	04
	05
	06

(If you happen to come across an address with 13 or more households, there is a look-up table in Section G of the ARF that will tell you which one to select.)

The distinction between dwelling unit and household sometimes causes confusion.

The **dwelling unit** should be thought of as a home with its own front door.

A **household** is defined for the purposes of this study as:

One person living alone or a group of people living at the same address (and have that address as their only or main residence), who either share at least one main meal a day or share the living accommodation (or both).

Included in a household are: people on holiday, away working or in hospital for less than 6 months; school- age children at boarding school; students sharing private accommodation.

Excluded from a household are: people who have been away for 6 months or more, students away at university or college; temporary visitors and people living in institutions.

Note that on ESS you need to consider three stages of selection: selection of dwelling unit, selection of a household within that (selected) dwelling unit and selection of an individual. In the majority of cases the issued address will only contain one dwelling unit and the dwelling unit will only contain one household. But on rare occasions households may be different to the dwelling unit.

After you make contact, you must record at **B5** how many people aged 15 and over there are living at the dwelling unit. On each occasion where there is more than one person aged 15+ living at the dwelling unit, you must use a random selection procedure to choose one for interview, as follows:

At **B7**, list all resident adults in alphabetical order of their first name or initial. For example, if there are 4 adults in a household called Brian, Maggie, John and Paul:

FIRST NAME OR INITIAL	PERSON NUMBER
B.	01
J.	02
M.	03
P.	04
	05
	06

By referring to the selection label shown earlier, you will see that person number **2** is to be interviewed, as this is the number printed under '4' on the label. At **B8**, write in the person code that is printed in the grid at **B7**. So in the example, person number 2 (initial J) has been selected, and you will write '02' in the boxes at **B8** and circle '02' in the grid.

Please note the following points:

- If there are two people with the same first name, list them in **alphabetic order** of their **full** name. If the full names are the same, list them in order of their **age**, with the eldest first.
- Make sure that you write in the initials or names in the grid at B7, as you may be asked to enter this information in the admin block as part of the way that checks can be carried out on your work, to reassure us that the correct person has been selected.
- If someone refuses to give the names or initials of resident adults at this point and you are unable to carry out the selection procedure, please code A (Don't know) at B5 and outcome code 423 at D1.

If there are 13 or more adults living at the selected address, use the look-up list in **Section G** of the ARF to tell you which one to select for interview.

A few last points about selecting respondents:

- (i) Any responsible **adult** member of the household may provide the information that you need in order to establish who it is you are to interview. But **never** take information from those aged under **15**.
- (ii) Interview **only** persons living at listed addresses. Never follow anyone to a different address, although you could of course conduct an interview somewhere else (e.g. at work). No substitutes are permitted, so if the selected person is in hospital or away for the duration of the survey, or too old or too ill to be interviewed, then no interview can take place.
- (iii) This survey is intended to cover only the population living in **private households** - not those living in institutions. But people can be living as private households within institutional premises. Even if the address you have been given appears to be that of an institution, check that no one is living in a private household on those premises before abandoning the possibility of an interview there.

Once a random selection has been made, no substitute can be taken, even if there is another adult living there who is available and willing to be interviewed.

At **B9** you are asked to write the **full name** of the selected person on the front page of the ARF. If someone refuses to give their name, write in 'Refused' – later on this information will be entered in the admin block.

For each person selected we need to know whether an interview was carried out or not. Productive outcomes are covered at Section C, and unproductive outcomes at Section D, E and F.

As noted above parental permission should be sought if the selected respondent is:

Aged 15-17 and living with their parent(s)/guardian(s).

Please ensure that you get consent from an adult **before** starting the interview with the child.

Section C is for *productive* outcomes. Productive outcome codes are computed by the program and displayed in the Admin block. There are separate outcome codes for full and partial interviews.

Very occasionally, you may not be able to finish an interview, or you may have to leave gaps because a particular respondent is finding it hard to cope. But a 'partial' will count as a 'productive' interview if you have answered up to and including the question F73. An 'unproductive' partial is one where less than this but at least some attitude questions are completed, and should be coded '440' at D1.

If no interview was obtained, you are asked to record why at **D2**. This could be because there was no contact (codes 310-323): (a) no contact was ever made with anyone at the address, (b) contact was made at the address but not at the selected DU (obviously this code should only be used if there are several DUs at the address), or (c) contact was made at the (selected) DU but not with a responsible resident adult (e.g. if you only ever spoke to a child) or with the selected adult. Or it may be because of refusal (codes 421 - 450) or other non-productives (codes 510-599). Make sure that this extra information is then keyed in the admin block as it is needed for reissues and backchecking.

For all non-productives you must:

- Enter the relevant unproductive outcome code in the Admin block.
- Complete as much of the Admin block as you can, entering Don't Know (Ctrl+K+Enter) at any questions where you don't have the information.
- Enter the interviewer observation information (from Section H on the ARF) in the admin block
- **Transmit** the serial number as unproductive.
- **Return the ARF to the Yellow Team in Brentwood with all other completed ARFs.**

Remember: as well as sending back any unproductive ARFs you must also transmit the appropriate unproductive serial numbers.

Sections E and F have outcome codes for ineligible addresses (deadwood) and unknown eligibility (you are routed to Sections E and F from codes at A1, A7 or B2).

Section E caters for addresses that are definitely ineligible. Before coding an address as non-residential or communal establishment/institution, remember to check that there is no resident private household within the address (e.g. a caretaker's flat).

Section F has outcome codes for those addresses where you are unsure about eligibility (but please check with neighbours where possible).

Please write in as much additional information about ineligible addresses and addresses where eligibility is unknown as you can at **F4**. Later on, you will need to key these details in the admin block for use at reissues and back checking.

Section G is a look-up chart for selection in cases where there are more than 12 DUs at the address of more than 12 persons in the (selected) DU.

Section H asks for your observations about the address. This information will be used in analysing the different characteristics of respondents and non-respondents. Note this information should be collected - before making contact - for all non-deadwood addresses *including office refusals*.

Returning ARFs to Brentwood

All ARFs, productive and unproductive, for this project should be sent back to Brentwood. You should not shred the ARF yourself as you may do on other projects. ARFs should be sent back to Brentwood for all cases once a serial number is completed and transmitted. You should return ARFs in standard return of work envelopes but at no time should you send back more than 5 in one envelope.

Field procedures

Backing up via the modem

All work is now backed up automatically with transmissions to the office on every 3rd day. If necessary a manual back up can be done through the Backups and Restores screen.

The Admin Block

The Admin block should be completed once you have reached a final outcome code.

The Admin block mirrors the ARF and for the most part you will simply be transferring information from the ARF. Please transfer your answers exactly as they are on the ARF, following the instructions on the screen.

You must complete an Admin block for **every** serial number, including unproductives, deadwood and office refusals. Failure to complete all Admin blocks will prevent you from doing your end of assignment clearout.

Project managers

We have special ESS project managers in all the Field Areas (similar to those used on continuous surveys like HSE). They will be responsible for monitoring how fieldwork is going in their area. Your Team Leader will be in touch with you throughout the fieldwork period and will report progress to the Project Manager.

Returning work

Work should be returned via standard modem procedures – as soon as you have anything to transmit. Never hold onto work for more than a week – lots of time is wasted trying to locate untransmitted interviews. Interviewers should only return productive CAPI interviews once they have an outcome code for the self-completion questionnaire; hence, if this has been left with the respondent to be collected in a few days, the transmission of the CAPI interview should be delayed until the completed self-completion questionnaire has been obtained.

Regular transmissions will minimise the risk of lost productives through laptop failure, loss or damage. It will also ensure that Newsflash information will be received quickly as well as any possible program updates.

The Questionnaire

General Guidelines

First, a feature of such a wide-ranging questionnaire is that people are likely to be more interested in some questions than in others. It is important to establish the right speed at which to ask the questions. Rushing the respondent clearly has to be avoided, but an over-deliberate approach would be equally wrong. It may be that some respondents want to give a great deal of thought to some of the issues, but we are seeking to capture present attitudes, not to conduct a philosophical discussion or a political debate! If some respondents have no particular viewpoint on a topic, or if they cannot answer the question as posed, a 'don't know' or 'other answer' code is acceptable; then you just move on to the next question.

Second, before you start the interview respondents must be given a set of showcards.

Third, throughout the questionnaire we will be using a number of general phrases that may cause the respondent to ask for further explanation. An example might be "In your area". In this and many similar cases we do not wish to give the respondent any further explanation. The phrases used are intended as general ones. Simply read the question or statement out, and tell respondents that they should answer in terms of whatever they understand by the phrase.

Fourth, there are some questions where people are asked to give information that may be regarded as sensitive. Some respondents may feel uneasy about giving information on their voting behaviour or income, for example. Try and gently reassure the respondent that everything they say will be treated in strict confidence. If they still refuse, this should be coded as 'refusal'. Similarly, if a respondent does not know the answer to a question and there is no explicit code for this, use the 'don't know' code. We need to know when respondents refuse directly or cannot answer particular questions.

Fifth, at questions where an 'other' answer code has been provided, the other answer should be recorded verbatim. An 'other answer' should be coded only when one of the pre-coded answers will not fit after probing.

Sixth, the interview questionnaire is divided into blocks of question topics (see next page for details). Sometimes these are introduced by (e.g.) "And now some questions on ..." but often they are not. Respondents do not need to be made aware of the various blocks or sections of the questionnaire during the course of the interview; the questionnaire is designed to be administered as a single unit with a reasonably smooth transition between groups of questions and different topics.

If a respondent does break off the interview part way through (this happens very rarely), you should establish whether they would be prepared to continue at a later time.

Seventh, checks have been built into the questionnaire script so that if answers seem impossible or contradictory you will be shown a warning screen. In some cases, these checks are 'soft' whereby answers seem out of the ordinary. In these cases we are not pushing respondents to change their answer, merely to check that they meant what they said. For example, it could be that they misheard you or you accidentally pressed a number twice so that 5 appeared as 55. Where the answers contradict each other you will be sent back to the question it refers to – these are the 'hard' checks. You have to amend at least one of those answers in order for the script to move on.

Eighth, as the survey is being carried out in all countries of the UK i.e. England, Scotland, Wales and Northern Ireland, the country the questionnaire refers to is different for those interviewed in Northern Ireland compared to the rest of the UK. If you are conducting interviews in England, Scotland or Wales questions will refer to Britain, British people etc whereas in Northern Ireland they will refer to the UK, people of the UK etc.

Layout of the Questionnaire

SocTrus module	Media; social trust	
Politic module	Politics, including: political interest, efficacy, trust, electoral and other forms of participation, party allegiance, socio-political evaluations/ orientations	
Ident module	Subjective well-being and social exclusion; religion; perceived discrimination; national and ethnic identity	
Welfare module	Rotating Module – Welfare, including attitudes towards welfare provision, size of claimant groups, views on taxation, attitudes towards service delivery and likely future dependence on welfare.	
Ageing module	Rotating Module – Ageism, including attitudes towards and experiences of Ageism, age related status, stereotypes, experience of discrimination and contact with people in other age groups.	
Classif module	Socio-demographic profile, including: Household composition, sex, age, type of area, Education & occupation details of respondent, partner, parents, union membership, household income, marital status	
SuppHV module	Human values scale	
SuppTest module	Test questions	Respondents will be allocated one of three versions of this.
Section I	Interviewer questions	

Sections D and E are rotating modules. This does **not** refer to rotating within the questionnaire. All respondents are asked both sections. Instead, this is referring to the fact that these modules are only being asked in the 2008 survey. They were not asked in the previous 2006 survey. The questionnaire has a core element to it which is consistent across the years. However, at each round the survey also has room for two sections which are of particular policy or academic interest at that point in time. These sections provide a more in-depth focus and so vary for each round of the survey.

The Questionnaire – in detail

This section provides details about particular questions where a little more explanation may be useful. This should help you to respond to any questions that respondents may ask you during the interview.

Media Use and social trust

A1-A4/ TVTOT TVPOL RDTOT RDPOL These questions ask about the amount of time spent watching TV or listening to the radio on a weekday (that is, Monday to Friday). If respondents ask for clarification, this refers to time spent actively watching or listening, rather than time when the TV or radio are merely on 'in the background'.

A1-A5 Reading newspaper, watching TV or listening to the radio via the internet should be included.

Voting Behaviour

B11/VOTE If respondents answer that they did participate in the election, but deliberately 'spoil' their ballot paper or left it blank, record this as 'No' (code 2). This is especially relevant in countries where voting is compulsory.

PrtVtNI/ PrtCINI / PrtMbNI

If you are working in Northern Ireland then the response list for these questions will list the Northern Irish political parties.

- 1 Ulster Unionist Party
- 2 Democratic Unionist Party
- 3 Sinn Fein
- 4 Social, Democratic and Labour Party
- 5 Alliance Party
- 6 Progressive Unionist Party
- 7 United Kingdom Unionist Party
- 8 Women's Coalition
- 9 United Unionist Assembly Party
- 10 Northern Ireland Unionist Party
- 11 Workers Party
- 12 Other (specify)

Welfare

D7-D10 It is anticipated that some respondents will need to guess here. If a
UEMPLWK respondent says 'don't know' please remind them: 'If you are not sure please
SICKDSB give you best guess.'
NMNYBSC
BRNOCNT

D21 It is essential that the introduction before *SBSTREC* is read out. The introduction
SBSTREC gives a description of what is meant by social benefits and services. Take care
not to give any further clarification or examples but if necessary you can repeat
the definition given here.

Ageism

E1 and E2 Interviewers should record the age (in years) given by the respondent. If the
AGDCYNG respondent says 'it depends' OR 'it never applies' then accept this answer
AGDCOLD and do not probe. If the respondent provides an age range, interviewers
should ask for a specific age within that range.

E3 Note that answer code 'I' has been deliberately excluded from the code frame to
AGEGRBL avoid confusion. Respondents will give a letter answer that should then be coded
with the code number adjacent to it on the questionnaire.

E5-E7 The introduction to question *STSP20-70* refers to social status. The follow-up
STSP20 references are to status but social status is intended throughout and status was
STSP40 used alone simply to shorten the question.
STSP70

E44 Respondents who are reluctant to provide an actual age could be asked simply
AGEYO30 to indicate whether they are 29 or under or 30 or older.

E47 This question asks about family members. In the context of this question, 'family'
MBFMO70 includes any relative whether they are a blood relative or through marriage.

E49 This question should be answered 'Yes' or 'No'. If the respondent says 'yes' the
PVOLWRK follow-up section should also be asked.

E50 / E51 The reference made to 'this time' refers to the work done in the last month

TWCOL20 (recorded at PVOLWRK).

TWCOL70

E52 There is a special A4 landscape pictorial card to assist respondents at
SGR2070 this question. Respondents will give a letter answer that should then be
coded with the code number adjacent to it on the questionnaire.

Household Grid

F1/HHMMB This question asks for the total number of people in the household (including children). You should have, of course, recorded the number of people over the age of 15 on the ARF. If you should discover at this stage that you have been given the wrong information for the ARF selection:

- Do NOT change the ARF or redo the selection procedure
- DO record the correct information at F1 / HHMMB
- DO make a note of what happened beside the household grid.

F4/RSHIPA This question refers to **the individuals in the grid and their relationship to the respondent**. The direction of this relationship is crucial. Interviewers should ensure that the respondent is answering “this person is my...”

Education achieved

EdLv1UK / EdLv1PUK / EdLv1FUK / EdLv1MUK

The questions about education have been modified to match the UK qualifications system. There are three separate questions. The first one covers the highest qualification achieved below degree level. The second question covers qualifications achieved at degree level and above. For each of these there is an option to code ‘None of these’. When asked about the respondents partner/parents, you can also code ‘Don’t know’. The third question asks when the respondent/partner/ parents completed their full time education.

F6a/EDUFLD This question asks those with any qualifications in which **one** field or subject their highest qualification is in.

Respondents who are still at school and do not have qualifications will not be asked this question. If respondents have more than one qualification at their highest level in a different subject then they should be coded as 01 at this question.

Below is some clarification for the categories on the showcard. Where no guidance is given respondents should be reminded that there is no right or wrong answer and instructed to choose the category they think best matches their highest qualification.

Category 07 'Science, mathematics, computing, etc' includes the natural sciences e.g. Biology / Chemistry.

Category 10 'Social and behavioural studies, public administration, media, culture, sport and leisure studies, etc' includes the behavioural sciences such as Psychology, Political Science, Sociology and other Social Sciences. Sport and Leisure activities include leisure and tourism qualifications, qualifications for working in hotels etc.

F7/EDUYRS 'Years of education' refers to all education completed including school and education after school. These years do not have to be continuous but the total should only include the years in education, not the gaps in between. Vocational training should be included, but apprenticeships should not.

Part-time education should be reported as the equivalent number of full-time years. For example, if a course would take one year full-time, but was done part-time over two years, it would be reported as one year.

Economic Activity

ActFW is a multi-code question and some respondents **should** choose several types of economic activity undertaken in the last seven days. All of them should be coded at *ActFW*. Interviewers should probe respondents to find out if any others are relevant by asking 'Which others?'. **All** economic activities that a respondent has undertaken in the last seven days should be recorded.

At *MainAct*, only one answer should be given. This should be the activity the respondent considers to be their main activity.

If a respondent is not sure or doesn't know, please probe to find out which of the items on the card comes closest to what they were doing in the last week.

The following notes explain the categories at *ActFW* more fully:

01 **In paid work** (or away temporarily) (employee, self-employed, working for your family business)

This category includes all types of paid work, whether for an employer, or on the respondent's own account as self-employed. It includes casual, part-time and temporary work.

Voluntary work, or work carried out where only expenses are reimbursed or work paid for in kind (e.g., receiving board and lodgings only) where there is no financial transaction, are EXCLUDED from this category.

People away temporarily would include those who were absent from work last week because of sickness or injury, holiday, compassionate leave, or maternity leave, provided that they have a job to go back to with the same employer or as self-employed in the same field. It would also include people who were temporarily laid off, or on strike, or locked out, again provided that they have a job with the same employer to go back to, or to the same self-employed status.

People whose contract of employment incorporates regular but intermittent work (e.g., some staff in educational institutions, or professional sportsmen, whose wages are paid only during term-time or in the season, and who therefore may not have worked last week) are included in this category.

02 **In education**, (not paid for by employer), even if on vacation

All students, even those doing vacation jobs during the last week, are to be coded in this category. If the student is on vacation and will continue to be a student only if he or she passes an exam, assume that the exam will be passed and still treat the respondent as in full-time education.

03 **Unemployed**, and actively looking for a job

This category includes all unemployed who are actively looking for a job. This would include people seeking work through central or local government employment services, people registered with private employment agencies, people answering advertisements for work, advertising for work or even people just actively looking around for opportunities.

04 **Unemployed**, wanting a job but **not actively looking for a job**

Include here any respondents who are unemployed, but who are not actively looking for a job at the moment. People who, for instance, have given up looking for work would be included here, or those who are ill and temporarily unable to look for work. Respondents should normally be left to decide for themselves whether an illness in this case is temporary or not. If in doubt, include it if it has lasted less than six months.

05 **Permanently sick or disabled** covers people out of work and not seeking work because of permanent (or indefinite) sickness or disability. People who have never worked

because of disability are included. In cases of doubt over whether an illness or disability is permanent, treat it as permanent if it has lasted continuously for six months or more.

- 06 **Retired** from work covers people who have retired from their occupation at approximately the normal retirement age or who have taken 'early retirement', and are not seeking further employment of any sort.
- 07 **In community or military service** Note that this code does not apply to jobs in the military but to compulsory military service only.
- 08 **Doing housework, looking after children or other persons** covers anyone involved in unpaid domestic or caring duties. There can be more than one person in a household in this category - here we are concerned only with the respondent's position.
- 09 **Other** is not on the show card. It covers anyone who does not fit into any of the 8 categories on the card.

The following notes explain the categories at MainAct more fully. Please note the criteria for coding at MainAct will differ from at ActFW because we are now asking for main activity. The differences are underlined in the text below.

Code

- 01 **In paid work** (or away temporarily) (employee, self-employed, working for your family business)

This category includes all types of paid work, whether for an employer, or on the respondent's own account as self-employed. It includes casual, part-time and temporary work.

Voluntary work, or work carried out where only expenses are reimbursed or work paid for in kind (e.g., receiving board and lodgings only) where there is no financial transaction, are EXCLUDED from this category.

People away temporarily would include those who were absent from work last week because of sickness or injury, holiday, compassionate leave, or maternity leave, provided that they have a job to go back to with the same employer or as self-employed in the same field. It would also include people who were temporarily laid off, on strike, or locked out, again provided that they have a job with the same employer to go back to, or to the same self-employed status.

People whose contract of employment incorporates regular but intermittent work (e.g., some staff in educational institutions, or professional sportsmen, whose wages are paid only during term-time or in the season, and who therefore may not have worked last week) are included in this category.

02 **In education**, (not paid for by employer), even if on vacation

All students, even those doing vacation jobs during the last week, are to be coded in this category. If the student is on vacation and will continue to be a student only if he or she passes an exam, assume that the exam will be passed and still treat the respondent as in full-time education.

03 **Unemployed**, and actively looking for a job

This category includes all unemployed who are actively looking for a job. This would include people seeking work through central or local government employment services, people registered with private employment agencies, people answering advertisements for work, advertising for work or even people just actively looking around for opportunities.

04 **Unemployed**, wanting a job but **not actively looking for a job**

Include here any unemployed, but who are not actively looking for a job at the moment. People who, for instance, have given up looking for work would be included here, or those who are ill and temporarily unable to look for work. Respondents should normally be left to decide for themselves whether an illness in this case is temporary or not. If in doubt, include it if it has lasted less than six months.

The remaining four categories cover those members of the population who are generally considered to be economically inactive.

05 **Permanently sick or disabled** covers people out of work and not seeking work because of permanent (or indefinite) sickness or disability. People who have never worked because of disability are included. Do not include retired people in poor health who would not be seeking work even if they were healthy. In cases of doubt over whether an illness or disability is permanent, treat it as permanent if it has lasted continuously for six months or more.

06 **Retired** from work covers people who have retired from their occupation at approximately the normal retirement age or who have taken 'early retirement', and are not seeking further employment of any sort. Retired people who are permanently sick or have become disabled should still be recorded as retired.

People who leave work when they marry to look after the home or to raise a family and who have not worked for many years, should be classified as 'looking after the home' rather than retired. But it is difficult to define retirement exactly. Apart from the proviso made about these cases, the respondent's description from the card should generally be accepted.

07 **In community or military service** Note that this code does not apply to jobs in the military but to compulsory military service only.

08 **Doing housework, looking after children or other persons** covers anyone more or less wholly involved in unpaid domestic or caring duties when classifying economic

position. There can be more than one person in a household in this category - here we are concerned only with the respondent's position.

09 **Other** is not on the show card. It covers anyone who does not fit into any of the 8 categories on the card. But remember that people who are in any kind of paid work (including casual self-employed jobs) should not be included here.

EmplRel

The next few questions ask about the respondent's main job (where applicable). This could be their current job, or their last job, if they are currently out of work.

If the respondent has more than one job, they should answer about the one which occupies them for the most hours per week. If they have two jobs that are exactly equal, they should answer about the more highly paid of the two.

Some self-employed persons will have their own businesses, some will simply be involved with casual or intermittent work. A person in a one-man business is not necessarily self-employed; if the business is a company, he or she may well be an employee of the company, drawing a salary.

Occupation Question Sequence

We wish to collect occupational details of almost all respondents, excluding only those who have never had a job.

Ask everyone else about their current or last job. Please probe fully for all relevant details; if any are missing, we may be unable to code occupation and industry accurately. When asking for occupation information please remember to get as specific a job title as possible. Many respondents will give you titles which could cover a wide range of duties and responsibilities. Examples of inadequate job titles are:

Chemist, teacher, operator, builder, manager, agent, engineer, clerk, civil servant, local government officer, soldier, police officer

The term engineer can cover jobs from TV repairmen up to highly qualified professionals helping to build multi-storey buildings so it is essential that more detail is noted. You must therefore probe for the full job title as well as the exact type of engineering performed. For people in the police, armed forces etc rank is always required. For civil servants, class and grade are always required.

When asking about the type of work that is done in the job always get a clear description of what the respondent actually does in his or her job. However precise the job title you obtain, this very often leaves room for doubt about the nature of the work actually done.

To be able to classify manufacturing and construction jobs we need to know what materials are used. For example, to classify a boat builder we need to know whether the boats are constructed from wood, metal or fibreglass. For these types of occupation always probe with:

“What materials do you make things with?”

Makedo

Here we collect standard industry information about the respondent’s current or last job. If the respondent uses jargon to describe the work, ask him/her to explain in more detail. Remember that the coder can only work with what you have recorded, whereas you have the opportunity to get the respondent to clarify.

When asking for industry information useful probes to use include:

“What is the main product or service of the establishment?”

“What exactly is made or done at the establishment?”

“What materials or machinery does that involve using?”

In addition, it is important to define what type of work the organisation does, whether it is manufacturing, wholesale/distribution, retail, services, public sector etc.

F23 We wish to record the type of organisation that the respondent does / did
TPORGWK work for. The question seeks to identify the sector they work in. The main distinction we are looking for here is whether the job is in an environment where the ownership or funding comes from some part of the public sector, understood as central or local government, even if this is dispensed through some third party, such as a funding council or some arms-length organization. Where a sector may have complex inter-relationships between public and private management, get the respondent to focus on their own employment situation. So someone providing outside catering or cleaning services to a hospital or school is in the private sector even if it is a state-funded school.

TITLE- Respondents are less likely to see the classification of occupations as a
TYPEWK problematic or detailed task, so we need you to get as much information as possible. Job titles are a useful starting point but are rarely sufficient. Jobs such as accountant, teacher, nurse, engineer, and labourer can have many different types and be carried out in different situations. Use *TYPEWK* to probe

for as full a description of their work activities as possible, possibly getting them to specify their day-to-day duties.

Household income

HIncTNt

At HIncTNt you should obtain the **total net income** of the household from all sources, that is, **after tax**. Income includes not only earnings but state benefits, occupational and other pensions, unearned income such as interest from savings, rent, etc.

We want figures **after** deductions of income tax, national insurance, contributory pension payments and so on. The questions refer to **current level** of income or earnings or, if that is not convenient, to the nearest **tax** or other period for which the respondent is able to answer. The respondent is given a showcard that enables them to choose between their weekly, monthly or annual income, whichever they find easiest. They will then give you the letter that corresponds to the appropriate amount. This system is designed to reassure the respondent about the confidentiality of the information they are giving. Please note that the income bands shown on the showcard are not equal, they have been calculated so that equal numbers of respondents fall into each of the bands, although this should not be communicated to the respondent.

Economic Activity of Partner

ActFWP

See Economic Activity notes above for details of codes and probing.

Father's/Mother's work when respondent was 14

EmprF14/EmprM14

These questions ask the respondent to code the occupation of their parent(s) when the respondent was aged 14. Respondents are typically going to remember the job title first of all and thus try to fit them into the appropriate category. Please bear in mind that the example lists are not exhaustive and so when looking through the list of occupations, some respondents may complain that they cannot find their parent's occupation listed. Please give them time to try to fit them into a category as best as possible. If respondents cannot choose and are torn between several categories then ask them to make their best guess, using the example job titles as references. If they still cannot choose then you are able to code 'Don't know'.

Marital Status

MaritalA-DvrcdEv

At Marital 'civil partnerships' should only include legal civil partnerships and should not include private arrangements made between two people. If interviewers believe the respondent has misunderstood the meaning, they should offer clarification.

Codes 02, 04, 07, 08 refer solely to 'civil partnerships'.

Codes 01, 03, 05, 06 refer solely to traditional marriages.

A "**civil partnership**" is a new legal relationship, which can only be formed by two people of the same sex. It gives same sex couples the ability to obtain legal recognition for their relationship. Couples who form a civil partnership have a new legal status – that of "civil partner".

Same-sex couples who form a civil partnership have parity of treatment in a wide range of legal matters with those opposite-sex couples who enter into a civil marriage.

Please be aware that MaritalA asks about the respondent's **legal** marital status e.g. a woman may be living with her partner but has never been married before, therefore that respondent should use code 9 "*Never married AND never in a civil partnership*". LvgPtn follows up on whether that woman lives with a partner. Marital merely seeks to ascertain legal status so should not be confused with looking at the respondent's personal circumstances.

Human value scales

This section is the 21-item Schwartz Scale of Human Values which is proving very valuable analytically. Respondents are given some brief descriptions of people and then they are asked to say how much that person is or is not like them.

Test questions

This section of the questionnaire contains some repeat measures of questions asked earlier in the interview. In some cases these are identical repetitions, and in some cases they have been modified slightly as part of an experiment. These test questions are an important part of our quality control measures and maintain the survey's high methodological standards. An introduction at the start of this section of the questionnaire explains the reasons for this repetition. It is important that this is **always** read to respondents.

The results from these test questions, analysed alongside the original questions, will help guide questionnaire design in future waves of this survey. By posing questions in different ways we will be able to compare the answers and hopefully draw conclusions about the best way to design questions. The results will also influence questionnaire design on other surveys which you may come to work on, again owing to this survey's widespread appeal within the research profession.

Interviewer Questions

Your answers to these questions help to give us an idea of how the interview went, and how the respondent reacted to the experience. Please ensure that the respondent does not see the answers to these questions.

Interviewing respondents with disabilities

If you come across a respondent where our normal interviewing procedures will not work because they have a disability, please consult the “Guidelines for Interviewing People with Disabilities” and follow the advice.

The following are particularly relevant to this project:

- If the respondent has difficulty in reading (for whatever reason), you should offer to read out the showcards.
- If the respondent is hard of hearing, investigate whether it would help if you positioned yourself so that he or she can lip read, If that will not help, you should investigate whether the respondent would be willing to sit next to you and read the questions off the screen. This method should only be used if you cannot otherwise conduct the interview, as the respondent will be able to see occasional instructions that would not normally be seen by respondents. It is, however, better than no interview.

If none of these suggestions work, please find out whether there is any other measure that would make it possible to conduct the interview. Then contact the office with this information and NatCen will take reasonable steps to conduct the interview.

Respondents with limited English

If the selected respondent does not have a sufficiently good command of English to conduct the interview, please note that you CANNOT use another person as an interpreter for this survey.

Reallocations and reissues

There is a special re-allocation outcome code:

Code 612: Issued but not attempted

This will enable interviewers with addresses that fall into this category to clear out their work at the end of an assignment. This should only be used when advised by your Team Leader or the Yellow Team at Brentwood.

Code 900 should no longer be used for reallocations and code 612 (issued but not attempted) should be used instead.

Any queries?

If you have any queries or problems about how to complete the questionnaire, please do not hesitate to telephone a member of the research team at the Head Office:

In London:

Rossy Bailey (020 7549 9559) r.bailey@natcen.ac.uk

Alun Humphrey (020 7549 9561) a.humphrey@natcen.ac.uk

Queries about field arrangements should be raised with your **Team Leader** or Area Manager in the first instance.

If you need to phone the Yellow Team in Brentwood contact –

Sandra Comber - 01277 690053

Laura Common - 01277 690054

Audrey Hale - 01277 690050

We hope that all goes well and that you enjoy the assignment.

Practice serial numbers

There are a number of practise serial numbers for you to use before you start work. The 'issued address' for practice serial numbers is '35 Northampton Square'.