

Department for Work and Pensions

Research Report No 694 appendix supplement

Jobseekers Regime and Flexible New Deal Evaluation: Stage 2 and Stage 3 Customer Surveys

Appendix supplement

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A report of research carried out by IFF Research Ltd on behalf of the
Department for Work and Pensions

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Views expressed in this report are not necessarily those of the Department for Work and Pensions or any other Government Department.

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Appendix D: Stage 2/comparison survey letter

Dear <NAME>,

Experiences of claiming Jobseeker's Allowance survey

I am writing to ask for your help with an important research study which has been commissioned by the Department for Work and Pensions. The aim of this research is to talk to people about their experience of claiming Jobseeker's Allowance and about whether they think Jobcentre Plus is meeting their needs. We are keen to speak to those who have claimed such as yourself, regardless of whether you are now working, claiming benefit, retired or doing something else.

This research will be carried out on our behalf by IFF Research, an independent research agency. IFF will be conducting a telephone survey with a random selection of customers in January 2010. Under the terms of the Data Protection Act, 1998, we are permitted to give your information to other organisations for the use of research and statistics.

If you are selected IFF will be in contact over the next few weeks to see if you are able to help us with this study - you do not need to respond to this letter. Telephone interviews will last around 15 minutes and can take place at a time that is convenient to you.

Anything you tell the researchers will be held in the strictest confidence. The findings of the study will not identify you, and no personal information will be passed to anyone outside the research team and the Department for Work and Pensions research team. Taking part in the research is entirely voluntary and will not affect any benefits you receive either now or in the future.

If you do **not** wish to take part, please let IFF know by calling the freephone number **08000 147 353**, leaving your name and quoting the **reference number** at the top of this letter before Sunday 3rd January. If you have any questions about the research process, please call a member of the research team at IFF Research on 0207 098 3993.

If you are contacted by IFF Research I hope you will take the opportunity to contribute. The information you provide will allow us to improve the help and support we give to unemployed people in the future.

Yours sincerely,

Matthew Garlick

Department for Work and Pensions

Appendix E: Stage 2/comparison survey materials

PRIVATE & CONFIDENTIAL

Jobseekers Regime and
Flexible New Deal Telephone
Survey

STAGE 2 ONLY
J4715
December 2009

STAGE: SURVEY		PHASE: RECORD PHASE FROM SAMPLE		AGE: RECORD AGE FROM SAMPLE	
STAGE 1/COMPARISON	1	Phase One	1	18-24	1
STAGE 2/COMPARISON	2	Phase Two	2	25-49	2
STAGE 3/COMPARISON	3			50+	3
FND/COMPARISON	4				

BACKGROUND AND INTRODUCTION

ASK FOR NAMED RESPONDENT

S1. **Good morning / afternoon, my name is _____. I work for IFF RESEARCH, an independent research company currently conducting a project on behalf of the Department for Work and Pensions. We are talking to people who have claimed Jobseeker’s Allowance to find out what they think about the services they have received from Jobcentre Plus We would like to speak to you regardless of whether you are now working, claiming benefit or doing something else. You may recall receiving a letter about the survey?**

If you wish to take part the interview will take around 15 minutes to complete, depending on your answers and will be conducted in accordance with the Market Research Society Code of Conduct.

REASSURANCES TO USE IF NECESSARY

- **The interview will take around 15 minutes to complete**
- **Your name has been randomly selected from Jobcentre Plus records of people who recently claimed Jobseeker’s Allowance**
- **The survey is intended to find out people’s views about the support they receive from Jobcentre Plus and about what people do after they stop claiming benefits or change the benefit they are claiming**
- **We would like to speak to people who are claiming or have claimed Jobseeker’s Allowance**
- **We would like to speak to you regardless of whether you are now claiming benefit, working, or doing something else**
- **Completing the survey will not affect your benefits or other dealings with DWP or Jobcentre Plus, either now or in the future**
- **All responses will be treated with the strictest confidence under the guidelines of the Market Research Society**
- **Contact at IFF is Charlie Taylor or Catherine Riley on 0207 250 3035**
- **If necessary contact at DWP is Matthew Garlick on 0114 267 7387, refer to IFF contacts first**

Continue	1	GO TO A1
Definite appointment	2	MAKE DEFINITE APPOINTMENT / SOFT CALL BACK
Soft appointment	3	
Refusal	4	THANK AND CLOSE
Not available in deadline	5	
Respondent not known at address	6	
Respondent has died	7	
Respondent is in prison	8	
Respondent is living outside the UK	9	
Respondent unable to participate due to health / disability (please specify)	10	
Respondent cannot complete interview in English (please specify preferred language if possible)	11	GO TO LANGUAGE TEXT

LANGUAGE TEXT IF RESPONDENT ABLE TO SPECIFY LANGUAGE

We will try our best to call back soon with an interviewer who can speak this language and help you to complete the survey.

THANK AND CLOSE

SECTION A: CONFIRMING STATUS WHEN CLAIM STARTED

ASK ALL

- A1. **First of all, could you confirm that you started a claim for Jobseeker's Allowance or had your first New Jobseeker's Interview for a new claim on or around [MONTH AND YEAR OF CLAIM START DATE]?**

ADD IF NECESSARY: **For the moment it does not matter whether you are still claiming, how long the claim was for or if you have now stopped, please could you just confirm if you did start a claim for Jobseeker's Allowance in [MONTH AND YEAR OF CLAIM START DATE]**

INTERVIEWER NOTE: Do not have to agree with exact date – around a week either side is fine.

Yes – started claim for JSA on or around [MONTH AND YEAR]	1	CONTINUE
Started claim for JSA but not on or around [MONTH AND YEAR]	2	THANK AND CLOSE
Started benefit claim or received benefit on or around [MONTH AND YEAR] but not JSA	3	
Never started a benefit claim or received benefits	4	
Tried to start a claim but not eligible or did not receive payment	5	THANK AND CLOSE

ASK ALL

- A2. **Had you ever claimed Jobseeker's Allowance BEFORE [MONTH AND YEAR OF CLAIM START DATE]?**

ADD IF NECESSARY: **If you started to set up a claim but did not receive payment please count this as 'no'**

Yes	1	CONTINUE
No	2	ASK A4

IF CLAIMED BEFORE (A2=1)

- A3. **In the last three years how many separate claims for Jobseeker's Allowance have you had in total, INCLUDING the claim you started on [MONTH AND YEAR OF CLAIM START DATE]?**

ADD IF NECESSARY: **Every time you stop a claim, even if for a short time, then start again it counts as a new claim but if you set up a claim and did not receive any payment do not count this**

ENTER NUMBER 1-20

ALLOW DK

ASK ALL

A4. **In the period immediately before you started claiming for Jobseeker's Allowance on or around [MONTH AND YEAR] had you been claiming any of the following benefits (READ OUT)?**

Income Support	1
Incapacity Benefit	2
Employment and Support Allowance	3
Any other benefit (SPECIFY)	4
(DO NOT READ OUT) None / don't know	5

IF INCOME SUPPORT

A5. **In [MONTH AND YEAR] approximately how long had you been claiming Income Support?**

EXACT IF POSSIBLE:

_____ weeks

_____ months

IF DON'T KNOW: Would you say it was...READ OUT

Less than a month	1
Less than 3 months	2
Less than 6 months	3
Less than 12 months	4
12 months or more	5
Don't know	X

SECTION B: CURRENT SITUATION / OUTCOME

ASK ALL

B1. **Are you currently claiming Jobseeker’s Allowance?**

Yes	1	CONTINUE
No	2	GO TO B3

ASK IF STILL CLAIMING (B1=1)

B2. **Can I just check, has there been any period between [MONTH AND YEAR OF CLAIM START DATE] and now when you haven’t claimed Jobseeker’s Allowance?**

Yes – one period	1	CONTINUE
Yes – more than one period	2	
No – claimed continually	3	

ASK ALL

B3. **Have you had your [IF PHASE 1: an initial Stage 3 review or 26-week restart interview/ IF PHASE 2: 26-week restart interview or Initial New Deal interview] ? During this you may have reviewed your Jobseeker’s Agreement or been asked to consider a wider range of jobs. This should have been held around 6 months into your claim.**

Yes	1	
No	2	
DO NOT READ OUT: Don’t know	x	

ASK IF NOT CLAIMING NOW OR HAD BREAK (B1=2 OR B2=1 OR 2)
B4. When did you end the claim for Jobseeker’s Allowance you started on [MONTH AND YEAR OF CLAIM START DATE]?

[IF STAGE 1: June 2009]	1	
[IF STAGE 1 OR 3: July 2009]	2	
[IF STAGE 1 OR 3: August 2009]	3	
[IF STAGE 1 OR 3: September 2009]	4	
[IF STAGE 2 OR 3 OR FND: October 2009]	5	
[IF STAGE 2 OR 3 OR FND: November 2009]	6	
[IF STAGE 2 OR 3 OR FND: December 2009]	7	
[IF STAGE 2 OR 3 OR FND: January 2010]	8	
[IF STAGE 3 OR FND: February 2010]	9	
[IF FND: March 2010]	10	
[IF FND: April 2010]	11	
[IF FND: May 2010]	12	
[IF FND: June 2010]	13	
[IF FND: July 2010]	14	
[IF FND: August 2010]	15	
[IF FND: September 2010]	16	
[IF FND: October 2010]	17	
Don’t know/ can’t remember (DO NOT READ OUT)	18	
Refused (DO NOT READ OUT)	19	

ASK IF NOT CLAIMING NOW OR HAD BREAK AND ABLE TO GIVE MONTH ENDED ((B1=2 OR B2=1 OR 2) AND B4 NOT DK/REF)
B4A And what was the date in [MONTH AND YEAR FROM B4] when you ended the claim for Jobseeker’s Allowance you started on [MONTH AND YEAR OF CLAIM START DATE]?

RECORD NUMBER (ALLOW 1-31)
ALLOW DK AND REFUSED

IF B4A IS DK OR REFUSED
B4B Could you tell me which week in [MONTH AND YEAR FROM B4] you ended the claim for Jobseeker’s Allowance you started on [MONTH AND YEAR OF CLAIM START DATE]?

PROMPT IF NECESSARY. CODE ONE ONLY.

First week	1	
Second week	2	
Third week	3	
Fourth week	4	

Fifth week	5	
Don't know/ can't remember (DO NOT READ OUT)	6	
Refused (DO NOT READ OUT)	7	

CATI DUMMY VARIABLE FOR TEXT SUBS (ALL SINGLE CODE)		
Claiming currently – continuous claim	1	B1=1 AND B2=3
Claiming currently – break in claim	2	B1=1 AND B2=1-2
Not currently claiming	3	B1=2

IF NOT CURRENTLY CLAIMING (B1=2)

B5. **Could you tell me whether you are currently . . . ?**
READ OUT

B5H ONLY - INTERVIEWER NOTE:

Code Yes for Income Support, Incapacity Benefit or Employment Support Allowance.
Code No for Tax Credits or Pension / Pension Credits only.

	Ye s	No
a) self employed	1	2
b) working full time for an employer in a paid role - 30 hours or more per week	1	2
c) working part time for an employer in a paid role – less than 30 hours per week	1	2
d) retired and / or claiming a pension / pension credit	1	2
e) in full time training or education – 16 hours or more per week	1	2
f) in part time training or education – less than 16 hours per week	1	2
g) in the process of setting up a new claim for JSA	1	2
h) receiving, or in process of claiming for another benefit for people who are not working	1	2
i) working for an employer in a voluntary, unpaid role or internship	1	2

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1)

B5X **Which of these would you consider your main job?**

PROMPT IF NECESSARY. CODE ONE ONLY.

SHOW ALL B5A-C=1	1	
etc	2	

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1)

READ OUT: Throughout the rest of the survey please think just about this main job or role when answering questions.

IF NOT CURRENTLY CLAIMING JSA [B1=2]

B6. Are you currently looking for [IF WORKING (B5A-C=1): other] paid work?

Yes	1	
No	2	

IF NOT DOING ANY OF ABOVE [B5A-I ALL=2]

B7. Why are you not claiming?

DO NOT READ OUT – CODE AS APPROPRIATE. PROBE FULLY.

INTERVIEWER NOTE: IF RESPONDENT GIVES ANSWER AVAILABLE AT B5, RETURN AND CODE IT THERE.

Partner's status changed	1	
Became ill / went to hospital	2	
Decided not to claim	3	
Did not like JCP service	4	
Began living with partner	5	
Told no longer eligible/ benefit stopped	6	
Went to prison	7	
Partner started claiming on respondent's behalf	8	
Moved house	9	
Went overseas	10	
Full time carer	11	
Other (PLEASE SPECIFY)	12	
Don't know	13	

ASK IF SETTING UP OR CLAIMING ANOTHER BENEFIT (B5H=1)

B8. Which benefit are you receiving or in the process of claiming for now?

DO NOT READ OUT – MULTI CODE

Income Support	1	
Incapacity Benefit / Employment Support Allowance	2	
Carer's Allowance	3	
Other (PLEASE SPECIFY)	4	
(DO NOT READ OUT) Don't know	x	

SECTION C: ESTABLISHING IF ANY WORK OUTCOME

IF NOT CURRENTLY IN PAID WORK OR HAD A BREAK BUT NOW CLAIMING AGAIN ((B5A=2 AND B5B=2 AND B5C=2) OR (B2=1 OR 2))

C1. **AT ANY POINT SINCE ending your JSA claim on/in[END DATE] have you been**

...
READ OUT

CATI INSTRUCTION: Do not show current activities (if B5E=1 do not show C1E etc).

	Ye s	No
a) self employed	1	2
b) working full time for an employer in a paid role – 30 hours or more per week	1	2
c) working part time for an employer in a paid role – less than 30 hours per week	1	2
d) THERE IS NO CODE D	1	2
e) in full time training or education – 16 hours or more per week	1	2
f) in part time training or education – less than 16 hours per week	1	2
g) THERE IS NO CODE G	1	2
h) THERE IS NO CODE H	1	2
i) working for an employer in a voluntary, unpaid role or internship	1	2

IF WORKED AT SOME POINT AFTER CLAIM (ANY OF C1A-C OR I=1)

C2. **Have you had one** [IF HAD EMPLOYER (C1B OR C=1): **job** [IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED (C1A=1 AND (B=1 OR C=1): **or**] [IF SELF EMPLOYED (C1A=1): **period of self employment**] **since [END DATE] or more than one?**

IF C1A=1 SHOW: INTERVIEWER NOTE: For self employed count different projects / contracts as ONE period unless doing a new role / set up a new business.

One	1	
More than one (please specify number)	2	

CATI DUMMY VARIABLE FOR TEXT SUBS		
Working now	1	B5A OR B OR C=1
Worked after ending claim but not now - one job	2	(C1A OR B OR C =1) AND C2=1
Worked since ending claim but not now - more than one job	3	(C1A OR B OR C =1) AND C2=2
Unpaid role	4	(C1A-C=2 AND (B5I=1 OR C1I=1))
WORKING / WORKED	5	(B5A OR B OR C=1) OR (C1A OR B OR C =1)
MAIN / MOST RECENT ACTIVITY: Self employed	6	(B5X=1 OR D1X=1) OR (B5A=1 AND B5B=2 AND B5C=2) OR (C1A=1 AND C1B=2 AND C1C=2)
MAIN / MOST RECENT ACTIVITY: Working for an employer	7	(B5X=2 OR 3 OR D1X=2 OR 3) OR ((B5B=1 OR B5C=1) AND (B5A=2)) OR ((C1B=1 OR C1C=1) AND CA=2)

SECTION D: EMPLOYMENT DETAILS

CATI INSTRUCTION FOR CURRENT WORKERS THROUGH SECTIONS D AND E:
 IF CURRENTLY DO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1) ONLY FOLLOW ROUTING AND TEXT SUBS FOR MAIN TYPE AS RECORDED AT B5X

IF WORKED OR WORKING (B5A-C=1 OR C1A-C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1) READ OUT:
 D1. **I'd now like to ask a few questions about the** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**] [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): **job** [IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED (C1A=1 AND (B=1 OR C=1): **or**] [IF SELF EMPLOYED (B5A=1 OR C1A=1): **self employment**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1): **unpaid role**] **you** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **are currently doing**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C OR I=1) OR (C1A-C=2 AND C1I=1): **did** [IF >1 JOB (C2=2): **most recently**].

IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED SINCE CLAIM ENDED BUT NOT CURRENTLY (C1A=1 AND (B=1 OR C=1):
 D1X **Which of these did you finish most recently?**

PROMPT IF NECESSARY. CODE ONE ONLY.

SHOW ALL C1A-C=1	1	
etc	2	

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C4A-C=1) READ OUT: **Throughout the rest of the survey please think just about this most recent job or role when answering questions.**

CATI INSTRUCTION FOR THOSE WHO WORKED SINCE ENDING CLAIM BUT NOT NOW THROUGH SECTIONS D AND E:
 IF HAVE HAD MORE THAN ONE TYPE OF WORK SINCE CLAIM ENDED (MORE THAN ONE OF C1A-C=1) FOLLOW ROUTING AND TEXT SUBS FOR MOST RECENT TYPE AS RECORDED AT D1X

ASK IF HAVE OR HAD PAID WORK FOR AN EMPLOYER (B5B OR C=1 OR C1B OR C=1)
 D2A **Did you gain this employment via an agency?**

Yes	1
No	2
(DO NOT READ OUT) Don't know	3

ASK IF GAINED EMPLOYMENT VIA AGENCY (D2A=1)

D2B **And were you then paid by the agency or by the company that you were placed with?**

Paid by agency	1
Paid by employer	2
(DO NOT READ OUT) Don't know	3

D2. IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1) **What** [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND (B5I=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1 OR (C1A-C=2 AND (C1I=1)): **was**] **the name of your** [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND (C1I=1): **most recent**] **employer** [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=2): **in this unpaid role**]?

INTERVIEWER NOTE: If give name of employment agency ask for place of work instead. If working for a company take that name, not of individual manager etc

WRITE IN.

ALLOW DK AND REF.

D3. IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1) **And** [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND B5I=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND C1I=1): **was**] **this job** [TEXT SUB IF EMPLOYER NOT DK: **at** [EMPLOYER FROM D2]] ...
READ OUT – SINGLE CODE

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
On some other basis (PLEASE SPECIFY)	5	
(DO NOT READ OUT) Don't know	X	
(DO NOT READ OUT) Refused	x	

D4. IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1) **Is** [TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: **"your employer"**] **a?**
 CODE ONE ONLY

Interviewer note: IF PAID VIA AGENCY ask about the organisation placed with, not the agency

Charity / voluntary organisation	1	
Government funded organisation (including schools, hospitals, armed forces etc.)	2	
Neither (i.e. private sector)	3	
(DO NOT READ OUT) Don't know	x	

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))

- D5. **What [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): does] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1: did] [TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] [TEXT SUB IF D2=DK: "your employer"] mainly do?**

PROBE AS NECESSARY:

What is the main product or service of your employer?

What exactly does your employer make or do at this establishment?

What material or machinery does that involve using?

Interviewer note: IF PAID VIA AGENCY ask about the organisation placed with, not the agency

[IF SELF EMPLOYED (B5A=1 OR C1A=1)]: **What [IF WORKING NOW (B5A =1): is] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A =1): was] the main activity of your business?**

PROBE AS NECESSARY:

What is/was the main product or service?

What exactly do/did you make or do?

What material or machinery does/did that involve using?]

WRITE IN. TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))

- D6. **And what [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND B5I=1): is] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND C1I=1): was] your job title and your main duties or responsibilities?**

PROBE FOR FULL DETAILS.

E.G. IF RESPONDENT IS "SUPERVISOR" ASK WHAT KIND OF SUPERVISOR, WHERE? IF 'ASSISTANT, WHAT SORT OF ASSISTANT?

WRITE IN. TO BE CODED TO 4 DIGIT SOC. ALLOW REF.

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))

- D7. **And still thinking about the** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=2): **unpaid role**] [IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) **job**] **you** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **are currently doing**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **did** [IF >1 JOB (C2=2): **most recently**] **after ending the JSA claim on/in** [END DATE] **how many hours on average** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **do**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **did**] **you work per week?**

RECORD NUMBER OF HOURS (1-130)

ALLOW DK AND REF

CATI CHECK – IF OVER 50 HOURS PER WEEK
Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **were**] **working** [HOURS GIVEN] **hours on AVERAGE per week?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND HOURS

ASK IF DK OR REF HOURS (D7=DK OR REF)

- D8. **Would you say that you typically** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **work**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **worked**] ...
 READ OUT – SINGLE CODE

Less than 16 hours per week	1
At least 16 hours but fewer than 30 hours per week	2
30 hours or more per week	3
Don't know/ Can't remember (DO NOT READ OUT)	X
Refused (DO NOT READ OUT)	x

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C=1)) NOT UNPAID ROLE.

- D8A **And whilst you** [IF WORKING NOW (B5A OR B OR C=1): **have been**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **working in this**[IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF

B5A-C=1: **main role**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) [IF >1 JOB (C2=2): **most recent role**] **have you received?**

READ OUT. CODE ALL MENTIONED.

Working tax credits including Return to Work, In Work, or Child Tax Credits which are paid weekly	1
Job Grant - a tax free lump sum when you start a new job	2
None of the above	3
Don't know (DO NOT READ OUT)	4
Unwilling to answer (DO NOT READ OUT)	x

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C=1)) NOT UNPAID ROLE.

- D9. **We would like to ask you how much you** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid in your** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main role**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) [IF >1 JOB (C2=2): **most recent role after ending the JSA claim on/in** [END DATE]].

Would it be easiest to tell us how much you [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid before tax...**

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

READ OUT – SINGLE CODE

Per year (annual salary)	1
Per month	2
Per week	3
Per hour	4
Other (please type in) (DO NOT READ OUT)	5
Unwilling to answer (DO NOT READ OUT)	x

ASK IF WANT TO ANSWER PER YEAR (D9=1)

- D10. **What** [IF WORKING NOW (B5A OR B OR C=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **was**] **your salary per year before tax to the nearest £1000?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 15000

CATI CHECK - IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax [IF WORKING NOW (B5A OR B OR C=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **was**] **£[AMOUNT AT D10]?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER MONTH (D9=2)

- D11. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per month before tax and any other deductions to the nearest £100?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 800

CATI CHECK - IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid £[AMOUNT AT D11] per MONTH, before tax and any other deductions?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER WEEK (D9=3)

- D12. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per week before tax and any other deductions to the nearest £20?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 200

CATI CHECK - IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you [[IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid £[AMOUNT AT D12] per WEEK, before tax and any other deductions?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER HOUR (D9=4)

- D13. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per hour before tax and any other deductions to the nearest 50 pence?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

CATI CHECK - IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid** [AMOUNT AT D13] **per HOUR, before tax and any other deductions?**

INTERVIEWER NOTE. **Please use decimal point so 7.50 = £7.50, 10.00 = £10**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER OTHER (D9=5)

- D14. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per** [AS ENTERED AT D9 OTHER] **before tax and any other deductions to the nearest 50 pence?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

SECTION E – VIEWS ON SUITABILITY OF OUTCOME

IF WORKED OR IN UNPAID ROLE AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1)

- E1. **How many full months and weeks** [IF HAD EMPLOYER (C1B OR C =1) OR (C1A-C=2 AND C1I=1) : **did you work in this**] [IF SELF EMPLOYED (C1A=1): **did this**] [IF >1 JOB (C2=2): **most recent**] [IF SELF EMPLOYED (C1A=1): **period of self employment or freelancing last**] [IF UNPAID ROLE: C1A-C=2 AND C1I=1): **unpaid role**] for after ending the JSA claim on/in [END DATE]]??

Interviewer note: e.g. if worked there for six weeks should be coded as one month in first box and two weeks in second box.

ENTER FULL MONTHS, ALLOW NUMBER 0-6

ALLOW DK AND REF AND SKIP WEEKS IF DK OR REF

ENTER FULL WEEKS, ALLOW NUMBER 0-4

ALLOW DK AND REF

- E2. IF WORKED OR IN UNPAID ROLE AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1) **Why did you** [IF HAD EMPLOYER (C1B OR C =1)” **leave this job** [IF SELF EMPLOYED (C1A=1): “**end your period of self employment or freelancing**”] [IF UNPAID ROLE: C1A-C=2 AND C1I=1): **leave this** [IF >1 JOB: **most recent**] **unpaid role**]?” **DO NOT READ OUT – MULTI CODE**

Contract ended/ temporary work	1
Sacked/ dismissed	2
Made redundant	3
Went into training/ education	4
Wasn't earning enough	5
No promotion prospects	6
Child care commitments	7
Health reasons	8
The company closed	9
Job was not suitable in some other way (please specify)	10
Transport issues / difficulty getting to work	12
Other (PLEASE SPECIFY)	11
Refused (DO NOT READ OUT)	x

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR IN UNPAID ROLE (C1A-C=2 AND (B5I=1 OR C1I=2))

- E3. **To what extent do you agree that your** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**] [IF PREVIOUSLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C1A-C=1: **most recent**] [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): **job**] [IF SELF EMPLOYED (B5A=1 OR C1A=1): **work**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1): **unpaid role**] [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **was**] **a good match for your experience, skills and interests?**
READ OUT AND CODE ONE ONLY

Agree strongly	1	
Agree slightly	2	
Neither agree nor disagree	3	
Disagree slightly	4	
Disagree strongly	5	
Don't know (DO NOT READ OUT)	6	

IF DISAGREE WORK WAS GOOD MATCH (E3=4 OR 5)

- E3A **Are any of the following reasons why you decided to take this** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**] [IF PREVIOUSLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C1A-C=1: **most recent**] [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): **job**] [IF SELF EMPLOYED (B5A=1 OR C1A=1): **work**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1): **unpaid role**]?
READ OUT AND CODE ALL THAT APPLY

There were few jobs available that matched your experience, skills or interest	1	
You wanted to move into work as soon as possible	2	
You felt under strong pressure from Jobcentre Plus to take THIS job	3	
You hope it will lead to a job that better matches your experience, skills and interest	4	
[NOT IF VOLUNTARY: You needed the money]	5	
DO NOT READ OUT: None of the above (please specify)	6	
DO NOT READ OUT: Don't know	7	

IF IN PAID WORK WITH AN EMPLOYER CURRENTLY OR HAVE BEEN SINCE AT SOME POINT (ANY OF B5B-C OR C1B-C=1)

E3B Whilst with [[TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: “your employer” [IF CURRENTLY IN PAID WORK B5B-C=1: have you done / IF HAVE BEEN IN PAID WORK C1B-C=1: did you do] any of the following . . .?

READ OUT. CODE ALL THAT APPLY.

Attended a training course off-site	1	ASK E3c
Attended training courses at the place where you [IF CURRENTLY IN PAID WORK B5B-C=1: work / IF HAVE BEEN IN PAID WORK C1B-C=1: worked]	2	
Attended seminars or conferences aimed at developing knowledge and skills	3	
Undertaken any other learning or training funded or supported by your employer	4	
(DO NOT READ OUT) None of the above	5	CHECK E4
Don't know	x	

IF TRAINED (E3B=1-4)

E3C And has any of this training been designed to lead to a formal, recognised qualification, or part or a unit of a recognised qualification...?

Yes - a formal, recognised qualification	1	ASK E3D
Yes – part or a unit of a recognised qualification	2	
DO NOT READ OUT: Other (specify)	3	
No - neither	4	ASK E3E
DO NOT READ OUT: Don't know	x	

IF TRAINED AND WAS LEADING TO A FULL OR PART QUALIFICATION (E3C=1 or 2 or 3)

E3D Qualifications are often classified by their level. Is / was this further training at...?

READ OUT, CODE ONE ONLY

LEVEL 3 which includes GNVQ or BTEC National and NVQ Level 3	1	
LEVEL 2 which includes GNVQ Intermediate, BTEC Intermediate /Diploma, NVQ Level 2		
LEVEL 1 which includes GNVQ /GSVQ Foundation, BTEC First, NVQ Level 1		
Entry level qualification, for example City & Guilds certificate or BTEC certificate		
Don't know		
Other (write in)		

IF TRAINED AND WAS LEADING TO A FULL OR PART QUALIFICATION (E3C=1 or 2 or 3)

E3E What is the name of the qualification?

PROBE FULLY – LEVEL, GRADE.

<i>ALLOW DK AND REFUSED</i>

IF TRAINED (E3B=1-4)

E3E Was this training delivered by . . . ?

READ OUT. CODE ALL THAT APPLY.

A private training company	1
A further education college	2
Your employer	3
Anyone else (please specify)	4
DO NOT READ OUT: Don't know	x

IF TRAINED (E3B=1-4)

E3F And how useful did you find this training for developing your skills and knowledge?

READ OUT. CODE ALL THAT APPLY.

Very useful	1
Quite useful	2
Not very useful	3
Not at all useful	4
DO NOT READ OUT: Don't know	x

IF WORKING FOR EMPLOYER OR IN UNPAID ROLE NOW (B5 B OR C=1) OR (C1A-C=2 AND B5I=1)

E4. **Do you think that ...?**

	Yes	No	DK
the [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: main] [IF EMPLOYED (B5B OR C=1): job [IF UNPAID (C1A-C=2 AND B5I=1): unpaid role] that you are currently doing offers opportunities for promotion or for substantially increasing your responsibilities	1	2	X
[TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: “your employer” will offer you training that would help you get a promotion or more responsibilities	1	2	X

SECTION F: OVERALL VIEWS ON JCP SUPPORT

CATI DUMMY VARIABLE: FOR "DATE ENTERED STAGE" TEXT SUBS

STAGE 1 / COMPARISON	June 2009
STAGE 2 / COMPARISON	October 2009
STAGE 3 / COMPARISON	June 2009
FND SURVEYS	October 2009

CATI DUMMY VARIABLE: FOR "END DATE" TEXT SUBS

END DATE FROM B4A/B4 (e.g. "20th July 2009"). IF B4=DK/REF: "the date you ended this particular claim that you had started in [START DATE]". IF B4A=DK/REF BUT B4B NOT DK/REF COMBINE B4 AND B4B (E.G. "the second week of July 2009"). IF B4A AND B=DK/REF ONLY SHOW MONTH FROM B4 "July 2009"

READ OUT

I'd now like to ask a few questions about your general views on the service that you have received from Jobcentre Plus.

We just want to talk about your most recent experiences, so please could you just answer about your experiences between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): [END DATE] and not any other experiences.

F1. IS FOR FND ONLY

ASK ALL

F2. **To what extent do you agree that between [DATE ENTERED STAGE]] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE]...?**

FOR SECOND CODE ONLY: INTERVIEWER NOTE: If felt under pressure use agree
ROTATE CODES

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	(DO NOT READ OUT) DK
Support was offered that matched your personal needs and circumstances	1	2	3	4	5	X
You felt under pressure to take part in activities that were not suited to your needs and circumstances	1	2	3	4	5	X

F3. **THERE IS NO F3**

ASK ALL

- F4. **As a RESULT of support delivered or arranged BY [IF F1=1: CONTRACT HOLDER; OTHERS: JOBCENTRE PLUS] over this period do you feel that.....?**

ROTATE. CODE ONE CODE FOR EACH FACTOR

	Increased greatly	Increased to some extent	Did not increase at all / no change	DO NOT READ OUT: Decreased	DO NOT READ OUT: DK
Your confidence	1	2	3	4	5
Your motivation to find work	1	2	3	4	5
Your awareness of the types of work that you could do	1	2	3		5
Your awareness of the range of ways you can look for job vacancies	1	2	3		5
Your job application, CV writing and interview skills	1	2	3		5

ASK ALL

- F5. **Overall, how satisfied are you with the support you received from [IF F1=1: CONTRACT HOLDER; OTHERS: Jobcentre Plus] between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE]?**

READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know (DO NOT READ OUT)	X	

ASK IF HAD CLAIMED BEFORE THIS CLAIM (A2=1)

- F6. **Was the support you received from [IF F1/1: CONTRACT HOLDER; OTHERS: Jobcentre Plus] between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE] better or worse than support you received when you claimed Jobseeker's Allowance previously?**

Much better	1	
A bit better	2	
No different	3	
A bit worse	4	
Much worse	5	
Don't know (DO NOT READ OUT)	X	

SECTION G: EXPERIENCES OF CLAIMING: STAGES 1 AND 2/COMPARISON

ASK IF STAGE 1 OR STAGE 2 SURVEY

I'd now like to ask a few questions about some of the specific things that may have happened as part of the process of claiming Jobseeker's Allowance.

Again, throughout this next section we are only interested in the claim you had between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE], and not any other experiences.

IF STAGE 1 OR STAGE 2 SURVEY:

G1. **During that time did the Jobcentre offer you?**

INTERVIEWER NOTE: **Only if offered from** [DATE ENTERED STAGE] **to** [IF STILL CLAIMING WITH NO BREAK (B2=3): **today** / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE]

ASK FOR EACH CODED 'YES' AT G1 (ASK STRAIGHT AFTER EACH G1 A YES)

G1A **And did you take this up?**

ASK FOR EACH CODED 'YES' AT G1A (ASK STRAIGHT AFTER EACH G1A A YES)

G2. And how useful did you find this?

READ OUT AND CODE ONE ONLY

	G1			G1A			G2				
	Yes	No	DK	Yes	No	DK	Very useful	Quite useful	Not very useful	Not at all useful	DK
STAGE 2 OR (STAGE 1 AND B3=1) ONLY: An interview or group session conducted after about 13 weeks during which you were asked to consider a wider range of jobs or your Jobseeker's Agreement was reviewed? ADD AS NECESSARY: This could be either a face-to-face interview lasting around 20 minutes or a group session [IF PHASE 1: possibly combined with a Back to Work presentation] on or around the 13 th week of your claim to discuss your progress in finding work. This would not be the first interview you had during your claim.	1	2	X	1	2	X	1	2	3	4	X
Access to advice or support on places to look for job vacancies, such as using the Job Points, the internet or recruitment agencies	1	2	X	1	2	X	1	2	3	4	X
Access to advice or support on improving writing, maths or English language skills	1	2	X	1	2	X	1	2	3	4	X

	G1			G1A			G2				
	Yes	No	DK	Yes	No	DK	Very useful	Quite useful	Not very useful	Not at all useful	DK
<p>Access to advice or support specifically aimed at professionals or executives ADD AS NECESSARY: This may have involved a seminar, group session or extra one-to-one meeting and is likely to have been in the first few weeks of your claim</p>	1	2	X	1	2	X	1	2	3	4	X
<p>[IF NO TO PREVIOUS CODE: A session or short course on CVs, job applications or interview skills]</p>	1	2	X	1	2	X	1	2	3	4	X
<p>PHASE ONE ONLY: A group meeting or presentation led by Jobcentre Plus staff called a 'Back to Work Session' two or three months into your claim to explain the rules when claiming JSA and discuss how to go about finding and applying for work.</p>	1	2	X	1	2	X	1	2	3	4	X
<p>(STAGE 2 OR (STAGE 1 AND B3=1)) AND PHASE ONE ONLY: One or two interviews with a Jobcentre adviser lasting around 20 minutes, held in the month or two after your initial stage 2 review or 13 week review ADD IF NECESSARY These interviews are held separately to the 13 week review and are aimed at identifying any additional support you might need.</p>	1	2	X	1	2	X	1	2	3	4	X
<p>PHASE 2 ONLY: Access to a New Deal programme</p>	1	2	X	1	2	X	1	2	3	4	X

	G1			G1A			G2				
	Yes	No	DK	Yes	No	DK	Very useful	Quite useful	Not very useful	Not at all useful	DK
Any other type of training sessions, seminars or courses that we haven't already covered [PLEASE SPECIFY SUBJECT, LENGTH AND LEVEL OF COURSE]	1	2	X	1	2	X	1	2	3	4	X
A work trial arranged by the Jobcentre	1	2	X	1	2	X	1	2	3	4	X
A referral to a careers adviser arranged by the Jobcentre ADD AS NECESSARY: This will have been with a nextstep adviser who may have been based in the Jobcentre or elsewhere, and may have involved a computer based questionnaire called the Skills Diagnostic Tool	1	2	X	1	2	X	1	2	3	4	X
Money to help cover the costs associated with looking for or taking work ADD AS NECESSARY: This might have involved money for travel costs, clothes, childcare or tools you needed to take a particular role.	1	2	X	1	2	X	1	2	3	4	X
Advice on what benefits or credits you might be entitled to once in work	1	2	X	1	2	X	1	2	3	4	X
STAGE 2 OR (STAGE 1 AND B3=1) ONLY: A move to weekly signing for six weeks	1	2	X	1	2	X	1	2	3	4	X
STAGE 2 OR (STAGE 1 AND B3=1) ONLY: Your fortnightly signing sessions became longer	1	2	X	1	2	X	1	2	3	4	X

	G1			G1A			G2				
	Yes	No	DK	Yes	No	DK	Very useful	Quite useful	Not very useful	Not at all useful	DK
Any sort of advice or support from the Jobcentre during this time that we have not mentioned? [PLEASE SPECIFY]	1				2	X	1	2	3	4	X

ASK IF MORE THAN ONE ACTIVITY USEFUL (VERY OR QUITE) AT G2 (G2=1 OR 2)

- G3. **You said that you found [INSERT NUMBER OF ACTIVITIES FOUND USEFUL] things useful. Which of these would you say was the most useful to you in terms of [IF IN PAID WORK OR HAVE HAD PAID WORK SINCE ENDING CLAIM: finding work / ALL OTHERS: moving you closer to finding paid work?**

<i>SHOW EACH OF THE ACTIVITIES FOUND TO BE USEFUL AT G2 – USING THE VERBATIM SPECIFY TEXT FOR OTHER TRAINING AND OTHER ADVICE/SUPPORT CODES</i>	1
DO NOT READ OUT : No one thing the most useful / all equally useful	2
DO NOT READ OUT : None of the them useful in terms of finding work	3
DO NOT READ OUT: Don't Know	X

SECTION J: DEMOGRAPHICS

READ OUT

- J1. **That's all I need to know about your experiences of claiming Jobseeker's Allowance. The next few questions are about yourself and are for classification purposes only.**
- J2. **In terms of housing do you?**

READ OUT UNTIL CODE YES. CODE ONE ONLY.

Own your property, and are in the process of paying back a mortgage or loan	1	
Own your property outright, no mortgage owed	2	
Live rent free in a relative's/friend's property	3	
Rent	4	
Have your rent fully covered by Housing Benefit	5	
Pay part rent and part mortgage / shared ownership	6	
Squat	7	
Other (please specify)	8	
DO NOT READ OUT: Refused	X	

IF RENT (J2=4 OR 5)

- J3. **And who is your landlord . . . ?**

ADD IF NECESSARY: If property is let through an agent, please answer about the owner not the agent.

INTERVIEWER NOTE: If the respondent does not know who the landlord is, use code 6 (other private individual), not DK.

PROMPT IF NECESSARY.

The local authority / council	1	
A housing association, charitable trust or Local Housing Company	2	
The employer (organisation / company) of a household member	3	
The employer (individual person) of a household member	4	
Relative/friend of a household member	5	
Another individual / private landlord	6	
Another organisation	7	

Other (please specify)	8	
DO NOT READ OUT: Don't know	9	
DO NOT READ OUT: Refused	x	

ASK ALL

- J4. **When you started your claim for Jobseeker's Allowance on [MONTH AND YEAR OF CLAIM START DATE] did you have any qualifications from school, college, university, work, government schemes or anywhere else?**

Yes	1	CONTINUE
No	2	SKIP NEXT
Refused	3	

IF HAD A QUALIFICATION (J4=1)

- J5. **Qualifications are often classified by their level. Did you have any qualifications at the following levels on [MONTH AND YEAR OF CLAIM START DATE]?**

PROMPT AS NECESSARY

	Yes	No	Don't know
A) LEVEL 2 which includes 5 GCSEs Grades A-C, 5 GCEs O Level, 5 CSEs Grade 1, GNVQ Intermediate, BTEC Intermediate /Diploma, NVQ Level 2, 1 A Level, 3 or fewer AS Levels	1	2	X
IF YES OR DON'T KNOW TO A ASK B IF NO ASK E			
IF YES OR DK TO A B) LEVEL 5 which covers Doctorates, Masters, Postgraduate Diplomas and Postgraduate Certificates	1	2	X
IF NO OR DON'T KNOW TO B ASK C C) LEVEL 4 which is an Undergraduate or First degree, Foundation Degree, PGCE, HND, HNC, NVQ Level 4, Dip Ed, Cert Ed, other undergraduate diplomas or certificates or other professional qualifications at an undergraduate level	1	2	X
IF NO OR DON'T KNOW TO C ASK D D) LEVEL 3 which includes 2 or more A levels, 4 or more AS levels, GNVQ or BTEC National and NVQ Level 3	1	2	X
IF A=NO OR (A=DK AND (D=NO OR D=DK)) E) LEVEL 1 qualifications, for example GCSE Grades D-G, CSE Grade 2 or under, GNVQ /GSVQ Foundation, BTEC First, NVQ Level 1 or less than 5 GCSE Grades A-C	1	2	X
IF NO OR DON'T KNOW AT E ASK F F) Entry level qualification, for example City & Guilds certificate or BTEC certificate	1	2	X

IF NO OR DON'T KNOW AT F ASK G G) Some other qualifications (IF YES SAY: please specify type, grade and level of the highest qualification you have)	1	2	X
--	---	---	---

ASK ALL

J6. **What is your date of birth?**
RECORD DD/MM/YYYY

<i>ALLOW 01/01/1940 – 01/01/1994</i>
<i>ALLOW REFUSED</i>

IF AGE IS REFUSED (J6=REFUSED)

J7. **Which of the following age bands do you fall into?**
READ OUT

18-19 years	1	
20-24 years	2	
25-29 years	3	
30-34 years	4	
35-39 years	5	
40-44 years	6	
45-49 years	7	
50-54 years	8	
55-59 years	9	
60+ years	10	
Refused (DO NOT READ OUT)	x	

ASK ALL

J8. **Which of the following best describes your ethnic background?**

PROMPT AS NECESSARY

. *SINGLE CODE.*

WHITE British	1	
WHITE Irish	2	
WHITE Other background (SPECIFY)	3	
MIXED White and Black Caribbean	4	
MIXED White and Black African	5	
MIXED White and Asian	6	
MIXED Other mixed background (SPECIFY)	7	
BLACK OR BLACK BRITISH Caribbean	8	
BLACK OR BLACK BRITISH African	9	
BLACK OR BLACK BRITISH Other background (PLEASE SPECIFY)	10	
ASIAN OR ASIAN BRITISH Indian	11	
ASIAN OR ASIAN BRITISH Pakistani	12	
ASIAN OR ASIAN BRITISH Bangladeshi	13	
ASIAN OR ASIAN BRITISH Other background (PLEASE SPECIFY)	14	
CHINESE	15	
OTHER ETHNIC BACKGROUND (PLEASE SPECIFY)	16	
DO NOT READ OUT: Don't know / Refused	17	

ASK ALL

J9. **Are you currently suffering from any long term illness, health problem or disability which limits your daily activities or the work you can do?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

J10. IF HEALTH PROBLEM (J9=1)
Could you tell me what your MAIN illness, health condition or disability is?

PROMPT AS NECESSARY. CODE ONE ONLY.

MENTAL HEALTH		
Depression	1	
Stress or anxiety	2	
Problems due to alcohol or drug addiction	3	
Fatigue or problems with concentration or memory	4	
Any other mental health condition (please specify)	5	
LEARNING DIFFICULTIES		
Learning difficulties including dyslexia	6	
MUSCULO-SKELETAL / PHYSICAL INJURY		
Problems with your arms or hands	7	
Problems with your legs or feet	8	
Problems with your neck or back	9	
Pain or discomfort	10	
Any other musculo-skeletal problem or physical injuries (please specify)	11	
SENSORY IMPAIRMENT		
Difficulty with seeing	12	
Difficulty with hearing	13	
Dizziness or balance problems	14	
Any other sensory impairment problem (please specify)	15	
CHRONIC / SYSTEMIC / PROGRESSIVE		
Problems with your bowels, stomach, liver, kidneys or digestion including Crohn's disease	16	
Chest or breathing problems including asthma	17	
Heart or blood pressure problems including angina	18	
Skin conditions or allergies	19	
Cancer or other progressive illness not covered above	20	
Any other chronic / systemic illness (please specify)	21	
OTHER CONDITION OR DISABILITY		
Speech problems	22	
Obesity	23	
Aspergers syndrome	24	
Any other health condition or disability issue (please specify)	25	
Prefer not to say	X	

ASK ALL

- J11. **Are you currently living with a spouse or a partner who receives Jobseekers Allowance or another benefit for people who are not working...?**

INTERVIEWER NOTE: Code as Yes if partner receives Income Support, Incapacity Benefit or Employment Support Allowance. Code No if partner receives Tax Credits or Pension / Pension Credits only.

PROMPT IF NECESSARY

Yes – partner claims out of work benefit	1	
No – has no partner or they do not claim an out of work benefit	2	
Unsure (please specify benefit claimed)	3	
DO NOT READ OUT: Refused	X	

ASK ALL

- J12. **Are you the parent or guardian of any children under the age of 16?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

IF HAVE CHILDREN (J12=1)

- J13. **Are you the parent or guardian of any children under the age of 5?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

IF HAVE CHILDREN (J12=1)

- J14. **And are you currently a single parent living with children aged under 16?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

IF HAVE CHILDREN (J12=1)

- J15. **Are any of your children currently suffering from any long term illness, health problem or disability which limits YOUR daily activities or the work YOU can do?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

ASK ALL

- J16. **People have different barriers or situations which can sometimes make it difficult to find work, to help us analyse the data could you tell me if any of the following four apply to you . . .?**
 READ OUT. CODE ALL THAT APPLY

Have you have recently left care	1	
When you started this claim for JSA had you recently left prison or been on probation or on a community sentence	2	
Are you are in contact with secondary mental health services ADD IF NECESSARY: This is normally community-based treatment, for example through a day hospital, inpatient clinic, home visits, help lines, crisis centres, voluntary drop-in centres or day-care centres	3	
Do you have moderate to severe learning disabilities , not including dyslexia/dyspraxia	4	
Or do none of the above apply	5	
DO NOT READ OUT: Refused	X	

ASK ALL

- J17. INTERVIEWER RECORD GENDER

Male	1	
Female	2	

ASK ALL

- J18. **We would like to contact you again in about a year to find out how things are going. Would this be ok?**

ADD IF NECESSARY: **If IFF contact you the interview would only take around 10-15 minutes and be by phone again.**

Yes	1	
No	2	

ASK ALL

- J18A **Our research partners, PSI may like to contact you to speak to you in more detail. Would this be ok?**

ADD IF NECESSARY: **PSI are the Policy Studies Institute at the University of Westminster who are working with IFF on this study.**

Yes	1	
-----	---	--

No	2	
----	---	--

IF AGREE TO RE-CONTACT (J18=1OR J18A=1)

- J19. **We currently have [TEL NUMBER FROM SAMPLE] as your telephone number. Is there another, alternative number that [IF J18=1: we [IF J18A=1: or PSI] could try to reach you on in a year's time?**

INTERVIEWER NOTE: If you called a number not on the original sample please record it here.

Yes [SPECIFY ONLY ALLOW NUMERIC]	1	
No	2	

IF AGREE TO RE-CONTACT (J18=1OR J18A=1)

- J20. **Could I also take the telephone number of a relative or friend in case [IF J18=1 : we [IF J18A=1: or: PSI] find it difficult to contact you?**

Full Name	
Relationship to you – they are your...	
Contact telephone number – only allow numeric	
Refused	x

ASK ALL

- J21. **Would it be OK if the answers you have given to this survey were combined with administrative records held by the Department for Work and Pensions? Your answers will of course be treated in the strictest confidence by the research team and will not affect your dealings, either now or in the future, with the DWP. Your answers would be used for statistical purposes only and nothing that would identify you as an individual will be used.**

Yes	1	
No	2	

THANK RESPONDENT AND CLOSE INTERVIEW

I declare that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct.

Interviewer signature:

Date:

Finish time:

Interview Length

mins

Appendix F: Stage 3/comparison survey letter

Dear <NAME>,

Experiences of claiming Jobseeker's Allowance survey

I am writing to ask for your help with an important research study which has been commissioned by the Department for Work and Pensions. The aim of this research is to talk to people about their experience of claiming Jobseeker's Allowance and about whether they think Jobcentre Plus is meeting their needs. We are keen to speak to those who have claimed such as yourself, regardless of whether you are now working, claiming benefit, retired or doing something else.

This research will be carried out on our behalf by IFF Research, an independent research agency. IFF will be conducting a telephone survey with a random selection of customers in February 2010. Under the terms of the Data Protection Act, 1998, we are permitted to give your information to other organisations for the use of research and statistics.

If you are selected IFF will be in contact over the next few weeks to see if you are able to help us with this study - you do not need to respond to this letter. Telephone interviews will last around 15 minutes and can take place at a time that is convenient to you.

Anything you tell the researchers will be held in the strictest confidence. The findings of the study will not identify you, and no personal information will be passed to anyone outside the research team and the Department for Work and Pensions research team. Taking part in the research is entirely voluntary and will not affect any benefits you receive either now or in the future.

If you do **not** wish to take part, please let IFF know by calling the freephone number **0800 147 353**, leaving your name and quoting the **reference number** at the top of this letter before Sunday 31st January. If you have any questions about the research process, please call a member of the research team at IFF Research on 0207 098 3993.

If you are contacted by IFF Research I hope you will take the opportunity to contribute. The information you provide will allow us to improve the help and support we give to unemployed people in the future.

Yours sincerely,

Matthew Garlick

Department for Work and Pensions

Appendix G: Stage 3/comparison survey materials

PRIVATE & CONFIDENTIAL

Jobseekers Regime and
Flexible New Deal Telephone
Survey

STAGE 3 ONLY
J4715
February 2010

STAGE: SURVEY		PHASE: RECORD PHASE FROM SAMPLE		AGE: RECORD AGE FROM SAMPLE	
STAGE 1/COMPARISON	1	Phase One	1	18-24	1
STAGE 2/COMPARISON	2	Phase Two	2	25-49	2
STAGE 3/COMPARISON	3			50+	3
FND/COMPARISON	4				

BACKGROUND AND INTRODUCTION

ASK FOR NAMED RESPONDENT

- S1. **Good morning / afternoon, my name is _____.** I work for IFF RESEARCH, an independent research company currently conducting a project on behalf of the Department for Work and Pensions. We are talking to people who have claimed Jobseeker's Allowance to find out what they think about the services they have received from Jobcentre Plus. We would like to speak to you regardless of whether you are now working, claiming benefit or doing something else. You may recall receiving a letter about the survey?

If you wish to take part the interview will take around 15 minutes to complete, depending on your answers and will be conducted in accordance with the Market Research Society Code of Conduct.

REASSURANCES TO USE IF NECESSARY

- The interview will take around 15 minutes to complete
- Your name has been randomly selected from Jobcentre Plus records of people who recently claimed Jobseeker's Allowance
- The survey is intended to find out people's views about the support they receive from Jobcentre Plus and about what people do after they stop claiming benefits or change the benefit they are claiming
- We would like to speak to people who are claiming or have claimed Jobseeker's Allowance
- We would like to speak to you regardless of whether you are now claiming benefit, working, or doing something else
- Completing the survey will not affect your benefits or other dealings with DWP or Jobcentre Plus, either now or in the future
- All responses will be treated with the strictest confidence under the guidelines of the Market Research Society
- Contact at IFF is Charlie Taylor or Catherine Riley on 0207 250 3035
- If necessary contact at DWP is Matthew Garlick on 0114 267 7387, refer to IFF contacts first

Continue	1	• GO TO A1
Definite appointment	2	MAKE DEFINITE APPOINTMENT / SOFT CALL BACK
Soft appointment	3	
Refusal	4	THANK AND CLOSE
Not available in deadline	5	
Respondent not known at address	6	
Respondent has died	7	
Respondent is in prison	8	
Respondent is living outside the UK	9	
Respondent unable to participate due to health / disability (please specify)	10	
Respondent cannot complete interview in English (please specify preferred language if possible)	11	GO TO LANGUAGE TEXT

LANGUAGE TEXT IF RESPONDENT ABLE TO SPECIFY LANGUAGE

We will try our best to call back soon with an interviewer who can speak this language and help you to complete the survey.

THANK AND CLOSE

SECTION A: CONFIRMING STATUS WHEN CLAIM STARTED

ASK ALL

A1a. **First of all, could you confirm that you started a claim for Jobseeker’s Allowance or had a New Jobseeker’s Interview for a new claim in [MONTH AND YEAR OF CLAIM START DATE]?**

ADD IF NECESSARY: **For the moment it does not matter whether you are still claiming, how long the claim was for or if you have now stopped, please could you just confirm if you did start a claim for Jobseeker’s Allowance in [MONTH AND YEAR OF CLAIM START DATE]**

Yes – started claim for JSA in [MONTH AND YEAR]	1	GOTO A2
Started claim for JSA but not in [MONTH AND YEAR]	2	CONTINUE
Started benefit claim or received benefit in [MONTH AND YEAR] but not JSA	3	THANK AND CLOSE
Never started a benefit claim or received benefits	4	
Tried to start a claim but not eligible or did not receive payment	5	

ASK IF DISAGREES WITH SAMPLE NJI MONTH (A1=2)

A1b. **We understand that you were claiming Jobseeker’s Allowance in [MONTH OF ATTENDED INTERVIEW DATE]. When did you start THAT PARTICULAR CLAIM for Jobseeker’s Allowance?**

INTERVIEWER NOTE: **We are asking when they started the claim that they were still claiming in [MONTH OF ATTENDED INTERVIEW DATE], which may not be the most recent claim. Even if they ended that claim and started a new one, we are just interested in when they started that particular claim.**

Before February 2009	1	THANK AND CLOSE
February 2009	2	
March 2009	3	
April 2009	4	
May 2009	5	
June 2009	6	
July 2009	7	
August 2009	8	
September 2009	9	
October 2009	10	
After October 2009	11	THANK AND CLOSE
Don’t know/ can’t remember (DO NOT READ OUT)	12	THANK AND

		CLOSE
Refused (DO NOT READ OUT)	13	THANK AND CLOSE

CATI INSTRUCTION FOR ALL FUTURE [MONTH AND YEAR OF CLAIM START DATE] TEXT SUBS

IF A1=1 USE MONTH AND YEAR FROM SAMPLE CLAIM START DATE
IF A1=2 USE MONTH AND YEAR GIVEN AT A1B

ASK ALL

- A2. **Had you ever claimed Jobseeker's Allowance BEFORE [MONTH AND YEAR OF CLAIM START DATE]?**

ADD IF NECESSARY: **If you started to set up a claim but did not receive payment please count this as 'no'**

Yes	1	CONTINUE
No	2	ASK A4

IF CLAIMED BEFORE (A2=1)

- A3. **In the last three years how many separate claims for Jobseeker's Allowance have you had in total, INCLUDING the claim you started in [MONTH AND YEAR OF CLAIM START DATE]?**

ADD IF NECESSARY: **Every time you stop a claim, even if for a short time, then start again it counts as a new claim but if you set up a claim and did not receive any payment do not count this**

ENTER NUMBER 1-20

ALLOW DK

ASK ALL

- A4. **In the period IMMEDIATELY before you started claiming for Jobseeker's Allowance on or around [MONTH AND YEAR] had you been claiming any of the following benefits (READ OUT)?**

Income Support	1
Incapacity Benefit	2
Employment and Support Allowance	3
Any other benefit (SPECIFY)	4
(DO NOT READ OUT) None / don't know	5

IF INCOME SUPPORT

- A5. **In [MONTH AND YEAR OF CLAIM START DATE] approximately how long had you been claiming Income Support?**

EXACT IF POSSIBLE:

_____ weeks

_____ months (MAX 99)

IF DON'T KNOW: Would you say it was...READ OUT

Less than a month	1
Less than 3 months	2
Less than 6 months	3
Less than 12 months	4
12 months or more	5
Don't know	X

SECTION B: CURRENT SITUATION / OUTCOME

ASK ALL

- B1. **Are you currently claiming or continuing to sign on for Jobseeker's Allowance?**

INTERVIEWER NOTE: If no longer eligible to claim JSA payments but are continuing to sign on and meet the conditions of JSA put 'Yes'.

Yes – claiming or signing on	1	CONTINUE
No	2	GO TO B3

ASK IF STILL CLAIMING (B1=1)

- B2. **Can I just check, has there been any period between [MONTH AND YEAR OF CLAIM START DATE] and now when you haven't claimed Jobseeker's Allowance?**

Yes – one period	1	CONTINUE
Yes – more than one period	2	
No – claimed continually	3	

- B3. ***There is no B3***

ASK IF NOT CLAIMING NOW OR HAD BREAK (B1=2 OR B2=1 OR 2)

- B4. **When did you end the claim for Jobseeker's Allowance you started on [MONTH AND YEAR OF CLAIM START DATE]?**

[IF STAGE 1: June 2009]	1	
[IF STAGE 1 : July 2009]	2	
[IF STAGE 1 OR 3: August 2009]	3	
[IF STAGE 1 OR 3: September 2009]	4	
[IF STAGE 2 OR 3 OR FND: October 2009]	5	
[IF STAGE 2 OR 3 OR FND: November 2009]	6	
[IF STAGE 2 OR 3 OR FND: December 2009]	7	
[IF STAGE 2 OR 3 OR FND: January 2010]	8	
[IF STAGE 3 OR FND: February 2010]	9	
[IF FND: March 2010]	10	
[IF FND: April 2010]	11	
[IF FND: May 2010]	12	
[IF FND: June 2010]	13	
[IF FND: July 2010]	14	
[IF FND: August 2010]	15	
[IF FND: September 2010]	16	

[IF FND: October 2010]	17	
Don't know/ can't remember (DO NOT READ OUT)	18	
Refused (DO NOT READ OUT)	19	

ASK IF NOT CLAIMING NOW OR HAD BREAK AND ABLE TO GIVE MONTH ENDED ((B1=2 OR B2=1 OR 2) AND B4 NOT DK/REF)

B4A And what was the date in [MONTH AND YEAR FROM B4] when you ended the claim for Jobseeker's Allowance you started on [MONTH AND YEAR OF CLAIM START DATE]?

RECORD NUMBER (ALLOW 1-31)
ALLOW DK AND REFUSED

IF B4A IS DK OR REFUSED

B4B Could you tell me which week in [MONTH AND YEAR FROM B4] you ended the claim for Jobseeker's Allowance you started on [MONTH AND YEAR OF CLAIM START DATE]?

PROMPT IF NECESSARY. CODE ONE ONLY.

First week	1	
Second week	2	
Third week	3	
Fourth week	4	
Fifth week	5	
Don't know/ can't remember (DO NOT READ OUT)	6	
Refused (DO NOT READ OUT)	7	

CATI DUMMY VARIABLE FOR TEXT SUBS (ALL SINGLE CODE)

Claiming currently – continuous claim	1	B1=1 AND B2=3
Claiming currently – break in claim	2	B1=1 AND B2=1-2
Not currently claiming	3	B1=2

IF NOT CURRENTLY CLAIMING (B1=2)

- B5. **Could you tell me whether you are currently . . . ?**
READ OUT

B5H ONLY - INTERVIEWER NOTE:

Code Yes for Income Support, Incapacity Benefit or Employment Support Allowance.
Code No for Tax Credits or Pension / Pension Credits only.

	Yes	No
j) self employed	1	2
k) working full time for an employer in a paid role - 30 hours or more per week	1	2
l) working part time for an employer in a paid role – less than 30 hours per week	1	2
m) retired and / or claiming a pension / pension credit	1	2
n) in full time training or education – 16 hours or more per week	1	2
o) in part time training or education – less than 16 hours per week	1	2
p) in the process of setting up a new claim for JSA	1	2
q) receiving, or in process of claiming for another benefit for people who are not working	1	2
r) working for an employer in a voluntary, unpaid role or internship	1	2

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1)

- B5X **Which of these would you consider your main job?**

PROMPT IF NECESSARY. CODE ONE ONLY.

SHOW ALL B5A-C=1	1	
etc	2	

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1)

READ OUT: Throughout the rest of the survey please think just about this main job or role when answering questions.

IF NOT CURRENTLY CLAIMING JSA [B1=2]

- B6. **Are you currently looking for [IF WORKING (B5A-C=1): other] paid work?**

Yes	1	
No	2	

IF NOT DOING ANY OF ABOVE [B5A-I ALL=2]

B7. Why are you not claiming?

*DO NOT READ OUT – CODE AS APPROPRIATE. PROBE FULLY.
INTERVIEWER NOTE: IF RESPONDENT GIVES ANSWER AVAILABLE AT B5,
RETURN AND CODE IT THERE.*

Partner's status changed	1	
Became ill / went to hospital	2	
Decided not to claim	3	
Did not like JCP service	4	
Began living with partner	5	
Told no longer eligible/ benefit stopped	6	
Went to prison	7	
Partner started claiming on respondent's behalf	8	
Moved house	9	
Went overseas	10	
Full time carer	11	
Other (PLEASE SPECIFY)	12	
Don't know	13	

ASK IF SETTING UP OR CLAIMING ANOTHER BENEFIT (B5H=1)

B8. Which benefit are you receiving or in the process of claiming for now?*DO NOT READ OUT – MULTI CODE*

Income Support	1	
Incapacity Benefit / Employment Support Allowance	2	
Carer's Allowance	3	
Other (PLEASE SPECIFY)	4	
(DO NOT READ OUT) Don't know	x	

SECTION C: ESTABLISHING IF ANY WORK OUTCOME

IF NOT CURRENTLY IN PAID WORK OR HAD A BREAK BUT NOW CLAIMING AGAIN ((B5A=2 AND B5B=2 AND B5C=2) OR (B2=1 OR 2))

C3. **AT ANY POINT SINCE ending your JSA claim on/in [END DATE] have you been**

...
READ OUT

CATI INSTRUCTION: Do not show current activities (if B5E=1 do not show C1E etc).

	Yes	No
j) self employed	1	2
k) working full time for an employer in a paid role – 30 hours or more per week	1	2
l) working part time for an employer in a paid role – less than 30 hours per week	1	2
m) THERE IS NO CODE D	1	2
n) in full time training or education – 16 hours or more per week	1	2
o) in part time training or education – less than 16 hours per week	1	2
p) THERE IS NO CODE G	1	2
q) THERE IS NO CODE H	1	2
r) working for an employer in a voluntary, unpaid role or internship	1	2

IF WORKED AT SOME POINT AFTER CLAIM (ANY OF C1A-C OR I=1)

C4. **Have you had one** [IF HAD EMPLOYER (C1B OR C=1): **job** [IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED (C1A=1 AND (B=1 OR C=1): **or**] [IF SELF EMPLOYED (C1A=1): **period of self employment**] **since [END DATE] or more than one?**

IF C1A=1 SHOW: INTERVIEWER NOTE: For self employed count different projects / contracts as ONE period unless doing a new role / set up a new business.

One	1	
More than one (please specify number)	2	

CATI DUMMY VARIABLE FOR TEXT SUBS		
Working now	1	B5A OR B OR C=1
Worked after ending claim but not now - one job	2	(C1A OR B OR C =1) AND C2=1
Worked since ending claim but not now – more than one job	3	(C1A OR B OR C =1) AND C2=2
Unpaid role	4	(C1A-C=2 AND (B5I=1 OR C1I=1))
WORKING / WORKED	5	(B5A OR B OR C=1) OR (C1A OR B OR C =1)
MAIN / MOST RECENT ACTIVITY: Self employed	6	(B5X=1 OR D1X=1) OR (B5A=1 AND B5B=2 AND B5C=2) OR (C1A=1 AND C1B=2 AND C1C=2)
MAIN / MOST RECENT ACTIVITY: Working for an employer	7	(B5X=2 OR 3 OR D1X=2 OR 3) OR ((B5B=1 OR B5C=1) AND (B5A=2)) OR ((C1B=1 OR C1C=1) AND CA=2)

SECTION D: EMPLOYMENT DETAILS**CATI INSTRUCTION FOR CURRENT WORKERS THROUGH SECTIONS D AND E:**

IF CURRENTLY DO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1) ONLY FOLLOW ROUTING AND TEXT SUBS FOR MAIN TYPE AS RECORDED AT B5X

IF WORKED OR WORKING (B5A-C=1 OR C1A-C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1) READ OUT:

- D15. **I'd now like to ask a few questions about the** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**] [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): **job**] [IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED (C1A=1 AND (B=1 OR C=1): **or**] [IF SELF EMPLOYED (B5A=1 OR C1A=1): **self employment**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1): **unpaid role**] **you** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **are currently doing**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C OR I=1) OR (C1A-C=2 AND C1I=1): **did**] [IF >1 JOB (C2=2): **most recently**].

IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED SINCE CLAIM ENDED BUT NOT CURRENTLY (C1A=1 AND (B=1 OR C=1):

- D1X **Which of these did you finish most recently?**

PROMPT IF NECESSARY. CODE ONE ONLY.

SHOW ALL C1A-C=1	1	
etc	2	

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C4A-C=1) READ OUT: **Throughout the rest of the survey please think just about this most recent job or role when answering questions.**

CATI INSTRUCTION FOR THOSE WHO WORKED SINCE ENDING CLAIM BUT NOT NOW THROUGH SECTIONS D AND E:

IF HAVE HAD MORE THAN ONE TYPE OF WORK SINCE CLAIM ENDED (MORE THAN ONE OF C1A-C=1) FOLLOW ROUTING AND TEXT SUBS FOR MOST RECENT TYPE AS RECORDED AT D1X

ASK IF HAVE OR HAD PAID WORK FOR AN EMPLOYER (B5B OR C=1 OR C1B OR C=1)

D2A **Did you gain this employment via an agency?**

Yes	1
No	2
(DO NOT READ OUT) Don't know	3

ASK IF GAINED EMPLOYMENT VIA AGENCY (D2A=1)

D2B **And were you then paid by the agency or by the company that you were placed with?**

Paid by agency	1
Paid by employer	2
(DO NOT READ OUT) Don't know	3

IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)

D16. **What [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND (B5I=1): is] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1 OR (C1A-C=2 AND (C1I=1)): was] the name of your [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND (C1I=1): most recent] employer [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=2): in this unpaid role]?**

INTERVIEWER NOTE: If give name of employment agency ask for place of work instead. If working for a company take that name, not of individual manager etc

WRITE IN.

ALLOW DK AND REF.

IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)

D17. **And [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND B5I=1): is] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND C1I=1): was] this job [TEXT SUB IF EMPLOYER NOT DK: at [EMPLOYER FROM D2]] ...**

READ OUT – SINGLE CODE

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
On some other basis (PLEASE SPECIFY)	5	
(DO NOT READ OUT) Don't know	X	
(DO NOT READ OUT) Refused	x	

- D18. IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))
Is [TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: **“your employer”**] a?
 CODE ONE ONLY

Interviewer note: IF PAID VIA AGENCY ask about the organisation placed with, not the agency

Charity / voluntary organisation	1	
Government funded organisation (including schools, hospitals, armed forces etc.)	2	
Neither (i.e. private sector)	3	
(DO NOT READ OUT) Don't know	x	

- D19. IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))
What [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **does**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **did**] [TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: **“your employer”** **mainly do?**

PROBE AS NECESSARY:

What is the main product or service of your employer?

What exactly does your employer make or do at this establishment?

What material or machinery does that involve using?

Interviewer note: IF PAID VIA AGENCY ask about the organisation placed with, not the agency

[IF SELF EMPLOYED (B5A=1 OR C1A=1)]: **What** [IF WORKING NOW (B5A =1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A =1): **was**] **the main activity of your business?**

PROBE AS NECESSARY:

What is/was the main product or service?

What exactly do/did you make or do?

What material or machinery does/did that involve using?]

WRITE IN. TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

- D20. IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))
And what [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND B5I=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND C1I=1): **was**] **your job title and your main duties or responsibilities?**

PROBE FOR FULL DETAILS.

E.G. IF RESPONDENT IS "SUPERVISOR" ASK WHAT KIND OF SUPERVISOR, WHERE? IF 'ASSISTANT, WHAT SORT OF ASSISTANT?

WRITE IN. TO BE CODED TO 4 DIGIT SOC. ALLOW REF.

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))

- D21. **And still thinking about the** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=2): **unpaid role**] [IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) **job**] **you** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **are currently doing**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **did**] [IF >1 JOB (C2=2): **most recently**] **after ending the JSA claim on/in** [END DATE] **how many hours on average** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **do**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **did**] **you work per week?**

RECORD NUMBER OF HOURS (1-130)

ALLOW DK AND REF

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **were**] **working** [HOURS GIVEN] **hours on AVERAGE per week?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND HOURS

ASK IF DK OR REF HOURS (D7=DK OR REF)

- D22. **Would you say that you typically** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **work**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **worked**] ...
READ OUT – SINGLE CODE

Less than 16 hours per week	1
At least 16 hours but fewer than 30 hours per week	2
30 hours or more per week	3
Don't know/ Can't remember (DO NOT READ OUT)	X
Refused (DO NOT READ OUT)	x

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C=1)) NOT UNPAID ROLE.

- D8A **And whilst you** [IF WORKING NOW (B5A OR B OR C=1): **have been**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **working in this**[IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main role**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) [IF >1 JOB (C2=2): **most recent role**] **have you received?**

READ OUT. CODE ALL MENTIONED.

Working tax credits including Return to Work, In Work, or Child Tax Credits which are paid weekly	1
Job Grant - a tax free lump sum when you start a new job	2
None of the above	3
Don't know (DO NOT READ OUT)	4
Unwilling to answer (DO NOT READ OUT)	x

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C=1)) NOT UNPAID ROLE.

- D23. **We would like to ask you how much you** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid in your** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main role**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) [IF >1 JOB (C2=2): **most recent role after ending the JSA claim on/in** [END DATE]].

Would it be easiest to tell us how much you [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid before tax...**

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

READ OUT – SINGLE CODE

Per year (annual salary)	1
Per month	2
Per week	3
Per hour	4
Other (please type in) (DO NOT READ OUT)	5
Unwilling to answer (DO NOT READ OUT)	x

ASK IF WANT TO ANSWER PER YEAR (D9=1)

- D24. **What** [IF WORKING NOW (B5A OR B OR C=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **was**] **your salary per year before tax to the nearest £1000?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 15000

CATI CHECK - IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax [IF WORKING NOW (B5A OR B OR C=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **was**] **£[AMOUNT AT D10]?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER MONTH (D9=2)

- D25. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per month before tax and any other deductions to the nearest £100?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 800

CATI CHECK - IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid £[AMOUNT AT D11] per MONTH, before tax and any other deductions?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER WEEK (D9=3)

- D26. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per week before tax and any other deductions to the nearest £20?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 200

CATI CHECK - IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you [[IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid** £[AMOUNT AT D12] **per WEEK, before tax and any other deductions?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER HOUR (D9=4)

D27. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per hour before tax and any other deductions to the nearest 50 pence?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

CATI CHECK - IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid** [AMOUNT AT D13] **per HOUR, before tax and any other deductions?**

INTERVIEWER NOTE. **Please use decimal point so 7.50 = £7.50, 10.00 = £10**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER OTHER (D9=5)

D28. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per [AS ENTERED AT D9 OTHER] before tax and any other deductions to the nearest 50 pence?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

SECTION E – VIEWS ON SUITABILITY OF OUTCOME

IF WORKED OR IN UNPAID ROLE AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1)
OR (C1A-C=2 AND C1I=2)

- E5. **How many full months and weeks** [IF HAD EMPLOYER (C1B OR C =1) OR (C1A-C=2 AND C1I=1) : **did you work in this**] [IF SELF EMPLOYED (C1A=1): **did this**] [IF >1 JOB (C2=2): **most recent**] [IF SELF EMPLOYED (C1A=1): **period of self employment or freelancing last**] [IF UNPAID ROLE: C1A-C=2 AND C1I=1): **unpaid role**] for after ending the JSA claim on/in [END DATE]??

Interviewer note: e.g. if worked there for six weeks should be coded as one month in first box and two weeks in second box.

ENTER FULL MONTHS, ALLOW NUMBER 0-6

ALLOW DK AND REF AND SKIP WEEKS IF DK OR REF

ENTER FULL WEEKS, ALLOW NUMBER 0-4

ALLOW DK AND REF

- E6. IF WORKED OR IN UNPAID ROLE AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1) **Why did you** [IF HAD EMPLOYER (C1B OR C =1) **leave this job**] [IF SELF EMPLOYED (C1A=1): **“end your period of self employment or freelancing”**] [IF UNPAID ROLE: C1A-C=2 AND C1I=1): **leave this**] [IF >1 JOB: **most recent**] **unpaid role**]?
DO NOT READ OUT – MULTI CODE

Contract ended/ temporary work	1
Sacked/ dismissed	2
Made redundant	3
Went into training/ education	4
Wasn't earning enough	5
No promotion prospects	6
Child care commitments	7
Health reasons	8
The company closed	9
Job was not suitable in some other way (please specify)	10
Transport issues / difficulty getting to work	12
Other (PLEASE SPECIFY)	11
Refused (DO NOT READ OUT)	x

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR IN UNPAID ROLE (C1A-C=2 AND (B5I=1 OR C1I=2))

- E7. **To what extent do you agree that your** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**) [IF PREVIOUSLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C1A-C=1: **most recent**) [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): **job** [IF SELF EMPLOYED (B5A=1 OR C1A=1): **work**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1): **unpaid role**] [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **was**] **a good match for your experience, skills and interests?**
READ OUT AND CODE ONE ONLY

Agree strongly	1	
Agree slightly	2	
Neither agree nor disagree	3	
Disagree slightly	4	
Disagree strongly	5	
Don't know (DO NOT READ OUT)	6	

IF DISAGREE WORK WAS GOOD MATCH (E3=4 OR 5)

- E3A **Are any of the following reasons why you decided to take this** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**) [IF PREVIOUSLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C1A-C=1: **most recent**) [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): **job** [IF SELF EMPLOYED (B5A=1 OR C1A=1): **work**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1): **unpaid role**]?
READ OUT AND CODE ALL THAT APPLY

There were few jobs available that matched your experience, skills or interest	1	
You wanted to move into work as soon as possible	2	
You felt under strong pressure from Jobcentre Plus to take THIS job	3	
You hope it will lead to a job that better matches your experience, skills and interest	4	
[NOT IF VOLUNTARY: You needed the money]	5	
DO NOT READ OUT: None of the above (please specify)	6	
DO NOT READ OUT: Don't know	7	

IF IN PAID WORK WITH AN EMPLOYER CURRENTLY OR HAVE BEEN SINCE AT SOME POINT (ANY OF B5B-C OR C1B-C=1)

E3B Whilst with [[TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: "your employer" [IF CURRENTLY IN PAID WORK B5B-C=1: have you done / IF HAVE BEEN IN PAID WORK C1B-C=1: did you do] any of the following . . .?

READ OUT. CODE ALL THAT APPLY.

Attended a training course off-site	1	ASK E3c
Attended training courses at the place where you [IF CURRENTLY IN PAID WORK B5B-C=1: work / IF HAVE BEEN IN PAID WORK C1B-C=1: worked]	2	
Attended seminars or conferences aimed at developing knowledge and skills	3	
Undertaken any other learning or training funded or supported by your employer	4	
(DO NOT READ OUT) None of the above	5	CHECK E4
Don't know	x	

IF TRAINED (E3B=1-4)

E3C And has any of this training been designed to lead to a formal, recognised qualification, or part or a unit of a recognised qualification...?

Yes - a formal, recognised qualification	1	ASK E3D
Yes – part or a unit of a recognised qualification	2	
DO NOT READ OUT: Other (specify)	3	
No - neither	4	ASK E3E
DO NOT READ OUT: Don't know	x	

IF TRAINED AND WAS LEADING TO A FULL OR PART QUALIFICATION (E3C=1 or 2 or 3)

E3D Qualifications are often classified by their level. Is / was this further training at...?

READ OUT, CODE ONE ONLY

LEVEL 3 which includes GNVQ or BTEC National and NVQ Level 3	2	
LEVEL 2 which includes GNVQ Intermediate, BTEC Intermediate /Diploma, NVQ Level 2	3	
LEVEL 1 which includes GNVQ /GSVQ Foundation, BTEC First, NVQ Level 1	4	
Entry level qualification, for example City & Guilds certificate or BTEC certificate	5	
Don't know	6	
Other (write in)	7	

IF TRAINED AND WAS LEADING TO A FULL OR PART QUALIFICATION (E3C=1 or 2 or 3)

E3E What is the name of the qualification?

PROBE FULLY – LEVEL, GRADE.

<i>ALLOW DK AND REFUSED</i>

IF TRAINED (E3B=1-4)

E3E Was this training delivered by . . . ?

READ OUT. CODE ONE ONLY.

A private training company	1
A further education college	2
Your employer	3
Anyone else (please specify)	4
DO NOT READ OUT: Don't know	x

IF TRAINED (E3B=1-4)

E3F And how useful did you find this training for developing your skills and knowledge?

READ OUT. CODE ONE ONLY.

Very useful	1
Quite useful	2
Not very useful	3

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Not at all useful	4
DO NOT READ OUT: Don't know	x

IF WORKING FOR EMPLOYER OR IN UNPAID ROLE NOW (B5 B OR C=1) OR (C1A-C=2 AND B5I=1)

E8. **Do you think that ...?**

	Yes	No	DK
the [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: main] [IF EMPLOYED (B5B OR C=1): job [IF UNPAID (C1A-C=2 AND B5I=1): unpaid role] that you are currently doing offers opportunities for promotion or for substantially increasing your responsibilities	1	2	X
[TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: "your employer" will offer you training that would help you get a promotion or more responsibilities	1	2	X

SECTION F: OVERALL VIEWS ON JCP SUPPORT

CATI DUMMY VARIABLE: FOR "DATE ENTERED STAGE" TEXT SUBS

STAGE 1 / COMPARISON	June 2009
STAGE 2 / COMPARISON	October 2009
STAGE 3 / COMPARISON	SHOW MONTH AND YEAR FROM DATE ENTERED STAGE 3 / EQUIVALENT ON SAMPLE (August / September / October 2009)
FND SURVEYS	October 2009

CATI DUMMY VARIABLE: FOR "END DATE" TEXT SUBS

END DATE FROM B4A/B4 (e.g. "20th July 2009"). IF B4=DK/REF: "the date you ended this particular claim that you had started in [START DATE]". IF B4A=DK/REF BUT B4B NOT DK/REF COMBINE B4 AND B4B (E.G. "the second week of July 2009"). IF B4A AND B=DK/REF ONLY SHOW MONTH FROM B4 "July 2009"

READ OUT

I'd now like to ask a few questions about your general views on the service that you have received from Jobcentre Plus.

We just want to talk about your [IF CONTINUAL CLAIM (B2=3): most recent] experiences on this particular claim you started in [CLAIM START DATE], so please could you just answer about your experiences between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): [END DATE] and not any other experiences.

F7. IS FOR FND ONLY

ASK ALL

F8. **To what extent do you agree that between [DATE ENTERED STAGE]] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE]...?**

FOR SECOND CODE ONLY: INTERVIEWER NOTE: If felt under pressure use agree
 ROTATE CODES

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	(DO NOT READ OUT) DK
Support was offered that matched your personal needs and circumstances	1	2	3	4	5	X
You felt under pressure to take part in activities that were not suited to your needs and circumstances	1	2	3	4	5	X

F9. **THERE IS NO F3**

ASK ALL

- F10. **As a RESULT of support delivered or arranged BY [IF F1=1: CONTRACT HOLDER; OTHERS: JOBCENTRE PLUS] over this period do you feel that.....?**

ROTATE. CODE ONE CODE FOR EACH FACTOR

	Increased greatly	Increased to some extent	Did not increase at all / no change	DO NOT READ OUT: Decreased	DO NOT READ OUT: DK
Your confidence	1	2	3	4	5
Your motivation to find work	1	2	3	4	5
Your awareness of the types of work that you could do	1	2	3		5
Your awareness of the range of ways you can look for job vacancies	1	2	3		5
Your job application, CV writing and interview skills	1	2	3		5

ASK ALL

- F11. **Overall, how satisfied are you with the support you received from [IF F1=1: CONTRACT HOLDER; OTHERS: Jobcentre Plus] between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE]?**

READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know (DO NOT READ OUT)	X	

ASK IF HAD CLAIMED BEFORE THIS CLAIM (A2=1)

- F12. **Was the support you received from [IF F1/1: CONTRACT HOLDER; OTHERS: Jobcentre Plus] between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE] better or worse than support you received when you claimed Jobseeker's Allowance previously?**

Much better	1	
A bit better	2	
No different	3	
A bit worse	4	
Much worse	5	
Don't know (DO NOT READ OUT)	X	

SECTION H: EXPERIENCES OF CLAIMING: STAGE 3 / COMPARISON

ASK IF STAGE 3 SURVEY

I'd now like to ask a few questions about some of the specific things that may have happened as part of the process of claiming Jobseeker's Allowance.

Again, throughout this next section we are only interested in your [IF CONTINUAL CLAIM (B2=3): **most recent**] period of claiming between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): **today** / IF CLAIM FINISHED (B1=2 OR B2=1-2): **END DATE**], and not any other experiences.

- H1. **Not including signing on, how many face-to-face interviews did you have with a Jobcentre adviser during this period, that is between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE]?**

1-2	1	
3-4	2	
5-6	3	
7-10	4	
More than 10	7	
DO NOT READ OUT: Cannot remember any interviews other than signing on	8	
DO NOT READ OUT: Don't Know	X	

- H2. **IF RECALLS ONE OR MORE INTERVIEWS OR UNSURE (H1=1-7 OR X) And for these interviews between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE] did you always see the same adviser? Would you say you...**

Always or almost always saw the same adviser	1	
Saw the same adviser sometimes	2	
Saw a different adviser each time	3	
DO NOT READ OUT: Don't Know	X	

- H3. **And did you have any telephone, text or email contact with an adviser at all during this period?**

Yes – regularly, more than once a fortnight	1	
Yes – occasionally, less than once a fortnight	2	
Once or twice	3	
No	4	
DO NOT READ OUT: Don't Know	X	

H4. *There is no H4***RECALL AND EXPERIENCE OF THE 6 MONTH OFFER**

IF STAGE 3 SURVEY

H5. **And again, just thinking about [DATE ENTERED STAGE] to [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE], during this time did the Jobcentre adviser offer you any of the following things...**

ADD AS NECESSARY: It doesn't matter if you didn't end up taking up the offer; we're just interested to know whether it was suggested to you.

	Yes	No	DK
The opportunity to take a volunteering role	1	2	X
Advice or support on setting up your own business, and / or claiming Self Employment Credit	1	2	X
A self marketing voucher to offer employers that allows them to claim a one-off payment if they give you a job. This may be part of an A4 booklet or flyer, and may have been posted to you.	1	2	X
A place on a training course at a local college which may have been related to a particular sector or job role	1	2	X

IF HAVE BEEN OFFERED ANY OF THE 6MO OPTIONS [ANY OF H5=1)

H6. **And did you....?**
SHOW ONLY OPTIONS OFFERED OF AT H5

Start a volunteering role	1	
Have a telephone conversation with someone at [ENGLAND: Business Link; WALES: Flexible Support for Business; SCOTLAND: Business Gateway or the Training for Work programme]. about what sort of support is available for people wishing to set up their own business	2	
Start claiming Self Employment Credit	2A	
Tell any potential employers about your self marketing voucher or mention it on applications	3	
Start a training course at a local college related to a particular sector or job role	4	
None of these	5	
Don't know	X	

IF SPOKE TO BUSINESS LINK (H6=2)

H6A And after speaking to someone at [ENGLAND: **Business Link**; WALES: **Flexible Support for Business**; SCOTLAND: **Business Gateway or the Training for Work programme**], did you take up any FURTHER advice or support on setting up your own business [IF STARTED SEC (H6=2A): apart from starting Self Employment Credit?],?

Yes	1	
No	2	
DO NOT READ OUT: Don't Know	X	

IF OFFERED BUT DID NOT START VOLUNTEERING ROLE (H5_1=1 AND H6

NOT 1)

H6B [TEXT SUB IF AT LEAST ONE OTHER STRAND OFFERED AS WELL AS VOLUNTEERING: **Thinking about the volunteering role...**] Did the Jobcentre adviser arrange for you to have a meeting or phonecall with someone to discuss possible volunteering placements?

Yes –went to meeting / had phonecall	1	
Meeting / phonecall was arranged but did not go	2	
Meeting / phonecall is arranged or being arranged	3	
No – nothing arranged	4	
DO NOT READ OUT: Don't Know	X	

IF OFFERED VOLUNTEERING OPTION BUT DID NOT TO TAKE UP AND BROKER MEETING IS NOT IN PROCESS OF BEING ARRANGED (H5_1=1 AND H6_1 NOT 1 AND H6B/NOT 3)

H7. Why did you not start a volunteering role...?

PROBE FULLY. CODE ALL THAT APPLY. DO NOT READ OUT.

Did not feel that would improve chances of finding work	1	
Felt that would get in the way of looking for work	2	
Volunteering options not of interest or not suitable to your needs	3	
Volunteering placements too far away	4	
Did not know how to how to find a placement / did not know what to do next	5	
Lack of confidence	6	
Waiting for placement to be set up	7	
Other (SPECIFY)	8	
Don't know	X	

IF STAGE 3 SURVEY AND SE OPTION OFFERED BUT NOT TAKEN UP (H5_2=1 AND H6 NOT 2 OR 2A)

- H8. **Is starting your own business or becoming self-employed an option that is of interest to you?**

Yes	1	
No	2	
DO NOT READ OUT: Don't Know	X	

IF OFFERED SELF-EMPLOYMENT OPTION BUT DECIDED NOT TO TAKE UP AND SELF-EMPLOYMENT IS OF INTEREST (H5_2=1 AND H6 NOT 2 OR 2A AND H8=1)

- H9. **Why did you not move onto Self Employment Credit or take up the option of advice or support on setting up your own business that was offered...?**
PROBE FULLY. CODE ALL THAT APPLY

Did not feel that would improve chances of finding work	1	
Felt that would get in the way of looking for work	2	
Content of advice available not of interest	3	
Organisations providing advice and support located too far away	4	
Did not know how to access this support / did not know what to do next	5	
Waiting for it to be set up	6	
Other (SPECIFY)	7	
Don't know	X	

IF OFFERED RECRUITMENT SUBSIDY OPTION BUT DECIDED NOT TO TAKE UP (H5_3=1 AND H6_3 NOT 1)

- H10. **Why did you not use the self marketing voucher with potential employers or on applications ...?**
PROBE FULLY. CODE ALL THAT APPLY. DO NOT READ OUT.

Did not feel that would improve chances of finding work	1	
Did not feel comfortable discussing subsidy with employers	2	
Did not want to alert potential employers to the fact that you were unemployed	3	
DO NOT READ OUT: Did not know how to use it / did not know what to do next	4	
DO NOT READ OUT: Did not apply for any jobs	5	
Other (SPECIFY)	6	
Don't know	X	

IF OFFERED TRAINING OPTION BUT DECIDED NOT TO TAKE UP (H5_4=1 AND H6_4 NOT 1)

H11. **Why didn't you start a training course at a local college?**

DO NOT READ OUT. PROBE FULLY. CODE ALL THAT APPLY

Did not feel that would improve chances of finding work	1	
Felt that would get in the way of looking for work	2	
Courses available not of interest	3	
Training providers too far away	4	
Did not know how to find or enrol on a course / did not know what to do next	5	
Enrolled and waiting for course to start	6	
Not enrolled but waiting for suitable course	7	
Level of courses too low / person over qualified	8	
Level of courses too high / person under qualified	9	
Other (SPECIFY)	10	
Don't know	X	

ASK IF ANY OF 6MO OPTIONS NOT MENTIONED BY ADVISOR [ANY OF H5 NOT 1]

H12. **Back in [DATE ENTERED STAGE], how interested do you think you would have been in the following. Please tell me whether you would have been very interested, quite interested, not very interested or not at all interested.**

ASK FOR EACH OPTION NOT MENTIONED BY ADVISOR [ALL H5 NOT 1]

	Very interested	Quite interested	Not very interested	Not at all interested	[DO NOT READ OUT:	DK
The opportunity to take a volunteering role	1	2	3	4	Depends on placements available	X
Advice or support on setting up your own business possibly including some funding for the first few months if you moved off JSA to become self employed	1	2	3	4		X
A self marketing voucher to offer employers or use on applications that allows them to claim a one-off payment if they give you a job.	1	2	3	4		X
A place on a training course at a local college related to a particular sector or job role	1	2	3	4	Depends on courses available	X

77 Appendix G: Stage 3/comparison survey materials

IF TOOK UP OFFER OF ANY OF THE 6MO OPTIONS EXCEPT VOUCHER [ANY OF H6_1, 2 or 4=1]

H13. **How useful did you find the following in preparing you for employment....?**
ASK FOR ALL OPTIONS TAKEN UP [EACH OF H6_1, 2 or 4=1]

ADD AS NECESSARY: **If you are still undertaking the activity please tell me how useful you have found it so far.**

	Very useful	Quite useful	Not very useful	Not at all useful	DK
Volunteering experience	1	2	3	4	X
Advice or support on setting up your own business, including any funding received from the Self Employment Credit	1	2	3	4	X
Training at a local college	1	2	3	4	X

ASK IF CURRENTLY IN PAID WORK WITH AN EMPLOYER AND USED RECRUITMENT VOUCHER (B5 B OR C=1) AND H6_3=1

H14. **Thinking about the [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: main] job you have now [IF SELF EMPLOYED B5A=1: with an employer], would you say that getting this job was...**

A direct result of the self marketing voucher you received from the Jobcentre	1	
Partly a result of the self marketing voucher you received	2	
Or not at all related to the self marketing voucher you received from them	3	
DO NOT READ OUT: Don't Know	X	

OTHER SUPPORT OFFERED

We're now going to read out a list of other activities or forms of support you may have been offered by the Jobcentre adviser during this period.

H15.

Again, **just** thinking about the period from [DATE ENTERED STAGE] to [IF STILL CLAIMING WITH NO BREAK (B2=3): **today** / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE], did the Jobcentre offer you any of the following.....?

INTERVIEWER NOTE: **Only if offered from [DATE ENTERED STAGE] to [IF STILL CLAIMING WITH NO BREAK (B2=3): **today** / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE]**

ASK FOR EACH CODED 'YES' AT H15 – ASK AFTER 'YES' CODE AT H15

H16. **And did you take this up?**

ASK FOR EACH CODED 'YES' AT H16 – ASK AFTER 'YES' CODE AT H16

H17. **And how useful did you find this?**

	H15			H16			H17				
	Yes	No	DK	Yes	No	DK	Very useful	Quite useful	Not very useful	Not at all useful	DK
Drawing up an action plan with the Jobcentre adviser	1	2	X	1	2	X	1	2	3	4	X
A work trial or placement arranged by the Jobcentre	1	2	X	1	2	X	1	2	3	4	X
Financial support to help cover the costs associated with looking for or taking work ADD AS NECESSARY: This might have involved money for travel costs, clothes, childcare or tools you needed to take a particular role.	1	2	X	1	2	X	1	2	3	4	X
Advice on what benefits or credits you might be entitled to once in work	1	2	X	1	2	X	1	2	3	4	X

	H15			H16			H17				
	Yes	No	DK	Yes	No	DK	Very useful	Quite useful	Not very useful	Not at all useful	DK
Referral to a careers adviser arranged by the Jobcentre ADD AS NECESSARY: This may have been with a nextstep adviser who may have been based in the Jobcentre or elsewhere, and may have involved a computer based questionnaire called the Skills Diagnostic Tool	1	2	X	1	2	X	1	2	3	4	x
A move to weekly signing	1	2	X	1	2	X	1	2	3	4	X
A short course on maths, writing or English language skills	1	2	X	1	2	X	1	2	3	4	X
Referral to a centre where you attended sessions or a short course on CVs, job applications or interview skills	1	2	X	1	2	X	1	2	3	4	X
PHASE TWO AND 18-24 ONLY: Referral to a Gateway to Work course, which you were required to attend every day for around a week to receive advice and help on things like communication skills, punctuality, timekeeping, team working and problem solving?	1	2	X	1	2	X	1	2	3	4	X
PHASE TWO: Referral to a New Deal programme. ADD AS NECESSARY: This could be to a New Deal option, or New Deal for Musicians [IF 50+: or New Deal 50+]	1	2	X	1	2	X	1	2	3	4	X

	H15			H16			H17				
	Yes	No	DK	Yes	No	DK	Very useful	Quite useful	Not very useful	Not at all useful	DK
Any other sort of advice, support or training from the Jobcentre during this time that we have not mentioned? [PLEASE SPECIFY]	1	2	X	1	2	X	1	2	3	4	X

IF OFFERED ANY TYPE OF ADDITIONAL SUPPORT (ANY OF H15=1)

- H18. **When claiming JSA everyone has to do certain things such as signing on, attending interviews and proving they are looking for work. BUT did the Jobcentre adviser say you would be at risk of losing your benefit if you didn't take up any of the additional activities or support that you just told me that you were offered ?**

You said that you were offered; [TEXT SUB: CATI INSTRUCTION: JUST SHOW THOSE MENTIONED AS OFFERED AT H15],

Yes	1	
Was told I had to do something other than normal JSA requirements to keep benefits but wasn't one of these things [WRITE IN DETAILS]	2	
No – only normal JSA requirements	4	
DO NOT READ OUT: Don't Know	X	

H19. IF WAS TOLD ONE OF THE ACTIVITIES MENTIONED MANDATORY (H18=1)
Which of the activities or types of support you mentioned were you told you HAD to do?

MULTICODE, PROMPT AS NECESSARY

CATI INSTRUCTION: JUST SHOW THOSE MENTIONED AS OFFERED AT H15

INTERVIEWER INSTRUCTION: **Do not include the normal conditions of claiming JSA such as signing on, attending interviews and showing proof they have been looking for work. If these were the only requirements return to the previous question.**

<i>SHOW EACH OF THE ACTIVITIES OFFERED AT H15 – USING THE VERBATIM SPECIFY TEXT FOR OTHER TRAINING AND OTHER ADVICE/SUPPORT CODES</i>	1
Something else [WRITE IN]	17
DO NOT READ OUT: Don't know	18

H20. ASK IF MORE THAN ONE ACTIVITY USEFUL (VERY OR QUITE) AT H13 OR H17
And thinking now just about the types of support you found useful. You said that you found [INSERT NUMBER OF ACTIVITIES FOUND USEFUL] things that you have been involved with between from [DATE ENTERED STAGE] to [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE] useful. Which of these would you say was the most useful to you in terms of [IF IN PAID WORK OR HAVE WORKED SINCE ENDING CLAIM (B5A OR B OR C=1 OR C1A OR B OR C=1): finding work / ALL OTHERS: moving you closer to finding paid work?

<i>SHOW EACH OF THE ACTIVITIES FOUND TO BE USEFUL AT H13 AND H17 – USING THE VERBATIM SPECIFY TEXT FOR OTHER TRAINING AND OTHER ADVICE/SUPPORT CODES</i>	1	
No one thing the most useful / all equally useful	2	
None of the them useful in terms of finding work	3	
DO NOT READ OUT: Don't Know	X	

H21 ASK IF PHASE 1 OR (PHASE 2 AND AGED 25-49 OR 50+)
 [IF CLAIMING NOW (B1=1): **Have** / IF NOT CLAIMING NOW (B1=2): **Before ending your claim did**] you [IF PHASE 1 AND CLAIMING NOW: **recently started** / IF PHASE 1 AND NOT CLAIMING NOW: **start the Flexible New Deal? This would have involved you no longer attending regular interviews with a Jobcentre adviser but only going to the Jobcentre to sign on, and instead receiving support from a different organisation based at a different location?** / IF PHASE 2 AND CLAIMING NOW:: **recently attended** / IF PHASE 2 AND NOT CLAIMING NOW: **attend a 12 month Re-Start Interview? During this your adviser may have discussed ongoing job search activity and revised your action plan or Jobseekers Agreement.**]

This should have been around a year after you started the claim.

Yes	1	
No	2	
DO NOT READ OUT: Don't know	x	

SECTION J: DEMOGRAPHICS

READ OUT

J1. **That's all I need to know about your experiences of claiming Jobseeker's Allowance. The next few questions are about yourself and are for classification purposes only.**

J22. **In terms of housing do you?**

READ OUT UNTIL CODE YES. CODE ONE ONLY.

Own your property, and are in the process of paying back a mortgage or loan	1	
Own your property outright, no mortgage owed	2	
Live rent free in a relative's/friend's property	3	
Rent	4	
Have your rent fully covered by Housing Benefit	5	
Pay part rent and part mortgage / shared ownership	6	
Squat	7	
Other (please specify)	8	
DO NOT READ OUT: Refused	X	

IF RENT (J2=4 OR 5)

J23. **And who is your landlord . . . ?**

ADD IF NECESSARY: If property is let through an agent, please answer about the owner not the agent.

INTERVIEWER NOTE: If the respondent does not know who the landlord is, use code 6 (other private individual), not DK.

PROMPT IF NECESSARY.

The local authority / council	1	
A housing association, charitable trust or Local Housing Company	2	
The employer (organisation / company) of a household member	3	
The employer (individual person) of a household member	4	
Relative/friend of a household member	5	
Another individual / private landlord	6	
Another organisation	7	
Other (please specify)	8	

DO NOT READ OUT: Don't know	9	
DO NOT READ OUT: Refused	x	

ASK ALL

- J24. **When you started your claim for Jobseeker's Allowance on [MONTH AND YEAR OF CLAIM START DATE] did you have any qualifications from school, college, university, work, government schemes or anywhere else?**

Yes	1	CONTINUE
No	2	SKIP NEXT
Refused	3	

IF HAD A QUALIFICATION (J4=1)

- J25. **Qualifications are often classified by their level. Did you have any qualifications at the following levels on [MONTH AND YEAR OF CLAIM START DATE]?**

PROMPT AS NECESSARY

	Yes	No	Don't know
H) LEVEL 2 which includes 5 GCSEs Grades A-C, 5 GCEs O Level, 5 CSEs Grade 1, GNVQ Intermediate, BTEC Intermediate /Diploma, NVQ Level 2, 1 A Level, 3 or fewer AS Levels	1	2	X
IF YES OR DON'T KNOW TO A ASK B IF NO ASK E			
IF YES OR DK TO A I) LEVEL 5 which covers Doctorates, Masters, Postgraduate Diplomas and Postgraduate Certificates	1	2	X
IF NO OR DON'T KNOW TO B ASK C J) LEVEL 4 which is an Undergraduate or First degree, Foundation Degree, PGCE, HND, HNC, NVQ Level 4, Dip Ed, Cert Ed, other undergraduate diplomas or certificates or other professional qualifications at an undergraduate level	1	2	X
IF NO OR DON'T KNOW TO C ASK D K) LEVEL 3 which includes 2 or more A levels, 4 or more AS levels, GNVQ or BTEC National and NVQ Level 3	1	2	X
IF A=NO OR (A=DK AND (D=NO OR D=DK)) L) LEVEL 1 qualifications, for example GCSE Grades D-G, CSE Grade 2 or under, GNVQ /GSVQ Foundation, BTEC First, NVQ Level 1 or less than 5 GCSE Grades A-C	1	2	X
IF NO OR DON'T KNOW AT E ASK F M) Entry level qualification, for example City & Guilds certificate or BTEC certificate	1	2	X

IF NO OR DON'T KNOW AT F ASK G N) Some other qualifications (IF YES SAY: please specify type, grade and level of the highest qualification you have)	1	2	X
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ASK ALL

J26. **What is your date of birth?**

RECORD DD/MM/YYYY

ALLOW 01/01/1940 – 01/01/1994

ALLOW REFUSED

IF AGE IS REFUSED (J6=REFUSED)

J27. **Which of the following age bands do you fall into?**

READ OUT

18-19 years	1	
20-24 years	2	
25-29 years	3	
30-34 years	4	
35-39 years	5	
40-44 years	6	
45-49 years	7	
50-54 years	8	
55-59 years	9	
60+ years	10	
Refused (DO NOT READ OUT)	X	

ASK ALL

J28. Which of the following best describes your ethnic background?

PROMPT AS NECESSARY

. SINGLE CODE.

WHITE British	1	
WHITE Irish	2	
WHITE Other background (SPECIFY)	3	
MIXED White and Black Caribbean	4	
MIXED White and Black African	5	
MIXED White and Asian	6	
MIXED Other mixed background (SPECIFY)	7	
BLACK OR BLACK BRITISH Caribbean	8	
BLACK OR BLACK BRITISH African	9	
BLACK OR BLACK BRITISH Other background (PLEASE SPECIFY)	10	
ASIAN OR ASIAN BRITISH Indian	11	
ASIAN OR ASIAN BRITISH Pakistani	12	
ASIAN OR ASIAN BRITISH Bangladeshi	13	
ASIAN OR ASIAN BRITISH Other background (PLEASE SPECIFY)	14	
CHINESE	15	
OTHER ETHNIC BACKGROUND (PLEASE SPECIFY)	16	
DO NOT READ OUT: Don't know / Refused	17	

ASK ALL

J29. Are you currently suffering from any long term illness, health problem or disability which limits your daily activities or the work you can do?

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

IF HEALTH PROBLEM (J9=1)

J30. **Could you tell me what your MAIN illness, health condition or disability is?**

PROMPT AS NECESSARY. CODE ONE ONLY.

MENTAL HEALTH		
Depression	1	
Stress or anxiety	2	
Problems due to alcohol or drug addiction	3	
Fatigue or problems with concentration or memory	4	
Any other mental health condition (please specify)	5	
LEARNING DIFFICULTIES		
Learning difficulties including dyslexia	6	
MUSCULO-SKELETAL / PHYSICAL INJURY		
Problems with your arms or hands	7	
Problems with your legs or feet	8	
Problems with your neck or back	9	
Pain or discomfort	10	
Any other musculo-skeletal problem or physical injuries (please specify)	11	
SENSORY IMPAIRMENT		
Difficulty with seeing	12	
Difficulty with hearing	13	
Dizziness or balance problems	14	
Any other sensory impairment problem (please specify)	15	
CHRONIC / SYSTEMIC / PROGRESSIVE		
Problems with your bowels, stomach, liver, kidneys or digestion including Crohn's disease	16	
Chest or breathing problems including asthma	17	
Heart or blood pressure problems including angina	18	
Skin conditions or allergies	19	
Cancer or other progressive illness not covered above	20	
Any other chronic / systemic illness (please specify)	21	
OTHER CONDITION OR DISABILITY		
Speech problems	22	
Obesity	23	
Aspergers syndrome	24	
Any other health condition or disability issue (please specify)	25	
Prefer not to say	X	

ASK ALL

- J31. **Are you currently living with a spouse or a partner who receives Jobseekers Allowance or another benefit for people who are not working...?**

INTERVIEWER NOTE: Code as Yes if partner receives Income Support, Incapacity Benefit or Employment Support Allowance. Code No if partner receives Tax Credits or Pension / Pension Credits only.

PROMPT IF NECESSARY

Yes – partner claims out of work benefit	1	
No – has no partner or they do not claim an out of work benefit	2	
Unsure (please specify benefit claimed)	3	
DO NOT READ OUT: Refused	X	

ASK ALL

- J32. **Are you the parent or guardian of any children under the age of 16?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

IF HAVE CHILDREN (J12=1)

- J33. **Are you the parent or guardian of any children under the age of 5?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

IF HAVE CHILDREN (J12=1)

- J34. **And are you currently a single parent living with children aged under 16?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

IF HAVE CHILDREN (J12=1)

- J35. **Are any of your children currently suffering from any long term illness, health problem or disability which limits YOUR daily activities or the work YOU can do?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

ASK ALL

- J36. **People have different barriers or situations which can sometimes make it difficult to find work, to help us analyse the data could you tell me if any of the following four apply to you . . .?**
 READ OUT. CODE ALL THAT APPLY

Have you have recently left care	1	
When you started this claim for JSA had you recently left prison or been on probation or on a community sentence	2	
Are you are in contact with secondary mental health services ADD IF NECESSARY: This is normally community-based treatment, for example through a day hospital, inpatient clinic, home visits, help lines, crisis centres, voluntary drop-in centres or day-care centres	3	
Do you have moderate to severe learning disabilities, not including dyslexia/dyspraxia	4	
Or do none of the above apply	5	
DO NOT READ OUT: Refused	X	

ASK ALL

- J37. INTERVIEWER RECORD GENDER

Male	1	
Female	2	

ASK ALL

- J38. **We would like to contact you again in about a year to find out how things are going. Would this be ok?**

ADD IF NECESSARY: **If IFF contact you the interview would only take around 10-15 minutes and be by phone again.**

Yes	1	
No	2	

ASK ALL

- J18A **Our research partners, PSI may like to contact you to speak to you in more detail. Would this be ok?**

ADD IF NECESSARY: **PSI** are the **Policy Studies Institute** at the **University of Westminster** who are working with **IFF** on this study.

Yes	1	
No	2	

IF AGREE TO RE-CONTACT (J18=1OR J18A=1)

- J39. **We currently have [TEL NUMBER FROM SAMPLE] as your telephone number. Is there another, alternative number that [IF J18=1: we [IF J18A=1: or PSI] could try to reach you on in a year's time?**

INTERVIEWER NOTE: If you called a number not on the original sample please record it here.

Yes [SPECIFY ONLY ALLOW NUMERIC]	1	
No	2	

IF AGREE TO RE-CONTACT (J18=1OR J18A=1)

- J40. **Could I also take the telephone number of a relative or friend in case [IF J18=1 : we [IF J18A=1: or: PSI] find it difficult to contact you?**

Full Name	
Relationship to you – they are your...	
Contact telephone number – only allow numeric	
Refused	x

ASK ALL

- J41. **Would it be OK if the answers you have given to this survey were combined with administrative records held by the Department for Work and Pensions? Your answers will of course be treated in the strictest confidence by the research team and will not affect your dealings, either now or in the future, with the DWP. Your answers would be used for statistical purposes only and nothing that would identify you as an individual will be used.**

J42.

Yes	1	
No	2	

THANK RESPONDENT AND CLOSE INTERVIEW

I declare that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct.

Interviewer signature:

Date:

Finish time:

Interview Length

mins