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Social Research

DWP COVID-19 Employer Pulse Survey

Final report

March 2023

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Voluntary statement of compliance with the Code of Practice for Statistics

The Code of Practice for Statistics (the Code) is built around 3 main concepts, or pillars, trustworthiness, quality and value:

- trustworthiness – is about having confidence in the people and organisations that publish statistics
- quality – is about using data and methods that produce assured statistics
- value – is about publishing statistics that support society’s needs for information

The following explains how we have applied the pillars of the Code in a proportionate way.

Trustworthiness

This survey fieldwork was conducted by Ipsos, working to the Government Social Research code of practice. The analysis of the survey findings and the writing of the report was conducted by analysts at the Department for Work and Pensions and has been checked thoroughly by analysts at the Department for Work and Pensions to ensure it meets the highest standards of analysis and drafting.

Quality

The survey was carried out using established statistical methods. The research has been quality assured using Ipsos internal quality checking processes, which have been shared with the Department for Work and Pensions. The analysis of findings and report writing has been quality assured by analysts at the Department for Work and Pensions.

Value

This survey provided insight into employers’ responses to the COVID-19 pandemic in relation to key issues of pertinence to the Department, including how employers are responding to the policy changes put in place by the Department. It contributed to

wider evidence gathered about employers during this period. Findings from this survey informed policy development relating to employers.

Executive summary

This report presents findings from an employer survey conducted during the COVID-19 pandemic. The aim of the survey was to understand how employers are supporting and managing the health of their workforce, how they are engaging with Government schemes and guidance, and whether they have altered certain business practices in response to the COVID-19 pandemic. Fieldwork for this survey was carried out over 3 waves with a total of 3,921 employers in Great Britain (GB) between 17th June 2020 and 8th April 2021.

Approximately two-thirds of employers allowed at least some of their vulnerable staff to work from home at wave 2 and wave 3 of the survey. Employers reported a range of policies where not all vulnerable staff could work from home; at wave 2 this was most commonly applying general government guidance, and at wave 3 these staff were most often furloughed.

Across the first and second waves of the survey, around six in ten employers reported making changes or planning to make changes to the requirements for medical evidence for sickness absence or self-isolation. At wave three of the survey, nine in ten employers who were aware of the NHS111 Isolation note would accept this as evidence for sickness absence or self-isolation.

At the second wave of the survey, half of employers were aware of the Statutory Sick Pay Rebate scheme, while at the third wave of the survey four in ten were aware of the scheme. Around one in ten employers had used the Statutory Sick Pay Rebate scheme, while the majority of employers said they hadn't but would consider using it.

Over half of employers at the second wave of the survey had systems in place to monitor staff health and wellbeing. Of those, the most common health condition employers had seen an increase in was mental health conditions although most employers hadn't seen an increase in any condition.

Across all three waves of the survey, at least one in ten employers reported using Occupational Health (OH) services during the pandemic (10% at wave 1, 15% at wave 2, and 13% at wave 3).

At the final wave of the survey, employers were asked whether any of their employees were suffering from any long-term effects of COVID-19, with four percent of employers saying they did have staff suffering from this. Employers reported using a range of practices where staff were unable to work due to long-term effects of COVID-19, most commonly using Statutory Sick Pay.

Across the three waves of the survey, only a small percentage of employers reported reducing their workplace pension employer contributions as a direct result of covid-19 (6% at wave 1; 3% at wave 2; 3% at wave 3). Under Automatic Enrolment, an employer cannot reduce their employer contributions to their Automatic Enrolment workplace pension scheme to below 3% of an enrolled jobholder's gross wages

within the Qualifying Earnings Band (£6,240-£50,000 in 2020/21 and £6,240-£50,270 in 2021/22)¹.

¹ Workplace pensions, What you, your employer and the government pay, May 2022
<https://www.gov.uk/workplace-pensions/what-you-your-employer-and-the-government-pay>

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Glossary and abbreviations

CATI	Computer-Assisted Telephone Interviewing, i.e. interviews conducted by an operator over the telephone.
Coronavirus Job Retention Scheme (CJRS)	Launched in March 2020, the CJRS (also known as the “furlough scheme”) enabled employers who cannot maintain their workforce because their operations had been affected by COVID-19 to furlough (i.e. put on temporary leave) employees and apply for a grant to cover a portion of their usual monthly wage costs. The Coronavirus Job Retention Scheme ended on 30 September 2021.
Coronavirus Statutory Sick Pay Rebate Scheme	A temporary scheme launched as part of the Government’s wider package of support for business during the COVID-19 pandemic. The scheme was launched in May 2020 and closed in March 2022. Eligible employers were able to claim a rebate for SSP paid to eligible employees who were absent from work as a result of COVID-19.
DWP	The Department for Work and Pensions, responsible for welfare, pensions and child maintenance policy.
Fit note	Fit notes are issued by GPs or hospital doctors following an assessment of an individual’s fitness for work by either a GP or hospital doctor. Assessments determine whether an individual is either ‘not fit for any work’ or ‘may be fit for work’ if certain workplace adjustments are in place. If an individual is found ‘not fit for work’, a fit note makes a recommendation for how long the employee ought to be off work.
Furlough	See “Coronavirus Job Retention Scheme”.
NHS 111 Isolation note	Since March 2020, people who are unable to work for more than seven days because of COVID-19 can obtain an isolation note through an online service, which provides evidence to employers that they have been advised to self-isolate due to coronavirus, either because they have symptoms themselves or they live with someone who has symptoms.
Occupational Health (OH)	The definition used in this research with employers was: Occupational health services are advisory and support services which help employers carry out functions such as health surveillance, advise about fitness for work and sickness absence, and also help to maintain and promote employee health and wellbeing.

Occupational Sick Pay (OSP)	A contractual sick pay provided by an employer that is more generous than Statutory Sick Pay (SSP).
Statutory Sick Pay (SSP)	The statutory minimum an employer must pay to employees and workers when they meet the eligibility conditions. SSP is currently £99.35 a week and can be paid for up to 28 weeks.

Employer sizes

Micro employers	Businesses or organisations with 2-9 staff members.
Small employers	Businesses or organisations with 10-49 staff members.
Medium employers	Businesses or organisations with 50-249 staff members.
Large employers	Businesses or organisations with 250 or more staff members.
Small and medium-sized enterprises (SMEs)	Businesses or organisations with fewer than 250 employees (i.e. covering all micro, small, and medium employers).

Introduction

The COVID-19 pandemic has had a substantial impact on employers, both financially and in terms of the way they are able to operate. The COVID-19 Employer Pulse Survey was designed to help Government understand how employers were supporting and managing the health of their workforce, how they were engaging with Government schemes and guidance, and whether they altered certain business practices in response to the COVID-19 pandemic.

The survey provides evidence in the following areas:

- Workforce management during COVID-19, particularly in relation to sick, vulnerable, shielding, and/or self-isolating employees
- Awareness and use of the Statutory Sick Pay Rebate Scheme
- Changes to certification for sickness absence due to COVID-19
- Use of OH services in relation to COVID-19
- Changes to workplaces or processes in response to COVID-19
- Changes in employer pension contributions due to COVID-19
- Plans for future recruitment/redundancies
- Employer awareness and engagement in Government policies and schemes.

While the survey was conducted over three waves, some questions varied between waves, or included different response options or bases. This was to adapt to the evolving situation around the pandemic, and associated Government support packages.

A total of 3,921 interviews were conducted with employers across Great Britain over the three waves of fieldwork, between 17th June 2020 and 8th April 2021. The survey was a mixed mode using online or CATI (Computer-assisted telephone interviewing). Fieldwork for wave 1 of the survey took place between 17th June and 2nd July 2020, wave 2 of the survey took place between 12th and 31st October 2020, and wave 3 of the survey took place between 3rd March and 8th April 2021.

At the end of March 2020, the UK Government and the devolved administrations passed legislation to implement 'lockdowns'. This legislation made it an offence for a person to leave their house to go to work if that work could be done from home.

In June 2020, the UK Government removed this requirement for England, meaning anyone could legally go to work. However, the guidance still said that employees should work from home if possible. Workplaces that were re-opening had to follow Covid-secure guidance. From the end of May 2020, lockdown in Scotland and Wales began to ease too.

Throughout the pandemic, work from home guidance was issued by the UK government and by devolved administrations, with guidance updated as the pandemic evolved. This is reflected in the fact that employers adapted their practices as guidance changed.

On 20th March 2020, ahead of the UK lockdown, the Chancellor announced the Coronavirus Job Retention Scheme (CJRS). The scheme supported businesses and employees by paying 80% of a furloughed employee's wage (up to a gross cap of £2,500 per month) from 1st March. From 1st July, changes to the Coronavirus Job Retention Scheme meant that employers could bring employees back on a part-time basis – wave 1 fieldwork ran from 17th June until 2nd July. The Government contribution was reduced on 1st September to 70% and in October 2020 to 60% (wave 2 of the survey took place between 12th and 31st October), but this was increased up to 80% from November.

The breakdown of sectors within the sample is set out in table 1 below and across size bands is set out in table 2. The survey data was weighted by size and sector to be representative of the GB employer population. All figures from table 3 onwards report weighted data but include the unweighted base sizes.

Table 1. Sample breakdown across sectors ²

	Counts		
	Wave 1	Wave 2	Wave 3
Net ABCDE Production	227	202	235
Net F Construction	109	95	115
Net GHI Distribution	382	308	321
Net JKLMN Business services	446	360	456
Net OPQRS Other services	190	232	243
<i>Base:</i>	<i>1,354</i>	<i>1,197</i>	<i>1,370</i>

Table 2. Sample breakdown across size bands

	Counts		
	Wave 1	Wave 2	Wave 3
Micro	527	442	509
Small	449	392	461
Medium	266	249	289
Large	112	114	111
<i>Base:</i>	<i>1,354</i>	<i>1,197</i>	<i>1,370</i>

² More details of sector breakdowns can be found at: [Nature of business: Standard Industrial Classification \(SIC\) codes \(companieshouse.gov.uk\)](https://www.companieshouse.gov.uk/nature-of-business-standard-industrial-classification-sic-codes)

It was intended that the survey be completed by the most senior person with responsibility for personnel issues in the organisation (usually HR Director in medium and large organisations and the business owner/managing director for small employers).

The survey results are subject to margins of error, which vary depending on the number of respondents answering each question and pattern of responses. The overall effective sample size at wave 1 was reduced from 1,354 to 761 once design weights were applied with a confidence interval of +/- 3.6 percentage points for a question asked of all participants. At wave 2, the effective sample size was reduced from 1,197 to 612 once design weights are applied, with a confidence interval of +/- 4 percentage points. At wave 3, the effective sample size was reduced from 1,370 to 683 once design weights are applied with a confidence interval of +/- 3.8 percentage points.

Where data does not sum to 100%, this is due to rounding and/or because the question allowed for multiple response options to be selected.

An interim survey report was published in July 2021 [DWP COVID-19 Employer Pulse Survey: interim summary report - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/95421/dwp-covid-19-employer-pulse-survey-interim-summary-report.pdf). This report presents more detailed findings from all three waves.

Survey findings

Vulnerable employees

At waves 2 and 3 of the survey, employers who did not have all their workforce working from home and had vulnerable staff were asked whether these vulnerable staff could work from home. The survey informed participants that individuals may be vulnerable because of things like their age, an underlying health condition or because they are pregnant. Approximately two-thirds of employers allowed at least some of their vulnerable staff to work from home during this phase of the pandemic (67% at wave 2; 71% at wave 3). Most commonly, employers allowed all their vulnerable staff to work from home, although a small minority of employers said that decisions on this were made on a case-by-case basis – either depending on the health condition or on the job role. However, around three in ten employers (33% at wave 2; 29% at wave 3) said that none of their vulnerable employees could work from home.

Table 3. Employers working from home policies for staff vulnerable to COVID-19

	Percentage	
	Wave 2	Wave 3
All vulnerable staff can work from home	39%	40%
Case-by-case basis depending on the health condition	12%	15%
Case-by-case basis depending on the job role	15%	16%
No vulnerable employees can work from home	33%	29%
<i>Base:</i>	<i>641</i>	<i>676</i>

Base: All employers at wave 2 and 3 that are trading, who have vulnerable staff, and where not all staff are working from home. This represents 34% of employers at wave 2 and 32% of employers at wave 3.

Where not all vulnerable staff could work from home, employers were asked what guidelines or provisions apply to these employees³. Employers often said that they expected employees to work as normal with government guidance (46% at wave 2; 33% at wave 3), or to work with specific adjustments (36% at wave 2; 28% at wave

³ Employers were able to select multiple response options where they applied different policies to different members of their staff or for different periods of time.

3). A large minority of employers said that these employees were furloughed (37% at wave 2; 47% at wave 3).

Table 4. Employer policies towards vulnerable employees who cannot work from home

	Percentage	
	Wave 2	Wave 3
Employees are expected to work as normal with general Government guidance	46%	33%
Employees are expected to come to work but with specific adjustments	36%	28%
Employees receive SSP	19%	7%
Employees receive OSP	3%	4%
Employees are furloughed	37%	47%
Employees take time off	6%	3%
Employees are made redundant	2%	2%
Employees receive full pay	25%	12%
Other	3%	4%
Don't know	7%	10%
Base:	415	447

Base: All employers at wave 2 and 3 that are trading, and where vulnerable staff cannot work from home. This represents 21% of employers at wave 2 and 19% of employers at wave 3. Respondents could choose more than one answer.

Sickness absence

At wave one of the survey, three in five (60%) employers reported making changes or planning to make changes to the requirements for medical evidence for sickness or self-isolation due to COVID-19. This included half of employers using discretion around medical evidence (47%), and three in ten (30%) accepting the NHS 111 Isolation Note as medical evidence for sickness absence or self-isolation.

At wave two, almost two in three (64%) employers reported making changes or planning to make changes to the requirements for medical evidence for sickness or

self-isolation due to COVID-19⁴. This included half of employers (50%) using discretion around medical evidence, and one in three (34%) accepting the NHS 111 Isolation note as medical evidence for sickness absence or self-isolation. However, it was likely some employers were not aware of the NHS111 Isolation note.

Table 5. Changes employers have made or plan to make to their requirements for medical evidence

	Percentage	
	Wave 1	Wave 2
Use discretion around medical evidence	47%	50%
Accept NHS 111 Isolation notes	30%	34%
Fit Note no longer required	13%	12%
Changed length of self-certification period	10%	9%
Other changes and/or accept alternative evidence	4%	6%
No changes to requirements	37%	32%
Don't know	3%	4%
<i>Base:</i>	<i>1,151</i>	<i>1,154</i>

Base: All employers at wave 1 and 2 that are trading. This represents 82% of employers at wave 1 and 95% of employers at wave 2. Respondents could choose more than one answer.

Awareness and acceptance of NHS111 Isolation Note

To explore the use of NHS111 Isolation note in more depth, employers were asked at the third wave of the survey whether they were aware of the NHS111 Isolation note and then, to those who were aware of it, whether they would they accept this as evidence for sickness absence or self-isolation. Over half of employers (54%) were aware of the NHS111 Isolation note.

Table 6. Employer awareness of the NHS111 Isolation note

	Percentage
	All
Aware of the NHS111 Isolation note	54%
Not aware of the NHS111 Isolation note	41%
Not sure	5%

⁴ Employers were able to select multiple response options where they applied different policies to different members of their staff or for different periods of time

Base:	1,239
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Base: All employers at wave 3 that are trading. This represents 87% of employers at wave 3.

Of those employers who were aware of the NHS111 Isolation note, nine in ten (92%) would accept these as evidence for sickness absence or self-isolation, and most of the rest were unsure or said it was not applicable.

Table 7. Employer acceptance of NHS111 Isolation Note as evidence for sickness absence or self-isolation

	Percentage
	All
Would accept NHS111 Isolation note	92%
Not sure	5%
Not applicable	2%
Would not accept NHS111 Isolation note	1%
<i>Base:</i>	748

Base All employers at wave 3 that are trading and aware of the NHS111 Isolation note. This represents 47% of employers at wave 3.

Awareness and use of Coronavirus Statutory Sick Pay Scheme

At wave two of the survey, over half of trading SMEs (Small and Medium Sized Enterprises) (53%) were aware of the Coronavirus Statutory Sick Pay Rebate Scheme. Of these employers, two thirds (67%) said they hadn't used it but would consider using the scheme in the future and a small minority (9%) had used it already.

At wave three of the survey, four in ten trading SMEs (38%) had heard of the Coronavirus Statutory Sick Pay Rebate Scheme. Of these employers the majority (55%) said they hadn't used it but would consider using the scheme in the future, with a small minority already having made use of it (14%).

Table 8. Use of the Statutory Sick Pay Rebate Scheme

	Percentage	
	Wave 2	Wave 3
Yes, we have used it	9%	14%

No but would consider using it	67%	55%
No, do not intend to use it	19%	26%
Don't know	6%	5%
Base:	609	252

Base: All SME employers at wave 2 and wave 3 that are trading and have heard of the scheme. This represents 49% of employers at wave 2 and 33% of employers at wave 3

Wave three of the survey explored the reasons why employers had not used the scheme. Of employers that had not used the scheme, but would use it in the future, the most common reason was due to having no cases eligible with nearly nine in ten (86%) saying this.

Table 9. Reasons employers did not already used the Coronavirus Statutory Sick Pay Rebate Scheme⁵

	Percentage
	All
No cases eligible	86%
Too busy	3%
Process is unclear / too difficult	1%
Waiting to see if there are more cases	4%
Not enough money to be worth claiming	5%
Other	1%
Don't know / not sure	1%
Base:	255

Base All SME employers that are trading, are aware of the scheme and have not used but would consider using it. This represents 18% of employers at wave 3.

The most common reason given by employers that did not intend to use the scheme was there were no cases eligible, given by nearly eight in ten (78%). Nearly one in five (17%) of those not intending to use the scheme reported that it was not enough money to be worth claiming.

Table 10. Reasons why employers did not intend to use the Coronavirus Statutory Sick Pay Rebate Scheme⁶

	Percentage
	All
No cases eligible	78%

⁵ Employers could select multiple answers to this question

⁶ Employers could select multiple answers to this question

Not enough money to be worth claiming	17%
Prefer to sort ourselves / not use support	6%
Too busy	5%
Process is unclear / too difficult	4%
Hoping it all ends soon	2%
Base	115

Base All SME employers that are trading, are aware of the scheme and do not intend to use it (115). This represents 9% of employers at wave 3.

Monitoring staff health and wellbeing

At wave two of the survey, trading employers were asked about systems to monitor health and wellbeing of their staff. Over half of employers (54%) said they have a system for assessing and monitoring the physical and mental health and wellbeing of employees, with 43% saying they do not. Employers with these systems in place were asked if they had seen an increase in a variety of health conditions since the onset of COVID-19. The most common response to this was that employers had not noticed any increase in health conditions within their workforce (56%), although nearly two in five employers (39%) had noticed an increase in mental health conditions⁷.

Table 11. Heath conditions employers have noticed an increase in

	Percentage
	All
Mental health condition	39%
Migraine	8%
Conditions related to bones/joints	6%
Long term conditions	3%
Other	3%
Alcohol or drug dependency problems	2%
None of these	56%
Base	777

Base All employers at wave 2 that have systems in place for assessing and monitoring health and wellbeing of their staff. This represents 54% of employers at wave 2. Respondents could choose more than one answer.

⁷ Employers were able to select multiple response options where they had seen an increase in a range of conditions since the onset of COVID-19

All employers at wave two that were trading were asked what services they have provided to address health issues. Overall, three quarters (75%) reported implementing at least one service to address health issues. Employers reported a range of services that had been implemented, the most common being COVID-specific health and safety training which was reported by six in ten employers (61%).

Table 12. Services provided by employers to address health issues⁸

	Percentage
	All
COVID-specific health and safety training	61%
General health/wellbeing promotion programmes	22%
Interventions	18%
Training for line managers	12%
Employee Assistance Programme	8%
COVID-19 adjustments, testing, sanitisers, PPE	3%
Open and honest dialogue	3%
Other	3%
Nothing	24%
Don't know	2%
Base	1154

Base All employers at wave 2 that are trading (1154). This represents 95% of employers at wave 2. Respondents could choose more than one answer.

Use of Occupational Health

At all three waves of the survey, employers were asked about their use of Occupational Health services (OH). Employers reported that before the COVID-19 pandemic, between a fifth (19%) and a quarter (25%) of them had provided their employees with access to OH services. At least one in ten of all employers who were operating at the time of the fieldwork had used OH services in relation to COVID-19 (10% at wave 1; 15% at wave 2; 13% at wave 3). Less than one in ten employers newly purchased OH during the pandemic specifically to help them deal with COVID-19-related OH issues (3% at wave 1; 8% at wave 2; 6% at wave 3).

Table 13. Employers' access to OH services before the pandemic and their use of OH in relation to COVID-19

⁸ Employers could select multiple answers to this question

	Percentage		
	Wave 1	Wave 2	Wave 3
Percentage of employers who provided access to OH before the pandemic	22%	19%	25%
Percentage of employers who used OH during the pandemic	10%	15%	13%
Percentage of employers who were new purchasers of OH to help them deal with COVID-19	3%	8%	6%
Base:	1,151	1,154	1,239

Base: All employers currently trading at waves 1, 2, and 3. This represents 82% of employers at wave 1, 95% of employers at wave 2, and 86% of employers at wave 3.

Health effects of COVID-19

At wave three of the survey, employers were asked whether any of their employees were suffering from any long-term health effects of COVID-19. Of all employers, 4% reported having employees that were suffering from long-term health effects. All employers (regardless of whether they currently had employees suffering with long-term health effects) were also asked what would apply to staff who were unable to work due to long term health effects.

Where employees would be unable to work due to the long-term effects of COVID-19, employers reported that they would use a range of practices⁹. Just over one quarter of employers (26%) stated that employees would receive SSP which was the most common practice cited. However, over a quarter of employers (28%) didn't know what would apply to employees that were unable to work due to long-term health effects of COVID-19.

Table 14. Employer practices for staff unable to work due to long-term effects of COVID-19

	Percentage
	All
Receive SSP	26%
Receive full pay	16%

⁹ Employers were able to select multiple response options when their organisation applied more than one practice. Different policies may be applied consecutively and/or to different employees.

Furloughed	16%
Seek advice from OH services	9%
None- staff able to continue working	8%
Receive OSP	4%
Take time off	3%
Make redundant	2%
Case by case basis	1%
Other	1%
N/A	14%
Don't know	28%
Base	1,370

Base: All employers at wave 3. Respondents could choose more than one answer.

Pension contributions

Across all waves of the survey, all employers were asked whether their business had decreased pensions contributions rates for staff as a direct result of COVID-19.

A large majority of employers (84% at wave 1; 88% at wave 2; 89% at wave 3) said they hadn't made changes to their pension contributions, but a small minority of employers had reduced their contributions, said they didn't provide a workplace pension, or were unsure.

Table 15. Changes to employer pension contributions

	Percentage		
	Wave 1	Wave 2	Wave 3
No changes to pension contribution	84%	88%	89%
Have reduced pension contribution	6%	3%	3%
Don't provide a workplace pension	6%	5%	7%

Don't know	4%	3%	2%
<i>Base</i>	<i>1,354</i>	<i>1,197</i>	<i>1,370</i>

Base: All employers

Under Automatic Enrolment, an employer cannot reduce their employer contributions to their Automatic Enrolment workplace pension scheme to below 3% of an enrolled jobholder's gross wages within the Qualifying Earnings Band (£6,240-£50,000 in 2020/21 and £6,240-£50,270 in 2021/22)¹⁰.

This minimum employer contribution is between 0.0% and 2.6% of total gross wages for enrolled jobholders earning between £6,240 and £50,270 a year.

Not all employees are entitled or eligible to be enrolled into a workplace pension¹¹. If an enrolled jobholder chooses to opt-out of their workplace pension scheme, then their employer is no longer required to make employer contributions. Your employer cannot encourage or force you to opt-out¹².

In 2021, the ONS reported that 58% of all UK employee jobs were receiving employer contributions of under 10% of their total gross wages, and 20% were receiving employer contributions of 20% or more of their total gross wages¹³.

Employers were asked across all three waves on average, for staff who have had pensions contributions reduced, approximately by how much had their business/organisation decreased its pension contributions (as a percentage of workers' gross pay). These average approximate reductions were made by only 6% of employers in wave one and 3% of employers in waves two and three. Not all employees of these employers may have experienced this average, or any, reduction. The median average reduction in employer contributions from employers who made changes to their employer contribution rate is calculated across all employer sizes, so does not apply to the same proportion of employees.

Of those employers surveyed who had made changes to their employer contributions the median average approximate reduction as a percentage of employee's total gross wages was 5 percentage points (ppts) at wave one (for example from 25% of total gross wages to 10%, or from 20% to 5%), 5 ppts at wave two, and 4 ppts at wave three.

¹⁰ Workplace pensions, What you, your employer and the government pay, accessed May 2022 <https://www.gov.uk/workplace-pensions/what-you-your-employer-and-the-government-pay>

¹¹ Employer duties and defining the workforce: An introduction to the employer duties, accessed May 2022 <https://www.thepensionsregulator.gov.uk/en/document-library/automatic-enrolment-detailed-guidance/1-employer-duties-and-defining-the-workforce>

¹² Workplace pensions, Joining a workplace pension, accessed May 2022 <https://www.gov.uk/workplace-pensions/joining-a-workplace-pension>

¹³ Employee workplace pensions in the UK: 2021 provisional and 2020 final results, accessed May 2022 <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/workplacepensions/bulletins/annualsurveyofhoursandearningspensiontables/2021provisionaland2020finalresults>

Kickstart scheme

On the 8 July 2020, the Chancellor announced the Kickstart Scheme as part of the Government's Plan for Jobs. Kickstart launched on 2 September 2020 and provided grant-funded, six-month jobs with participating employers for 16-24-year olds on Universal Credit and at risk of long-term unemployment. Since the Kickstart Scheme's launch in September 2020, over 160,000 Kickstart jobs have been started by young people.

The Department has encouraged vacancies from a wide range of employers in different sectors and regions to ensure that young people had the opportunity to take part in real jobs to help them develop skills and experiences across a variety of roles. Employers were able to apply to the Kickstart Scheme until midday on 17 December 2021.

The fieldwork for wave 2 of the survey took place toward the beginning of the Scheme. The Kickstart evaluation will continue to assess the longer-term outcomes for Kickstart participants after they have completed their six-month jobs, as well as the experience of employers involved in the Scheme.

At wave 2 and 3 of the survey, employers were asked if they were aware of the Kickstart scheme and how likely it was that they would participate in the scheme. Nearly three in four employers (72%) across both waves had heard of the Kickstart scheme.

Table 16. Awareness of the Kickstart scheme

	Percentage	
	Wave 2	Wave 3
Yes	72%	72%
No	27%	26%
Don't know	1%	1%
<i>Base:</i>	<i>1,354</i>	<i>1,197</i>

Base: All employers

Of those employers who had heard of the Kickstart scheme, around a quarter (21% at wave 2; 25% at wave 3) said they were likely to participate in the scheme, with a small minority of employers (1% at wave 2; 4% at wave 3) already using it.

Table 17. Likelihood to participate in Kickstart

	Percentage	
	Wave 2	Wave 3
Likely	21%	25%
Not likely	76%	66%
Already using	1%	4%
Don't know	3%	4%
<i>Base:</i>	<i>904</i>	<i>1,020</i>

Base: All employers who have heard of Kickstart

At the third wave of the survey, employers who said they were unlikely to participate in Kickstart were asked the reason for this. The most common response to this was that there is not enough demand, with almost half of these employers (48%) stating this as a reason.

Table 18. Reasons employers are unlikely to use or participate in Kickstart

	Percentage
	All
Not enough demand	48%
Need experienced staff	37%
Staffing levels are already reduced	15%
Don't have time/resource	15%
We cannot provide additional support	13%

Too complicated	4%
Don't know enough about it	4%
Don't need support from the scheme	3%
Grant was not enough to cover costs	2%
Don't know how to apply	1%
Doesn't suit nature of business/business model	1%
Poor previous experience	1%
We are looking for long term staff/low staff turnover	1%
Base:	581

Base: All who have heard of the scheme and are not likely to participate at wave 2.

Annex 1: Methodology

The survey sample was drawn from the DBS, a commercial database with business enterprises sourced from the latest Companies House file and other sources. Employers with a workforce of two or more employees across GB were eligible. Businesses and organisations that were fully or partially operating during fieldwork were in scope (for the full questionnaire), as were those that had temporarily closed (for a shorter route through the questionnaire). However, businesses or organisations that had permanently closed were screened out. Large and medium-sized employers were oversampled to allow for analysis within the size category.

Fieldwork for wave 1 of the survey took place between 17th June and 2nd July 2020 with a response rate of 51%¹⁴. A total of 1,354 employers completed the survey, which included 830 of whom took part online, and 524 via CATI (Computer-assisted telephone interviewing). Of the 1,354 employers who completed the survey, 527 were micro employers, 449 were small employers, 266 were medium-sized employers, and 112 were large employers. At wave 1 of the survey 82% of surveyed employers were currently open, while 18% had temporarily closed or paused operating or trading.

Fieldwork for wave 2 of the survey took place between 12th and 31st October 2020 with a response rate of 12%¹⁵. A total of 1,197 employers completed the survey, which included 693 who took part online, and 504 who took part via CATI. Of the 1,197 employers who completed the survey, 442 were micro employers, 392 were small employers, 249 were medium-sized employers, and 114 were large employers. At wave 2 of the survey, 95% of the sampled employers were currently open, while 5% had temporarily closed or paused operating or trading.

Fieldwork for wave 3 of the survey took place between 3rd March and 8th April 2021 with a response rate of 37%. A total of 1,370 employers completed the survey, which included 864 who took part online, and 506 who took part via CATI. Of the 1,370 employers who completed the survey, 509 were micro employers, 461 were small employers, 289 were medium-sized employers and 111 were large employers. At wave 3 of the survey, 87% of employers were currently open and 13% were temporarily closed or paused operating or trading.

Rim weighting was applied to the coded data to ensure that it was reflective of the GB employer population. The following weights were applied:

Table 19. Sector weights

¹⁴ Figures quoted are adjusted response rates (complete/valid sample).

¹⁵ Due to low response rates an additional sample was used towards the end of the wave 2 fieldwork period. This additional sample achieved an unadjusted response rate (complete/fieldwork sample) of 3%. It should be noted however that this sample were not sent reminder emails as is standard practice and had limited time to respond.

Sector	RIM weight
A: Agriculture, forestry and fishing	3%
BDE: Mining, electric, water	1%
C: Manufacturing	6%
F: Construction	12%
G: Wholesale and retail trade; repair of motor vehicles	16%
H: Transport and storage	4%
I: Accommodation and food services	10%
J: Information and communication	7%
K: Finance and insurance	2%
L: Real estate activities	3%
M: Professional, scientific and technical	14%
N: Administrative and support services	8%
OP: Public admin, education	2%
Q: Human health and social work	5%
R: Arts, entertainment, and recreation	2%
S: Other service activities	5%
Total	100%

Table 20. Employer size band weights

Size	RIM weight
2-9	79%
10-49	17%
50-249	3%
250+	1%

Table 21. Country weights

Country	RIM weight
England	89%
Scotland	7%
Wales	4%

Annex 2. Additional data tables

This section includes additional statistical tables for findings that were included in the research.

Table 22. Have you made adjustments to enable those vulnerable to COVID-19 to work from home?

	Percentage
	All
Yes	29%
Not applicable/there was no need	67%
My business/organisation was not able to make the necessary adjustments	4%
<i>Base:</i>	<i>1,151</i>

Base: All trading employers at wave 1.

Table 23. Have you made changes to your workplace to enable safer working or return to work?

	Percentage
	All
Yes	71%
Not yet, but plan to	13%
There is no need to do this	12%
No	3%
<i>Base:</i>	<i>1,082</i>

Base: All businesses where not all staff are working from home at wave 1.

Table 24. What percentage of your employees are currently off work (includes sickness absence, self-isolation, unpaid leave)?

	Percentage		
	Wave 1	Wave 2	Wave 3
Some or all employees are off work	4%	5%	4%
No staff are currently	94%	93%	95%
Don't know	1%	1%	1%
<i>Base:</i>	<i>1,354</i>	<i>1,197</i>	<i>1,370</i>

Base: All employers

Table 25. What percentage of your employees are currently working reduced hours working patterns due to COVID-19?

	Percentage		
	Wave 1	Wave 2	Wave 3
All staff are working reduced hours due to COVID-19	3%	2%	3%
Not all but some staff are working reduced hours due to COVID-19	21%	16%	12%
No staff are working reduced hours due to COVID-19	76%	82%	85%
<i>Base:</i>	<i>1,354</i>	<i>1,197</i>	<i>1,370</i>

Base: All employers at waves 1, 2, and 3.

Table 26. What percentage of your employees are currently furloughed using the Coronavirus Job Retention Scheme?

	Percentage
--	------------

	Wave 1	Wave 2	Wave 3
Some or all employees are currently furloughed using CJRS (full-time or flexible)	61%	38%	50%
No staff are currently furloughed	39%	62%	50%
Have currently or previously had staff furloughed using CJRS	N/A	74%	77%
Base:	1,354	1,197	1,370

Base: All employers at waves 1, 2, and 3.

Table 27. Are any of your employees currently working from home?

	Percentage		
	Wave 1	Wave 2	Wave 3
All staff are working from home	25%	22%	26%
Not all but some staff are working from home	34%	33%	39%
No staff are working from home	41%	45%	35%
Base:	1,354	1,197	1,370

Base: All employers at waves 1, 2, and 3.

Table 28. Have you made any staff redundant due to the impact of COVID-19?

	Percentage		
	Wave 1	Wave 2	Wave 3
Yes	8%	18%	20%

No	91%	81%	79%
Don't know	1%	0%	0%
<i>Base:</i>	<i>1,354</i>	<i>1,197</i>	<i>1,370</i>

Base: All employers

Table 29. Is your organisation making plans for future redundancies?

	Percentage		
	Wave 1	Wave 2	Wave 3
Yes	15%	13%	6%
No	70%	79%	86%
Don't know	15%	8%	8%
<i>Base:</i>	<i>1,354</i>	<i>1,197</i>	<i>1,370</i>

Base: All employers

Table 30. Do you have plans to recruit?

	Percentage		
	Wave 1	Wave 2	Wave 3
Yes	28%	31%	53%
No	68%	65%	44%
Don't know	4%	4%	2%
<i>Base:</i>	<i>920</i>	<i>970</i>	<i>1,160</i>

Base: All trading businesses that do not have plans for redundancies

Table 31. How has COVID-19 and the economic impact of the pandemic changed what skills you require from job applicants...?

	Percentage
	All
No change in the skills required	86%
Require more/higher level skills	11%
More open to applicants with fewer/lower-level skills	1%
Don't know	3%
<i>Base:</i>	<i>1,370</i>

Base: All employers at wave 3.

Annex 3. Questionnaire

Questionnaire for wave 1

ASK ALL

READ OUT TO ALL

Good morning/afternoon, my name is..... I am calling from Ipsos MORI, an independent research organisation.

IF NAME ON SAMPLE: Please can I speak to [INSERT NAME FROM SAMPLE]?

IF NO NAME ON SAMPLE: Please could I speak to the most senior person who has responsibility for personnel issues for [INSERT NAME OF ORGANISATION] in Great Britain? If you have more than one site, that person should be responsible for personnel issues across all sites where your HR policy applies.

INTERVIEWER NOTE: In a smaller organisation this is likely to be the owner. In a larger organisation this may be the HR manager/director.

Thank you for taking part in this research.

Ipsos MORI is conducting research on behalf of the Department for Work and Pensions (DWP). The aim of this survey is to understand how employers are managing their workforce in response to COVID-19 and their experience of government schemes and guidance.

We understand that the coronavirus pandemic is currently causing considerable challenges for everyone in the UK, but we would greatly appreciate your input to this research if you can spare the time. It should take around 15 minutes depending on your answers, and findings from the survey will help to improve future support available to employers.

To be able to answer these questions accurately, this survey should be completed by [INSERT NAME FROM SAMPLE], or the most senior person who has responsibility for personnel issues for [INSERT NAME OF

ORGANISATION] in Great Britain. In a smaller organisation this is likely to be the owner. In a larger organisation this may be the HR manager/director.

SECOND SCREEN

Your organisation was selected at random from a commercial database. Please be assured that all of your responses will be treated in the strictest confidence. Ipsos MORI will remove all the details which could be used to identify you as soon as we practically can. Findings will be reported in a way that ensures no individual who took part in the research will be identifiable in any way; the report and accompanying data will be completely anonymised.

Only if you agree to it at the end of the survey will we pass on your contact details to DWP for purposes of future research, but DWP will not be able to link these back to your survey responses.

You can view more information about how we will protect your data by clicking [here](#) [ADD LINK to DWP information leaflet]

THIRD SCREEN

ASK ALL. SINGLE CODE

Q_VOLUNTARY

We would really like to hear about your experiences, but you don't have to take part and your decision to do so is completely voluntary. Whether you take part or not will not affect your dealings with the DWP or any other government agencies.

You can also stop the survey at any stage without giving a reason.

If you change your mind about participating in this research, please let us know as soon as possible by contacting @ipsos.com and where possible, we will not process this data.

You can see more about your personal information rights on the Information Commissioner's Website. Would you like any more details about these?

If yes, read out or offer to send them the information leaflet via e-mail.

Please click 'next' if you are happy to continue with the survey

Are you happy to proceed with the survey on this basis?

1. Yes
2. No (THANK AND CLOSE)

THANK AND CLOSE IF CODE 2 AT Q_VOLUNTARY: Thank you for taking part in this survey. These are all the questions we had for you today.

ASK ALL. SINGLE CODE. DO NOT ALLOW DK OR REF

A1 Our records show that the name of your business or organisation is: [INSERT ORGANISATION NAME FROM SAMPLE]. Is this correct?

1. Yes
2. No

IF NO (CODE 2) AT A1. OPEN ENDED MAX 20 CHARACTERS. DO NOT ALLOW DK OR REF

A2 What is the name of your business or organisation?

Please type your answer into the box below.

EMPLOYER CHARACTERISTICS

ASK ALL. SINGLE CODE

1 What is the current status of your business? Have you...?

READ OUT 1-5

Please select one answer

1. Continued to operate or trade
3. Recently reopened or started trading again after a period of closure
4. Temporarily closed or paused operating or trading
5. Permanently ceased to operate or trade
6. Don't know

THANK AND CLOSE IF CODES 5 OR 6 AT Q1: Thank you for taking part in this survey. These are all the questions we had for you today.

ASK ALL. SINGLE CODE ONLY. ALLOW DK AND PREFER NOT TO SAY

2 Approximately how many people, including yourself, does your business employ in Great Britain?

Your answer should include:

All employees (including agency staff) on the payroll, including those paid through PAYE, including any directors and partners, and those on furlough;

Any staff who work away from the site but are based in Great Britain;

Do not include any freelancers.

READ OUT 1 TO 5

Please select one answer

1. 1 employee
2. 2-9 employees
3. 10-49 employees
4. 50-249 employees
5. 250 or more employees
6. Don't know
7. Prefer not to say

THANK AND CLOSE IF CODES 1, 6 OR 7 AT Q2: Thank you for taking part in this survey. These are all the questions we had for you today.

ASK ALL. SINGLE CODE.

3 Is your business...?

READ OUT 1 TO 5

Please select one answer

1. Mainly seeking to make a profit (i.e. in the private sector)
2. A charity or voluntary sector organisation or a social enterprise

3. A local-government financed body
4. A central government financed body
5. Another type of organisation (SPECIFY)
6. Don't know

ASK ALL. SINGLE CODE

4a. Our records show that [INSERT INDUSTRY SECTOR FROM SAMPLE] as a broad description of your organisation/business. Does this sound about right to you?

1. Yes - correct
2. No – incorrect
3. Don't know
4. Prefer not to say

ASK IF CODES 2 OR 3 AT Q4a.

4b What is the main activity of your business/organisation?

PROBE FULLY AND SELECT CODE THAT BEST FITS

Please select one answer. If you are unsure, please describe what your business mainly does or sells in the box below. Provide as much detail as you can.

1. Agriculture, Forestry and Fishing
2. Mining and Quarrying; Utilities, Waste Management and Remediation Activities
3. Manufacturing
4. Construction
5. Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles
6. Transportation and Storage
7. Accommodation and Food Service Activities
8. Information and Communications
9. Financial and Insurance Activities
10. Real Estate Activities
11. Professional, Scientific and Technical Activities
12. Administrative and Support Service Activities
13. Public administration, defence and compulsory social security

14. Education
15. Human Health and Social Work Activities
16. Arts, Entertainment and Recreation
17. Other Service Activities
18. Other (SPECIFY)

WORKFORCE QUESTIONS

ASK ALL

The next set of questions are about the [INSERT ANSWER FROM Q2 employees] on your payroll in Great Britain.

ASK ALL. NUMERIC FOR EACH STATEMENT. MIX 0 MAX 100. HARD CHECK IF ANSWERS DO NOT SUM TO 100%

ALLOW DK ONCE FOR THIS QUESTION (I.E. NOT NEEDED FOR EACH STATEMENT)

5 Approximately what percentage of your employees are currently...?

READ OUT STATEMENTS. ALLOW APPROXIMATE ANSWERS. REFER TO QUESTION ON DATASHEET FOR LARGE EMPLOYERS

Please type your answer in % for each question

1. Working their normal number of hours
2. Working reduced hours because of COVID-19
3. Furloughed (i.e. on temporary leave) using the Coronavirus Job Retention Scheme
4. Off work (includes sickness absence, self-isolation, unpaid leave)
5. Doing something else (SPECIFY)

ASK IF CODE 4 AT Q5 (I.E. EMPLOYEES ARE OFF WORK). MULTICODE OK FOR CODES 1 TO 6

6 Among the employees who are currently off work (not including furloughed employees or those on parental or annual leave), are there any who are...?

READ OUT 1 TO 5 REFER TO QUESTION ON DATASHEET FOR LARGE EMPLOYERS

Please tick all that apply

1. Off work sick with COVID-19
2. Off work self-isolating due to COVID-19
3. Off work on sickness absence, but NOT due to COVID-19

4. Off work on unpaid leave not related to sickness or self-isolation
5. Off work on paid leave not related to sickness or self-isolation
6. Other
7. Don't know

ASK ALL

7 Are any of your employees currently working from home?

DO NOT READ OUT. PROMPT TO CODES

Please select one answer

1. Yes, all of them
2. Yes, some of them
3. No, none of them
4. Don't know

ASK ALL

8 Have you made any staff redundant due to the impact COVID-19 has had on your business/organisation?

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

**CERTIFICATION FOR SICKNESS ABSENCE AND ISOLATION/FIT NOTE
QUESTIONS IN THIS SECTION ARE ONLY ASKED IF THE BUSINESS IS
TRADING (CODES 1-3 AT Q1)**

ASK ALL

The next set of questions are about your awareness and use of Government support programmes

ASK ALL. MULTICODE OK 1 TO 4

9 BEFORE the Covid-19 pandemic, what evidence of sickness, if any, were employees required to provide?

ADD AS NECESSARY: Please be assured that your answers are confidential and will only be reported on at an aggregate level

READ OUT

Please select all that apply

1. Fit Note required after Day 7 of sickness absence
2. Fit Note required earlier than Day 7 of sickness absence
3. Fit note not required – but other medical evidence required (SPECIFY)
4. Fit Note not required – no medical evidence required
5. Don't know

ASK ALL. MULTICODE OK 1 TO 5

10 In response to COVID-19, have you made or plan to make any of the following changes to your requirements for medical evidence for sickness or self-isolation?

READ OUT 1-6

INTERVIEWER: Please select codes if the participant would be willing to accept these changes, even if they have not yet made formal changes to their policy

Please select all that apply, or that you would be willing to accept

1. Use your discretion around asking employees to provide medical evidence
2. Change the length of time that employees can self-certify sickness for
3. Accept NHS 111 Isolation notes
4. Remove the requirement of a Fit Note
5. Accept alternative evidence (SPECIFY)
6. None of these - your requirements have not changed
7. Don't know

STATUTORY SICK PAY AND INCOME REPLACEMENT

QUESTIONS IN THIS SECTION ARE ONLY ASKED IF THE BUSINESS IS TRADING (CODES 1-3 AT Q1)

ASK IF <50 AT Q2 (EMPLOYER SIZE = MICRO/SMALL/MED). SINGLE CODE

11a Before today, had you heard of the Government's "Coronavirus Statutory Sick Pay Rebate Scheme" for small and medium-sized employers?

ADD AS CLICKABLE INFO/ADD AS NECESSARY: The Coronavirus Statutory Sick Pay Rebate Scheme is a Government scheme to repay employers the Statutory Sick Pay that is paid to current or former employees. This is not the same as the Furlough Scheme.

1. Yes

2. No

ASK IF CODE 1 AT Q11A

11b Have you ever used the Government’s “Coronavirus Statutory Sick Pay Rebate Scheme” for small and medium-sized employers?

ADD AS CLICKABLE INFO/ADD AS NECESSARY: The Coronavirus Statutory Sick Pay Rebate Scheme is a Government scheme to repay employers the Statutory Sick Pay that is paid to current or former employees. This is not the same as the Furlough Scheme.

PROMPT TO CODES

Please select one answer

1. Yes, have used it
2. No, but would consider using it in the future
3. No, do not intend to use it
5. Don't know

ASK ALL EXCEPT CODE 1 AT Q7 (ALL STAFF WAH). ROTATE 3-5. MULTICODE OK 1-7

12 Which of the following, if any, would apply to your employees if they are required to isolate because they or a household member display symptoms of COVID-19 and they cannot work from home? Please answer for staff who have not been furloughed.

READ OUT 1-6

Please select all that apply

1. Employees receive Statutory sick pay
2. Employees receive Occupational sick pay
3. Employees are furloughed (i.e. on temporary leave) using the Coronavirus Job Retention Scheme
4. Employees have to take time off as holiday leave or unpaid leave
5. Employees are made redundant
6. Employees receive their full pay
7. Other (e.g. special leave) (SPECIFY)
8. None of these apply
9. Don't know

ASK IF CODES 1-3 AT Q5 AND NOT CODE 1 AT Q7 (ALL STAFF WAH).. SINGLE CODE

13 Are any of your employees who may be vulnerable to COVID-19 (including anyone “shielded”), able to work from home?

Individuals may be vulnerable because of their age, an underlying health condition or because they are pregnant.

PROMPT TO CODES PAYING ATTENTION TO DIFFERENCE BETWEEN CODES 2 AND 3

Please select one answer

1. Yes – all vulnerable staff can work from home
2. Decisions are made on a case-by-case basis depending on health condition
3. Decisions are made on a case-by-case basis depending on job roles
4. No
5. None of my employees are vulnerable
6. Don't know

ASK IF Q13= 2 OR 3 OR 4 (NO or CASE-BY-CASE BASIS). MULTICODE OK EXCEPT 8 OR 9. ROTATE 1-6

14 Which of the following, if any, currently apply to your vulnerable employees who cannot work from home?

READ OUT 1-6

Please select all that apply

1. Employees are expected to continue to come to work at their normal place of work.
2. Employees receive Statutory Sick Pay
3. Employees receive Occupational sick pay
4. Employees are furloughed (i.e. on temporary leave) using the Coronavirus Job Retention Scheme
5. Employees have to take time off as holiday leave or unpaid leave
6. Employees are made redundant.
7. Other (e.g. special leave) (SPECIFY)
8. Not applicable to any off my staff.
9. Don't know

WORKPLACE ADJUSTMENTS FOR HOME WORKING AND SAFE WORKPLACES

ASK IF THE BUSINESS IS TRADING (CODES 1-3 AT Q1)

15 In response to Covid-19, have you made any (additional) adjustments to enable employees with health conditions or those vulnerable to COVID-19 to work from home?

Adjustments could include, for example, special chairs, monitors, other assistive technology, or changes to work patterns or processes.

Please select one answer

1. Yes
2. Not applicable/there was no need
3. My business/organisation was not able to make the necessary adjustments
4. Don't know

IF CODE 3 AT Q15, SHOW OTHER SPECIFY BOX WITH THE TEXT "Why was this?"

ASK IF CODES 2-4 AT Q7. SINGLE CODE (NB. INCLUDES BUSINESSES THAT TEMPORARILY CEASED TRADING)

16 Have you made changes to your workplace or work processes in line with public health guidance to enable safer working or return to work?

Please select one answer

1. Yes (SPECIFY)
2. Not yet, but plan to
3. No
4. There is no need to do this
5. Don't know

OCCUPATIONAL HEALTH SERVICES

QUESTIONS IN THIS SECTION ARE ONLY ASKED IF THE BUSINESS IS TRADING (CODES 1-3 AT Q1)

ASK ALL. SINGLE CODE

17 BEFORE COVID-19, did your business/organisation provide employees with access to Occupational Health services?

ADD IF NECESSARY: Occupational health services are advisory and support services which help employers carry out functions such as health surveillance, advise about fitness for work and sickness absence and also help to maintain and promote employee health and wellbeing.

Please select one answer

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

ASK ALL. MULTICODE OK 1-6. ROTATE 1-5

18 Have you used Occupational health services for any of the following in relation to COVID-19?

READ OUT 1-6

Please select all that apply

1. Certifying sick leave
2. Fitness for work or return to work reports
3. Advice on working from home (including reasonable adjustments)
4. Support with public health guidance (e.g. self-isolation, social distancing, Covid-19 risk assessments)
5. Support for specific conditions (SPECIFY)
6. Something else (SPECIFY)
7. Not used Occupational Health in relation to Covid-19

PENSIONS

ASK ALL. SINGLE CODE

19 Has your business/organisation decreased pensions contribution rates for staff as a direct result of COVID-19?

Please select one answer

CODES IF NO FURLOIGHED STAFF (0% AT CODE 3 Q5)

1. Yes – for all staff
2. Yes – for some staff

CODES IF FURLOUGHED STAFF (>0% AT CODE 3 Q5). ALLOW MC CODE 1 WITH EITHER 2 OR 3

1. Yes – for all/some furloughed staff
2. Yes – for all staff who are not furloughed
3. Yes – for some staff who are not furloughed

CODES FOR ALL

4. No
5. My business/organisation does not provide a workplace pension
6. Don't know

ASK IF Q19= 1, 2 (Yes all or Yes some). NUMERIC. MIN 1% MAX 100%

20 On average, approximately by how much has your business/organisation decreased its pension contributions by (as a percentage of workers' gross pay)?

WRITE IN PERCENTAGE POINT CHANGE.

INTERVIEWER: E.G. If then contributed 5% of workers' gross pay on average before COVID-19 and 3% afterwards, please type in 2

Please type in the percentage point difference. For example, if you contributed 5% of workers' gross pay on average before COVID-19 and 3% afterwards, please type in 2.

EMPLOYER PREDICTION OF FUTURE REDUNDANCIES/RECRUITMENT

ASK ALL. SINGLE CODE

21. Is your organisation making plans for future redundancies?

INTERVIEWER/ADD AS CLICKABLE INFO ICON **Please be assured that all your answers are completely anonymous and will only be reported on in an aggregate way.**

Please select one answer

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

ASK IF Q21=1 (YES). NUMERIC. MIN 1% MAX 100%. ALLOW DK AND PREFER NOT TO SAY

22 Based on your current best assessment, what percentage of your total workforce in Great Britain are you planning to make redundant?

Please answer in %

ASK IF Q21=1 (HAVE PLANS FOR REDUNDANCIES) AND Q5=3 (BUSINESS HAS EMPLOYEES FURLOUGHED)

MIN 0% MAX 100%. ALLOW DK AND PREFER NOT TO SAY

23 Based on your current best assessment, what proportion of your furloughed employees do you envisage making redundant at the end of furlough?

Please answer in %

ASK IF BUSINESS IS TRADING (CODES 1-3 AT Q1) AND Q21= 2, 3 (NOT PLANNING FUTURE REDUNDANCIES),

SINGLE CODE

24 Do you have any plans to recruit?

READ OUT.

Please select one answer

1. Yes, recruiting at the moment
2. Yes, plan to start recruiting in the next month
3. Yes, plan to start recruiting within the next three months
4. Yes, plan to start recruiting within the next six months
5. Yes, planning to start recruiting after six months
5. No plans to recruit
6. Don't know

RECONTACT

ASK ALL

25 Thank you for taking part in this research. The Department for Work and Pensions (or research companies working on its behalf) may want to contact you again in the next 12 months to invite you to take part in further related research. Would that be ok?

You do not have to commit to anything now, just indicate a willingness to be contacted again. You can change your mind at any time by contacting DWP at: [@dwp.gsi.gov.uk](https://twitter.com/dwp_gsi)

If you are happy we would like to take your name, contact telephone number and email address. DWP will hold your details in accordance with GDPR and DPA 2018.

1. Yes

2. No

IF YES, confirm name and collect phone number/e-mail address

THANK AND CLOSE

Questionnaire for wave 2

COVID-19 Employer survey

ASK ALL

READ OUT TO ALL

Good morning/afternoon, my name is..... I am calling from Ipsos MORI, an independent research organisation.

IF NAME ON SAMPLE: Please can I speak to [INSERT NAME FROM SAMPLE]?

IF NO NAME ON SAMPLE: Please could I speak to the most senior person who has responsibility for personnel issues for [INSERT NAME OF ORGANISATION] in Great Britain? If you have more than one site, that person should be responsible for personnel issues across all sites where your HR policy applies.

INTERVIEWER NOTE: In a smaller organisation this is likely to be the owner. In a larger organisation this may be the HR manager/director.

Thank you for taking part in this research.

Ipsos MORI is conducting research on behalf of the Department for Work and Pensions (DWP). The aim of this survey is to understand how employers are managing their workforce in response to COVID-19 and their experience of government schemes and guidance.

We understand that the coronavirus pandemic is currently causing considerable challenges for everyone in the UK, but we would greatly appreciate your input to this research if you can spare the time. It should take around 15 minutes depending on your answers, and findings from the survey will help to improve future support available to employers.

To be able to answer these questions accurately, this survey should be completed by [INSERT NAME FROM SAMPLE], or the most senior person who has responsibility for personnel issues for [INSERT NAME OF ORGANISATION] in Great Britain. In a smaller organisation this is likely to be the owner. In a larger organisation this may be the HR manager/director.

SECOND SCREEN

Your organisation was selected at random from a commercial database. Please be assured that all of your responses will be treated in the strictest confidence. Ipsos MORI will remove all the details which could be used to identify you as soon as we practically can. Findings will be reported in a way that ensures no individual who took part in the research will be identifiable in any way; the report and accompanying data will be completely anonymised.

Only if you agree to it at the end of the survey will we pass on your contact details to DWP for purposes of future research, but DWP will not be able to link these back to your survey responses.

You can view more information about how we will protect your data by clicking [here](#) [ADD LINK to DWP information leaflet]

THIRD SCREEN

ASK ALL. SINGLE CODE

Q_VOLUNTARY

We would really like to hear about your experiences, but you don't have to take part and your decision to do so is completely voluntary. Whether you take part or not will not affect your dealings with the DWP or any other government agencies.

You can also stop the survey at any stage without giving a reason.

If you change your mind about participating in this research, please let us know as soon as possible by contacting @ipsos.com and where possible, we will not process this data.

You can see more about your personal information rights on the Information Commissioner's Website. Would you like any more details about these?

If yes, read out or offer to send them the information leaflet via e-mail.

Please click 'next' if you are happy to continue with the survey

Are you happy to proceed with the survey on this basis?

1. Yes
2. No (THANK AND CLOSE)

THANK AND CLOSE IF CODE 2 AT Q_VOLUNTARY: Thank you for taking part in this survey. These are all the questions we had for you today.

ASK ALL. SINGLE CODE. DO NOT ALLOW DK OR REF

A1 Our records show that the name of your business or organisation is: [INSERT ORGANISATION NAME FROM SAMPLE]. Is this correct?

1. Yes
2. No

IF NO (CODE 2) AT A1. OPEN ENDED MAX 30 CHARACTERS. DO NOT ALLOW DK OR REF

A2 What is the name of your business or organisation?

Please type your answer into the box below.

EMPLOYER CHARACTERISTICS

ASK ALL. SINGLE CODE

1 What is the current status of your business?

READ OUT 1-5

Please select one answer

1. Currently open/trading
2. Recently reopened or started trading again after a period of closure
3. Temporarily closed or paused operating or trading
4. Permanently ceased to operate or trade
- 5 Don't know

THANK AND CLOSE IF CODES 4 OR 5 AT Q1: Thank you for taking part in this survey. These are all the questions we had for you today.

ASK ALL. SINGLE CODE ONLY. ALLOW DK AND PREFER NOT TO SAY

2 Approximately how many people, including yourself, does your business employ in Great Britain?

Your answer should include:

All employees (including agency staff) on the payroll, including those paid through PAYE, including any directors and partners, and those on furlough;

Any staff who work away from the site but are based in Great Britain;

Do not include any freelancers.

READ OUT 1 TO 5

Please select one answer

1. 1 employee
2. 2-9 employees
3. 10-49 employees
4. 50-249 employees
5. 250 or more employees
6. Don't know
7. Prefer not to say

THANK AND CLOSE IF CODES 1, 6 OR 7 AT Q2: Thank you for taking part in this survey. These are all the questions we had for you today.

ASK ALL. SINGLE CODE.

3 Is your business...?

READ OUT 1 TO 5

Please select one answer

1. Mainly seeking to make a profit (i.e. in the private sector)
2. A charity or voluntary sector organisation or a social enterprise
3. A local government-financed body
4. A central government-financed body
5. Another type of organisation
6. Don't know

ASK ALL. SINGLE CODE

4a. Our records show that [INSERT INDUSTRY SECTOR FROM SAMPLE] as a broad description of your organisation/business. Does this sound about right to you?

Please select one answer

1. Yes - correct
2. No – incorrect
3. Don't know
4. Prefer not to say

ASK IF CODES 2 OR 3 AT Q4a. SINGLE CODE

4b What is the main activity of your business/organisation?

PROBE FULLY AND SELECT CODE THAT BEST FITS

Please select one answer. If you are unsure, please describe what your business mainly does or sells in the box below. Provide as much detail as you can.

1. Agriculture, Forestry and Fishing
2. Mining and Quarrying; Utilities, Waste Management and Remediation Activities
3. Manufacturing
4. Construction
5. Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles
6. Transportation and Storage
7. Accommodation and Food Service Activities

8. Information and Communications
9. Financial and Insurance Activities
10. Real Estate Activities
11. Professional, Scientific and Technical Activities
12. Administrative and Support Service Activities
13. Public administration, defence and compulsory social security
14. Education
15. Human Health and Social Work Activities
16. Arts, Entertainment and Recreation
17. Other Service Activities
18. Other (SPECIFY)

WORKFORCE QUESTIONS

ASK ALL

The next set of questions are about the [INSERT ANSWER FROM Q2 employees] on your payroll in Great Britain.

ASK ALL. NUMERIC FOR EACH STATEMENT. MIX 0 MAX 100. HARD CHECK IF ANSWERS DO NOT SUM TO 100%

ALLOW DK ONCE FOR THIS QUESTION (I.E. NOT NEEDED FOR EACH STATEMENT)

5 Approximately what percentage of your employees are currently...?

READ OUT STATEMENTS. ALLOW APPROXIMATE ANSWERS. REFER TO QUESTION ON DATASHEET FOR LARGE EMPLOYERS

Please type your answer in % for each question

1. Working their normal number of hours
2. Working reduced hours because of the impact of COVID-19, but not furloughed
3. On flexible (part-time) furlough leave using the Coronavirus Job Retention Scheme
4. On full-time furlough leave using the Coronavirus Job Retention Scheme
5. Off work (includes sickness absence, self-isolation, unpaid leave)
6. Doing something else (SPECIFY)

ASK THOSE WHOSE ANSWER TO Q5 WAS 0% AT BOTH CODES 3 **AND** 4 (i.e. they indicated they didn't currently have anyone on full or partial furlough leave).
SINGLE CODE

5a Have you previously furloughed any of your staff using the Coronavirus Job Retention Scheme?

Please select one answer

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

ASK THOSE WHO HAVE EMPLOYEES CURRENTLY FURLOUGHED OR WHO HAD PREVIOUSLY FURLOUGHED STAFF (ASK IF CODE 3 or 4 >0% at Q5 OR CODE 1 at Q5a). SINGLE CODE

6a Since the start of COVID-19, have you arranged or funded any off-the-job training or development for your furloughed employees?

By off-the-job training we mean training away from the individual's immediate work position, whether on your premises or elsewhere.

Please select one answer

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

ASK ALL. SINGLE CODE

7 Are any of your employees currently working from home?

DO NOT READ OUT. PROMPT TO CODES

Please select one answer

1. Yes, all of them
2. Yes, some of them
3. No, none of them
4. Don't know

ASK ALL. SINGLE CODE

8 Have you made any staff redundant due to the impact COVID-19 has had on your business/organisation?

Please select one answer

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

**CERTIFICATION FOR SICKNESS ABSENCE AND ISOLATION/FIT NOTE
QUESTIONS IN THIS SECTION ARE ONLY ASKED IF THE BUSINESS IS
TRADING (CODES 1-2 AT Q1)**

ASK ALL

The next set of questions are about your awareness and use of Government support programmes.

ASK ALL. MULTICODE OK 1 TO 4

9 BEFORE the Covid-19 pandemic, what evidence of sickness, if any, were employees required to provide?

ADD AS NECESSARY: Please be assured that your answers are confidential and will only be reported on at an aggregate level

READ OUT

Please select all that apply

1. Fit Note required after Day 7 of sickness absence
2. Fit Note required earlier than Day 7 of sickness absence
3. Fit note not required – but other medical evidence required (SPECIFY)
4. Fit Note not required – no medical evidence required
5. Don't know

ASK ALL. MULTICODE OK 1 TO 6

10 In response to COVID-19, have you made, or plan to make, any of the following changes to your requirements for medical evidence for sickness or self-isolation?

READ OUT 1-6

INTERVIEWER: Please select codes if the participant would be willing to accept these changes, even if they have not yet made formal changes to their policy

Please select all that apply, or that you would be willing to accept

1. Use your discretion around asking employees to provide medical evidence
2. Change the length of time that employees can self-certify sickness for
3. Accept NHS 111 Isolation notes
4. Remove the requirement of a Fit Note
5. Accept alternative evidence (SPECIFY)
6. Other changes to requirements (SPECIFY)
7. None of these - your requirements have not changed

8. Don't know

STATUTORY SICK PAY AND INCOME REPLACEMENT

QUESTIONS IN THIS SECTION ARE ONLY ASKED IF THE BUSINESS IS TRADING (CODES 1-2 AT Q1)

ASK IF <250 AT Q2 (EMPLOYER SIZE = MICRO/SMALL/MED). SINGLE CODE

11a Before today, had you heard of the Government's "Coronavirus Statutory Sick Pay Rebate Scheme" for small and medium-sized employers?

ADD AS CLICKABLE INFO/ADD AS NECESSARY: The Coronavirus Statutory Sick Pay Rebate Scheme is a Government scheme to repay employers the Statutory Sick Pay that is paid to current or former employees. This is not the same as the Furlough Scheme.

1. Yes
2. No

ASK IF CODE 1 AT Q11A. SINGLE CODE

11b Have you ever used the Government's "Coronavirus Statutory Sick Pay Rebate Scheme" for small and medium-sized employers?

ADD AS CLICKABLE INFO/ADD AS NECESSARY: The Coronavirus Statutory Sick Pay Rebate Scheme is a Government scheme to repay employers the Statutory Sick Pay that is paid to current or former employees. This is not the same as the Furlough Scheme.

PROMPT TO CODES

Please select one answer

1. Yes, have used it
2. No, but would consider using it in the future
3. No, do not intend to use it
4. Don't know

ASK IF CODE 3 AT Q11b. OPEN ENDED.

11c Why don't you intend to use the Coronavirus Statutory Sick Pay Rebate Scheme?

Please type your answer in the box below

1. Don't know

Health impacts of COVID-19 and employers' response

QUESTIONS IN THIS SECTION ARE ONLY ASKED IF THE BUSINESS IS TRADING (CODES 1-2 AT Q1)

ASK ALL. SINGLE CODE.

12a Do you have a system in place for assessing and monitoring the physical and mental health and wellbeing of employees?

Examples of this could be reviewing sickness absence data, using new or existing staff surveys, monitoring volume and type of workplace adjustment requests, or through informal means

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

IF YES (CODE 1 AT Q12a). MULTICODE OK 1-6

12b Have you noticed an increase in any of the following health conditions among your staff since the onset of COVID-19?

Please select all that apply

READ OUT 1-6

Mental health conditions (e.g. *stress, anxiety, depression, concentration or memory problems, schizophrenia or psychosis*)

Conditions related to bones or joints including injury and arthritis/rheumatism (e.g. *problems with back, necks, shoulders, arms, hands, etc or other physical difficulties including recovering from surgery*)

Long-term conditions that affect major organs (e.g. *cancer, heart or circulatory problems – high blood pressure, heart attacks, strokes, chest or breathing problems – asthma, emphysema, problems with stomach. Liver, bowel, digestive system, kidneys bladder etc, skin conditions or allergies, nervous system conditions – MS, Parkinsons*)

Migraine

Problems due to alcohol or drug dependency

Other health problems

None of these

ASK ALL. MULTICODE OK 1-6

12c Which of the following have you provided in response to COVID-19, to prevent or address any health issues in relation to the pandemic among your workforce?

EXPLAIN IF REQUIRED: Please include any services offered, even if you only offer them to some employees.

Please select all that apply

READ OUT 1-7

Health and safety training or guidance specifically in relation to COVID-19 (e.g. home working)

General health and wellbeing promotion programmes to improve employees' physical activity or lifestyle (e.g. health advice or events, dedicated health and wellbeing section on the intranet, loans or discounts on bicycles)

Interventions to prevent common health conditions becoming a problem (e.g. ability for employees to order equipment for home working, free health checks, smoking or weight loss support)

Training for line managers on ways to recognise and discuss any health issues (including mental health) staff may be having.

An Employee Assistance Programme (EAP), or staff welfare/counselling programme provided by an external organisation

We provide something else (SPECIFY)

We don't currently provide anything

Don't know

ASK ALL. SINGLE CODE

12d As far as you're aware, do you have employees in your workforce who may be vulnerable to COVID-19?

Individuals may be vulnerable because of things like their age, an underlying health condition or because they are pregnant.

Please select one answer

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

ASK IF CODE 1 AT Q12d (HAVE VULNERABLE STAFF) **AND NOT** CODE 1 AT Q7 (ALL STAFF WAH). SINGLE CODE

13 Are any of your employees who may be vulnerable to COVID-19 able to work from home?

PROMPT TO CODES PAYING ATTENTION TO DIFFERENCE BETWEEN CODES 2 AND 3

Please select one answer

1. Yes – all vulnerable staff can work from home
2. Decisions are made on a case-by-case basis depending on health condition
3. Decisions are made on a case-by-case basis depending on job roles
4. No, none of my vulnerable staff can work from home.
5. Don't know

ASK IF Q13= 2 OR 3 OR 4 (NO or CASE-BY-CASE BASIS). MULTICODE OK 1-9.
ROTATE 1-6

14 Which of the following currently apply to your vulnerable employees who cannot work from home?

READ OUT 1-8

Please select all that apply

1. Employees are expected to come to work at their normal place of work, with general Government guidance on making workplaces COVID-secure in place (if applicable)
2. Employees are expected to come to work at their normal place of work, but adjustments specific to them are made to enable them to do so
3. Employees receive Statutory Sick Pay
4. Employees receive Occupational sick pay
5. Employees are furloughed (i.e. on temporary leave) using the Coronavirus Job Retention Scheme
6. Employees have to take time off as holiday leave or unpaid leave
7. Employees are made redundant
8. Employees receive their full pay
9. Other
10. Don't know

OCCUPATIONAL HEALTH SERVICES

QUESTIONS IN THIS SECTION ARE ONLY ASKED IF THE BUSINESS IS TRADING (CODES 1-2 AT Q1)

ASK ALL. SINGLE CODE

17 BEFORE COVID-19, did your business/organisation provide employees with access to Occupational Health services?

ADD IF NECESSARY: Occupational health services are advisory and support services which help employers carry out functions such as health surveillance, advise about fitness for work and sickness absence and also help to maintain and promote employee health and wellbeing.

Please select one answer

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

ASK ALL. MULTICODE OK 1-6. ROTATE 1-5

18 Have you used Occupational health services for any of the following in relation to COVID-19?

READ OUT 1-6

Please select all that apply

1. Certifying sick leave
2. Fitness for work or return to work reports
3. Advice on working from home (including reasonable adjustments)
4. Support with public health guidance (e.g. self-isolation, social distancing, Covid-19 risk assessments)
5. Support for specific conditions (SPECIFY)
6. Something else (SPECIFY)
7. Not used Occupational Health in relation to Covid-19

PENSIONS

ASK ALL. SINGLE CODE

19 Has your business/organisation decreased pensions contribution rates for staff as a direct result of COVID-19?

Please select one answer

CODES IF NO FURLOUGHED STAFF (0% AT CODE 3 **AND** 4 AT Q5)

1. Yes – for all staff
2. Yes – for some staff

Please select all that apply

CODES IF FURLOUGHED STAFF >0% AT CODE 3 OR 4 (Q5). ALLOW MC CODE 1 WITH EITHER 2 OR 3.

1. Yes – for all/some furloughed staff
2. Yes – for all staff who are not furloughed
3. Yes – for some staff who are not furloughed

CODES FOR ALL

4. No
5. My business/organisation does not provide a workplace pension
6. Don't know

ASK IF Q19= 1, 2, 3 (Yes all or Yes some). NUMERIC. MIN 1% MAX 100%

20 On average, for staff who have had pensions contributions reduced, approximately by how much has your business/organisation decreased its pension contributions by (as a percentage of workers' gross pay)?

WRITE IN PERCENTAGE POINT CHANGE.

INTERVIEWER: E.G. If then contributed 5% of workers' gross pay on average before COVID-19 and 3% afterwards, please type in 2

Please type in the percentage point difference. For example, if you contributed 5% of workers' gross pay on average before COVID-19 and 3% afterwards, please type in 2.

KICKSTART SCHEME AND EMPLOYER PREDICTION OF FUTURE REDUNDANCIES/RECRUITMENT

ASK ALL. SINGLE CODE

20a In July, the Chancellor announced a package of support to help young people at risk of long-term unemployment, due to the impacts of the Covid-19 pandemic. This included the new Kickstart scheme, in which the government will pay employers the full cost of creating new, 6-month job placements for 16 to 24-year-olds at risk of long-term unemployment.

Before today, had you heard of the Kickstart scheme?

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

IF YES AT 20a. SINGLE CODE. REVERSE SCALE 1 TO 4

20b And how likely, if at all, is your business to use or participate in Kickstart?

Please select one answer

REVERSE SCALE

1. Very likely

2. Somewhat likely
3. Not very likely
4. Not at all likely
5. My business is already using Kickstart or has applied to participate
6. Don't know

ASK ALL. SINGLE CODE

21. Is your organisation making plans for future redundancies?

INTERVIEWER/ADD AS CLICKABLE INFO ICON **Please be assured that all your answers are completely anonymous and will only be reported on in an aggregate way.**

Please select one answer

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

ASK IF Q21=1 (YES). NUMERIC. MIN 1% MAX 100%. ALLOW DK AND PREFER NOT TO SAY

22 Based on your current best assessment, what percentage of your total workforce in Great Britain are you planning to make redundant?

Please answer in %

ASK IF Q21=1 (HAVE PLANS FOR REDUNDANCIES) AND HAVE FURLOUGHED STAFF (>0% AT CODE 3 OR 4 at Q5)

MIN 0% MAX 100%. ALLOW DK AND PREFER NOT TO SAY

23 Based on your current best assessment, what proportion of your currently furloughed employees do you envisage making redundant at the end of furlough?

Please answer in %

ASK IF BUSINESS IS TRADING (CODES 1-2 AT Q1) AND Q21= 2, 3 (NOT PLANNING FUTURE REDUNDANCIES),

SINGLE CODE

24 Do you have any plans to recruit?

READ OUT.

Please select one answer

1. Yes, recruiting at the moment
2. Yes, plan to start recruiting in the next month
3. Yes, plan to start recruiting within the next three months
4. Yes, plan to start recruiting within the next six months
5. Yes, planning to start recruiting after six months
6. No plans to recruit
7. Don't know

RECONTACT

ASK ALL. SINGLE CODE

25 Thank you for taking part in this research. The Department for Work and Pensions (or research companies working on its behalf) may want to contact you again in the next 12 months to invite you to take part in further related research. Would that be ok?

You do not have to commit to anything now, just indicate a willingness to be contacted again. You can change your mind at any time by contacting DWP at: @dwp.gsi.gov.uk

If you are happy to we would like to take your name, contact telephone number and email address. DWP will hold your details in accordance with GDPR and DPA 2018.

1. Yes
2. No

IF YES, confirm name and collect phone number/e-mail address

THANK AND CLOSE

Questionnaire for wave 3

ASK ALL

READ OUT TO ALL

Good morning/afternoon, my name is..... I am calling from Ipsos MORI, an independent research organisation.

IF NAME ON SAMPLE: Please can I speak to [INSERT NAME FROM SAMPLE]?

IF NO NAME ON SAMPLE: Please could I speak to the most senior person who has responsibility for personnel issues for [INSERT NAME OF ORGANISATION] in Great Britain? If you have more than one site, that person should be responsible for personnel issues across all sites where your HR policy applies.

INTERVIEWER NOTE: In a smaller organisation this is likely to be the owner. In a larger organisation this may be the HR manager/director.

Thank you for taking part in this research.

Ipsos MORI is conducting research on behalf of the Department for Work and Pensions (DWP). The aim of this survey is to understand how employers are managing their workforce in response to COVID-19 and their experience of government schemes and guidance.

We understand that the coronavirus pandemic is currently causing considerable challenges for everyone in the UK, but we would greatly appreciate your input to this research if you can spare the time. It should take around 15 minutes depending on your answers, and findings from the survey will help to improve future support available to employers.

To be able to answer these questions accurately, this survey should be completed by [INSERT NAME FROM SAMPLE], or the most senior person who has responsibility for personnel issues for [INSERT NAME OF ORGANISATION] in Great Britain. In a smaller organisation this is likely to be the owner. In a larger organisation this may be the HR manager/director.

SECOND SCREEN

Your organisation was selected at random from a commercial database. Please be assured that all of your responses will be treated in the strictest confidence. Ipsos MORI will remove all the details which could be used to identify you as soon as we practically can. Findings will be reported in a way that ensures no individual who took part in the research will be identifiable in any way; the report and accompanying data will be completely anonymised.

Only if you agree to it at the end of the survey will we pass on your contact details to DWP for purposes of future research, but DWP will not be able to link these back to your survey responses.

You can view more information about how we will protect your data by clicking [here](#) [ADD LINK to DWP information leaflet]

THIRD SCREEN

ASK ALL. SINGLE CODE

Q_VOLUNTARY

We would really like to hear about your experiences, but you don't have to take part and your decision to do so is completely voluntary. Whether you take part or not will not affect your dealings with the DWP or any other government agencies.

You can also stop the survey at any stage without giving a reason.

If you change your mind about participating in this research, please let us know as soon as possible by contacting @ipsos.com and where possible, we will not process this data.

You can see more about your personal information rights on the Information Commissioner's Website. Would you like any more details about these?

If yes, read out or offer to send them the information leaflet via e-mail.

Please click 'next' if you are happy to continue with the survey

Are you happy to proceed with the survey on this basis?

1. Yes
2. No (THANK AND CLOSE)

THANK AND CLOSE IF CODE 2 AT Q_VOLUNTARY: Thank you for taking part in this survey. These are all the questions we had for you today.

ASK ALL. SINGLE CODE. DO NOT ALLOW DK OR REF

A1 Our records show that the name of your business or organisation is: [INSERT ORGANISATION NAME FROM SAMPLE]. Is this correct?

1. Yes
2. No

IF NO (CODE 2) AT A1. OPEN ENDED MAX 30 CHARACTERS. DO NOT ALLOW DK OR REF

A2 What is the name of your business or organisation?

Please type your answer into the box below.

EMPLOYER CHARACTERISTICS

ASK ALL. SINGLE CODE

1 What is the current status of your business?

READ OUT 1-5

Please select one answer

1. Currently open/trading
2. Recently reopened or started trading again after a period of closure
3. Temporarily closed or paused operating or trading
4. Permanently ceased to operate or trade
- 5 Don't know

THANK AND CLOSE IF CODES 4 OR 5 AT Q1: Thank you for taking part in this survey. These are all the questions we had for you today.

ASK ALL. SINGLE CODE ONLY. ALLOW DK AND PREFER NOT TO SAY

2 Approximately how many people, including yourself, does your business employ in Great Britain?

Your answer should include:

All employees (including agency staff) on the payroll, including those paid through PAYE, including any directors and partners, and those on furlough;

Any staff who work away from the site but are based in Great Britain;

Do not include any freelancers.

READ OUT 1 TO 5

Please select one answer

1. 1 employee
2. 2-9 employees
3. 10-49 employees
4. 50-249 employees
5. 250 or more employees
6. Don't know
7. Prefer not to say

THANK AND CLOSE IF CODES 1, 6 OR 7 AT Q2: Thank you for taking part in this survey. These are all the questions we had for you today.

ASK ALL. SINGLE CODE.

3 Is your business...?

READ OUT 1 TO 5

Please select one answer

1. Mainly seeking to make a profit (i.e. in the private sector)
2. A charity or voluntary sector organisation or a social enterprise
3. A local government-financed body
4. A central government-financed body
5. Another type of organisation
6. Don't know

ASK ALL. SINGLE CODE

4a. Our records show that [INSERT INDUSTRY SECTOR FROM SAMPLE] as a broad description of your organisation/business. Does this sound about right to you?

Please select one answer

1. Yes - correct
2. No – incorrect
3. Don't know
4. Prefer not to say

ASK IF CODES 2 OR 3 AT Q4a. SINGLE CODE

4b What is the main activity of your business/organisation?

PROBE FULLY AND SELECT CODE THAT BEST FITS

Please select one answer. If you are unsure, please describe what your business mainly does or sells in the box below. Provide as much detail as you can.

1. Agriculture, Forestry and Fishing
2. Mining and Quarrying; Utilities, Waste Management and Remediation Activities
3. Manufacturing
4. Construction
5. Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles
6. Transportation and Storage
7. Accommodation and Food Service Activities

8. Information and Communications
9. Financial and Insurance Activities
10. Real Estate Activities
11. Professional, Scientific and Technical Activities
12. Administrative and Support Service Activities
13. Public administration, defence and compulsory social security
14. Education
15. Human Health and Social Work Activities
16. Arts, Entertainment and Recreation
17. Other Service Activities
18. Other (SPECIFY)

WORKFORCE QUESTIONS

ASK ALL

The next set of questions are about the [INSERT ANSWER FROM Q2 employees] on your payroll in Great Britain.

ASK ALL. NUMERIC FOR EACH STATEMENT. MIX 0 MAX 100. HARD CHECK IF ANSWERS DO NOT SUM TO 100%

ALLOW DK ONCE FOR THIS QUESTION (I.E. NOT NEEDED FOR EACH STATEMENT)

5 Approximately what percentage of your employees are currently...?

READ OUT STATEMENTS. ALLOW APPROXIMATE ANSWERS. REFER TO QUESTION ON DATASHEET FOR LARGE EMPLOYERS

Please type your answer in % for each question

1. Working their normal number of hours
2. Working reduced hours because of the impact of COVID-19, but not furloughed
3. On flexible (part-time) furlough leave using the Coronavirus Job Retention Scheme
4. On full-time furlough leave using the Coronavirus Job Retention Scheme
5. Off work (includes sickness absence, self-isolation, unpaid leave)
6. Doing something else (SPECIFY)

ASK THOSE WHOSE ANSWER TO Q5 WAS 0% AT BOTH CODES 3 **AND** 4 (i.e. they indicated they didn't currently have anyone on full or partial furlough leave).
SINGLE CODE

5a Have you previously furloughed any of your staff using the Coronavirus Job Retention Scheme?

Please select one answer

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

ASK ALL. MULTI-CODE

6b.i How, if at all, has COVID-19 and the economic impact of the pandemic changed what skills you require from job applicants?

READ OUT 1-3.

Please select all that apply

We require more skills or higher levels of skills from applicants

We are more open to employing applicants with fewer/lower levels of skills compared to before the pandemic

No change in the skills required [EXCLUSIVE]

Don't know [EXCLUSIVE]

ASK ALL THOSE WHO ANSWERED 1 OR 2 AT 6B.

6c Please tell us about the types of skill requirements that have changed.

(free text)

ASK ALL. SINGLE CODE

7. Are any of your employees currently working from home?

DO NOT READ OUT. PROMPT TO CODES

Please select one answer

1. Yes, all of them
2. Yes, some of them
3. No, none of them
4. Don't know

ASK ALL. SINGLE CODE

7b. Are any of your employees currently suffering from long-term health effects of COVID-19?

DO NOT READ OUT. PROMPT TO CODES

Please select one answer

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

ASK ALL

7c. Which, if any, of the following apply to staff who are unable to work due to long-term health effects of COVID-19?

(tick all that apply)

Employees receive Statutory Sick Pay

Employees receive Occupational sick pay

Employees are furloughed (i.e. on temporary leave) using the Coronavirus Job Retention Scheme

Employees have to take time off as holiday leave or unpaid leave

Employees are made redundant

Employees receive their full pay

We seek advice of occupational health services

Other (please specify)

ASK ALL. SINGLE CODE

8. Have you made any staff redundant due to the impact COVID-19 has had on your business/organisation?

Please select one answer

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

**CERTIFICATION FOR SICKNESS ABSENCE AND ISOLATION/FIT NOTE
QUESTIONS IN THIS SECTION ARE ONLY ASKED IF THE BUSINESS IS
TRADING (CODES 1-2 AT Q1)**

ASK ALL. SINGLE CODE

10a Are you aware of the NHS 111 Isolation Note service?

Please select one answer

1. Yes
2. No
3. Not sure

If YES (1) at 10a. SINGLE CODE

10b Would you accept an Isolation Note as evidence for sickness absence or self-isolation if one was provided?

Please select one answer

1. Yes
2. No
3. Not sure
4. Not applicable

IF NO (2) at 10b,

10c Why would you not accept an Isolation Note?

(FREE TEXT)

STATUTORY SICK PAY AND INCOME REPLACEMENT

QUESTIONS 11a-d IN THIS SECTION ARE ONLY ASKED IF THE BUSINESS IS TRADING (CODES 1-2 AT Q1)

ASK IF <250 AT Q2 (EMPLOYER SIZE = MICRO/SMALL/MED). SINGLE CODE

11a Before today, had you heard of the Government's "Coronavirus Statutory Sick Pay Rebate Scheme" for small and medium-sized employers?

ADD AS CLICKABLE INFO/ADD AS NECESSARY: The Coronavirus Statutory Sick Pay Rebate Scheme is a Government scheme to repay employers the Statutory Sick Pay that is paid to current or former employees. This is not the same as the Furlough Scheme.

1. Yes
2. No

ASK IF CODE 1 AT Q11A. SINGLE CODE

11b Have you ever used the Government's "Coronavirus Statutory Sick Pay Rebate Scheme" for small and medium-sized employers?

ADD AS CLICKABLE INFO/ADD AS NECESSARY: The Coronavirus Statutory Sick Pay Rebate Scheme is a Government scheme to repay employers the Statutory Sick Pay that is paid to current or former employees. This is not the same as the Furlough Scheme.

PROMPT TO CODES

Please select one answer

1. Yes, have used it
2. No, but would consider using it in the future
3. No, do not intend to use it
4. Don't know

ASK IF CODE 2 AT Q11b. MULTI-CODE

11c Why haven't you already used the Coronavirus Statutory Sick Pay Rebate Scheme?

DO NOT READ OUT

Please select all that apply

1. No cases eligible for the rebate
2. Too busy to make a claim
3. The claiming process is unclear or too difficult
4. Waiting to see if there are more cases before making a claim
5. Not enough money at stake to be worth claiming
6. Other (PLEASE SPECIFY)

ASK IF CODE 3 AT Q11b. MULTI-CODE

11d Why don't you intend to use the Coronavirus Statutory Sick Pay Rebate Scheme?

DO NOT READ OUT

Please select all that apply

1. No cases eligible for the rebate
2. Too busy to make a claim
3. The claiming process is unclear or too difficult
4. Not enough money at stake to be worth claiming
5. Other (PLEASE SPECIFY)

QUESTIONS IN THIS SECTION SHOULD BE ASKED OF ALL PARTICIPANTS

ASK ALL. SINGLE CODE

12d. As far as you're aware, do you have employees in your workforce who may be vulnerable to COVID-19?

Individuals may be vulnerable because of things like their age, an underlying health condition or because they are pregnant.

Please select one answer

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

ASK IF CODE 1 AT Q12d (HAVE VULNERABLE STAFF) **AND NOT** CODE 1 AT Q7 (ALL STAFF WAH). SINGLE CODE

13 Are any of your employees who may be vulnerable to COVID-19 able to work from home?

PROMPT TO CODES PAYING ATTENTION TO DIFFERENCE BETWEEN CODES 2 AND 3

Please select one answer

1. Yes – all vulnerable staff can work from home
2. Decisions are made on a case-by-case basis depending on health condition
3. Decisions are made on a case-by-case basis depending on job roles
4. No, none of my vulnerable staff can work from home.
5. Don't know

ASK IF Q13= 2 OR 3 OR 4 (NO or CASE-BY-CASE BASIS). MULTICODE OK 1-9. ROTATE 1-6

14 Which of the following currently apply to your vulnerable employees who cannot work from home?

READ OUT 1-8

Please select all that apply

1. Employees are expected to come to work at their normal place of work, with general Government guidance on making workplaces COVID-secure in place (if applicable)
2. Employees are expected to come to work at their normal place of work, but adjustments specific to them are made to enable them to do so
3. Employees receive Statutory Sick Pay
4. Employees receive Occupational sick pay

5. Employees are furloughed (i.e. on temporary leave) using the Coronavirus Job Retention Scheme
6. Employees have to take time off as holiday leave or unpaid leave
7. Employees are made redundant
8. Employees receive their full pay
9. Other
10. Don't know

OCCUPATIONAL HEALTH SERVICES

QUESTIONS Q17 & Q18 IN THIS SECTION ARE ONLY ASKED IF THE BUSINESS IS TRADING (CODES 1-2 AT Q1)

ASK ALL. SINGLE CODE

17 BEFORE COVID-19, did your business/organisation provide employees with access to Occupational Health services?

ADD IF NECESSARY: Occupational health services are advisory and support services which help employers carry out functions such as health surveillance, advise about fitness for work and sickness absence and also help to maintain and promote employee health and wellbeing.

Please select one answer

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

ASK ALL. MULTICODE OK 1-6. ROTATE 1-5

18 Have you used Occupational health services for any of the following in relation to COVID-19?

READ OUT 1-6

Please select all that apply

1. Certifying sick leave
2. Fitness for work or return to work reports
3. Advice on working from home (including reasonable adjustments)
4. Support with public health guidance (e.g. self-isolation, social distancing, Covid-19 risk assessments)
5. Support for specific conditions (SPECIFY)

6. Something else (SPECIFY)
7. Not used Occupational Health in relation to Covid-19

PENSIONS

ASK ALL. SINGLE CODE

19 Has your business/organisation decreased pensions contribution rates for staff as a direct result of COVID-19?

Please select one answer

CODES IF NO FURLOUGHED STAFF (0% AT CODE 3 **AND** 4 AT Q5)

1. Yes – for all staff
2. Yes – for some staff

Please select all that apply

CODES IF FURLOUGHED STAFF >0% AT CODE 3 OR 4 (Q5). ALLOW MC CODE 1 WITH EITHER 2 OR 3.

1. Yes – for all/some furloughed staff
2. Yes – for all staff who are not furloughed
3. Yes – for some staff who are not furloughed

CODES FOR ALL

4. No
5. My business/organisation does not provide a workplace pension
6. Don't know

ASK IF Q19= 1, 2, 3 (Yes all or Yes some). NUMERIC. MIN 1% MAX 100%

20 On average, for staff who have had pensions contributions reduced, approximately by how much has your business/organisation decreased its pension contributions by (as a percentage of workers' gross pay)?

WRITE IN PERCENTAGE POINT CHANGE.

INTERVIEWER: E.G. If then contributed 5% of workers' gross pay on average before COVID-19 and 3% afterwards, please type in 2

Please type in the percentage point difference. For example, if you contributed 5% of workers' gross pay on average before COVID-19 and 3% afterwards, please type in 2.

SKILLS, KICKSTART SCHEME AND EMPLOYER PREDICTION OF FUTURE REDUNDANCIES/RECRUITMENT

ASK ALL. SINGLE CODE

20a In July, the Chancellor announced a package of support to help young people at risk of long-term unemployment, due to the impacts of the Covid-19 pandemic. This included the new Kickstart scheme, in which the government will pay employers the full cost of creating new, 6-month job placements for 16 to 24-year-olds at risk of long-term unemployment.

Before today, had you heard of the Kickstart scheme?

Please select one answer

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

IF YES AT 20a. SINGLE CODE. REVERSE SCALE 1 TO 4

ASK ALL. SINGLE CODE

20b

And how likely, if at all, is your business to use or participate in Kickstart?

Please select one answer

REVERSE SCALE

1. Very likely
2. Somewhat likely
3. Not very likely
4. Not at all likely
5. My business is already using Kickstart or has applied to participate
6. Don't know

IF 3 or 4 at 20b, MULTI-CODE

20c What are the reasons for why you are unlikely to use or participate in Kickstart?

DO NOT READ OUT

Please select all that apply.

There is not enough demand to create vacancies.

Our staffing levels are already reduced.

We don't have the time or resources to take part.

We cannot provide additional support to participants.

We need experienced staff.

Our application was rejected.

The Kickstart grant is not enough to cover our costs.

It is too complicated.

I don't know enough about it.

I don't know how to apply.

I don't need support from the rebate scheme

Other (specify)

ASK ALL. SINGLE CODE

21. Is your organisation making plans for future redundancies?

INTERVIEWER/ADD AS CLICKABLE INFO ICON **Please be assured that all your answers are completely anonymous and will only be reported on in an aggregate way.**

Please select one answer

1. Yes

2. No

3. Don't know

ASK IF Q21=1 (YES). NUMERIC. MIN 1% MAX 100%. ALLOW DK AND PREFER NOT TO SAY

22 Based on your current best assessment, what percentage of your total workforce in Great Britain are you planning to make redundant?

Please answer in %

ASK IF Q21=1 (HAVE PLANS FOR REDUNDANCIES) AND HAVE FURLOUGHED STAFF (>0% AT CODE 3 OR 4 at Q5)

MIN 0% MAX 100%. ALLOW DK AND PREFER NOT TO SAY

23 Based on your current best assessment, what proportion of your currently furloughed employees do you envisage making redundant at the end of furlough?

Please answer in %

ASK IF BUSINESS IS TRADING (CODES 1-2 AT Q1) AND Q21= 2, 3 (NOT PLANNING FUTURE REDUNDANCIES),

SINGLE CODE

24 Do you have any plans to recruit?

READ OUT.

Please select one answer

1. Yes, recruiting at the moment
2. Yes, plan to start recruiting in the next month
3. Yes, plan to start recruiting within the next three months
4. Yes, plan to start recruiting within the next six months
5. Yes, planning to start recruiting after six months
6. No plans to recruit
7. Don't know

RECONTACT

ASK ALL. SINGLE CODE

25 Thank you for taking part in this research. The Department for Work and Pensions (or research companies working on its behalf) may want to contact you again in the next 12 months to invite you to take part in further related research. Would that be ok?

You do not have to commit to anything now, just indicate a willingness to be contacted again. You can change your mind at any time by contacting DWP at: @dwp.gsi.gov.uk

If you are happy to we would like to take your name, contact telephone number and email address. DWP will hold your details in accordance with GDPR and DPA 2018.

1. Yes
2. No

IF YES, confirm name and collect phone number/e-mail address

THANK AND CLOSE