



Department
for Business
Innovation & Skills

THE FOURTH WORK-LIFE
BALANCE EMPLOYER SURVEY
2013

Technical Report

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Contents

- Chapter 1: Introduction.....1**
 - Background to the survey1
 - Survey objectives2
- Chapter 2: Sample design and selection4**
 - Setting Sampling Targets6
- Chapter 3: Questionnaire development.....10**
 - Overview of questionnaire content.....10
 - Development of new questions and cognitive testing.....11
 - Pilot survey.....13
- Chapter 4: Fieldwork.....15**
 - Interviewer briefings.....15
 - Fieldwork period15
 - Contact procedures15
 - Organisations with multiple sampled sites16
 - Length of interviews.....16
 - Quality of the IDBR sample.....17
 - Quality control.....19
- Chapter 5: Response.....20**
 - Fieldwork outcomes.....20
 - Comparison of WLB3 and WLB4 conversion rates23
 - Comparison of targeted and achieved interviews.....25
 - Comparison of achieved sample and IDBR population by average employment counts27
 - Analysis of ‘don’t know’ responses29
- Chapter 6: Data preparation31**

Coding.....	31
Editing	32
Data availability	32
Chapter 7: Weighting	33
The unit weight	33
The employment weight.....	33
Chapter 8: Sampling errors	37
Chapter 9: Analysis	39
Sub-group analyses.....	39
Comparisons to WLB3.....	40
Multivariate analyses	40
Chapter 10: Remarks on the methodology.....	42
Chapter 11: The SPSS dataset	44
Case number.....	44
Questionnaire answers	44
Analysis Breaks	44
Weights	44
Appendices.....	45
Appendix A – Copy of questionnaire	46
Appendix B – Summary of questions removed and added in.....	115
Appendix C – Cognitive testing report.....	126
Appendix D – Pilot report	142
Appendix E – Interviewer briefing notes.....	153

Appendix F – Advance letter	165
Appendix G – Copy of pre-screener.....	166
Appendix H – Coding instructions.....	172
Appendix I – Edits specification.....	183
Appendix J: CHAID Analysis	186
Appendix K: Data dictionary for WLB4 employer dataset.....	193

Chapter 1: Introduction

This report details the methodology used for the fourth Work-Life Balance Survey of Employers (WLB4). The survey was carried out by IFF Research working with the Institute of Employment Studies (IES) on behalf of the Department for Business, Innovation and Skills (BIS) and involved 2,013 telephone interviews with employers in Great Britain.

Background to the survey

The Work-Life Balance research series began in 2000 as part of the UK government's Work-Life Balance campaign. WLB1¹ was commissioned by the then Department for Education and Employment (DfEE) to assess the provision of flexible working practices in the UK and to explore perceptions towards them amongst employers and employees. Following this, WLB2² was undertaken in 2002/3, prior to the implementation of the Employment Act 2002, and was designed to set benchmark measures for the prevalence of flexible working arrangements which would become statutory in the future.

The third Work-Life Balance survey of employers, WLB3³, was conducted in 2007 in order to coincide with changes in employment legislation under the Work and Families Act 2006⁴. Under the Act, several changes to maternity and adoption leave and pay were introduced, coming into effect in October 2006 and applying to employees from April 2007. In addition, the Act introduced the right to request flexible working, which was extended to carers and adults from April 2007 and a number of additional changes to legislation aimed at improving work-life balance.

The current survey, the Fourth Work-Life Balance survey of employers, was carried out between June and August 2013. It covered the period following the Work and Families Act 2006, over which time there have been additional and significant changes in the regulatory landscape including the extension of the right to request flexible working to parents of older children (2009) and Additional Paternity Leave Regulations (2010)⁵. In addition to

¹ See the First Work-Life Balance Baseline Study, Hogarth, T. et al (2001) (<http://webarchive.nationalarchives.gov.uk/20130401151715/https://www.education.gov.uk/publications/eord/eringdownload/rr249.pdf>)

² See Woodland, S. et al (2003) for the Second Work-Life Balance Survey: Results from the Employer Survey, (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/193603/bis-03-1252-the-second-work-life-balance-study-results-from-the-employer-survey.pdf)

³ See Hayward, B. et al (2007) for the Third Work-Life Balance Employer Survey: Main findings (<http://www.berr.gov.uk/files/file42645.pdf>)

⁴ Information on the Work and Families Act 2006 can be found at http://webarchive.nationalarchives.gov.uk/20100202100434/http://www.opsi.gov.uk/acts/acts2006/pdf/ukpga_20060018_en.pdf

⁵ See http://www.legislation.gov.uk/ukxi/2010/1055/pdfs/ukxiem_20101055_en.pdf for further information.

rights such as statutory holiday entitlement and rights to paternity, maternity and parental leave, this legislation has meant employees with children under the age of 17 (18 and under if disabled) and co-resident carers have a right to request flexible working.

Other recent changes include the introduction in 2011 of additional paternity leave and pay, which enables fathers to take up to 26 weeks of additional paternity leave.

In addition, as outlined in “The Coalition: Our Programme for Government”⁶, there have been Coalition Government commitments on:

- flexible parental leave: Incorporating the reclassification of maternity leave as parental leave to be available to either parent on an equal basis. Other key elements include the extension of the right to unpaid parental leave beyond the first year of a child’s life and allowing employees to take parental leave in multiple periods or on a part-time basis
- the extension to all employees of the right to request flexible working: Consideration is also being given to providing support to individuals who have a temporary need for flexibility

This report presents the technical details of this fourth Work-Life Balance survey of employers (WLB4).

Across all four Work-Life Balance surveys only establishments with five or more staff have been included.

The surveys are establishment-based as opposed to enterprise-based (hence different sites of the same organisation could be interviewed).

Survey objectives

The main aims of the survey were to provide:

- updated, reliable data on awareness, provision, take-up and demand in relation to work-life balance arrangements and on employers’ perceptions of positive benefits and detrimental impacts arising from the provision of these arrangements
- robust evidence for evaluation of the Government’s initiatives on the work-life balance framework since the previous survey in 2007 (WLB3 Employers), particularly those covered by the Work and Families Act 2006. These include the extension of the 'right to request flexible working' to parents of children under the

⁶ See The Coalition: Our Programme for Government
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/78977/coalition_programme_for_government.pdf

age of 17 (2009), to co-resident carers (2007) and the introduction of Additional Paternity Leave implemented for parents of babies due on or after April 2011⁷

- a robust baseline from which to monitor and then evaluate anticipated legislative initiatives in this area, including the planned extension to the right to request flexible working, a new system of shared parental leave and changes to maternity and paternity leave and unpaid parental leave. The data from the research will also provide evidence for on-going impact assessments in this policy area

More specifically, the survey objectives were to:

- examine working hours of managerial and non-managerial staff, and assess practices in relation to the Working Time Directive
- assess employers' awareness of the current statutory leave entitlements, including annual leave, maternity, paternity and additional paternity leave, parental leave, and time off for dependants
- establish employers' provision of work-life balance practices, including provision beyond the statutory requirement, and reasons for non-provision
- establish the extent to which access to work-life balance practices is restricted, i.e. what (if any) are the criteria for eligibility to access these arrangements
- assess take-up of work-life balance practices, including how employers handle requests and how take-up is monitored; and
- ascertain employers' views on the impact of work-life balance practices

⁷ Additional Paternity Leave and Pay (APL&P) enables eligible fathers to take up to 26 weeks' additional paternity leave (currently fathers are entitled to 2 weeks' statutory paternity leave).

Chapter 2: Sample design and selection

The sample for WLB4 was drawn from the Inter-Departmental Business Register (IDBR) which is maintained by the Office for National Statistics (ONS). This was the same sampling frame used for the previous two work-life balance employer surveys but differs from that used in the First Work-life Balance Employer Survey (WLB1) which used BT's Business Database. Details of the reasons for the change in sample frame from WLB1 to WLB2 are detailed in the WLB2 technical report.

The IDBR is a list of over 2.1 million UK businesses in all sectors of the UK economy⁸. The information used to create and maintain the IDBR database is obtained from five main administrative sources, listed below:

- HMRC VAT - Traders registered for VAT purposes with HMRC
- HMRC PAYE - Employers operating a PAYE scheme, registered with the HMRC
- Companies House - Incorporated businesses registered at Companies House
- Department for Environment, Food and Rural Affairs (DEFRA) farms; and
- Department of Finance and Personnel, Northern Ireland (DFPNI)

In addition, the commercial provider, Dun and Bradstreet, is used to supplement the IDBR with Enterprise Group information.

One of the biggest advantages of using the IDBR as the sample source was its comprehensiveness in terms of coverage. Its only exclusions are some very small businesses with turnover below the tax threshold (and these would have been very likely to have had fewer than five employees and therefore be out-of-scope of the survey) as well as some non-profit making organisations.

The IDBR also contained data on the size and Standard Industrial Classification (SIC) of each unit. These data for each unit allowed for sample stratification and monitoring during fieldwork. It was also the sampling source used for both WLB2 and WLB3 and so using it for WLB4 ensured comparability for time-series data.

Nevertheless, one drawback of using the IDBR as a sample is source was that it supplied very few telephone numbers so a telephone matching exercise was required before it could be used for a telephone survey.

⁸ <http://www.ons.gov.uk/ons/about-ons/products-and-services/idbr/index.html>

In order to maintain consistency with the sampling design used in the previous two work-life balance surveys of employers, the sampling unit used for WLB4 was the IDBR's 'local unit', which in most instances corresponds with the definition of an establishment (or workplace) used in the survey⁹. The sample was restricted to local units with a minimum of five employees across all Standard Industrial Classification (SIC) major groups apart from groups P and Q (Private Households with Employed Persons and Extra-territorial Bodies respectively). The major SIC groupings were defined using SIC 2007 (whereas SIC 1992 groups were used in WLB2 and SIC 2003 in WLB3). SIC 2007 was used as the new classification had been developed to better represent the current composition of the business population.

The local units on the IDBR were divided into strata based on their industry sector and the number of employees at the local unit level. The IDBR counts detailing the distribution of the total population of establishments with five or more employees are shown in Table 2.1.

Table 2.1 IDBR counts by SIC 2007 major groupings and establishment size

Sector 2007 SIC	Size of establishment							TOTAL
	5-9	10-24	25-49	50-99	100-249	250-499	500+	
A&B	12,067	3,873	757	325	166	60	29	17,277
C	21,091	18,025	7,628	4,541	2,819	897	411	55,412
D & E	2,058	1,921	956	542	347	88	77	5,989
F	26,388	13,829	4,045	1,931	919	187	73	47,372
G	97,286	60,838	16,615	6,737	3,338	1,415	385	186,614
I	41,232	32,943	10,823	3,326	1,202	157	66	89,749
H&J	20,275	15,771	6,710	3,929	2,278	778	445	50,186
K	10,822	7,762	2,313	1,087	735	338	355	23,412
L, M & N	66,141	40,692	12,428	6,975	4,393	1,383	796	132,808
O	3,560	4,654	2,816	2,042	1,595	788	482	15,937
P	7,676	10,481	11,731	7,940	4,413	638	309	43,188
Q	28,942	34,370	15,402	7,392	2,784	546	509	89,945
R&S	32,539	15,616	4,575	2,164	1,032	192	91	56,209
TOTAL	370,077	260,775	96,799	48,931	26,021	7,467	4,028	814,098

⁹ An establishment in this context is defined a site of work (workplace). This means it was possible for multiple establishments within an organisation to be included in the sample.

Setting Sampling Targets

A target of 2,000 interviews with employers was agreed at the specification stage. The sample size was larger than for WLB3 (when 1,500 interviews were targeted) with the intention of providing larger base sizes for sub-group analysis.

As Table 2.1 demonstrates, the business population is heavily skewed towards smaller establishments – and, to a lesser extent, towards certain sectors - hence a purely random sample would have led to only small numbers of interviews in the larger sizebands and in some sectors (reducing the scope for separate analysis of these sub-groups). On this basis, a stratified sampling approach was decided upon with oversampling in certain strata.

The aim of the agreed sampling approach was to strike a balance between ensuring the potential to produce both unit-based and employee-based measures for all sizebands while at the same time avoiding too great a diversion from a proportionate sampling approach (and hence trying to limit the size of the design factor introduced).

Targets for each cell of the sampling grid were set on the following basis:

1. allocating target interviews first by sector, with half the total target number of interviews spread evenly between each sector and the remaining half in proportion to the size of the business population (in terms of units) by sector
2. then within each sector, sharing half the interviews (as derived from stage one above) evenly between size bands, and the remainder in proportion to the number of employees in each size band

Hence, as an example, for the A&B (Agriculture, fishing and mining) sector, the target for the 500+ employee sizeband was worked out through the following steps:

- there were 13 sectors in the sampling frame so each sector was initially allocated 77 interviews ($1000 \div 13$)
- the agriculture, fishery and mining sector consisted of a total of 17,277 units out of a total population of 814,098 units. This sector was therefore allocated an additional 21 interviews ($((17,277 \div 814,098) \times 1000)$) bringing the sector target to 98 interviews ($77 + 21$)
- half of this sector target was then shared evenly between the 7 sizebands allocating each sizeband 7 interviews ($(98 \div 2) \div 7$)
- within the sector, the units with 500+ employees accounted for 26,802 employees out of a total for the sector of 250,260 employees. Therefore this cell was allocated an additional 5 interviews ($((26802 \div 250,260) * (98 \div 2))$) bringing the cell target to 12 ($7 + 5$)

Using this approach resulted in the interview targets displayed in Table 2.2.

Table 2.2 Interviewing targets by SIC 2007 major groupings and establishment size

Sector 2007 SIC	Size of establishment							TOTAL
	5-9	10-24	25-49	50-99	100-249	250-499	500+	
A&B	23	18	11	11	12	11	12	98
C	15	19	19	21	25	21	24	144
D & E	9	10	11	12	14	14	16	86
F	23	24	20	20	20	14	15	136
G	47	56	44	40	42	36	40	305
I	29	41	34	27	22	16	17	186
H&J	15	18	18	20	23	21	25	140
K	12	14	12	12	14	19	23	106
L, M & N	31	35	30	32	38	34	39	239
O	8	10	10	12	16	19	22	97
P	11	14	21	23	27	17	19	132
Q	19	27	27	26	24	29	34	186
R&S	25	26	21	21	21	15	16	145
TOTAL	267	312	278	277	298	266	302	2,000

Compared with the achieved interview profile for WLB3, the profile described in Table 2.2 involved targeting a higher proportion of interviews in the smallest sectors and a slightly more even distribution by sector overall. By size, a lower proportion of interviews with small establishments were targeted and more with medium and large.

To increase the likelihood that the interviewing targets were achieved, each cell count was multiplied using the 2007 conversion rates for that cell to produce the starting sample. This was a new feature of WLB4. The 2007 conversion rates used for each cell are shown in Table 2.3 below. It is worth noting that these conversion rates compare records as labelled in the starting sample (from the IDBR) with records as labelled in the final data file (from information collected during interview); there is some movement between sizeband where the number of employees recorded in interview does not match the number on the sample record (this explains the cell where the conversion rate is over 100%).

Table 2.3 Conversion rates from WLB3 used for determining starting sample.

Sector 2007 SIC	Size of establishment						
	5-9	10-24	25-49	50-99	100-249	250-499	500+
A&B	13%	22%	21%	25%	38%	25%	83%
C	16%	38%	32%	42%	55%	15%	38%
D & E	6%	10%	6%	32%	11%	11%	40%
F	11%	37%	59%	38%	42%	19%	67%
G	19%	33%	27%	50%	59%	29%	62%
I	9%	27%	24%	31%	35%	15%	50%
H&J	20%	24%	29%	29%	47%	14%	8%
K	9%	33%	21%	14%	15%	29%	26%
L, M & N	15%	34%	37%	22%	38%	10%	29%
O	11%	23%	54%	43%	53%	27%	105%
P	5%	40%	49%	29%	29%	29%	61%
Q	23%	47%	62%	42%	41%	38%	37%
R&S	12%	46%	39%	43%	55%	11%	21%

Using these conversion rates applied to the 'ideal' interview targets generated a starting sample of 8,549 records as shown in Table 2.4 below.

Table 2.4 Starting sample for WLB4

Sector 2007 SIC	Size of establishment							TOTAL
	5-9	10-24	25-49	50-99	100-249	250-499	500+	
A&B	140	72	62	51	35	50	16	426
C	113	53	62	49	41	135	59	511
D & E	181	113	197	37	117	102	38	785
F	197	59	33	51	46	89	26	502
G	236	155	166	84	73	147	63	923
I	312	127	128	87	71	140	43	908
H&J	86	79	66	68	45	141	279	764
K	148	44	64	93	93	51	87	581
L, M & N	222	103	87	147	94	336	139	1,127
O	102	51	22	30	28	57	18	310
P	270	40	39	73	78	58	32	591
Q	99	58	44	64	62	60	96	484
R&S	190	52	54	48	38	170	86	639
TOTAL	2,296	1,007	1,024	883	821	1,537	981	8,549

The starting sample was drawn by ONS from the IDBR. Within each size by sector cell, records were selected by firstly allocating each unit in the cell a random number and then selecting the lowest scores up to the target for each cell.

Chapter 3: Questionnaire development

The WLB4 questionnaire was very much based on that used for WLB3 in order to allow for time-series comparisons. However, new questions were added and amends were made to existing questions to reflect policy changes, to improve the questionnaire and, where possible, to streamline the interview. New and amended questions were developed using cognitive testing before the full survey was piloted ahead of the commencement of main stage fieldwork.

Overview of questionnaire content

The main sections of the questionnaire are detailed in Table 3.1.

Table 3.1: Summary of the main sections of the WLB4 questionnaire

Section	Coverage of questions
Respondent details	Introducing the survey and collecting respondent job titles
Section A: Workplace Characteristics (part 1)	Whether establishment is a single-site or part of larger organisation, the classification of organisation and sector profiling, as well as total number of employees, the gender breakdown of staff and how many days in a week the site operates.
Section B: Availability and Take-up of Flexible Working	Number of staff working part-time as well as the availability and take-up of other flexible working practices.
Section C: Managing Requests for Flexible Working	Which staff are eligible to request flexible working and how requests from employees are handled (e.g. who makes the decision to accept/reject requests and do they follow a set procedure).
Section D: Maternity Leave	Incidence of maternity leave, awareness of maternity leave legislation, as well as detail of maternity leave and benefits offered by the workplace.
Section E: Paternity Leave	Incidence of paternity leave, awareness of paternity leave legislation, as well as detail of paternity leave and benefits offered by the workplace.

Section	Coverage of questions
Section F: Parental Leave, Emergency Time-off and Special Leave Provisions	Incidence of parental leave, awareness of changes to parental leave legislation as well as details concerning the provision of special leave
Section G: Sources of Information	The sources of information used to find out about flexible working or maternity / paternity / parental leave legislation
Section H: General Attitudes to Flexible Working and Leave Arrangements	Employer's perceptions of flexible working at their workplace and in general.
Section I: Default Retirement Age	Whether any employees have retired since the removal of the Default Retirement Age (DRA) and whether its removal has had any effect on the age profile of staff at the workplace.
Section J: Working Time	Whether employees have worked 'long hours', have opted-out of Working Time Regulations, are required to do on-call working, as well as detail about how much annual leave employees are entitled to.
Section K: Workplace Characteristics (part 2)	Assessment of the establishment's financial performance, average number of sick days and total number of employees employed by the organisation across all UK sites.
Recontact questions	Name, telephone number and email address for respondents willing to be contacted again.

The full questionnaire is included in Appendix A with a summary of the WLB3 questions removed and new questions added included in Appendix B.

Development of new questions and cognitive testing

New questions – along with questions from WLB3 that had been amended – underwent cognitive testing in March 2013 to test how well the questions worked with employers. A total of 10 face-to-face interviews were conducted with respondents from establishments of various sizes and operating in a range of different sectors.

Cognitive methods

Although the mainstage fieldwork was conducted over the phone, the cognitive interviews were carried out face-to-face allowing the researchers to pick up on non-verbal cues from

the respondent indicating difficulties with certain questions and/or the response process. A reduced version of the questionnaire was administered by the researchers who then retrospectively probed the respondent to discuss their response processes to the questions and to identify if they found any parts of the survey difficult to respond to.

Sample and recruitment

Interviews were recruited using a sample taken from the Experian National Business Database listing that is commercially available (there was not time to access an IDBR sample for this stage). The Experian National Business Database draws upon the small and medium business directory of Yellow Pages data and matched alongside the larger business focus of the Thompson Directories to create and maintain its database of 5.1 million businesses in the UK.

A targeted recruitment strategy was adopted in order to ensure a spread of respondents that would test all sections of the questionnaire. As a result, seven interviews were conducted with employers who had flexible working practices available other than part-time working, seven with workplaces who had had a female staff member take maternity leave in the last two years and eight who had had a male member of staff take paternity leave in the past two years. Table 3.2 shows the spread of workplaces interviewed.

Table 3.2: Profile of establishments interviewed during the cognitive testing stage

Establishment size	Has flexible working practices other than part-time working available	
	Yes	No
5-9 employees	2	1
10-24 employees	2	1
25-49 employees	1	1
50+ employees	2	-

Interviews lasted approximately one hour and were digitally recorded with the respondent’s consent.

Feedback from cognitive testing

After each interview, the interviewers made detailed notes on their interview – assisted by the interview recording. A face-to-face meeting between IFF, IES and BIS was then held where each question of the questionnaire used for the cognitive interviews was discussed, highlighting any difficulties experienced before discussing possible solutions. A detailed report was produced which presented the findings and recommendations from the question review and cognitive testing which then informed the development of the questionnaire which was used for the pilot.

A copy of the cognitive testing report is included in Appendix C. In short, some of the more significant changes made to the questionnaire as a result of the cognitive testing included:

- any references to 'employees' were changed to 'employees on your payroll' to avoid any ambiguity and help ensure that the respondent did not consider agency / freelance workers, casual staff etc. when answering questions
- any references to statutory rates of pay in the maternity and paternity sections were specified as being *per week* to avoid any confusion
- at questions where respondents were asked to consider whether certain rights, leave and pay schemes were available to all employees, three new precodes were added to pre-empt responses that it is dependent on the employee's job role / level of seniority / length of service
- to try to ensure that respondents considered part-time working as 'working for less than 30 hours per week', this definition was added as an 'add if necessary' interviewer instruction to the relevant questions
- the cognitive interviews exposed some confusion as to whether the antenatal appointments referred to in the paternity section included parenting classes. To address this, an interviewer note was added to specify that the question referred only to medical antenatal appointments.

Pilot survey

Following the changes made as a result of the cognitive testing stage, the WLB4 questionnaire was piloted over three consecutive days in April 2013 in order to provide information on the likely interview length, to check on the general flow of the questionnaire and to identify areas for improvement in terms of question wording or interviewer instructions, as well as to test the Computer-Assisted Telephone Interview (CATI) set-up for any routing issues.

Pilot sample

The sample for the pilot consisted of 500 establishments drawn from the Experian National Business Database.

Pilot fieldwork period

Pilot fieldwork commenced on 16th April with the final interview being conducted on 18th April.

Pilot briefing and de-briefing

Prior to the start of pilot fieldwork, all interviewers attended a face-to-face briefing delivered by the IFF research team. The purpose of the briefing was to introduce the survey to the interviewers, provide them with background information to the research, and run through the questionnaire highlighting particular sections or questions of the questionnaire that may require particular care or additional probing from the interviewers.

Interview length

The average interview length was 37 minutes, substantially longer than the desired length of 30 minutes.

Feedback from the pilot

As a result of listening in to pilot interviews and receiving feedback from the interviewers a number of recommendations were made in order to try and reduce the length and address areas of difficulty/misunderstanding on the part of the respondent. These were then discussed with BIS and changes to the questionnaire were agreed. A copy of the pilot report, which includes a summary of the amends made to the questionnaire, is included in Appendix D. In short, some of the more significant changes made to the questionnaire as a result of the telephone pilot stage included:

- the question from WLB3 (Q1.29) asking whether the site had employees working in particular occupations (e.g. professional occupations, elementary occupations etc.) was removed on the basis that the amount of time it took to administer the question was likely to be disproportionate to its value in terms of analysis as it was sparsely reported on in WLB3
- the addition of 'self-rostering' to the list of flexible working practices was removed from questions B7 and B8 in order to help shorten the follow-up loop of questions (C2-C5). This was a new practice included in the pilot WLB4 survey and hence time-series comparisons would not have been possible
- the newly added iteration to question H1 (the effect of flexible working and leave arrangements on 'ability to retain staff during difficult economic times') was removed as it produced similar responses to the iteration asking for the effect on 'labour turnover'
- three statements from question H2 asking respondents to state how much they agreed or disagreed with a given list of statements concerning flexible working and leave arrangements were removed in order to help reduce the length of the questionnaire
- the newly added questions H4 and H5 (asking employers whether they quantified the impact of flexible working on their business and, if yes, how they did this) were removed as the question was being interpreted in a number of different ways by respondents making the data difficult to interpret (and any steps to clarify would have added further length)
- due to a high proportion of don't know responses at question K4 (collecting data on the percentage of work days lost through sickness), this was amended to ask for an approximate average number of days lost through sickness per employee over the past 12 months.

Chapter 4: Fieldwork

Interviewer briefings

All interviewers working on the project underwent specific training before they began conducting interviews. This training involved a face-to-face briefing with members of the research team at IFF Research. As part of this briefing, all interviewers received a set of briefing instructions in order to provide them with background information about the project, information on the sample design and methodology, as well as information on specific sections of the questionnaire. The full set of briefing notes provided to interviewers is contained in Appendix E.

Fieldwork period

Main stage interviews were carried out by interviewers in the IFF Research telephone centre between June and September 2013.

Contact procedures

There were two main stages involved in contacting establishments to take part in the survey. These two stages are detailed, in turn, below.

Stage one: a pre-screening exercise of all sampled establishments was undertaken in May 2013. The purpose of this initial call was to identify the most appropriate person to interview so that they could be sent an advance letter informing them about the research and encouraging them to participate. A copy of the advance letter can be found in Appendix F.

Interviewers were instructed to call and find out the name and contact details of the most appropriate person to interview (i.e. “the most senior person at the site with responsibility for human resource and personnel issues, or for general management issues”), as well as to confirm whether the establishment was in-scope (i.e. whether it had at least five employees). As with WLB3, in many cases this initial information came from the establishment’s switchboard operator or the respondent’s secretary. However, and unlike WLB3, attempts were made to actually speak to the appropriate person in order to introduce the survey to them and let them know to expect to receive the advance letter. It was felt that orally introducing the survey to the appropriate contact would help improve respondent ‘buy-in’ to the research and make them more inclined to take notice of the advance letter and be receptive to the mainstage calling.

However, it was important strike a balance between the advantages of speaking directly to the appropriate contact and potentially over-calling and risking increasing the number opting out of the research. Therefore, after obtaining the contact details of the appropriate person, a maximum of three attempts were made in order to try to speak to them directly. If three unsuccessful attempts were made then the advance letter was sent out and the record loaded into the main stage sample. See Appendix G for a copy of the pre-screener questionnaire.

The WLB3 survey technical report mentions that a large number of potential survey contacts collected at the pre-screening stage turned out to be incorrect when they were approached for the main survey (with this happening in a third of cases. As a result of attempting to speak to the potential contact at the pre-screening stage, this proportion was much lower for WLB4 (at around 10 per cent).

Stage two: the second and final stage was to contact the identified respondent and either conduct the interview (where possible) or arrange an appointment.

Organisations with multiple sampled sites

In some cases there were multiple records within the sample that had the same telephone number (for example calls to branches of the main banks are often routed through a single contact centre and hence every branch has the same registered telephone number). To avoid inundating contact centres, in cases where more than 2 sites with the same number were included within the sample, a telephone approach was made to the head office to secure their permission for the sites to participate and to secure direct numbers for each of the sites concerned.

If multiple sites of the same organisation were included in the sample but different contact details were found for each then an approach was made to each sampled workplace as per the standard approach. In a few cases, sites indicated that they could not participate without head office permission and attempts were made to call head offices and secure this permission. This represents a change to the approach for WLB3 where the head offices of all organisations with more than one site in the sample were sent an advance letter explaining the intention to contact their sites. As documented in the technical report for WLB3, this resulted in a lot of organisations contacting the research company with queries as well as some head offices mistakenly interpreting the letter as an invitation to take part in the survey and responding with suggested interview times and/or completed datasheets. The approach taken for WLB4 largely avoided these types of issues.

Length of interviews

The average duration of the main interviews was 39 minutes.

Quality of the IDBR sample

An indication of the number of employees at each workplace and its industry sector were included on the IDBR sample. The number of staff was re-checked during interview and respondents were also asked for a verbatim description of the main activity of their workplace (which was later coded to SIC). As Tables 4.1 and 4.2 below show, there was often inconsistency between the number of staff and sector recorded on the sample and the information provided by respondents. Where this was the case, the information given during interview has been used for analysis purposes.

Table 4.1 Comparison of IDBR sizeband and number of employees recorded during interview

		Size from sample							
		5-9	10-24	25-49	50-99	100-249	250-499	500+	Total
		Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)
Size from survey response	5-9	232 (74%)	46 (15%)	11 (4%)	8 (3%)	6 (2%)	8 (3%)	2 (1%)	313 (100%)
	10-24	91 (26%)	139 (40%)	65 (19%)	15 (4%)	9 (3%)	21 (6%)	11 (3%)	351 (100%)
	25-49	29 (9%)	20 (6%)	183 (59%)	36 (12%)	9 (3%)	18 (6%)	18 (6%)	313 (100%)
	50-99	19 (8%)	10 (4%)	42 (17%)	125 (50%)	30 (12%)	17 (7%)	7 (3%)	250 (100%)
	100-249	13 (5%)	8 (3%)	15 (6%)	33 (14%)	113 (46%)	53 (22%)	9 (4%)	244 (100%)
	250-499	12 (4%)	3 (1%)	3 (1%)	7 (3%)	19 (7%)	204 (75%)	25 (9%)	273 (100%)
	500+	10 (4%)	5 (2%)	5 (2%)	12 (5%)	22 (8%)	67 (25%)	146 (55%)	267 (100%)
Total		406	231	324	236	208	388	218	2,011

Table 4.2 Comparison of IDBR SIC classification and the SIC classification recorded during the interview

		SIC Classification from IDBR sample													
		A&B	C	D&E	F	G	I	H&J	K	L,M&N	O	P	Q	R&S	TOTAL
		Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)	Count (%)
SIC Classification from Survey Response	A&B	54 (66%)	5 (6%)	1 (1%)	3 (4%)	11 (13%)	1 (1%)	-	-	6 (7%)	-	-	1 (1%)	82 (100%)	
	C	-	83 (82%)	1 (1%)	2 (2%)	3 (3%)	2 (2%)	1 (1%)	-	8 (8%)	-	-	1 (1%)	101 (100%)	
	D&E	-	4 (3%)	96 (64%)	12 (8%)	2 (1%)	-	1 (1%)	1 (1%)	11 (7%)	15 (10%)	1 (1%)	2 (1%)	149 (100%)	
	F	-	3 (3%)	5 (5%)	70 (68%)	-	-	3 (3%)	-	15 (15%)	5 (5%)	-	2 (2%)	103 (100%)	
	G	1 (*%)	8 (4%)	1 (*%)	4 (2%)	175 (85%)	-	7 (3%)	-	9 (4%)	-	-	1 (*%)	206 (100%)	
	I	1 (*%)	1 (*%)	-	-	10 (5%)	168 (81%)	2 (1%)	-	11 (5%)	3 (1%)	6 (3%)	2 (1%)	208 (100%)	
	H&J	-	13 (9%)	1 (1%)	4 (3%)	8 (5%)	1 (1%)	104 (69%)	1 (1%)	12 (8%)	3 (2%)	1 (1%)	1 (1%)	151 (100%)	
	K	-	1 (1%)	-	-	3 (3%)	-	1 (1%)	85 (83%)	9 (9%)	3 (3%)	-	-	103 (100%)	
	L,M&N	1 (*%)	10 (3%)	2 (1%)	10 (3%)	13 (4%)	4 (1%)	9 (3%)	9 (3%)	216 (72%)	5 (2%)	5 (2%)	10 (3%)	301 (100%)	
	O	-	-	2 (2%)	2 (2%)	-	-	3 (3%)	2 (2%)	8 (8%)	63 (65%)	9 (9%)	8 (8%)	97 (100%)	
	P	-	1 (1%)	-	-	1 (1%)	-	3 (2%)	-	5 (3%)	5 (3%)	135 (70%)	32 (17%)	193 (100%)	
	Q	-	-	-	-	1 (1%)	-	-	2 (1%)	4 (2%)	8 (5%)	9 (6%)	135 (83%)	163 (100%)	
	R&S	-	2 (1%)	2 (1%)	3 (2%)	5 (3%)	3 (2%)	5 (3%)	1 (1%)	21 (14%)	6 (4%)	1 (1%)	10 (6%)	95 (62%)	154 (100%)
	TOTAL	57	131	111	110	232	179	139	101	335	116	167	204	2,011	

Note: “-“ denotes a figure of zero; “*” denotes a figure greater than zero but less than 0.5 per cent

There are a number of possible explanations for these mismatches:

For differences in numbers of employees:

- changes in the number of staff between the timing of the returns on which the IDBR was based and WLB4 fieldwork (although this is more likely to account for movements between one sizeband and the next rather than larger movements)
- incorrect estimates potentially including or excluding the wrong categories on either the IDBR return or during interview

For differences in industry sector:

- differences in the way in which the main activity of the organisation was described on IDBR returns and by the respondent during interview (leading to different SIC allocations by coders)
- differences in the way in which individual coders translate verbatim text to SIC

For differences on either variable:

- the occasional use of estimations when data for the IDBR is only received at head office level and then is split out into unit based entries;
- respondents providing organisational level data rather than workplace level data in interview (even though they are asked specifically for workplace information)

This movement between both sizeband and industry sector accounts for some of the differences between the number of interviews targeted and the number of interviews achieved in each cell of the sampling matrix (see Table 5.4) since the WLB3 conversion ratios used to calculate how much sample to draw were based on size and sector classifications taken from the IDBR.

Quality control

A total of 63 interviewers worked on the main survey. Interviewers were chosen specifically to work on the survey with their selection based on their performance on other similar projects.

Quality control of interviewing was conducted via remote listening facilities as the interviews occurred, as well as retrospective listening to interview recordings, in order to assess if interviewers were administering the questionnaire as intended (e.g. reading out all of the pre-code options where instructed to do so). All interviewers were monitored by IFF's Quality Control team at least once and, across all interviews, at least five per cent of interviews were monitored.

Chapter 5: Response

Fieldwork outcomes

Response rate is one indicator of survey representativeness. The higher the response rate, the less likely it is that bias affects the achieved sample.

A breakdown of field outcomes is provided in Table 5.1 below. In total, 8,533 records were drawn from the IDBR. Of these 5,811 were in scope for fieldwork. Overall, 2,013 interviews were completed. Two completed interviews were removed during the data preparation stage.

This represents a response rate of 35 per cent which is slightly lower than that reported in WLB3 (39 per cent). There are a couple of factors that are likely to have contributed to this:

- the fieldwork period for WLB4 was considerably shorter. WLB3 ran from 7th March – 24th August, a period of approximately 24 weeks, whereas WLB4 was in field for the main interviewing period for around 16 weeks
- the sample structure for WLB4 targeted a greater proportion of interviews in some of the lower-conversion sector/size cells.

Table 5.1 below outlines a breakdown of fieldwork outcomes. It denotes final outcomes across both the pre-contact phase and the main interviewing stage.

Table 5.1 Summary of fieldwork response

	Number of cases	(%)	(%)
Total Sampled from IDBR	8,533		
Not issued to Telephone Unit (unknown eligibility)			
No telephone number after look-up	417	4.9	
Out of scope			
Unobtainable	1,544	18.1	
Less than 5 employees	644	7.5	
Duplicate records	59	0.7	
Closed down	58	0.7	
In-scope of fieldwork (i.e. in scope after pre-screening)	5,811	68.1	100.0

	Number of cases	(%)	(%)
Total Sampled from IDBR	8,533		
Non-contact			
Other non-contact - unresolved cases before end of fieldwork	486		8.4
After 20+ calls	376		6.5
Unknown at number	8		0.1
Company moved	6		0.1
Refusal			
Personal refusal	1,182		20.3
Deferral - may complete at later date	400		6.9
Against company policy	338		5.8
Head Office refusal for all sites on sample	112		1.9
Refusal - recently taken part in a survey	52		0.9
Proxy / switchboard refusal	33		0.6
Already opted out	15		0.3
Other non-productive			
Partial interview, not usable	378		6.5
Named contact not available during survey period (no referral available)	230		4.0
Nobody at site with HR responsibilities	179		3.1
Gatekeeper doesn't know most appropriate person	3		0.1
Interviews			
Total full interviews	2,013		35
(2 removed at editing stage)			

As with WLB2 and WLB3, one issue for WLB4 fieldwork was a fairly high level of sampled workplaces that were not eligible for the research (31.9 per cent of the total sample provided), largely driven by unobtainable telephone numbers for establishments (18.1 per cent of the issued sample). This is indicative of the fact that only around five per cent of the records supplied by IDBR had telephone numbers. The remaining sample went through various automatic and manual look-up processes in order to obtain telephone numbers, resulting in 95 per cent of records being appended with numbers. In addition, throughout the research, telephone searches continued in order to replace invalid numbers.

A further eight per cent of establishments were out of scope due to having fewer than five employees and around one per cent of establishments had closed down. One per cent of the records supplied by IDBR were duplicate records and removed from the sample.

Of those establishments that were eligible for the research, 37 per cent refused to take part in the survey, largely either due to personal refusals (20 per cent) or deferrals from the named contact, including those stated that they were willing to participate but were not available within the fieldwork period (seven per cent). A further six per cent of cases stated that it was against company policy to take part in research. In addition, a number of establishments stated that they could only participate if permission from Head Office was obtained. In some cases, Head Office was contacted but they refused interviews for all of the sites on the sample (around two per cent of the eligible sample).

For around 15 per cent of sites, contact with the named respondent was not established before the end of fieldwork. Around eight per cent of cases were unresolved and feedback suggests that this was partly due to resistance from gatekeepers to pass calls through or requests from the named contact to call back at a later date. Around seven per cent of records were called in excess of 20 times at various times of day. It is arguable that these records could be classed as invalid as it is difficult to ascertain whether it was feasible for an interview to be achieved from this site or not. For instance, the company may have closed or could have been out of scope for the research.

Other non-productive records made up around 14 per cent of fieldwork outcomes. Half of these were partial, unusable interviews where the respondent elected to stop the interview part way through. Interviewer feedback suggests that this was largely due the length of the interview. Although respondents were given the option to complete the survey over two or three stages, interviewers often experienced issues re-establishing contact to complete the interview before the end of fieldwork. A further four per cent stated that the most appropriate person was not available to be interviewed during the fieldwork period and three per cent stated that either they had a central HR department or that there was no one at the establishment with HR responsibilities.

Table 5.2 below shows the overall achieved sample broken down by industry sector and size.

Table 5.2 Achieved sample breakdown by industry and size

Sector 2007 SIC	Size							Total
	5-9	10-24	25-49	50-99	100-249	250-499	500 or more	
A&B	23	11	10	14	12	6	6	82
C	14	13	16	5	12	24	17	101
D&E	14	26	32	23	20	14	20	149
F	21	15	12	21	14	10	10	103
G	39	48	41	19	20	28	11	206
H&J	12	25	27	20	10	24	33	151
I	31	44	35	29	29	25	15	208
K	24	13	14	11	17	9	15	103
LMN	46	50	38	36	42	53	36	301
O	9	16	15	10	13	14	20	97
P	39	42	24	24	18	22	24	193
Q	16	28	28	24	21	10	36	163
R&S	25	20	21	14	16	34	24	154
Total	313	351	313	250	244	273	267	2,011

Comparison of WLB3 and WLB4 conversion rates

As discussed earlier in this report, the conversion rates per cell from WLB3 were incorporated into the sampling strategy to help to determine how much sample to draw from the IDBR. As a check on the usefulness of this approach, the table below shows the overall conversion rate in each of the SIC/size cells, comparing WLB3 with WLB4. It is worth noting that these conversion rates compare records as labelled in the starting sample with records as labelled in the final datafile; there is some movement between sizeband where the number of employees recorded in interview does not match the

number on the sample record (this accounts for the cells where the conversion rate is over 100 per cent).

Table 5.3 Interview conversion rates according to industry and size

Sector		5-9	10-24	25-49	50-99	100-249	250-499	500+	Total
2007 SIC									
A&B:	WLB3	13%	22%	21%	25%	38%	25%	83%	
WLB4		16%	15%	16%	27%	34%	12%	38%	19%
C: :	WLB3	16%	38%	32%	42%	55%	15%	38%	
WLB4		12%	25%	26%	10%	29%	18%	29%	20%
D & E:	WLB3	6%	10%	6%	32%	11%	11%	40%	
WLB4		8%	23%	16%	62%	17%	16%	53%	19%
F:	WLB3	11%	37%	59%	38%	42%	19%	67%	
WLB4		11%	25%	36%	41%	30%	11%	38%	21%
G:	WLB3	19%	33%	27%	50%	59%	29%	62%	
WLB4		17%	31%	25%	23%	27%	19%	17%	22%
I:	WLB3	9%	27%	24%	31%	35%	15%	50%	
WLB4		10%	35%	27%	33%	41%	18%	35%	23%
H&J:	WLB3	20%	24%	29%	29%	47%	14%	8%	
WLB4		14%	32%	41%	29%	22%	17%	12%	20%
K:	WLB3	9%	33%	21%	14%	15%	29%	26%	
WLB4		16%	30%	22%	12%	18%	18%	17%	18%
L, M & N:	WLB3	15%	34%	37%	22%	38%	10%	29%	
WLB4		21%	49%	44%	24%	45%	16%	26%	27%
O:	WLB3	11%	23%	54%	43%	53%	27%	105%	
WLB4		9%	31%	68%	33%	46%	25%	111%	31%
P:	WLB3	5%	40%	49%	29%	29%	29%	61%	
WLB4		14%	105%	62%	33%	23%	38%	75%	33%
Q:	WLB3	23%	47%	62%	42%	41%	38%	37%	
WLB4		16%	48%	64%	38%	34%	17%	38%	34%
R&S :	WLB3	12%	46%	39%	43%	55%	11%	21%	
WLB4		13%	38%	39%	29%	42%	20%	28%	24%
Total		14%	35%	31%	28%	30%	18%	27%	24%

As the table shows, conversion rate for WLB4 varied according to industry and size. In terms of size, similar to WLB3, the smallest establishments were the least productive with a 14 per cent conversion rate (which to a certain extent reflects the fact that these were most likely to be 'out of scope').

Looking at industry sector, the K: finance (18 per cent) A&B: agriculture, fishery and mining (19 per cent) and D&E: Utilities (19 per cent) sectors were least likely to respond while the P: education (33 per cent) and Q: health and social work (34 per cent) most likely.

Comparing WLB4 to the previous wave, in the majority of cells, the conversion rate was +/- 15 per cent that of WLB3. Cells are shaded grey where the difference was higher than this. As the table shows, the 500+ establishment size band experienced the most discrepancies in terms of matching the conversion rate.

Comparison of targeted and achieved interviews

Table 5.4 below shows the desired number of interviews per cell with the number of interviews actually achieved.

As shown in the table, there was some variance in the number of targeted interviews and actual achieved. Notable discrepancies included the D&E: utilities, L,M&N: real estate and business and P: education sectors where achieved response exceeded the targeted response by more than 50 interviews, and the G: trade sector and establishments of 100-249 employees where achieved interviews fell short of the target by more than 50 interviews.

However, in the most part, the profile of achieved interviews was reasonably close to the target. In almost three quarters (73 per cent) of the cells, the number of achieved interviews was at least 80 per cent of the initial target and in almost nine in ten (88 per cent) of the cells the number of achieved interviews was at least 60 per cent of the initial target. In all sizebands and in all bar one sector, the total number of interviews achieved was at least 75% of target.

Although it clearly did not result in a perfect match between target and achieved interviews, on the whole these figures suggest that the approach of using conversion rates from WLB3 to inform the sample selection appears to have been reasonably effective in securing the desired interview profile.

Table 5.4 Interviewing targets by SIC 2007 major groupings and establishment size

		Size of establishment							
		5-9	10-24	25-49	50-99	100-249	250-499	500+	Total
A&B	Targeted	23	18	11	11	12	11	12	98
	Achieved	100%	61%	91%	127%	100%	55%	50%	84%
C	Targeted	15	19	19	21	25	21	24	144
	Achieved	93%	68%	84%	24%	48%	114%	71%	70%
D & E	Targeted	9	10	11	12	14	14	16	86
	Achieved	156%	260%	291%	192%	143%	100%	125%	173%
F	Targeted	23	24	20	20	20	14	15	136
	Achieved	91%	63%	60%	105%	70%	71%	67%	76%
G	Targeted	47	56	44	40	42	36	40	305
	Achieved	83%	86%	93%	48%	48%	78%	28%	68%
I	Targeted	29	41	34	27	22	16	17	186
	Achieved	107%	107%	103%	107%	132%	156%	88%	112%
H&J	Targeted	15	18	18	20	23	21	25	140
	Achieved	80%	139%	150%	100%	43%	114%	132%	108%
K	Targeted	12	14	12	12	14	19	23	106
	Achieved	200%	93%	117%	92%	121%	47%	65%	97%
L, M & N	Targeted	31	35	30	32	38	34	39	239
	Achieved	148%	143%	127%	113%	111%	156%	92%	126%
O	Targeted	8	10	10	12	16	19	22	97
	Achieved	113%	160%	150%	83%	81%	74%	91%	100%
P	Targeted	11	14	21	23	27	17	19	132
	Achieved	355%	300%	114%	104%	67%	129%	126%	146%
Q	Targeted	19	27	27	26	24	29	34	186
	Achieved	84%	104%	104%	92%	88%	34%	106%	88%
R&S	Targeted	25	26	21	21	21	15	16	145
	Achieved	100%	77%	100%	67%	76%	227%	150%	106%
Total	Targeted	267	312	278	277	298	266	302	2,000
	Achieved	117%	113%	113%	90%	82%	103%	88%	101%

Comparison of achieved sample and IDBR population by average employment counts

As a check against the representativeness of the achieved sample in each cell, figures for the average employment per unit in each cell of the sampling matrix were calculated for both the population data from the IDBR and for the achieved WLB4 sample. This comparison is shown in Figure 5.5 below.

As the table shows, there are not many cells where the average employment count in the WLB4 sample varies by more than 10 per cent from the IDBR population figures. Where there is variation it is not always in the same direction (in some cases the WLB4 average employment count is higher and in some cases it is lower). Hence, for the most part, there does not appear to be any evidence of any systematic bias by size of establishment. The exception to this is in the case of the 500+ establishments. Many of these cells are quite small in terms of numbers of establishments and the huge size variation means the average employment counts are heavily influenced by a small number of establishments. Hence in most of these cells there is quite a large variation between the average number of employees in the achieved sample and in the population, with the WLB4 sample generally showing smaller average employment counts. For estimates based on the number of employees, this is corrected for, to some extent by the fact that a separate employment weight is used for analysis (see Chapter 7).

Table 5.5 Comparison of average employment between IDBR and WLB4

		Size of establishment						
		5-9	10-24	25-49	50-99	100-249	250-499	500 or more
A&B:	IDBR	6	14	34	69	153	346	924
	WLB4	7	14	37	62	148	371	741
	% difference	8.08	2.33	8.18	-9.51	-2.98	7.22	-19.84
C:	IDBR	7	15	35	69	153	341	1001
	WLB4	7	16	35	62	153	341	1538
	% difference	-1.57	4.79	2.24	-9.86	0.23	-0.09	53.62
D&E:	IDBR	7	15	35	70	151	345	1032
	WLB4	7	17	33	69	170	329	2138
	% difference	4.81	8.03	-4.99	-0.71	11.93	-4.58	107.21
F:	IDBR	6	15	34	69	150	333	985
	WLB4	7	16	36	67	161	343	751
	% difference	14.47	8.54	3.88	-3.25	7.77	3.07	-23.76
G:	IDBR	7	15	34	68	155	343	790
	WLB4	7	17	33	67	175	327	1003
	% difference	3.70	13.65	-1.98	-1.30	13.40	-4.74	26.91
H&J:	IDBR	7	15	35	69	154	346	1068
	WLB4	7	16	34	70	142	367	1394
	% difference	1.91	5.99	-1.67	0.71	-7.33	6.02	30.45
I:	IDBR	7	15	33	68	142	330	879
	WLB4	7	16	32	74	157	346	1628
	% difference	3.31	7.88	-2.34	8.78	10.55	4.90	85.32
K:	IDBR	7	15	34	69	154	354	1152
	WLB4	7	18	36	76	145	312	1428
	% difference	1.85	20.23	5.30	10.76	-5.79	-11.77	23.94
LMN:	IDBR	7	15	34	69	153	341	1170
	WLB4	7	15	33	66	159	345	1606
	% difference	5.72	4.01	-4.39	-4.71	3.95	1.34	37.26
O:	IDBR	7	15	35	69	159	345	1017
	WLB4	7	16	38	68	132	332	2854
	% difference	1.73	6.58	8.38	-1.31	-16.65	-3.66	180.66
P:	IDBR	7	16	36	68	150	328	1376
	WLB4	7	14	33	70	170	358	2535
	% difference	-1.53	-12.43	-8.40	2.77	13.24	9.12	84.25
Q:	IDBR	7	15	34	68	147	334	2232
	WLB4	7	16	36	63	152	322	3752
	% difference	8.04	4.33	6.23	-6.98	3.44	-3.83	68.14
R&S:	IDBR	6	15	34	69	145	336	877
	WLB4	6	16	36	72	155	338	998
	% difference	-1.78	9.77	4.72	4.00	6.61	0.50	13.73

Analysis of 'don't know' responses

In order to ascertain whether there were any notable differences in terms of knowledge of the respondent in relation to their position within the establishment, analysis was undertaken on "don't know" responses on a number of key questions.

It was often quite difficult to conduct meaningful analysis, given that the position of the respondent was highly correlated with size band of establishment. Broadly speaking, in establishments of 100+, interviews were more likely to have been conducted with individuals in specific HR/personnel/training roles, whereas in establishments of 5-99 staff, the respondents tended to have a wider remit e.g. general or "other" managers, owners and managing directors.

However, on the whole, smaller establishments seemed to be less familiar with legislation and policies but more aware when asked about the behaviour patterns of individual staff members. For example, looking at some specific questions:

- **D1: Awareness of SMP legislation:** Larger proportions of businesses with 5-24 employees gave don't know responses and these respondents were more likely to be "general" and "other" managers rather than individuals with a specific HR/personnel role
- **D3: Number of staff taking maternity leave:** Establishments with 500+ staff were most likely to not know numbers of staff taking maternity leave. These were more likely to be HR / Personnel Managers
- **D6: Awareness of whether establishment provides OMP:** Larger proportions of workplaces with under 100 staff gave don't know responses (and the respondents in these companies were more likely to be general / other managers)
- **E1: Number of men who have had a baby:** Larger establishments with 250+ staff were more likely to give don't know responses (and these were more likely to be HR / Personnel Managers)
- **E2: Number of men taking time off around the birth of a child:** As above
- **E9: Whether establishments pay fathers above the statutory paternity rate:** The level of don't know responses was higher among establishments with 5-99 employees who again were more likely to be general or other managers
- **E15: Awareness of changes to paternity leave legislation:** As above

As well as the questions outlined above, there is a more general issue about the levels of don't know response for some of the detailed questions about maternity and paternity leave. As was the case for WLB3, levels of don't know responses were generally quite high (regardless of type of respondent or size of workplace). Although these questions also show variation in the level of don't know responses by size with smaller workplaces more likely to give don't know responses (possibly reflecting the infrequency with which they experience such issues directly), there are quite high levels of don't know response across all sizes of employers / types of respondent.

It seems possible that for some of these questions, the target respondent for the Work-Life Balance survey (i.e. the most senior person with responsibility for HR issues) is not best placed to provide some of the exact detail about maternity and paternity offers and perhaps more complete responses would have been achieved if the questions had been targeted at respondents with responsibility for payroll/finance. Examples of questions of this sort include:

- **D5: Whether cost of paying SMP was recovered from HMRC** (38 per cent don't know)
- **D10: (Of those offering OMP), Among of time for which mothers are paid above the statutory minimum** (41 per cent don't know)
- **E4: Whether cost of paying SPP was recovered from HMRC** (37 per cent don't know)
- **E8: (Of those offering extra paternity leave) Amount of extra paternity leave provided to fathers** (54 per cent don't know)

Chapter 6: Data preparation

This chapter covers the work carried out with the dataset after interviewing had been completed.

Coding

The survey included a number of questions at which interviewers transcribed the answers of respondents, rather than coding them. The code frames and coding instructions are included in Appendix H.

'Other – please specify' questions

Throughout the questionnaire there were a number of questions where an 'other – please specify' option was included to allow interviewers to record verbatim responses if they did not fit into the existing code frames assigned to each question.

In many cases it was possible to code these responses back into the existing code frame. Where this was not possible – and if similar or identical responses emerged among the 'other' answers – additional codes to be added to the code frame were suggested by the coding team for approval or amendment by the research team. The code frames used for this project were largely developed during the previous Work-life Balance survey in 2007. However, code frames for new questions were developed and, where necessary, the old code frame was supplemented.

Open questions

Some questions had no pre-developed code frame and these required the interviewer to record verbatim what was said by the respondent. Once 250 interviews had been completed, the IFF research and coding teams drew up code frames to reflect the common themes recorded.

SIC coding

When collecting workplace characteristics during the survey, respondents were asked to provide details of the industry they were involved in and interviewers transcribed the responses recorded. This information was coded to the Standard Industrial Classification (SIC 2007) at a 2-digit level. The Cascot (Computer Assisted Structured Coding Tool) software was used for this purpose by the IFF coding team.

Cascot is a computer programme designed to make the coding of text information to standard classifications simpler, quicker and more reliable. The software is capable of occupational coding and industrial coding to the UK standards developed by the UK Office for National Statistics. Cascot is designed to assign a code to a piece of text. For the Standard Industrial Classification (SIC) the text is a description of the main product or services provided by an employing establishment. The quality of coding performed by Cascot depends on the quality of the input text. Cascot has been designed to perform a complicated analysis of the words in the text, comparing them to the words in the classification, in order to provide a list of recommendations. If the input text is not sufficiently distinctive it may not be the top most recommendation that is the correct code.

When Cascot suggests a code to a piece of text it also calculates a score from 1 to 100 which represents the degree of certainty that the given code is correct. When Cascot encounters a word or phrase that is descriptive of industry but lacks sufficient information to distinguish it from other categories (i.e. without any further qualifying terms) Cascot will attempt to suggest a code but the score is limited to below 40 to indicate the uncertainty associated with the suggestion. The coders, in all cases, reviewed the recommended codes and decided whether or not to accept the suggested codes or whether to assign the correct codes manually.

Editing

The CATI set-up removed much of the requirement for post-fieldwork data editing as range, logic and consistency checks were built into the programme, thus interviewers could resolve the majority of inconsistencies by pointing them out to the respondent during the interview.

Nevertheless, quality assurance checks were carried out on the data during the data preparation stage. Post-fieldwork data checks are often necessarily subjective in nature in determining what data should be amended or removed. Recognising this, the IFF research team adopted a 'conservative' approach to the data checking/editing process by only editing data where it was deemed an 'obvious' error/contradiction had been made.

Data availability

An anonymised SPSS data file was provided to BIS. The data set with complete documentation (including technical report and syntax files) will be deposited in the national data archive.

Chapter 7: Weighting

As discussed earlier in this report, the sample of establishments for WLB4 was chosen with unequal probabilities. Therefore, weighting was required to ensure that the survey results were representative of all employers in Great Britain with five or more employees.

The unit weight

As described in Chapter 2 the sample for the survey was drawn on an interlocked size by sector basis which intentionally oversampled/overrepresented certain groups (such as large employers). Because of this, and because the response rate was not uniform across all size and sector of employers, a unit weight was applied which grossed up the number of achieved interviews in each cell to the IDBR population figures. The effect of this weighting process was to bring the weighted total to the full population of 814,098 establishments, thus allowing the reporting of the survey results to be representative of all employers across Great Britain with five or more employees (this is a slight change from WLB3 whereby the unit weight was adjusted ('scaled back') so that that the profile of achieved interviews matched that of the IDBR profile from which they were selected).

Owing to the sample selection and weighting criteria being the same (i.e. size by SIC sector grouping), selection and response bias were corrected in one stage.

As an example, the unit weight for the 'sector A&B, sizeband 5-9' cell was calculated as follows:

- this cell accounts for 12,067 establishments out of a total population of 814,098 establishments with five or more employees (see Table 2.1)
- the WLB4 survey achieved 23 interviews in this cell (out of a total achieved sample of 2,011 interviews)
- hence the unit weight applied to all interviews in this cell is $12,067 \div 23 = 565$ (rounded to the nearest whole number)

All survey results presented in the main findings report are weighted; the majority using the unit weight along with occasional use of an employment weight (as discussed in the next sub-section).

The employment weight

A weight was also derived for analyses at the employee level. The rationale for this is that there are sometimes circumstances when it is useful to analyse findings in the context of the proportion of the workforce affected by particular employer practices/behaviours as well as by the proportion of employers exhibiting them. Almost half the workforce is employed by establishments with over 100 employees, but these employers account for less than five per cent of the total number of establishments. Hence findings that particularly affect large employers can impact on a large proportion of the workforce

without being that commonplace across the employer population as a whole. Looking at some findings using both weights can therefore add insight.

The derivation method for the employment weight was similar to the unit weight except that the weight was applied to each employee within the size and sector cell rather than each unit (meaning that within an individual cell, records received different weights). The IDBR figures for employment by cell that were used to generate this weight are shown in Table 7.1 below.

Table 7.1 IDBR employment counts by SIC 2007 major groupings and establishment size

Sector	Size of establishment							TOTAL	
	2007 SIC	5-9	10-24	25-49	50-99	100-249	250-499		500+
A&B		74757	54710	25542	22370	25336	20743	26802	250260
C		139277	273881	263938	313786	430775	305956	411476	2139089
D & E		13604	29408	33393	37809	52563	30330	79455	276562
F		169057	201315	139202	133818	137411	62267	71904	914974
G		637444	893287	561004	456953	516440	485801	304340	3855269
I		270367	498976	360025	226994	170292	51774	57981	1636409
H&J		132639	236283	233035	271917	350056	269106	475360	1968396
K		71719	114716	77981	74945	113356	119688	408905	981310
L, M & N		431125	596246	426215	483516	672738	471070	931308	4012218
O		24107	71774	99257	141323	252899	271622	490153	1351135
P		51769	168986	421536	537916	663122	209105	425159	2477593
Q		195886	530606	527668	502608	408953	182523	1135917	3484161
R&S		206722	229030	156035	149372	150040	64480	79814	1035493
TOTAL		2418473	3899218	3324831	3353327	3943981	2544465	4898574	24382869

Using the same example as above, the employment weight for the 'sector A&B, sizeband 5-9' cell was calculated as follows:

- this cell accounts for 74,757 employees out of a total population of 24,382,869 employees across the population as a whole (see Table 7.1 below)
- the units interviewed in this cell in WLB4 survey had a total of 154 employees
- hence the employment weight applied to each employee in this cell is $74,757 \div 154 = 485.435$ (to 3 decimal places)
- hence the employment weight applied to each interview in this cell is the number of employees multiplied by 485.435 (hence those with 5 employees received a weight of 2,427 and those with 9 employees received a weight of 4,369)

This weighting method generated a total employment matching the total workforce population (24,382,869 employees). This, again, is a slight change from WLB3 whereby the final employment weight was scaled back to the number of employees covered in the sample.

Where respondents were unable to provide an exact number for the total number of employees on site (QA6) the middle value of the size band they fell into was taken (e.g. 17 if they fell into the 10-24 size band). This approach was required for 33 records, of which 10 fell into the 500+ size band. For these 10 records, call backs were arranged to try and obtain a more accurate estimate of the total number of employees. Where this was not possible, or did not yield an answer, the mean number of employees across other establishments in the 500+ grouping (1,946) was derived and applied to two records.

Chapter 8: Sampling errors

As is the case with any survey utilising a random sample, the sampling method applied for WLB4 were subject to different sources of error. There are two main sources of error concerning the sampling approach: systematic error (or bias) and random error.

Systematic error can arise when respondents to the survey are not representative of the population of interest. This occurs if either the original sample selected was unrepresentative or if the survey attracts a low response rate and varies significantly across different population groups. Random error within measurements is inherently unpredictable and is the variability/inconsistency between repeated measures. The former type of error can be limited via a rigorous sample design, while a high response rate across all respondent groups will limit the latter type of error (assuming an appropriate sampling strategy has been used).

As detailed in Chapter two, a stratified sampling design with unequal selection probabilities per establishments was used when drawing sample from the Inter-Departmental Business Register (IDBR). This inevitably leads to sampling error. Nevertheless, the extent of this sampling error depended on the natural variation in any measure that was collected and the sample size achieved. It was important to take the sampling design, weighting strategy and stratification into account when calculating correct estimates of standard errors, valid p -values and confidence intervals. Ignoring the sample design (i.e. assuming simple random sampling and taking into account only sample size and population variance) would result in estimated standard errors that were too small. A design factor to adjust for this was needed to be calculated to account for these differences. The design factor is the ratio of the standard error of the complex design to that of the standard error of a simple random sample (SRS) of the same size.

In practical terms, the design factor (DF) is the factor by which the standard error of an estimate from an SRS has to be multiplied to give the true standard error of the complex design (this is referred to as the complex standard error).

A DF of less than one arises when a sample is more precise and has smaller standard errors than an SRS, while a design factor of greater than one arises when a sample has standard errors larger than those that would be obtained from an SRS of the same size. Detailed in Table 8.1 are the estimated design factors associated with a number of estimates based on the interview data. As the table demonstrates the design factors are quite low which indicates that the sample method does not have a large impact on the robustness of data collected.

Table 8.1 Complex standard errors for survey estimates

Variable	N (un-weighted)	Estimate (%)	Confidence interval for SRS	DF	Confidence interval for WLB4 finding
Whether employees work part-time, now or in past 12 months (B3_SUM)					
Yes	2,011	80.0	+/-1.7	2.05	+/-3.5
Whether establishment pays Occupational Maternity Pay (D6)					
Yes	2,011	13.4	+/-1.5	1.02	+/-1.53
Whether establishment offers extra statutory paternity leave (E7_SUM)					
Yes	2,011	26.8	+/-1.9	1.50	+/-2.85
Whether establishment pays extra statutory paternity pay (E9_SUM)					
Yes	2,011	16.8	+/-1.6	1.21	+/-1.93
Whether staff have taken parental leave in last 2 years (F1)					
Yes	2,011	13.8	+/-1.5	1.19	+/-1.79
Whether staff have retired since the removal of DRA (I1)					
Yes	2,011	16.7	+/-1.6	1.02	+/-1.63

Chapter 9: Analysis

To assist the reporting of results, the data collected was analysed via a number of methods, including sub-groups analysis, comparison to WLB3 data, and multivariate analysis. This chapter details the method used to carry out these types of analyses.

Sub-group analyses

In order to facilitate sub-group analyses, a number of analysis 'breaks' were applied to the data. These analysis breaks are listed below:

- Establishment size:
 - Small (5-49 employees), medium (50-249 employees) and large (250+ employees); and
 - 5-9, 10-24, 25-49, 50-99, 100-249, 250-499 and 500+ employees
- Organisation size (establishments that were part of a larger multi-site organisation were asked to approximate how many employees are employed by the organisation as a whole in the UK)
- Single site or multi-site
- Government Office Region
- Sector:
 - Groupings based on SIC 2007 definitions; and
 - Public sector, private sector, third sector
- Number of flexible working practices available
- Maternity leave in the last 2 years
- Union presence (an establishment was considered to have union presence if the respondent said that any of their employees were members of a union or staff association at the time of the survey)
- Proportion of female employees
- Proportion of managers
- Proportion of female managers
- Proportion of part-time employees

Where appropriate, additional analysis breaks were applied to data at specific questions on an *ad hoc* basis (e.g. awareness of the changed to unpaid parental leave legislation was split by whether the workplace had experienced any employees taking unpaid parental leave in the previous two years).

Differences between sub-group data were tested to assess whether the differences between data were statistically significant, i.e. not due to random chance, at the 95 per cent confidence level. The difference needed to be statistically significant depended on the two survey estimates being compared and the base sizes of the two sub-groups.

To facilitate the types of analysis necessary, data tables were produced which employed independent significance testing (i.e. testing the results for a given subgroup against the results in each of the other sub-groups within a given analysis 'break', e.g. within establishment size, results from the small, medium and large groups were all tested against each other to check for significant differences between these data).

Comparisons to WLB3

Where direct comparisons to the WLB3 data were possible significance testing at the 95 per cent confidence level was carried out by testing the findings for different sub-samples.

As detailed in Chapter three, some WLB3 questions were amended for WLB4. This limits the scope for directly comparing responses to these questions and so in the main report, where it was deemed appropriate, comparative time series data has been displayed with an accompanying caveat detailing the amends made to the relevant questions.

Multivariate analyses

Given the large dataset collected it was possible to conduct detailed multivariate analysis. For this purpose, CHAID (Chi-Squared Automatic Interaction Detector) was used as a technique to find predicting factors of a dependent variable and highlight interactions. The CHAID technique separates the data into statistically different groups, based on the probability of having a particular characteristic. CHAID can be used to work out what variables have the biggest impact.

CHAID works by using Chi-squared to test lots of combinations of cross-tabulations and determines where and how many splits are needed to create groups that are significantly different to each other. It merges categories that are not statistically different and separates variables into the appropriate categories. The CHAID method has certain advantages as a way of looking for patterns in complicated datasets. First, the level of measurement for the dependent variable and predictor variables can be nominal (categorical), ordinal (ordered categories ranked from small to large), or interval (a "scale"). Second, not all predictor variables need be measured at the same level (nominal, ordinal, interval). Third, missing values in predictor variables can be treated as a "floating category" so that partial data can be used whenever possible within the tree. Fourth, if an appropriately conservative set of statistical criteria are used, the resulting models will primarily emphasise strong results without over-capitalising on chance. On the other hand, it must be remembered that with CHAID modelling there is always a potential for too much to be seen in the data even when very conservative statistical criteria are used.

Nonetheless, in those cases in which there is not a strong theory in an area that would clearly indicate which variables are, and are not, probably predictors of some dependent measure, CHAID is very useful in identifying major data trends.

The detail of the results of the CHAID analysis conducted can be found in Appendix J.

Chapter 10: Remarks on the methodology

This section covers some brief thoughts of the contractors on the operation of the survey in 2013.

Broadly the survey ran well with the desired number of interviews completed within the allocated fieldwork period.

The use of a pre-screening exercise combined with an advance letter was successful in securing willingness to participate. The overall response rate (at 35%) was good for an employer survey of this type. The fact that advance letters were not sent to head office contacts routinely for WLB4 appears to have removed a lot of confusion and unnecessary clarification calls from the process (that were experienced in WLB3).

As mentioned earlier in this document, the sample was drawn to reflect the conversion rates that were achieved in WLB3. As would be expected this led to a slightly lower response rate than was the case for WLB3 because cells that had previously experienced a lower response were over-sampled. However, even though there were some differences in conversion rates by cell between WLB3 and WLB4, this approach has led to a distribution of interviews closer to that targeted than would have been achieved if the sample had been selected without taking this into account.

The survey looks to cover a lot of ground and this results in a long interview. An average 30 minute interview length was agreed at the outset of WLB4 but ultimately it was not possible to cover the desired questions in each of the topic areas covered within this and the average interview length ended up at just under 40 minutes (as was the case in 2007). This is much longer than telephone interviews normally last and it is hard to sustain respondent engagement over this period. To combat this, we ordered the questionnaire so that some of the more factual questions appeared at the back but nonetheless there was evidence of respondent fatigue and a number of 'breakdown during interviews' were recorded

On a related point, WLB3 brought together both the historical Work-Life Balance employer survey and the Maternity and Paternity Rights employer survey. There are undoubtedly efficiencies in bringing together the two surveys into one. However, we had some concerns that perhaps the 'ideal' respondent to answer some questions that stem from the old MPRS employer survey is not necessarily the same respondent as has traditionally been targeted for the Work-Life Balance survey. It is our feeling that some of the questions about reclaiming SMP/SPP from HMRC and the exact nature of maternity and paternity leave offers might perhaps have been better answered by a respondent with responsibility for payroll/finance than the respondent with responsibility for HR issues targeted for WLB4. Nonetheless, many of the questions about more general attitudes towards maternity/paternity leave and the support/issues around the return to work were successfully answered by the WLB4 respondents.

Strategies for combatting both the length issue and the levels of don't know responses could include:

- Splitting the survey back into two separate data collection exercises sampled independently (although there would be likely to be cost implications of this approach);
- Conducting a two-stage survey with the option to change respondent mid-way. This would inevitably involve handling some incomplete records (where it is not possible to secure a response from the secondary respondent) which would cause complications for the analysis and weighting;
- Taking a modular approach so that respondents take different routes through the questionnaire. This could tackle the length issue but would not necessarily address the issue of split responsibilities in some organisations. This approach would result in lower base sizes for some questions than in WLB4 (unless the overall sample size were increased).

Chapter 11: The SPSS dataset

This section gives a brief overview of the structure and contents of the dataset. The dataset itself is available from the UK data archive.

Variables are arranged by type, and appear in the dataset appear in the order described below. A complete list of variables and corresponding values can be found in Appendix K.

Case number

Case number is the variable IOBS-Respondent ID.

Questionnaire answers

The answers to every question asked during interview are included in the dataset. Variable names correspond to the question codes from the questionnaire (Appendix A).

Analysis Breaks

Fifteen analysis breaks were derived. These are the variables suffixed BRK1-15.

Weights

As described in Chapter 7, two weights were created. All results presented in the main findings report use one of these two weights; the majority using the unit level weight.

- Unit level weight (UNIT WEIGHT) grosses figures up to the full population of establishments (814,098). It allows analysis which is representative of all establishments across Great Britain with five or more employees.
- Employment level weight (EMP_WEIGHT) is useful when analysing findings in the context of the proportion of the workforce affected by particular employer practices/behaviours. Almost half the workforce is employed by establishments with over 100 employees, but these employers account for less than five per cent of the total number of establishments. Hence findings that particularly affect large employers can impact on a large proportion of the workforce without being that commonplace across the employer population as a whole.

Appendices

Appendix A – Copy of questionnaire.....	46
Appendix B – Summary of questions removed and added in.....	115
Appendix C – Cognitive testing report.....	126
Appendix D – Pilot report.....	142
Appendix E – Interviewer briefing notes.....	153
Appendix F – Advance letter.....	165
Appendix G – Copy of pre-screener.....	167
Appendix H – Coding instructions.....	172
Appendix I – Edits specification.....	183
Appendix J: CHAID Analysis.....	186
Appendix K: Data dictionary for WLB4 employer dataset.....	193

Appendix A – Copy of questionnaire

S Screener

ASK TELEPHONIST

S1 **Good morning / afternoon. My name is NAME and I'm calling from IFF Research. Please can I speak to**

[IF NAMED: [NAMED RESPONDENT]? / [IF UNNAMED]: the most senior person AT THIS SITE with responsibility for human resource and personnel issues (such as recruitment), or for general management issues. For example your HR or personnel director / manager?]

ADD IF NECESSARY: [IF NAMED: They / IF SITE MANAGER SENT LETTER: The site manager / IF HR MANAGER SENT LETTER: The HR manager] should have received a letter providing some more background to the study from Bill Wells, Deputy Director for Labour Market Analysis at BIS. [IF BATCH 1: It would have been sent out in the post on 3rd May]

Transferred	1	CONTINUE
Hard appointment	2	CLOSE
Soft Appointment	3	
Refusal – specify	4	
Refusal – company policy	5	
Refusal – Taken part in recent survey	6	
Nobody at site able to answer questions	7	
Not available in deadline	8	
Engaged	9	
Fax Line	10	
No reply / Answer phone	11	
Residential Number	12	
Dead line	13	
Company closed	14	
Company has less than 5 employees	15	
Show reassurances	16	

ASK ALL

- S2 **Good morning / afternoon, my name is NAME, calling from IFF Research, an independent market research company. We're currently working with the Department of Business, Innovation and Skills to explore employer experiences of flexible working practices and leave arrangements.**

You should have received a letter providing some more background to the study from Bill Wells, Deputy Director for Labour Market Analysis at BIS.

Would it be OK to continue with this now?

Continue	1	CONTINUE
Referred to someone else at establishment NAME _____ JOB TITLE _____	2	TRANSFER AND RE-INTRODUCE
Hard appointment	3	MAKE APPOINTMENT
Soft appointment	4	
Refusal – specify	5	THANK AND CLOSE
Refusal – company policy	6	
Refusal – taken part in recent survey	7	
Not available in deadline	8	
Company has less than 5 employees	9	THANK AND CLOSE
Show reassurances	10	
Send reassurance email (this is the advance letter as an email)	11	Collect email address and then either continue or arrange appointment

THIS CALL MAY BE RECORDED FOR QUALITY AND TRAINING PURPOSES ONLY.

REASSURANCES TO USE IF NECESSARY

The interview will take around 30 minutes to complete but can be split into two parts if necessary. Please note that all data will be reported in aggregate form and your answers will not be reported to our client in any way that would allow you to be identified.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- **MRS: Market Research Society on 0500396999**
- **IFF: Mark Tweddle or Liz Murphy: 0207 250 3035**
- **BIS: Hulya Hooker: 020 7215 2692**

WLB3 Q1.7

ASK ALL

S3 **First, can I just ask, what is your job title?**

DO NOT READ OUT. SINGLE CODE

Human Resources manager / officer	1	
Personnel manager / officer	2	
Training manager / officer	3	
Financial/Accounting manager / officer	4	
General manager	5	
Owner/proprietor	6	
Managing Director	7	
Director / Other director	8	
Other manager	11	
Other (write in)	9	
Refused	10	

A Workplace Characteristics Part 1

NEW QUESTION

ASK ALL

A1 **Is the establishment where you work the only establishment within the organisation?**

READ OUT. SINGLE CODE

Yes (only establishment)	1
No (part of a larger organisation)	2
DO NOT READ OUT: Don't know	3

NEW QUESTION

ASK IF PART OF A LARGER ORGANISATION (A1 = 2)

A2 **And is the group that your establishment is part of...?**

READ OUT. SINGLE CODE

UK owned	1
Foreign owned	2
DO NOT READ OUT: Don't know	3

NEW QUESTION

ASK IF PART OF LARGER ORGANISATION (A1 = 2)

A3 **And is this establishment the organisation's (IF FOREIGN-OWNED A2=2: UK) headquarters...?**

READ OUT. SINGLE CODE

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

NEW QUESTION

ASK ALL

- A4 **Would you classify your organisation as one...?**
READ OUT. CODE ONE ONLY

Seeking to make a profit	1
As a charity or voluntary sector organisation or a social enterprise	2
Or as a local-government or central government funded body ADD IF NECESSARY: such as a school, the Civil Service, part of the NHS, a college or university, the Armed Services, an Executive Agency or other non-departmental public bodies	3
DO NOT READ OUT: None of the above, other (SPECIFY)	4
DO NOT READ OUT: Don't know	5

WLB3 Q1.2(AMENDED)

ASK ALL

- A5 **The next few questions ask details about this establishment or site. Firstly what is the main activity of this establishment?**

INTERVIEWER PROBE FOR THE FOLLOWING - START WITH FIRST PROBE AND ONLY USE THE OTHERS IF NECESSARY TO GET CLEAR INFORMATION

- What would you type into a search engine to find an organisation like yours online?
- What is the main product or service of this establishment?
- What exactly is made or done at this establishment?

WRITE IN. TO BE CODED TO 2 DIGIT SIC 2007. ALLOW REFUSED.

WLB3 Q1.11

ASK ALL

- A6 **And what is the total number of employees on the payroll of this establishment, including yourself? Please include any employees with a contract of employment, including fixed term contracts, but exclude any agency workers, freelancers or casual staff without a contract.**

ADD IF NECESSARY: HOME-BASED EMPLOYEES, SALES REPRESENTATIVES AND SIMILAR EMPLOYEES SHOULD BE INCLUDED IF THIS IS THE ESTABLISHMENT TO WHICH THEY PRINCIPALLY REPORT.

WRITE IN	
DO NOT READ OUT: Don't know	X

IF DON'T KNOW EXACT NUMBER AT A6
 A6DK IS IT APPROXIMATELY...PROMPT WITH RANGES

5-9	1	CONTINUE TO A7
10-24	2	
25-49	3	
50-99	4	
100-249	5	
250-499	6	
500+	7	
DO NOT READ OUT: Fewer than 5	8	WE ARE ONLY LOOKING TO INTERVIEW COMPANIES WITH 5 OR MORE EMPLOYEES. THANK AND CLOSE
DO NOT READ OUT: Don't Know	9	THANK AND CLOSE

IF FEWER THAN 5 STAFF (A6 < 5) ASK:

A6A **Can I just confirm that there are only** [integer provided at A6] **employees at** [company name] **at** [address]. **Is this correct?**

Yes	1	(THANK AND CLOSE). We are only looking to companies with 5 or more employees
No	2	RE-ASK A6 AGAIN
DO NOT READ OUT: Don't know	3	(THANK AND CLOSE). We are only looking to companies with 5 or more employees

WLB3 Q1.13

ASK ALL

A7 **Approximately how many, or what percentage of these employees are female?**
 PROBE FOR BEST ESTIMATE

[If Number given]: WRITE IN	
NOTE: RANGE 1-A6	
[If percentage given]: WRITE IN	
NOTE: RANGE 1-100%	
All employees are female	3
No employees are female	4

DO NOT READ OUT: Don't know	5
-----------------------------	---

IF DON'T KNOW EXACT NUMBER OR PERCENTAGE AT A7 (A7=5)
A7A Is it approximately...READ OUT

[SHOW ON SCREEN: [The percentage of employees that are female]

75% OR MORE	1
50-74%	2
25-49%	3
10-24%	4
5-9%	5
Less than 5%	6
None	7
DO NOT READ OUT: Don't Know	8

IF NO CURRENT STAFF ARE FEMALE (NUMBER AT A7= 0) OR (A7=0%) OR (A7=CODE 4) OR NONE OR DON'T KNOW AT A7A (A7A=7 OR 8)
A7B Has your establishment had any female employees on the payroll in the last 2 years?

IF ALL CURRENT STAFF ARE MALE BUT HAVE EMPLOYED FEMALES IN THE PAST 2 YEARS (A7B=1)

A7C And has your establishment had any female employees on the payroll in the last 12 months?

	Yes	No	DO NOT READ OUT Don't know
A7b) In the last 2 years	1	2	X
A7c) In the last 12 months	1	2	X

DUMMY VARIABLE: GENDER OF EMPLOYEES

A7DUM FEMALE:

NO CURRENT FEMALE EMPLOYEES AND NONE IN LAST 2 YEARS (A7b=2 OR 3)	1
NO CURRENT FEMALE EMPLOYEES AND NONE IN LAST 12 MONTHS, BUT SOME IN LAST 2 YEARS (A7b=1) AND (A7c=2 OR 3)	2
NO CURRENT FEMALE EMPLOYEES, BUT SOME IN THE LAST 12 MONTHS (A7c=1)	3

	HAS CURRENT FEMALE EMPLOYEES (A7 ≥ 1) OR (PERCENTAGE GIVEN AT A7 ≥ 1%) OR (A7= CODE 3) OR (A7A=1-6 OR 8)	4	
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IF ALL STAFF ARE FEMALE (NUMBER AT A7= STAFF TOTAL AT A6) OR (A7=100%) OR (A7=CODE 3)

A7D **Has your establishment had any male employees on the payroll in the last 2 years?**

IF ALL CURRENT STAFF ARE FEMALE BUT HAVE EMPLOYED MALES IN THE PAST 2 YEARS (A7D=1)

A7E **And has your establishment had any male employees on the payroll in the last 12 months?**

	Yes	No	DO NOT READ OUT Don't know
A7d) In the last 2 years	1	2	X
A7e) In the last 12 months	1	2	X

DUMMY VARIABLE: GENDER OF EMPLOYEES

A7DUM MALE:

NO CURRENT MALE EMPLOYEES AND NONE IN LAST 2 YEARS (A7d=2 OR 3)	1
NO CURRENT MALE EMPLOYEES AND NONE IN LAST 12 MONTHS, BUT SOME IN LAST 2 YEARS (A7d=1) AND (A7e=2 OR 3)	2
NO CURRENT MALE EMPLOYEES, BUT SOME IN THE LAST 12 MONTHS (A7e=1)	3
HAS CURRENT MALE EMPLOYEES (STAFF TOTAL AT A6 > NUMBER GIVEN AT A7) OR (PERCENTAGE GIVEN AT A7 <100%) (A7A=1-8) OR (A7=CODE 4)	4

A8 THERE IS NO A8

A9 THERE IS NO A9

WLB3 Q1.30

ASK ALL

A10 **Of the [number or range from A6] employees at this establishment, how many or what percentage work in managerial posts?**

PROBE FOR BEST ESTIMATE

[If Number given]: WRITE IN	
<i>NOTE: RANGE 0 – A6 [THE NUMBER OF MANAGERS SHOULD NOT BE GREATER THAN THE TOTAL NUMBER OF EMPLOYEES AT A6]</i>	
[If percentage given]: WRITE IN	
<i>NOTE: RANGE 0-100%</i>	
DO NOT READ OUT: Don't know	X

IF DON'T KNOW EXACT NUMBER OR PERCENTAGE AT A10 (A10=X)

A10A **Is it approximately...READ OUT**

SCREEN TO SHOW: [The percentage of all employees that are in managerial posts]

75% or more	1
50-74%	2
25-49%	3
10-24%	4
5-9%	5
Less than 5% (but more than none)	6
None	7
DO NOT READ OUT: Don't Know	8

WLB3 Q1.34

IF THERE ARE MANAGERS (A10 NUMBER OR PERCENTAGE > 0 OR A10A 1-6 OR 8) AND IF THERE ARE ANY CURRENT FEMALE EMPLOYEES (A7DUM FEMALE = 4) AND CURRENT MALE EMPLOYEES (A7DUMMALE=4)

A11 Of all the managers that work at your establishment, how many or what percentage of these managers are female?

PROBE FOR BEST ESTIMATE

[If Number given]: WRITE IN <i>NOTE: RANGE 1 – A10 [THE NUMBER OF FEMALE MANAGERS SHOULD NOT BE GREATER THAN THE TOTAL NUMBER OF MANAGERS IF ANSWERED AS NUMERIC (A10)]</i>	
[If percentage given]: WRITE IN <i>NOTE: RANGE 0-100%</i>	
None	3
DO NOT READ OUT: Don't know	X

IF DON'T KNOW EXACT NUMBER OR PERCENTAGE (A11=X)

A11A Is it approximately...READ OUT?

SCREEN TO SHOW: [The percentage of managers that are female]

75% or more	1
50-74%	2
25-49%	3
10-24%	4
5-9%	5
Less than 5%	6
None	7
DO NOT READ OUT: Don't Know	8

ADAPTED WLB3 Q1.38

ASK ALL

- A12 **Thinking about the days your establishment operates, does your establishment operate...**
READ OUT. SINGLE CODE. PROMPT IF NECESSARY: by operate I mean when you are open for business? / When are staff usually required to work?

Seven days a week	1
Six days a week	2
Monday-Friday	3
DO NOT READ OUT – ONLY CODE IF MENTIONED SPONTANEOUSLY: Five and a half days a week (e.g. Monday – Friday plus Saturday morning)	4
Or is it usually open some other working pattern (WRITE IN)	5
DO NOT READ OUT: Don't know	X

AMENDED QUESTION (ADAPTED FROM WLB3 Q1.39, AND 3.9)

ASK ALL

- A13 **And do ANY employees on the payroll at this establishment...**
READ OUT. CODE ONE FOR EACH ROW.

INTERVIEWER NOTE: IF RESPONDENT SAYS "SOMETIMES" THEN CODE THIS AS YES.

	Yes	No	DO NOT READ OUT: Don't know
a) Have days where they only work part of the day (e.g. just the morning or just the afternoon)	1	2	3
b) Work nights	1	2	3
c) Work shifts i.e. a pattern of working whereby different groups of employees work over different periods of the day or week. ADD IF NECESSARY: May be used in manufacturing to permit a production line to keep working all day and night, or equivalently in a supermarket e.g. Employees work mornings one week and afternoons the next	1	2	3
d) Work on zero-hours contracts: a zero-hours contract does not guarantee the employee a fixed number of hours per week and the employee is only paid for the hours that they work.	1	2	3
e) Work part-time, that is less than 30 hours a week	1	2	3

B Availability and Take-Up of Flexible Working

WLB3 Q1.21

IF THERE ARE ANY FEMALE EMPLOYEES (A7DUM FEMALE = 4) AND ANY PART TIME WORKING (A13E=1)

- B1 **Approximately, how many, or what percentage of the female employees on the payroll at this establishment, are employed part time, that is, less than 30 hours per week?**
PROBE FOR BEST ESTIMATE

[If Number given]: WRITE IN	
<i>NOTE: THE NUMBER OF PART-TIME FEMALE EMPLOYEES (B1) SHOULD NOT BE GREATER THAN THE TOTAL NUMBER OF EMPLOYEES (A6) OR FEMALE EMPLOYEES IF ANSWERED AS A NUMERIC AT A7.</i>	
[If percentage given]: WRITE IN	
None	3
DO NOT READ OUT: Don't know	X

IF DON'T KNOW AT B1 EXACT PERCENTAGE (B1 = X)

- B1A **Is the percentage of female employees that are employed part time approximately...READ OUT**

75% or more	1
50-74%	2
25-49%	3
10-24%	4
5-9%	5
Less than 5%	6
None	7
DO NOT READ OUT: Don't Know	8

WLB3 Q1.25

IF THERE ARE ANY MALE EMPLOYEES (A7DUM MALE=4) AND ANY PART TIME WORKING (A13E=1)

B2 And approximately, how many, or what percentage of the male employees on the payroll at this establishment, are employed part time, that is, less than 30 hours per week?

PROBE FOR BEST ESTIMATE

[If Number given]: WRITE IN	
<i>NOTE: THE NUMBER OF PART-TIME MALE EMPLOYEES SHOULD NOT BE GREATER THAN THE TOTAL NUMBER OF EMPLOYEES (A6).</i>	
[If percentage given]: WRITE IN	
None	3
DO NOT READ OUT: Don't know	X

IF DON'T KNOW EXACT PERCENTAGE AT B2 (B2=X)

B2A Is the percentage of male employees employed part time approximately...READ OUT

75% or more	1
50-74%	2
25-49%	3
10-24%	4
5-9%	5
Less than 5%	6
None	7
DO NOT READ OUT: Don't Know	8

B2B: ASK IF: 1. [(A13E=1) AND (A7DUM FEMALE=4 AND A7DUM MALE=1-3) AND (B1=3 OR CODE 3 OR B1A=7)]
 OR ASK IF: 2. [(A13E=1) AND (A7DUM MALE=4 AND A7DUM FEMALE=1-3) AND (B2=3 OR CODE 3 OR B2A=7)]
 OR ASK IF: 3. [(A13E=1) AND (A7DUM FEMALE=4 AND A7DUM MALE=4) AND (B1= 3 OR B1A=7) AND (B2= 3 OR B2A=7)]

You previously said that you have employees who work part-time but that you have no male or female employees who work part-time. Would you like to change any of your answers?

INTERVIEWER INSTRUCTION: IF WANT TO CHANGE NUMBER OF MALE EMPLOYEES RECODE B2 OR B2A, IF WANT TO CHANGE NUMBER OF FEMALE EMPLOYEES, RECODE B1 OR B1A, IF WANT TO CHANGE OVERALL NUMBER GO BACK TO A13E. IF WILL NOT CHANGE ANY ANSWER, USE CODE 4 BELOW.

Change number of females who work part-time	1
Change number of males who work part-time	2
Change overall number of part-time workers	3
DO NOT READ OUT: Do not want to change any previous answers	4

NEW QUESTION (ADAPTED FROM WLB3 Q2.1)

IF NO EMPLOYEE CURRENTLY WORKS PART-TIME (B1=0 AND B2=0) OR (A13E=2 OR 3)

B3 **Can you tell me if ANYONE at this establishment has worked part-time in the past 12 months?**
 ADD IF NECESSARY: PART TIME IS DEFINED AS WORKING LESS THAN 30 HOURS PER WEEK.

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

AMENDED QUESTION (ADAPTED FROM WLB3 Q2.2)

IF NO EMPLOYEE CURRENTLY WORKS PART-TIME AND NO EMPLOYEE HAS WORKED PART-TIME IN PAST 12 MONTHS [(B1=0 AND B2=0) OR (A13E=2 OR 3)] AND (B3=2 OR 3)

B4 **Can I just check, would working part-time be available to employees on the payroll at this establishment, even if it has not been used in the past 12 months?**

ADD IF NECESSARY: PART TIME IS DEFINED AS WORKING LESS THAN 30 HOURS PER WEEK.

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

NEW QUESTION

B5 IF PART-TIME WORKING IS AVAILABLE TO EMPLOYEES (A13E=1) OR (B3=1) OR (B4=1)
Would you [IF B1≥1 OR B2≥1 or B3=1: say that you] make part-time working available....?
 READ OUT. SINGLE-CODE

ADD IF NECESSARY: PART TIME IS DEFINED AS WORKING LESS THAN 30 HOURS PER WEEK.

Mainly when there are specific posts in your company where you only need people part-time	1
Or mainly when employees request to work in this way	2
DO NOT READ OUT: In both circumstances about equally	3
DO NOT READ OUT: Don't know	X

AMENDED QUESTION (ADAPTED FROM WLB Q2.3)

B6 IF PART-TIME WORKING IS NOT AVAILABLE TO EMPLOYEES (B4=2)
What are the main reasons why part-time working is NOT available for employees to use at this establishment?
 DO NOT READ OUT. PROBE. MULTICODE OK

ADD IF NECESSARY: PART TIME IS DEFINED AS WORKING LESS THAN 30 HOURS PER WEEK.

Not feasible / Not compatible with the nature of our work	1
No demand from employees	2
Difficult to operate (costly / extra managerial workload/puts pressure on other employees)	3
Does not fit with the culture of the business	4
Other (specify)	5
DO NOT READ OUT: Don't know	6

AMENDED QUESTION (ADAPTED FROM WLB Q2.1)

ASK ALL

B7 And can you tell me if ANYONE on the payroll at this establishment currently, or in the past 12 months has...

READ OUT. MULTICODE. IF RESPONDENT RESPONDS 'DON'T KNOW' TO ALL FLEXIBLE WORKING PRACTICES, PLEASE CODE 'NONE OF THESE'

Job shared	1
Worked flexitime READ OUT: The employee chooses when to start and end work (within agreed limits) but works certain 'core hours', e.g. 10am to 4pm every day	2
Worked a compressed week, <i>this is</i> where an employee works full-time hours over fewer days in their working week. For example, working a 40 hour week over four days, or working a nine-day fortnight. ADD IF NECESSARY: This is not the same as shift-working	3
Worked reduced hours for a limited period	4
Worked from home on a regular basis rather than an ad hoc basis	5
Worked during school term time only	6
Worked annualised hours READ OUT: This is where the number of hours staff have to work is calculated over a full year rather than a week or month.	7
(DO NOT READ OUT) None of these	9

AMENDED QUESTION (ADAPTED FROM WLB Q2.2)

IF ANY FLEXIBLE PRACTICES NOT RECORDED AT B7 (IF ANY CODES AT B7 NOT SELECTED) OR (B7=9)

B8 Can I just check, would any of the following flexible working practices be available to employees on the payroll at this establishment, even if they have not been used in the past 12 months? READ OUT AND MULTICODE OK

RESPONSE LIST TO ONLY INCLUDE CODES 1-7 NOT GIVEN AT B7

Job shares	1
Working flexitime	2
Working a compressed week, where an employee works full-time hours over fewer days in their working week. For example, working a 40 hour week over four days, or working a nine-day fortnight. ADD IF NECESSARY: This is not the same as shift-working	3
Working reduced hours for a limited period	4
Working from home on a regular rather than an ad hoc basis	5
Working during school term time only	6
Working annualised hours ADD IF NECESSARY: This is where the number of hours staff have to work is calculated over a full year rather than a week or month	7
(DO NOT READ OUT) None of these	9
DO NOT READ OUT: Don't know	X

DUMMY VARIABLE: FLEXIBLE WORKING PRACTICES AVAILABLE**B8DUM:**

WORK PART-TIME (A13E=1) OR (B1≥1) OR (B1A≠7) OR (B2≥1) OR (B2A≠7) OR (B3=1) OR (B4=1) OR (B5=1)	1
JOB SHARE (B7=1) OR (B8=1)	2
WORK FLEXITIME (B7=2) OR (B8=2)	3
WORK A COMPRESSED WEEK (B7=3) OR (B8=3)	4
WORK REDUCED HOURS FOR A LIMITED PERIOD (B7=4) OR (B8=4)	5
WORK FROM HOME ON A REGULAR BASIS (B7=5) OR (B8=5)	6
WORK SCHOOLTERM-TIME ONLY (B7=6) OR (B8=6)	7
WORK ANNUALISED HOURS (B7=7) OR (B8=7)	8
NONE AVAILABLE (EXCLUDING PART-TIME WORKING) (B7=9) AND [(B8=9) OR (B8=X)]	9

NEW QUESTION

IF FLEXIBLE WORKING PRACTICES OTHER THAN PART-TIME WORKING ARE AVAILABLE (B8DUM=2-8)

- B9 **Would you [IF B7=1-7: say that you] make the kind of flexible working practices that we have discussed available to employees on the payroll at this establishment...READ OUT AND SINGLE CODE?**

INTERVIEWER NOTE: **Flexible Working Practices mentioned were** (DP: LIST THE WORKING PRACTICES AVAILABLE AS PER B8DUM)

Mainly when there are specific posts in your company where you only need people to work in this way	1
Or mainly when employees request to work in this way	2
DO NOT READ OUT: In both circumstances about equally	3
DO NOT READ OUT: Don't know	4

WLB3 Q2.3

IF NO OTHER FLEXIBLE WORKING PRACTICE IS AVAILABLE (B8DUM=10)

B10 What are the main reasons why these flexible working practices are not available for employees to use at this establishment?

DO NOT READ OUT. PROBE. MULTICODE OK

INTERVIEWER NOTE: By Flexible working practices we mean practices such as flexitime, annualised hours, term-time working and so on.

Not feasible / Not compatible with the nature of our work	1
No demand from employees	2
Difficult to operate (costly / extra managerial workload/puts pressure on other employees)	3
Does not fit with the culture of the business	4
Other (specify)	5
DO NOT READ OUT: Don't know	6

WLB3 Q2.4

IF ANY OF THE FLEXIBLE WORKING PRACTICES ARE AVAILABLE (B8DUM=1-8)

B11 Is your site covered by a written policy which provides for flexible working practices?

INTERVIEWER NOTE: THE WRITTEN POLICY DOES NOT HAVE TO COVER ALL THE FLEXIBLE WORKING PRACTICES AVAILABLE AT THE SITE.

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

C Managing Requests for Flexible Working

NEW QUESTION – FROM IES TOP EMPLOYERS SURVEY

ASK ALL

- C1 **Thinking generally, what factors do you take into account when considering a request to change working patterns?**

DO NOT READ OUT. PROBE. MULTICODE OK

INTERVIEWER NOTE: “BIRTH OF A CHILD” OR “FAMILY REASONS” SHOULD BE CODED AS CODE 5 (THE REASON FOR THE REQUEST).

Business case and operational impact	1
Suitability of the role for flexible working	2
Ability of alternative resource to provide cover or backfill	3
Individual having the competency required	4
The reason for the request	5
Individual having suitable track record	6
Cost of replacing staff	7
Individual having a minimum length of service	8
Competency of the manager to manage flexible working	9
Number of other similar requests at the time	10
Other (write in)	11
DO NOT READ OUT: Don't know	12

IF B8DUM = 1-8

I'd now like to ask you a couple of questions about each of the flexible working practices that you offer

WLB3 Q2.13

ASK FOR EACH FLEXIBLE PRACTICE AVAILABLE (FROM B8DUM)

C2 **Are all employees on the payroll at this establishment eligible to [flexible practice mentioned at B8DUM] or are some employees not eligible?**

	Work part-time	Job share	Work flexi-time	Work a compressed week	Work reduced hours for a limited period	Work from home on a regular basis	Work school term-time only	Work annualised hours
All eligible	1	1	1	1	1	1	1	1
Some employees not eligible	2	2	2	2	2	2	2	2
DO NOT READ OUT: Don't know	X	X	X	X	X	X	X	X

WLB3 Q2.13

IF FLEXIBLE PRACTICES ARE RESTRICTED (C2=2)

C3 **Who is not eligible to** [flexible practice from B8DUM]?*DO NOT READ OUT. MULTICODE OK*

	Work part-time	Job share	Work flexi-time	Work a compressed week	Work reduced hours for a limited period	Work from home on a regular basis	Work school term-time only	Work annual-ised hours
Specific jobs/roles (PLEASE SPECIFY)	1	1	1	1	1	1	1	1
Part-time employees	2	2	2	2	2	2	2	2
Full-time employees	3	3	3	3	3	3	3	3
Managerial employees	4	4	4	4	4	4	4	4
Non-managerial employees	5	5	5	5	5	5	5	5
Employees with the establishment for short period of time	6	6	6	6	6	6	6	6
Employees not on a permanent contract (e.g. fixed term)	7	7	7	7	7	7	7	7
Any male employees	8	8	8	8	8	8	8	8
Those not legally entitled to make a request	9	9	9	9	9	9	9	9
Employees who do not have dependent children	10	10	10	10	10	10	10	10
Employees who do not have dependent children aged 0-5	11	11	11	11	11	11	11	11

Some other eligibility criteria (PLEASE SPECIFY)	12	12	12	12	12	12	12	12
DO NOT READ OUT: Don't know	X	X	X	X	X	X	X	X

WLB3 Q2.28

ASK FOR EACH FLEXIBLE PRACTICE AVAILABLE (FROM B8DUM)

C4 In the past 12 months, have there been any new requests from any employees at this establishment to [flexible practice from B8DUM] for 3 months or more?

	Work part-time	Job share	Work flexi-time	Work a compressed week	Work reduced hours for a limited period	Work from home on a regular basis	Work school term-time only	Work annualised hours
Yes	1	1	1	1	1	1	1	1
No	2	2	2	2	2	2	2	2
DON'T KNOW	X	X	X	X	X	X	X	X

WLB3 Q2.10

ASK FOR EACH FLEXIBLE PRACTICE USED IN LAST 12 MONTHS (FROM B7)

C5 And approximately how many employees were [flexible practice mentioned at B7] in the past 12 months?

ADD IF NECESSARY: THIS IS THE TOTAL NUMBER OF EMPLOYEES WHO HAVE WORKED IN THIS CAPACITY IN THE PAST 12 MONTHS INCLUDING THOSE WHO HAVE LEFT THE ESTABLISHMENT

INTERVIEWER NOTE: THIS QUESTION IS NOT A FOLLOW ON FROM C4. IT IS MEASURING ALL THOSE EMPLOYEES THAT HAVE WORKED IN THE VARIOUS FLEXIBLE PRACTICES IN THE PAST 12 MONTHS, REGARDLESS OF WHETHER THERE HAS BEEN ANY NEW REQUESTS TO DO SO.

	Job sharing	Working flexi-time	Working a compressed week	Working reduced hours for a limited period	Working from home on a regular basis	Working school term-time only	Working annualised hours
WRITE IN	1	1	1	1	1	1	1
DO NOT READ OUT: Don't know	X	X	X	X	X	X	X

NEW QUESTION (ADAPTED FROM WLB3 Q2.8 AND Q11.1)

ASK IF FLEXIBLE PRACTICES ARE AVAILABLE (B8DUM=1-8)

C6 **Who at your establishment makes the decisions on whether or not to accept a request for flexible working made by employees? Is it...?**

READ OUT. SINGLECODE

The employee's Line Manager or Supervisor	1
Or a single person with HR responsibilities / the HR department	2
Or does it vary between the employee's line manager and HR depending on the type of flexible working being requested	3
DO NOT READ OUT: Other (WRITE IN)	4
DO NOT READ OUT: Don't know	X

C6a and b **THERE IS NO C6A OR B**

NEW QUESTION (ADAPTED FROM WLB3 Q2.8 AND Q11.1)

ASK IF FLEXIBLE PRACTICES ARE AVAILABLE (B8DUM=1-8)

C6c **Which of the following best describes how decisions about requests for flexible working are made at this establishment?**

READ OUT. SINGLE CODE

Decisions are made using a set procedure that has been specified for the site as a whole	1
Decisions are made using procedures that vary between teams or departments	2
Or no set procedures are used and each case is treated differently depending on circumstances	3
DO NOT READ OUT: Other (WRITE IN)	5
DO NOT READ OUT: Don't know	6

NEW QUESTION

IF DECISIONS ARE MADE USING A SET PROCEDURE (C6c = 1)

C6d **Does this procedure...?**

READ OUT. SINGLE CODE EACH ROW

	Yes	No	DO NOT READ OUT: Don't know
a) Have set stages and timescales	1	2	3
b) IF C6Da=1: Require a formal meeting with the employee at each stage	1	2	3
c) Include an opportunity for the employee to appeal	1	2	3

NEW QUESTION

ASK ALL

C7 **Thinking generally now about ALL TYPES OF FLEXIBLE WORKING, in the past 12 months, how many requests have there been from employees at this establishment to change their working patterns for 3 months or more?**

WRITE IN	
IF NO C4 OPTIONS=1: None	0
DO NOT READ OUT: Don't know	X

IF (0 AT C7 OR CHOOSE 'NONE') AND ANY C4=1 , SHOW: **You previously said that you did have at least one request to [SHOW ANY ANSWERS WHERE C4=1]. Would you like to change your answer from none?** IF WILL NOT CHANGE, ALLOW THROUGH.

NEW QUESTION

IF REQUESTS HAVE BEEN MADE (C7=NOT NONE OR DK) AND EMPLOY MEN CURRENTLY OR THE LAST 12 MONTHS (A7DUM MALE= 3 OR 4) AND EMPLOY WOMEN CURRENTLY OR IN THE LAST 12 MONTHS (A7DUMFEMALE=3 OR 4)

C8 **Thinking about all of the requests made in the last 12 months for ALL TYPES OF FLEXIBLE WORKING, approximately how many or what percentage were made by men?**

PROBE FOR BEST ESTIMATE

[If Number given]: WRITE IN	
<i>NOTE: THE NUMBER OF MALE REQUESTS SHOULD NOT BE GREATER THAN THE TOTAL NUMBER OF REQUESTS MADE (C7) . Allow zero.</i>	
[If percentage given]: WRITE IN	
DO NOT READ OUT: Don't know	X

IF DON'T KNOW EXACT NUMBER OR PERCENTAGE (C8=X)

C8A **Is the percentage of requests for all types of flexible working in the last 12 months that were made by men approximately...READ OUT**

75% or more	1
50-74%	2
25-49%	3
10-24%	4
5-9%	5
Less than 5%	6
None	7
DO NOT READ OUT: Don't Know	8

AMENDED QUESTION (ADAPTED FROM WLB3 Q2.29)

IF REQUESTS HAVE BEEN MADE (C7=NOT NONE OR DK)

C9 **Thinking about all of the requests made in the last 12 months for ALL TYPES OF FLEXIBLE WORKING, how many were turned down? SINGLE CODE**

WRITE IN	
<i>NOTE: THE NUMBER OF REQUESTS TURNED DOWN SHOULD NOT BE GREATER THAN THE TOTAL NUMBER OF REQUESTS MADE (C7).</i>	
None turned down	0
DO NOT READ OUT: Don't know	X

NEW QUESTION

IF REQUESTS HAVE BEEN TURNED DOWN IN PAST 12 MONTHS (C9>0) AND ANY REQUESTS MADE BY MEN (C8≥1 OR C8A≠7)

C10 **Of these requests that have been turned down, approximately how many or what percentage were made by men?**

PROBE FOR BEST ESTIMATE

[If Number given]: WRITE IN	
<i>NOTE: THE NUMBER OF MALE REQUESTS TURNED DOWN SHOULD NOT BE GREATER THAN THE TOTAL NUMBER OF REQUESTS TURNED DOWN (C9). Allow zero.</i>	
[If percentage given]: WRITE IN	
DO NOT READ OUT: Don't know	X

IF DON'T KNOW EXACT NUMBER OR PERCENTAGE (C10=X)

C10A **Is the percentage of requests turned down that were made by men approximately...READ OUT**

75% or more	1	
50-74%	2	
25-49%	3	
10-24%	4	
5-9%	5	
Less than 5%	6	
None	7	
DO NOT READ OUT: Don't Know	8	

AMENDED QUESTION (ADAPTED FROM WLB3 Q2.31)

IF REQUESTS HAVE BEEN TURNED DOWN IN PAST 12 MONTHS (C9>0)

C11 In the last 12 months have any requests for the following types of flexible working been turned down?

	Yes	No	DO NOT READ OUT: DK
Part-time working	1	2	3
Job sharing	1	2	3
Flexi-time	1	2	3
A compressed working week	1	2	3
Reduced hours for a limited period	1	2	3
Home working on a regular basis	1	2	3
Worked during school term time only	1	2	3
Worked annualised hours	1	2	3
Other (write in)	1	2	3

WLB3 Q2.32 BUT ASKED AT OVERALL LEVEL RATHER THAN FOR EACH REQUEST
IF REQUESTS TURNED DOWN IN PAST 12 MONTHS (C9>0)

C12 **And what were the reasons that requests for flexible working were turned down?**
DO NOT READ OUT. MULTICODE. PROBE: WHAT OTHER REASONS WERE THERE?

Cost to business	1
Disruption it would cause	2
Unable to meet customer demand	3
Unable to reorganize work amongst existing staff	4
Unable to recruit additional staff to cover	5
Would damage quality or performance of business	6
Not eligible to make a request under the law	7
Lack of work during proposed periods	8
Planned structural changes to the business	9
It would cause resentment among colleagues	10
No reason	11
Other (write in)	12
DO NOT READ OUT: Don't know	13

WLB3 Q2.37

IF ANY REQUESTS FOR FLEXIBLE WORKING HAVE BEEN RECEIVED IN THE PAST 12 MONTHS
(C7>0)

C13 **Has the proportion of requests your workplace has been able to accept: increased, decreased or stayed the same, over the last 12 months?**
SINGLE CODE

Increased	1
Decreased	2
Stayed the same	3
DO NOT READ OUT: Don't know	4

AMENDED QUESTION (ADAPTED FROM WLB3 Q2.25)

ASK ALL

C14 **In the last 2 years, has your workplace allowed anyone to move from full time to part time working, other than women returning from maternity leave?**

READ OUT. SINGLE CODE

ADD IF NECESSARY: PART TIME IS DEFINED AS WORKING LESS THAN 30 HOURS PER WEEK.

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

AMENDED QUESTION (ADAPTED FROM WLB3 Q.26)

IF OTHERS HAVE SWITCHED FROM FULL-TIME TO PART-TIME (C14=1)

C15 **When they moved from full-time to part-time were they always, almost always, sometimes or never able to keep their existing job?**

SINGLE CODE

ADD IF NECESSARY: PART TIME IS DEFINED AS WORKING LESS THAN 30 HOURS PER WEEK.

Always / almost always	1
Sometimes	2
Never	3
DO NOT READ OUT: Don't know	4

AMENDED QUESTION (ADAPTED FROM Q.27)

IF SOME INSTANCES OF NOT BEING ABLE TO KEEP EXISTING JOB (C15=2 OR 3)

C16 **And where people could not keep their existing job, were they always, almost always, sometimes or never able to keep their existing level of seniority?**

SINGLE CODE

Always / almost always	1
Sometimes	2
Never	3
DO NOT READ OUT: Don't know	4

NEW QUESTION

ASK IF ANY EMPLOYEE IS WORKING IN ANY FLEXIBLE CAPACITY (A13E=1) OR (B7=1-7)

C17 **Do you currently have any staff on the payroll at your establishment that are using flexible working as a means to....?**

READ OUT. SINGLE CODE

	Yes	No	DO NOT READ OUT: Don't know
Phase into retirement	1	2	3
Make it easier to accommodate a disability or health condition	1	2	3

NEW QUESTION

ASK IF ANY EMPLOYEE IS WORKING IN ANY FLEXIBLE CAPACITY (A13E=1) OR (B7=1-7)

C18 **What proportion of your staff with line management or supervisory responsibilities have received training on how to effectively manage individuals making use of flexible working arrangements?**

PROBE FOR BEST ESTIMATE

[If percentage given]: WRITE IN	
RANGE: 1-99%	
All of them	1
None of them	2
DO NOT READ OUT: Don't know	X

IF DON'T KNOW EXACT NUMBER OR PERCENTAGE (C18=X)

C18A **Is it approximately...**READ OUT

SHOW ON SCREEN: [percentage of staff with line management or supervisory responsibilities that have received training to effectively manage individuals making use of flexible working arrangements]

75% or more	1
50-74%	2
25-49%	3
10-24%	4
5-9%	5
Less than 5%	6
None	7
DO NOT READ OUT: Don't Know	8

AMENDED QUESTION (ADAPTED FROM WLB3 Q2.38)

ASK ALL

C19 **In the last 12 months, have any employees made a claim at an employment tribunal over the right to request flexible working?**

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

NEW QUESTION

ASK ALL

C20 **And in the last 12 months, have any employees mentioned that they were considering making a claim over the right to request flexible working but not then gone on to do so?**

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

NEW QUESTION

ASK ALL

- C21 **The legal right to request flexible working used to apply only to employees with children under 5 or those with specific caring responsibilities. In April 2009 it was extended to cover all employees with children under 17. Were you aware of this April 2009 extension?**

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

AMENDED QUESTION (ADAPTED FROM WLB3 Q2.16)

ASK ALL

- C22 **At your workplace is it only employees with children under the age of 17 or those with specific caring responsibilities that have the right to request flexible working, or can all employees do so?**

ADD IF NECESSARY: Employers have to consider these but do not have to implement them if there are business reasons why they cannot do so.

Only those who have the right to request flexible working	1
All employees	2
Other arrangement (WRITE IN)	3
DO NOT READ OUT: It depends on the employee's job role	4
DO NOT READ OUT: It depend on the employee's level of seniority	5
DO NOT READ OUT: It depend on the employee's length of service	6
DO NOT READ OUT: Don't know	X

D Maternity leave

I would now like to ask you some questions about various types of leave, firstly mothers taking time off to have a baby.

WLB3 Q4.1

ASK ALL

- D1 “A woman with 26 weeks service in the 15th week before her baby is due qualifies for statutory maternity pay, known as SMP, unless her earnings are very low”. Were you aware of this?

If yes: Were you aware of the exact detail or were you not sure of the detail?

READ OUT IF NECESSARY

Aware of the exact detail of this	1
Aware but not sure of the detail	2
Are unsure whether you knew this	3
Or are you definitely not aware of it	4
DO NOT READ OUT: Was aware of feature but thought some details were different	5
DO NOT READ OUT: Don't know	X

WLB3 Q4.2

ASK ALL

- D2 Employers can get at least some of their statutory maternity pay contributions reimbursed. Were you aware of this?

IF YES: Were you aware of the exact detail or are you not sure of the detail?

READ OUT IF NECESSARY

Aware of the exact detail of this	1
Aware but not sure of the detail	2
Are unsure whether you knew this	3
Or are you definitely not aware of it	4
DO NOT READ OUT: Was aware of feature but thought some details were different	5
DO NOT READ OUT: Don't know	X

WLB3 Q5.4

IF HAVE HAD FEMALE STAFF OVER THE PAST TWO YEARS (A7DUM FEMALE = 2-4)

D3 **How many female staff have taken maternity leave in the past 2 years?**

IF EXACT NUMBER NOT KNOWN, PROBE FOR BEST ESTIMATE

RESPONDENT SHOULD INCLUDE FEMALES WHO ARE CURRENTLY ON MATERNITY LEAVE

IF SAME WOMAN HAS HAD MATERNITY LEAVE TWICE IN THE LAST 2 YEARS, SHE SHOULD ONLY BE COUNTED ONCE

WRITE IN	
None	2
DO NOT READ OUT: Don't know	X

WLB3 Q5.5

IF ANY FEMALE EMPLOYEES HAVE TAKEN MATERNITY LEAVE IN THE PAST 2 YEARS (D3≥1)

D4 **How many were paid Statutory Maternity Pay?**

IF EXACT NUMBER NOT KNOWN, PROBE FOR BEST ESTIMATE

WRITE IN	
<i>NOTE: THE NUMBER CLAIMING SMP SHOULD NOT BE GREATER THAN NUMBER TAKING MATERNITY LEAVE (D3).</i>	
None	2
DO NOT READ OUT: Don't know	X

WLB3 Q5.6

IF ANY WERE PAID STATUTORY MATERNITY PAY (D4≥1)

D5 **Only some employers recover the cost of paying out Statutory Maternity Pay. Was the cost of paying Statutory Maternity Pay at your workplace recovered from HMRC?**

INTERVIEWER NOTE: HMRC PREVIOUSLY KNOWN AS INLAND REVENUE

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

WLB3 6.9

ASK ALL

- D6 **Legally all women taking maternity leave are entitled to 90% of their weekly pay for 6 weeks, and £136.78 per week for 33 weeks.**

At your workplace, do you offer any women taking maternity leave more pay than this?

Yes	1	ASK D7
No	2	ASK D14
DO NOT READ OUT: Don't know	3	

WLB3 6.10 (AMENDED WORDING)

ASK IF PAY MORE THAN STATUTORY PAY (D6=1)

- D7 **Is this additional pay available to all mothers or only some mothers?**

INTERVIEWER NOTE: THIS ADDITIONAL PAY MAY BE KNOWN AS 'EXTRA-STATUTORY PAY' OR 'OCCUPATIONAL MATERNITY SCHEMES'

ALL mothers	1	ASK D9
SOME mothers only	2	ASK D8
DO NOT READ OUT: Don't know	3	ASK D9

WLB3 6.11 (AMENDED WORDING)

IF EXTRA-STATUTORY PAY AVAILABLE TO ONLY SOME MOTHERS (D7=2)

- D8 **Which mothers qualify for this additional pay?**

DO NOT READ OUT. MULTI CODE.

Women with sufficiently long service records	1
Women in higher grades	2
Full-time staff	3
Managerial staff	4
Other (SPECIFY)	5
DO NOT READ OUT: Don't know	6

NEW QUESTION

IF EXTRA-STATUTORY PAY AVAILABLE (D6=1)

D9 I'd now like to ask you about the additional pay that you offer to women going on maternity leave. Do you have a single offer in terms of extra-statutory pay or does it differ for women in different positions? IF ANSWERS 'DIFFERS' ASK: on what basis does it differ? DO NOT READ OUT

SINGLE CODE ONLY: One offer	1
DO NOT READ OUT: It depends on the employee's job role	2
DO NOT READ OUT: It depends on the employee's level of seniority	3
DO NOT READ OUT: It depends on the employee's length of service	4
DO NOT READ OUT: It differs on some other basis (SPECIFY)	5
DO NOT READ OUT: Don't know	X

IF HAVE MORE THAN ONE OFFER (D9=2-5): For the next few questions, please can you answer about your 'standard' offer in terms of additional pay or the one that applies to the largest proportion of your staff.

NEW QUESTION

IF EXTRA-STATUTORY PAY AVAILABLE (D6=1) AND (D9=1-5)

D10 For how many weeks or months do you pay mothers above the statutory minimum?

PROBE FOR BEST ESTIMATE

[If Number of WEEKS given]: WRITE IN	
[If Number of MONTHS given]: WRITE IN	
DO NOT READ OUT: Don't know	X

NEW QUESTION

IF EXTRA-STATUTORY PAY AVAILABLE (D6=1) AND (D9=1-5)

D11 And do mothers receive full pay for all of this time, part of this time or none of this time?

All of this time	1
Part of this time	2
None of this time	3
DO NOT READ OUT: Don't know	4

NEW QUESTION

IF SOME OF LEAVE AT FULL PAY (D11=2)

D12 **For how many weeks or months do mothers on maternity leave receive full pay?**

PROBE FOR BEST ESTIMATE

[If Number of WEEKS given]: WRITE IN	
[If Number of MONTHS given]: WRITE IN	
DO NOT READ OUT: Don't know	X

NEW QUESTION

IF SOME OR ALL OF LEAVE AT PART-PAY (D11=2 OR 3)

D13 **What proportion of their pay do mothers on maternity leave receive [IF NONE AT FULL PAY: during their maternity leave; IF SOME AT FULL PAY: for the rest of their maternity leave]?**

PROBE FOR BEST ESTIMATE

WRITE IN PERCENTAGE RANGE=UP TO 99%	
DO NOT READ OUT: Don't know	X

IF DON'T KNOW EXACT PERCENTAGE (D13=X)

D13a **Is it approximately...**READ OUT / PROMPT WITH RANGES

SHOW ON SCREEN: [The percentage of their pay that mothers on maternity leave receive when this is paid at less than full pay]

90% or more	1
75%-89%	2
50-74%	3
25-49%	4
Less than 25%	5
DO NOT READ OUT: Don't Know	X

AMENDED QUESTION (ADAPTED FROM Q7.1)

ASK ALL

D14 **Some employers operate schemes to help women who go on maternity leave when they return to work. Does this establishment operate...**

READ OUT. MULTICODE OK

A keep in touch scheme <i>INTERVIEWER NOTE: A "KEEP IN TOUCH SCHEME" IS WHERE AN EMPLOYER CONTINUES TO KEEP EMPLOYEES WHO ARE ON MATERNITY LEAVE INFORMED ABOUT WHAT IS HAPPENING AT WORK SUCH AS INVITING THEM TO MEETINGS AND SENDING THEM INFORMATION.</i>	1
Re-training when they return to work	2
Phased return	3
(DO NOT READ OUT) None of these	4
DO NOT READ OUT: Don't know	X

D15 THERE IS NO D15

WLB3 Q8.3

IF ANY FEMALE EMPLOYEES HAVE TAKEN MATERNITY LEAVE OVER THE PAST 2 YEARS (D3≥1)

D16 **Now thinking over the last 2 years, when women come back following maternity leave, have they...?**

READ OUT. SINGLE CODE

ALL come back to same/similar job	1
Have MOST come back to the same or a similar job	2
Have MOST NOT come back to same or a similar job	3
Or have NONE come back to same or a similar job	4
DO NOT READ OUT: Not applicable. No women returned to work	5
DO NOT READ OUT: Not applicable. Still on maternity leave	6
DO NOT READ OUT: Don't know	X

NEW QUESTION

IF ANY FEMALE EMPLOYEES HAVE TAKEN MATERNITY LEAVE OVER THE PAST 2 YEARS (D3≥1)

D17 **In the past 2 years, have you had any situations where a female employee was working full-time hours prior to the birth of their child and they wanted to return on a part-time basis?**
READ OUT. SINGLE CODE

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

AMENDED QUESTION (ADAPTED FROM WLB3 Q2.22)

IF ANY FEMALE EMPLOYEE HAS RETURNED FROM MATERNITY IN THE PAST TWO YEARS AND WANTED TO WORK PART-TIME (D17=1)

D18 **And, still thinking about the last 2 years, were these requests to return to work part-time.....**
READ OUT. SINGLE CODE.

Accepted in all or nearly all cases	1
Accepted in some cases	2
Were not accepted	3
DO NOT READ OUT: Don't know	6

AMENDED QUESTION (ADAPTED FROM WLB3 Q.2.23)

IF ACCEPTED REQUESTS TO SWITCH FROM FULL-TIME TO PART-TIME (D18=1 OR 2)

D19 **And when they moved from full-time to part-time were they always, almost always, sometimes or never able to keep their existing job?**
SINGLE CODE

Always / almost always	1
Sometimes	2
Never	3
DO NOT READ OUT: Don't know	4

AMENDED QUESTION (ADAPTED FROM Q.23)

IF NOT ALLOWED TO KEEP EXISTING JOB SOME OR ALL THE TIME (D19=2 OR 3)

D20 **Were they always, almost always, sometimes or never able to keep their existing level of seniority?**

SINGLE CODE

Yes – always / almost always	1
Yes – sometimes	2
No	3
DO NOT READ OUT: Don't know	4

WLB3 Q8.5

IF ANY FEMALE EMPLOYEE HAS RETURNED FROM MATERNITY IN THE PAST TWO YEARS LEAVE (D16=1-4)

D21 **In the past 2 years, have you ever found it difficult to hold a job open for an employee on maternity leave?**

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

WLB3 Q8.6

IF DIFFICULTY EXPERIENCED (D21=1)

D22 **Would you say the difficulties you experience in holding open positions for women during their maternity leave are minimal, moderate or substantial? SINGLE CODE**

Minimal	1
Moderate	2
Substantial	3
DO NOT READ OUT: Don't know	X

WLB3 Q8.7

IF MODERATE OR SUBSTANTIAL DIFFICULTIES EXPERIENCE (D22=2 OR 3)

D23 **What difficulties do you experience in holding positions open for women during their maternity leave?**

WRITE IN	
DO NOT READ OUT: Don't know	X

AMENDED QUESTION (ADAPTED FROM WLB3 Q8.1)

IF ANY FEMALE EMPLOYEES HAVE TAKEN MATERNITY LEAVE IN THE PAST 2 YEARS (D3≥1)

D24 **Has management at this establishment had any issues with maternity rights and benefits in the last 2 years?**

Yes	1
No	2
DO NOT READ OUT: Don't know	4

AMENDED QUESTION (ADAPTED FROM WLB3 Q8.2)

IF ESTABLISHMENT HAS HAD ANY ISSUES (D24=1)

D25 **What issues with maternity rights and benefits were these?**

WRITE IN	
DO NOT READ OUT: Don't know	X

WLB3 Q8.12

IF HAVE HAD FEMALE STAFF OVER THE PAST TWO YEARS (A7DUM FEMALE = 2-4)

D26 **Over the last 2 years, have any employees (or their representatives) in your establishment raised any complaints or problems about your firm's compliance with maternity rights legislation?**

IF YES: Was this one complaint / problem or more than one?

Yes – one complaint / problem	1
Yes – more than one complaint / problem	2
No	3
DO NOT READ OUT: Can't say / Don't know	4

WLB3 Q8.13

IF ANY COMPLAINT OR PROBLEM HAS BEEN RAISED OVER THE LAST 2 YEARS (D26=1 OR 2)

D27 **Did [(IF D26=2): any of these involve claims (IF D26=1): this involve a claim] that the person in question had been treated unfairly or discriminated against?**

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

AMENDED QUESTION (ADAPTED FROM WLB3 Q8.14)

IF YES (D27=1)

D28 **On what grounds was the claim of unfair treatment or discrimination made?**

DO NOT READ OUT. MULTICODE OK

Pregnancy discrimination	1
Other form of discrimination (sex, race, disability, religion, age etc)?	2
Maternity pay	3
Notification about going on leave or returning to work	4
The type of job to which the woman returned	5
The terms of conditions of employment upon the woman's return to work	6
A woman wanting to return to work part-time or on reduced hours	7
Other (SPECIFY)	8
Don't know	X

AMENDED QUESTION (ADAPTED FROM WLB3 Q8.16)

IF HAVE HAD FEMALE STAFF OVER THE PAST 12 MONTHS (A7DUM FEMALE = 3 OR 4)

D29 **In the last 12 months, have any employees made a claim at an employment tribunal over maternity rights?**

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

AMENDED QUESTION (ADAPTED FROM WLB3 Q8.15)

IF HAVE HAD FEMALE STAFF OVER THE PAST 12 MONTHS (A7 DUM FEMALE = 3 OR 4)

D30 **In the last 12 months, have any employees mentioned that they were considering making a claim over maternity rights but not then gone on to do so?**

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

E Paternity Leave

I'd now like to ask about paternity leave, that is, time-off for fathers around the birth of their child.

NEW QUESTION

ASK IF HAD MALE EMPLOYEES IN THE LAST 2 YEARS (A7DUM MALE=2-4) OTHERS ASK E7

E1 **Over the past 2 years, approximately how many male employees working at this establishment have had a baby?**

PROBE FOR BEST ESTIMATE

[If number given] WRITE IN	
None	2
Some but don't know the number	3
DO NOT READ OUT: Don't know if any have	4

AMENDED QUESTION (ADAPTED FROM Q9.1)

IF ANY MALE EMPLOYEES HAVE HAD A BABY IN THE PAST 2 YEARS (E1 > 0 OR E1=3)

E2 **And in the last 2 years, how many have taken any time off around the birth of their child?**

PROBE FOR BEST ESTIMATE

[If number given] WRITE IN	
NOTE: RANGE 1 – E2	
None	2
Some but don't know the number	3
DO NOT READ OUT: Don't know if any have	4

AMENDED QUESTION (ADAPTED FROM Q9.3)

IF ANY MALE EMPLOYEES HAVE TAKEN TIME OFF AROUND THE BIRTH OF A CHILD (E2>0 OR E2=3)

E3 **How many of the [NUMBER FROM E2] employees who took time off around the birth of their child were paid Statutory Paternity Pay?**

IF EXACT NUMBER NOT KNOWN, PROBE FOR BEST ESTIMATE

WRITE IN NUMBER	
<i>NOTE: THE NUMBER CLAIMING SPP SHOULD NOT BE GREATER THAN NUMBER TAKING PATERNITY LEAVE (E2).</i>	
WRITE IN PERCENTAGE	
DO NOT READ OUT: Don't know	X

IF DON'T KNOW EXACT NUMBER AT E3 (E3=X)

E3A **Is it approximately....**READ OUT / PROMPT WITH RANGES

SHOW ON SCREEN: [The percentage of male employees in the last 2 years taking time off following the birth of a child that were paid Statutory Paternity Pay]

75% or more	1
50-74%	2
25-49%	3
10-24%	4
5-9%	5
Less than 5%	6
None	7
DO NOT READ OUT: Don't Know	8

WLB3 Q9.4

IF ANY MALE EMPLOYEES HAVE BEEN PAID STATUTORY PATERNITY PAY (E3>0 OR E3A=1-6)

E4 **Was the cost of paying Statutory Paternity Pay payments recovered from HMRC?**

INTERVIEWER NOTE: HMRC FORMERLY KNOWN AS THE INLAND REVENUE

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

AMENDED QUESTION (ADAPTED FROM WLB3 Q9.5)

IF ANY MALE EMPLOYEES HAVE TAKEN TIME OFF AROUND THE BIRTH OF A CHILD (E2>0) OR (E2=CODE 3)

- E5 **Although fathers are entitled to paternity leave, have any fathers at your establishment taken holiday or annual leave instead of taking paternity leave in the last 2 years?**

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

AMENDED QUESTION (ADAPTED FROM WLB3 Q9.6)

IF ANY MALE EMPLOYEES HAVE TAKEN TIME OFF AROUND THE BIRTH OF A CHILD (E2>0) OR (E2=CODE 3)

- E6 **And, in the last 2 years, have any fathers extended their paternity leave by using their holiday or annual leave allowance?**

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

AMENDED QUESTION (ADAPTED FROM WLB3 Q9.7)

ASK ALL

- E7 **Under current regulations, male employees are allowed 2 weeks off work as ordinary paternity leave around the time when the baby is born, paid at a statutory rate of £136.78 per week. At your workplace do you have a paternity leave scheme that allows fathers to take longer than 2 weeks off around the time when their baby is born, either paid or unpaid, which is on top of their holiday or annual leave allowance?**

Yes	1
No	2
DO NOT READ OUT: It depends on the employee's job role	3
DO NOT READ OUT: It depend on the employee's level of seniority	4
DO NOT READ OUT: It depends on the employee's length of service	5
DO NOT READ OUT: Don't know	X

READ OUT IF ANY MALE EMPLOYEES HAVE TAKEN TIME OFF AROUND THE BIRTH OF A CHILD (E2>0) OR (E2=CODE 3)

For the next few questions, please can you answer about your 'standard' offer or the one that applies to the largest proportion of your staff.

AMENDED QUESTION (ADAPTED FROM WLB3 Q9.8)

IF A LONGER PERIOD OF PATERNITY LEAVE WAS ALLOWED (E7=1 OR 3-5)

E8 **How much EXTRA paternity leave do you allow?**

[If days given] WRITE IN DAYS	
[If weeks given] WRITE IN WEEKS	
DO NOT READ OUT: Don't know	X

AMENDED QUESTION (ADAPTED FROM Q9.9)

ASK ALL

E9 **Do you pay fathers more than the statutory rate of £136.78 per week when they take paternity leave?**

Yes	1
No	2
DO NOT READ OUT: It depends on the employee's job role	3
DO NOT READ OUT: It depend on the employee's level of seniority	4
DO NOT READ OUT: It depends on the employee's length of service	5
DO NOT READ OUT: Don't know	X

NEW QUESTION

IF EXTRA-STATUTORY PAY AVAILABLE (E9 = 1 OR 3-5)

E10 **And do fathers receive their full normal pay for all of their paternity leave, part of this time or none of this time?**

INTERVIEWER NOTE: BY FULL NORMAL PAY WE MEAN THAT FATHERS RECEIVE FULL SALARY OR WAGES, AS IF THEY WERE WORKING

All of this time	1
Part of this time	2
None of this time	3
DO NOT READ OUT: Don't know	4

NEW QUESTION

IF SOME OF LEAVE AT FULL PAY (E10 = 2)

E11 **For how many weeks or months do fathers on paternity leave receive full pay?**

PROBE FOR BEST ESTIMATE

[If Number of WEEKS given]: WRITE IN	
[If Number of MONTHS given]: WRITE IN	
[If Number of DAYS given]: WRITE IN	
DO NOT READ OUT: Don't know	X

NEW QUESTION

IF SOME OR ALL OF LEAVE AT PART-PAY (E10 = 2 OR 3)

E12 **What proportion of their pay do fathers on paternity leave receive [IF NONE AT FULL PAY: during their paternity leave; IF SOME AT FULL PAY: for the rest of their paternity leave]?**

PROBE FOR BEST ESTIMATE.

INTERVIEWER NOTE: IF LEAVE IS UNPAID, ENTER '0' (ZERO)

WRITE IN PERCENTAGE RANGE = UP TO 99%	
DO NOT READ OUT: Don't know	X

IF DON'T KNOW EXACT PERCENTAGE – PROMPT WITH RANGES

E12A **Is it approximately...**READ OUT / PROMPT WITH RANGES

SHOW ON SCREEN: [What percentage of their pay do fathers on paternity leave receive when not getting full pay]

90% or more	1
75%-89%	2
50-74%	3
25-49%	4
Less than 25%	5
DO NOT READ OUT: Don't Know	8

E13 THERE IS NO E 13

NEW QUESTION

IF ANY MALE EMPLOYEES HAVE TAKEN TIME OFF ROUND THE BIRTH OF A CHILD (E2>0) OR (E2=CODE 3)

- E14 **Again thinking of paternity leave taken around the birth of a child, in the last 2 years, has your workplace allowed any fathers to split their paternity leave into individual days or weeks, rather than taking it in a single block?**

READ OUT

Yes, allowed individual days or weeks to be taken	1
No, those taking paternity leave have to take it in a single block	2
DO NOT READ OUT: We have not had a request to split the leave	3
DO NOT READ OUT: Don't know	X

NEW QUESTION

ASK ALL

- E15 **In 2011, the Government introduced changes to paternity leave rights. As well as 2 weeks off as ordinary paternity leave, male employees are also allowed to take up to 26 weeks additional paternity leave, paid at £136.78 per week provided that the mother has returned to work. Were you aware of this change in legislation?**

IF NECESSARY: To qualify, employees must have been with their employer for 26 weeks by the end of the 15th week before the baby is due.

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

NEW QUESTION

ASK IF HAD MALE EMPLOYEES IN THE LAST 2 YEARS (A7DUM MALE=2-4)

- E16 **And in the last 2 years, how many male employees working at this establishment have taken Additional Paternity Leave i.e. time off between 20 and 52 weeks after the baby was born once the baby's mother has returned to work?**

[If number given] WRITE IN	
NOTE: NUMBER TAKING APL SHOULD NOT EXCEED NUMBER TAKING TIME OFF AT E2	
None	2
Some but don't know the number	3
DO NOT READ OUT: Don't know if any have	4

NEW QUESTION

ASK IF HAVE ANYONE WHO HAS TAKEN APL (E16>0) OR (E16=CODE 3)

E17 Have any of the staff who have taken Additional Paternity Leave....?
READ OUT AND CODE ALL MENTIONED

Taken the full 26 weeks / <i>ADD IF NECESSARY</i> : 6 months	1
Taken between 13 and 25 weeks / <i>ADD IF NECESSARY</i> : between 3 and 6 months	2
Taken between 4 and 13 weeks off / <i>ADD IF NECESSARY</i> : between 1 and 3 months	3
Taken fewer than 4 weeks	4
DO NOT READ OUT: Don't know	X

AMENDED QUESTION (ADAPTED FROM WLB3 Q9.12)

IF ANY MALE EMPLOYEES HAVE TAKEN TIME OFF AROUND THE BIRTH OF A CHILD (E2>0)
 OR (E2=CODE 3)

E18 Have you experienced any issues with fathers taking ordinary paternity leave or additional paternity leave in the last 2 years because they haven't provided enough notice?

INTERVIEWER NOTE: Fathers must tell their employers that they intend to take standard paternity leave by the end of the fifteenth week before their baby is due or, if this isn't possible, as soon as is reasonably practical. Fathers must tell their employers that they intend to take additional paternity leave at least 8 weeks before they want this leave to start.

Yes – ordinary paternity leave	1
Yes – additional paternity leave	2
Yes – both ordinary and additional paternity leave	3
No	4
DO NOT READ OUT: Don't know	X

AMENDED QUESTION (ADAPTED FROM Q9.13)

IF ANY MALE EMPLOYEES HAVE TAKEN TIME OFF AROUND THE BIRTH OF A (E2>0) OR (E2=CODE 3)

E19 **Have you experienced any OTHER issues with fathers taking paternity leave, either standard or additional, over the last 2 years?**

THIS QUESTION IS CONCERNED WITH PATERNITY LEAVE ONLY, NOT ANY OTHER TIME OFF TAKEN AROUND THE BIRTH OF A CHILD.

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

WLB3 Q9.14

IF THERE HAVE BEEN OTHER PROBLEMS WITH FATHERS TAKING PATERNITY LEAVE (E19=1)

E20 **Can you describe what these issues were?**

WRITE IN	
DO NOT READ OUT: Don't know	X

NEW QUESTION – ADAPTED FROM WLB4 EMPLOYEE

ASK ALL

E21 **Do you allow male employees time off work to attend antenatal appointments?**

INTERVIEWER NOTE: ANTENATAL APPOINTMENTS REFER TO MEDICAL APPOINTMENTS, NOT PARENTAL CLASSES.

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

NEW QUESTION – FROM WLB4 EMPLOYEE

IF TIME OFF HAS BEEN ALLOWED TO ATTEND ANTENATAL APPOINTMENTS (E21=1)

E22 **How many appointments are they allowed time off to attend?**

1	1
2	2
3	3
More than 3	4
DO NOT READ OUT: No limit placed	5
DO NOT READ OUT: Don't know	6

NEW QUESTION – FROM WLB4 EMPLOYEE

IF TIME OFF HAS BEEN ALLOWED TO ATTEND ANTENATAL APPOINTMENTS (E21=1)

E23 **And how is time taken off to attend antenatal appointments treated? Is it taken as...**

READ OUT. MULTICODE OK FOR CODES 1-7. CODES 8 & 9 SINGLECODE.

As special paid leave	1
As leave without pay	3
As annual leave / holiday	4
Time off but make it up later	5
DO NOT READ OUT: It depends on the employee's job role	6
DO NOT READ OUT: It depend on the employee's level of seniority	7
DO NOT READ OUT: It depends on the employee's length of service	8
DO NOT READ OUT. SINGLECODE: Never been asked	9
DO NOT READ OUT. SINGLECODE: It would depend entirely on individual preference	10
Some other arrangement (SPECIFY)	11
DO NOT READ OUT: Don't know	X

NEW QUESTION

ASK IF HAVE CURRENT MALE EMPLOYEES OR HAD SOME LAST 12 MONTHS (A7DUM MALE=3-4)

E24 **In the last 12 months, have any employees made a claim at an employment tribunal over paternity rights?**

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

NEW QUESTION

ASK IF HAVE CURRENT MALE EMPLOYEES OR HAD SOME LAST 12 MONTHS (A7DUM MALE=3-4)

E25 **In the last 12 months, have any employees mentioned that they were considering making a claim over paternity rights but not then gone on to do so?**

Yes	1
No	3
DO NOT READ OUT: Don't know	4

NEW QUESTION

ASK ALL

E26 **Changing the subject slightly, do the benefits you provide for adoptive primary carers and their partners match those provided to birth parents?**

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

F Parental Leave, Emergency Time-off and Special Leave Provisions

WLB3 Q10.1

ASK ALL

- F1 **I now want to ask you about parental leave. This is where both mothers and fathers can take unpaid leave to look after their child in the early years. Over the past 12 months, have any employees taken any unpaid parental leave to look after their children?**

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

NEW QUESTION

ASK ALL

- F2 **Under current legislation all parents with children under 5 and all parents with disabled children under 18 have a right to unpaid parental leave. In your workplace is it only these employees who have the right to parental leave or does this apply to all parents?**

Only those who have the legislative right to unpaid parental leave	1
All parents	2
Other arrangement (WRITE IN)	3
DO NOT READ OUT: Don't know	4

NEW QUESTION

ASK ALL

- F3 **In March 2013, new regulations came into force which increased the amount of 'unpaid parental leave' that parents can take from 13 weeks to 18 weeks. Were you aware of this change?**

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

Now I'd like to ask you some other questions about when an employee might need to take time off at short notice.

WLB3 Q10.2 (ADAPTED)

ASK ALL

F4 If an employee wanted to take time off at short notice to care for a family member or someone who depends on them for their care, would this...

INTERVIEWER NOTE: TIME CAN BE PAID OR UNPAID

READ OUT. SINGLE CODE BUT ALLOW MULTICODE FOR CODES 4-9

Be agreed to in all or nearly all cases	1
Be agreed to in some cases	2
Never be agreed to	3
DO NOT READ OUT: It would be dependent entirely on individual circumstances	4
DO NOT READ OUT: It depends on the employee's job role	5
DO NOT READ OUT: It depend on the employee's level of seniority	6
DO NOT READ OUT: It depends on the employee's length of service	7
DO NOT READ OUT: Depends on levels of work	8
DO NOT READ OUT: It would be dependent on the discretion of the line manager	9
DO NOT READ OUT: Don't know	10

AMENDED QUESTION - ADAPTED FROM WLB3 Q10.6

IF TIME OFF AT SHORT NOTICE IS AGREED TO ALWAYS OR SOMETIMES (F4=1 OR 2)

- F5 **If an employee needed to take time off at short notice to deal with an emergency involving a family member or someone who depends on them for their care, do you specify how this leave should be classified or is it entirely up to the individual?**

ADD IF NECESSARY: By “How it is classified”, I mean whether it is treated as annual leave/holiday, sick leave, unpaid leave etc.”

DO NOT READ OUT. MULTICODE OK BUT NOT CODES 1, 2, 3, 7 OR X

Yes, do specify	1
No, up to the individual	2
DO NOT READ OUT (SINGLE CODE ONLY): Never been asked	3
DO NOT READ OUT: It depends on the employee's job role	4
DO NOT READ OUT: It depends on the employee's level of seniority	5
DO NOT READ OUT: It depends on the employee's length of service	6
DO NOT READ OUT (SINGLE CODE ONLY): Would depend entirely on individual preferences	7
Some other arrangement (SPECIFY)	8
DO NOT READ OUT: Don't know	X

NEW QUESTION

IF ORGANISATION SPECIFIES (F5=1)

- F5A **How is this leave specified?**

PROMPT IF NECESSARY. MULTICODE OK

As special paid leave	1
As sick leave	2
As leave without pay	3
As annual leave	4
Time off but make up for it later	5
Some other arrangement (SPECIFY)	6
DO NOT READ OUT: Don't know	X

WBL3 Q10.7

IF TAKEN AS 'SPECIAL PAID LEAVE' (F5A=1)

F6 **Is special leave fully paid or partly paid?***SINGLE CODE*

Fully paid	1
Partly paid	2
DO NOT READ OUT: Would depend on the individual case	3
DO NOT READ OUT: Don't know	X

G Sources of Information**AMENDED QUESTION (ADAPTED FROM WLB3 Q4.6)**

ASK ALL

G1 **Which organisations or who would you contact if you needed to find out more about flexible working or about maternity, paternity or parental rights legislation?***DO NOT READ OUT. MULTI CODE*

Government sources	1
BIS (Department for Business Innovation and Skills)	2
gov.uk	3
Acas	4
HMRC	5
Third party private sector advisor	6
Solicitor or Lawyer	7
Specialist employment law organisation	8
CIPD	9
Trade association	10
Own HR Department or Head Office	11
Other (write in)	12
DO NOT READ OUT: Don't know	13

H General Attitudes to Flexible Working and Leave Arrangements

WLB3 Q14.1 – 14.6

ASK ALL

H1 **On balance, do you think flexible working and leave arrangements have a generally positive, generally negative or no effect on the following at this establishment...READ OUT AND CODE ONE PER ROW**

RANDOMISE ORDER OF STATEMENTS

	Positive effect	Negative effect	No effect	DO NOT READ OUT: Not applicable	DO NOT READ OUT: Don't know
_1....employee relations at this establishment	1	2	3	4	5
_2...productivity at this establishment?	1	2	3	4	5
_3...reducing absenteeism at this establishment?	1	2	3	4	5
_4...reducing labour turnover at this establishment?	1	2	3	4	5
_5 ...ease of recruitment at this establishment?	1	2	3	4	5
_6 ...employee motivation and commitment at this establishment ?	1	2	3	4	5

WLB3 Q14.7-Q14.16 (SOME STATEMENTS DELETED, OTHERS ADDED)

ASK ALL

H2 **Can you tell me how much you agree or disagree with each of the following statements. For each statement I would like you to give me a number from 1 to 5 where 1 means strongly agree, 2 means agree, 3 means neither agree nor disagree, 4 disagree and 5 strongly disagree.**

INTERVIEWER NOTE: WE ARE INTERESTED IN EMPLOYERS' GENERAL ATTITUDES SO ANSWERS DO NOT HAVE TO RELATE TO THEIR PARTICULAR WORKPLACE.

RANDOMISE ORDER OF STATEMENTS

	1=Strongly agree	2=Agree	3=Neither agree nor disagree	4=Disagree	5=Strongly disagree	DO NOT READ OUT: DK
c. Employees should not be able to change their working pattern if it disrupts the business	1	2	3	4	5	6
e. It's not the employer's responsibility to help people balance their work with other aspects of their life	1	2	3	4	5	6
g. Policies that help employees balance their work and other interests are often unfair to some employees	1	2	3	4	5	6
i. People who work flexibly are just as likely to be promoted as those who don't	1	2	3	4	5	6
k. Providing flexible working practices improves customer service	1	2	3	4	5	6
l. When some employees take up flexible working practices, it causes resentment among other employees	1	2	3	4	5	6
m. Often those who request to work flexibly are those who are less committed to their work	1	2	3	4	5	6
n. It is really only parents and carers that benefit from flexible working practices	1	2	3	4	5	6

WLB3 Q15.3

ASK THOSE WITH FLEXIBLE WORKING AVAILABLE (B8DUM=1-9)

H3 **Do managers at your workplace actively promote the flexible working and leave arrangements available to employees at this establishment?**

INTERVIEWER NOTE: The flexible working practices that were earlier mentioned as being available at the establishment were: [DP display list of flexible working available according to B8DUM].

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

H4 THERE IS NO H4

H5 THERE IS NO H5

NEW QUESTION

ASK THOSE WITH FLEXIBLE WORKING AVAILABLE (B8DUM=1-9)

H6 **On balance, have flexible working arrangements had a positive or negative impact on your business?**

Probe as necessary: “IS THAT A VERY POSITIVE OR FAIRLY POSITIVE IMPACT?” OR “IS THAT A FAIRLY NEGATIVE OR VERY NEGATIVE IMPACT?”

Very positive	1
Fairly positive	2
Neither positive nor negative	3
Fairly negative	4
Very negative	5
DO NOT READ OUT: Don't know	X

I Default Retirement Age

NEW QUESTION

ASK ALL

- I1 **Changing the subject slightly, since the removal of the Default Retirement Age of 65, which came into effect in October 2011, have any of your employees retired?**

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

NEW QUESTION

IF ANY EMPLOYEES HAVE RETIRED (I1=1)

- I2 **Following the removal of the Default Retirement Age, what would you say is the average age your employees are choosing to retire?**

PROBE FOR BEST ESTIMATE

WRITE IN	
DO NOT READ OUT: Don't know	X

NEW QUESTION

ASK ALL

- I3 **Over the last 2 years, have you seen any changes to the age profile of your workplace?**

SINGLE CODE

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

NEW QUESTION

ASK ALL WHO HAVE SEEN CHANGES TO THE PROFILE OF THEIR WORKPLACE (I3 = 1)

- 14 **To what extent has this change in the profile of your workforce been a result of the removal of the Default Retirement Age. Would you say it has been.....?**

READ OUT, SINGLE CODE

To a major extent	1
To a minor extent	2
Not at all	3
DO NOT READ OUT: Don't know	4

NEW QUESTION

IF DRA HAS HAD AN EFFECT OF CHANGE IN AGE PROFILE (I4 = 1 OR 2)

- 15 **Has the proportion of employees increased, decreased or stayed the same in each of the following age brackets as a result of the removal of the Default Retirement Age...?**

READ OUT AND SINGLE CODE EACH ROW

CODE "STAYED THE SAME" IF THE ORGANISATION DOES NOT HAVE OR HAS NOT HAD ANYONE IN RELEVANT AGE BRACKET

	Increase	Decrease	Stayed the same	DO NOT READ OUT: Don't know
Those in their 30s or younger	1	2	3	4
Those in their 40s or 50s	1	2	3	4
Those aged 60 or over	1	2	3	4

LOGIC CHECK:

IF ALL I5=1 or I5=2: Can I just double-check your answers as I'm asking about the proportion or percentage of all your employees who are in a certain age category rather than the absolute numbers in each category.

INTERVIEWER NOTE: It's not possible for the proportion in all of the age categories to [IF ALL I5=1: increase / IF ALL I5=2: decrease] as the total needs to add to 100% before and after – for example, if the percentage of over 60s increases, the number of under 60s would have to decrease.

IF WILL CHANGE ANSWER, CLICK PREVIOUS AND AMEND. OTHERWISE CONTINUE.

J Working Time

I'm now going to ask you some questions about working hours for employees on your payroll.

AMENDED QUESTION (ADAPTED FROM Q3.3 AND Q3.4)

ASK ALL

- J1 **When employees work beyond their contractual hours, are these hours USUALLY paid, unpaid, or is time taken off in lieu?**

SINGLE CODE

Paid	1
Unpaid	2
Time taken off in lieu	3
DO NOT READ OUT: Some other arrangement (specify)	4
DO NOT READ OUT: Never work beyond contracted hours	5
DO NOT READ OUT: No set policy	6
DO NOT READ OUT: Don't know	X

WLB3 3.5

ASK ALL

- J2 **Over the past 12 months, have any managerial employees worked over 48 hours per week over a continuous four month period or longer?**

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

WLB3 3.6

ASK ALL

- J3 **Over the past 12 months, have any non-managerial employees worked over 48 hours per week over a continuous four month period or longer?**

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

WLB3 3.7

IF ANY MANAGERIAL EMPLOYEES WORKED OVER 48 HOURS (J2=1)

J4 **Under the Working Time Regulations employees can opt-out of the regulations and work longer than the limits specified. Have any managerial employees signed an agreement to opt-out?**

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

WLB3 3.7

IF ANY NON-MANAGERIAL EMPLOYEES WORKED OVER 48 HOURS (J3=1)

J5 **Under the Working Time Regulations employees can opt-out of the regulations and work longer than the limits specified. Have any non-managerial employees signed an agreement to opt-out?**

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

NEW QUESTION – TAKEN FROM WLB4 EMPLOYEE

ASK ALL

J6 **Are any of your employees contractually required to do on call working?**
READ OUT: On call working is when employees have to make themselves available to be called to do work if it is needed.

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

NEW QUESTION

ASK IF EMPLOYEES REQUIRED TO DO ON CALL WORKING (J6=1)

J7 **When employees are working on call, are they usually required to be at your place of work?**

Yes – all of the time	1
Yes – most of the time	2
No	3
DO NOT READ OUT: Don't know	X

NEW QUESTION

ASK IF EMPLOYEES REQUIRED TO DO ON CALL WORKING (J6=1)

J8 **When you consider how many hours an employee has worked in a given week, do you include on call hours within this total?**

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

NEW QUESTION – TAKEN FROM WLB4 EMPLOYEE

ASK ALL

J9 **As a minimum, how many days of paid holiday are full-time employees at your workplace entitled to a year EXCLUDING bank or public holidays?**

PLEASE PROMPT FOR NUMBER OF DAYS IF ANSWER IS GIVEN IN WEEKS

WRITE IN	
DO NOT READ OUT: Don't know	X

NEW QUESTION – TAKEN FROM WLB4 EMPLOYEE

ASK ALL

J10 **Are full-time employees entitled to paid holiday for all of the bank and public holidays within a year?**

NOTE FOR INTERVIEWER: THERE ARE USUALLY 8 BANK HOLIDAYS PER YEAR. IF EMPLOYEES HAVE TO WORK BANK HOLIDAYS BUT ARE GIVEN TIME IN LIEU CODE “YES”

Yes	1
No	2
DO NOT READ OUT: It depends on the employee's job role	3
DO NOT READ OUT: It depend on the employee's level of seniority	4
DO NOT READ OUT: It depends on the employee's length of service	5
DO NOT READ OUT: Don't know	X

K Workplace Characteristics (Part II)

WLB3 Q17.1 ('OR SECTOR ADDED')

ASK ALL

- K1 **How would you assess your establishment's financial performance [IF LOCAL GOVERNMENT OR GOVERNMENT FINANCED BODY (A4=3) in respect of your budget or expenditure] compared with other establishments in the same industry or sector? Is it....**
READ OUT. SINGLE CODE

A lot better than average	1
Better than average	2
About average for the industry	3
Below average	4
A lot below average	5
DO NOT READ OUT: No comparison possible	6
DO NOT READ OUT: Relevant data not available	7
DO NOT READ OUT: Don't know	X

K2 THERE IS NO K2

K3 THERE IS NO K3

WLB3 Q17.4 (ADDED 'APPROXIMATELY')

ASK ALL

- K4 **Over the last 12 months, on average, approximately how many days per employee were lost through sickness or absence at this establishment?**

PROMPT IF NECESSARY. SINGLE CODE

1-3	1
4-6	2
7-9	3
10-15	4
16-20	5
21 +	6
No employees took a sick day	7
DO NOT READ OUT: Don't know	8

WLB3 Q17.5

ASK ALL

K5 **At this establishment are any employees members of unions or staff associations?**

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

K6 THERE IS NO K6

WLB3 Q17.7

IF ESTABLISHMENT PART OF A LARGER ORGANISATION (A1=2)

K7 **Approximately how many people are employed by the organisation as a whole in the UK?
PROMPT IF NECESSARY**

Less than 25	1
25-99	2
100-249	3
250-499	4
500-999	5
1,000-4,999	6
5,000-9,999	7
10,000+	8
DO NOT READ OUT: Don't know	X

WLB3 Q17.15

ASK ALL

- K8 **It is sometimes possible to link the data we have collected from you with other surveys or datasets to which BIS has authorised access. In order to conduct further analysis, would you be content for BIS to do this?**

ADD IF NECESSARY: In doing this we assure you that your confidentiality will be respected and the linked data will be anonymised and used for statistical purposes only, with only authorised researchers having access to the linked data.

Yes	1
No	2

WLB3 Q17.16

ASK ALL

- K9 **Thank you for taking part in this survey. BIS may wish to contact you again about taking part in a follow-up interview. Would you be willing for BIS, or a research agency appointed by BIS, to contact you again?**

IF NECESSARY ADD: You don't have to say now whether you would actually do an interview, just whether it would be ok for us to contact you about it?

Yes, willing	1
No, not willing	2

THANK RESPONDENT AND CLOSE INTERVIEW

Appendix B – Summary of questions removed and added in

Summary of WLB3 questions removed from the WLB4 questionnaire

A number of questions asked in WLB3 were not included in the WLB4 questionnaire. Decisions on questions to be removed were made after collaborative discussions between IFF, IES and BIS. The reasons for the removal of questions ranged from:

- the question being deemed unnecessary and hence could be dropped in order to make room for new questions / reduce the length of the questionnaire
- the question being redundant due to changes in legislation since 2007
- the question no longer being of particular policy interest at BIS

Below provides a list of the WLB3 questions that were not carried over to be included in WLB4.

Section 1

Q1.8 How long have you been working for your current employer?

Q1.9 How long have you been in this particular job?

Q1.19 As far as you are aware, are any of your male or female employees expecting to have a baby in the next 12 months?

Q1.20 And are any of your employees parents of children aged under 18?

Q1.29 In which of the following occupations are there employees at this establishments? Are there...

Section 2

Q2.6 And could you tell me which of the following best describes your role in devising employment policies here? Are you...?

Q2.7 Do you have discretion over how to implement these employment policies?

Q2.17 Which groups of staff would you NOT consider a request from?

Q2.18 I'd like to ask you about the circumstances, if any, which you would allow an employee to reduce their hours of work: How likely is it that you would allow an employee to reduce their hours in the run up to retirement? "Is that very or quite likely?" OR "Is that not very or not at all likely?"

Q2.19 If you had an employee with a dependent child aged under six, how likely is it that you would allow them to reduce their hours so they could meet childcare responsibilities? “Is that very or quite likely?” OR “Is that not very or not at all likely?”

Q2.20 If you had an employee with a dependent child aged between six and sixteen, how likely is it that you would allow them to reduce their hours so they could meet childcare responsibilities? “Is that very or quite likely?” OR “Is that not very or not at all likely?”

Q2.21 How likely is it that you would allow an employee to reduce their hours so they could look after elderly parents or relatives? “Is that very or quite likely?” OR “Is that not very or not at all likely?”

Q2.23 If a woman returned from maternity leave on a reduced or part-time basis, would she be able to keep her existing job?

Q2.24 Would she be able to keep her existing level of seniority?

Q2.23 – Q2.36 (why 2nd and 3rd most recent request was turned down)

Q2.40 From April 2007 employers [will have / had] a legal duty to give consideration to requests to work flexibly from employees who have caring responsibilities for adults.

Section 6

Q6.1 Awareness of Maternity Leave and Pay changes

Q6.2 Did your workplace allow ALL mothers, whose baby [is or] was due before 1st April 2007, a whole year off work, if they wanted to take that long?

Q6.4 Awareness of Maternity leave changes

Q6.5 At your workplace, do you currently or did you pay any mothers more than this?

Q6.6. Is or was this extra-statutory pay available to all mothers whose baby was [or is] due before 1st April 2007?

Q6.7 Which mothers qualify for this extra-statutory pay?

Q6.8 Is or was the extra pay: full pay for all of their maternity leave, full pay for some of their maternity leave, or some other amount which is above the statutory minimum?

Section 7

Q7.2 One of these changes has been the introduction of optional ‘keeping in touch days’, for mothers whose baby is due on or after 1st April 2007. Were you aware of this change?

Section 8

Q8.4 Have any women returning to work had to come back to a different job and been unhappy about not being able to return to their previous job?

Section 10

Q10.3 Taking time off at short notice to deal with a household emergency such as a flood. Would this almost always, sometimes or never be agreed to?

Q10.4 Taking time off to care for a sick pet. Would this almost always, sometimes or never be agreed to?

Q10.5 Taking time off to attend a hair or beauty appointment. Would this almost always, sometimes or never be agreed to?

Section 11

All of Section 11

Section 12

All of Section 12

Section 15

Q15.1 Generally, would senior managers consult employees, or their representatives, about the introduction of flexible working practices and leave arrangements effecting this establishment?

Q15.2 How, if at all, do you inform to employees about available working patterns, leave arrangements or facilities that can help them balance their work and their life outside work?

Q15.4 Are there any committees of managers and employees at this workplace, primarily concerned with consultation, rather than negotiation? These committees may be called joint consultative committees, works councils or representative forums.

Q15.5 Which of the following issues are discussed by the committee(s)?

Q15.6 Do any of these committees meet at least twice a year?

Section 16

All of Section 16. These were exchanged for questions pertinent to the removal of the Default Retirement Age in 2011.

Summary of new questions added to the WLB4 questionnaire

Section A:

A1 Is the establishment where you work the only establishment within the organisation?	These four questions replaced Q1.3, Q1.4, Q1.5 and 1.6 which were similar but it was felt that re-wording and re-ordering the questions would improve the flow of the questionnaire.
A2 And is the group that your establishment is part of...?	
A3 And is this establishment the organisation's (IF FOREIGN-OWNED A2=2: UK) headquarters...?	
A4 Would you classify your organisation as one...?	
A13 And do ANY employees on the payroll at this establishment...	This question was adapted from Q2.1 which asked if employees "currently or in the last 12 months" worked in a variety of ways (such as shift work etc.) The questions was adapted in order to gauge how employees are working 'currently' at the time of the interview

Section B:

B3 Can you tell me if ANYONE at this establishment has worked part-time in the past 12 months?	As detailed above, A13 was adapted to gain an indication of how employees currently work.
B5 Would you [IF B1≥1 OR B2≥1 or B3=1: say that you] make part-time working available....?	Added in to understand when employers would make part-time working available if no employee has worked in this way in the past 12 months
B9 Would you [IF B7=1-7: say that you] make the kind of flexible working practices that we have discussed available to employees on the payroll at this establishment...	As above, this question was asked to understand under what circumstances employers make flexible working practices available to employees

Section C:

<p>C1 Thinking generally, what factors do you take into account when considering a request to change working patterns?</p>	<p>This question was based on a question used in the IES Top Employers Survey in order to understand under what factors employers take into account when considering requests from employees to change their working patterns</p>
<p>C6 Who at your establishment makes the decisions on whether or not to accept a request for flexible working made by employees? Is it...?</p>	<p>These questions merged Q2.8 and Q11.1 from WLB3 in order to ask them in sequence and better elicit who at the establishment makes decision on whether or not to accept requests for flexible working and whether decisions are made using a set procedure.</p>
<p>C6c Which of the following best describes how decisions about requests for flexible working are made at this establishment?</p>	
<p>C6d Does this procedure...?</p>	<p>This question was added to understand what the set-procedure for accepting/rejecting requests for flexible working involves.</p>
<p>C7 Thinking generally now about ALL TYPES OF FLEXIBLE WORKING, in the past 12 months, how many requests have there been from employees at this establishment to change their working patterns for 3 months or more?</p>	<p>This question was asked in addition to C4 and was asked to all employers to encompass those employers that do not have flexible working practices available but may still have received requests from employees to work flexibly.</p>
<p>C8 Thinking about all of the requests made in the last 12 months for ALL TYPES OF FLEXIBLE WORKING, approximately how many or what percentage were made by men?</p>	<p>This question was asked in order to explore if there are gender differences in the volume of requests made</p>
<p>C10 Of these requests that have been turned down, approximately how many or what percentage were made by men?</p>	<p>Again, this question was asked in order to explore gender differences in the proportion of requests being rejected.</p>
<p>C17 Do you currently have any staff on the payroll at your establishment that are using flexible working as a means to....?</p>	<p>This question was added due to explore the issue of whether employees are using flexible working as a means to phase into retirement / accommodate a disability or health condition</p>
<p>C18 What proportion of your staff with line</p>	<p>Discussions between IFF, IES and BIS</p>

management or supervisory responsibilities have received training on how to effectively manage individuals making use of flexible working arrangements?	revealed interest in understanding whether line managers / supervisors have received specific training for managing employees working flexibly
C20 And in the last 12 months, have any employees mentioned that they were considering making a claim over the right to request flexible working but not then gone on to do so?	WLB3 reported very few employers having staff that have made a claim at an employment tribunal.
C21 The legal right to request flexible working used to apply only to employees with children under 5 or those with specific caring responsibilities. In April 2009 it was extended to cover all employees with children under 17. Were you aware of this April 2009 extension?	Legislation awareness question from WLB3 were updated with questions relating to more recent policy changes.

Section D:

D9 I'd now like to ask you about the additional pay that you offer to women going on maternity leave. Do you have a single offer in terms of extra-statutory pay or does it differ for women in different positions? IF ANSWERS 'DIFFERS' ASK: on what basis does it differ?	It was felt useful to understand if additional paternity pay was available to all female employees or dependent on job role / level of seniority / length of service.
D10 For how many weeks or months do you pay mothers above the statutory minimum?	These questions were added due to interest in further investigating employers' provision of maternity pay above the statutory minimum.
D11 And do mothers receive full pay for all of this time, part of this time or none of this time?	
D12 For how many weeks or months do mothers on maternity leave receive full pay?	
D13 What proportion of their pay do mothers on maternity leave receive [IF NONE AT FULL PAY: during their maternity leave; IF SOME AT FULL PAY: for the rest of their maternity leave]?	
D17 In the past 2 years, have you had any situations where a female employee was	WLB3 asked whether requests from females would be accepted (this question

working full-time hours prior to the birth of their child and they wanted to return on a part-time basis?	was also retained for WLB4), however it was deemed useful to know whether employers had actually experienced such demand from returning mothers.
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Section E:

E1 Over the past 2 years, approximately how many male employees working at this establishment have had a baby?	As with WLB3, WLB4 included a question asking how many fathers have taken time off around the birth of a child (E2), however it was deemed useful to gauge the incidence of male employees at the establishment that have actually had a baby in the previous two year prior to asking this.
E10 And do fathers receive their full normal pay for all of their paternity leave, part of this time or none of this time?	As with the maternity section, these questions were added to further explore the provision of extra paternity pay for fathers.
E11 For how many weeks or months do fathers on paternity leave receive full pay?	
E12 What proportion of their pay do fathers on paternity leave receive [IF NONE AT FULL PAY: during their paternity leave; IF SOME AT FULL PAY: for the rest of their paternity leave]?	
E14 Again thinking of paternity leave taken around the birth of a child, in the last 2 years, has your workplace allowed any fathers to split their paternity leave into individual days or weeks, rather than taking it in a single block?	This question was added to reflect policy changes since regarding paternity leave since 2007 (previously in WLB3 it was asked if being forced to take paternity leave in a single block was too inflexible or not).
E15 In 2011, the Government introduced changes to paternity leave rights. As well as 2 weeks off as ordinary paternity leave, male employees are also allowed to take up to 26 weeks additional paternity leave, paid at £136.78 per week provided that the mother has returned to work. Were you aware of this change in legislation?	Legislation awareness question from WLB3 were updated with questions relating to more recent policy changes.
E16 And in the last 2 years, how many male employees working at this establishment have taken Additional Paternity Leave i.e.	These questions were asked to explore the impact of the legislation changes regarding

time off between 20 and 52 weeks after the baby was born once the baby's mother has returned to work?	additional paternity leave
E17 Have any of the staff who have taken Additional Paternity Leave....?	
E21 Do you allow male employees time off work to attend antenatal appointments?	There was interest among BIS to explore how employers respond to fathers attending antenatal appointments
E22 How many appointments are they allowed time off to attend?	
E23 And how is time taken off to attend antenatal appointments treated? Is it taken as...	
E24 In the last 12 months, have any employees made a claim at an employment tribunal over paternity rights?	As with the maternity section, it was deemed of interest to ask if any employees had made / considered making a claim to an employment tribunal over paternity rights.
E25 In the last 12 months, have any employees mentioned that they were considering making a claim over paternity rights but not then gone on to do so?	
E26 Changing the subject slightly, do the benefits you provide for adoptive primary carers and their partners match those provided to birth parents?	This question was added due to interest in understanding the provision of benefits afforded to adoptive primary carers and their partners.

Section F:

F2 Under current legislation all parents with children under 5 and all parents with disabled children under 18 have a right to unpaid parental leave. In your workplace is it only these employees who have the right to parental leave or does this apply to all parents?	This question was added to understand whether employers limit the right to parental leave to only those with the legislative right.
F3 In March 2013, new regulations came into force which increased the amount of 'unpaid parental leave' that parents can take from 13 weeks to 18 weeks. Were you	Legislation awareness question from WLB3 were updated with questions relating to more recent policy changes.

aware of this change?	
F5A How is this leave specified?	Unlike in WLB3, how special leave is specified was only asked to those employers who specify how special leave should be classified.

Section H:

H6 On balance, have flexible working arrangements had a positive or negative impact on your business?	It was felt that a more general assessment of whether flexible working arrangements – among employers that make such practices available – have had positive or negative impact on the business would be useful to supplement the more specific impact questions asked earlier in section H.
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Section I:

I1 Changing the subject slightly, since the removal of the Default Retirement Age of 65, which came into effect in October 2011, have any of your employees retired?	These questions replaced all the WLB3 questions relating to the Default Retirement Age in order to reflect the removal of DRA in 2011.
I2 Following the removal of the Default Retirement Age, what would you say is the average age your employees are choosing to retire?	
I3 Over the last 2 years, have you seen any changes to the age profile of your workplace?	
I4 To what extent has this change in the profile of your workforce been a result of the removal of the Default Retirement Age. Would you say it has been.....?	
I5 Has the proportion of employees increased, decreased or stayed the same in each of the following age brackets as a result of the removal of the Default	

Retirement Age...?	
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Section J:

<p>J6 Are any of your employees contractually required to do on call working? READ OUT: On call working is when employees have to make themselves available to be called to do work if it is needed.</p>	<p>Questions concerning on-call working were added due to particular BIS policy interests.</p>
<p>J7 When employees are working on call, are they usually required to be at your place of work?</p>	
<p>J8 When you consider how many hours an employee has worked in a given week, do you include on call hours within this total?</p>	
<p>J9 As a minimum, how many days of paid holiday are full-time employees at your workplace entitled to a year EXCLUDING bank or public holidays?</p>	<p>These questions concerning paid holiday were added in order to complement their inclusion in the previous WLB4 employee survey.</p>
<p>J10 Are full-time employees entitled to paid holiday for all of the bank and public holidays within a year?</p>	

Appendix C – Cognitive testing report

WLB4 – Cognitive Testing Report

Background

IFF and IES undertook developmental work for the Fourth Work-Life Balance Employers (WLB4) survey.

This developmental work involved cognitive testing of the questionnaire among potential respondents (followed by a larger-scale CATI pilot). The cognitive stage was used to test comprehension, relevance and flow of the questions in the survey.

This short document summarises the key findings from the cognitive interviewing and a summary of the questionnaire amendments made as agreed between IFF, BIS and IES.

Methodology

Findings are based on 10 cognitive interviews, conducted face-to-face. The number of interviews targeted was restricted to 10 due to the timescales involved in developing the questionnaire ahead of starting main stage fieldwork. A targeted recruitment strategy was used in order to sufficiently test the questionnaire. As a result, seven interviews were conducted with employers who had flexible working practices available other than part-time working, seven had had a female staff member take maternity leave in the last two years and eight had had a male member of staff take paternity leave in the past two years. Table C.1.1 below shows the spread of company sizes captured.

Table C.1.1: Size profile of establishments interviewed during the cognitive testing stage

Establishment size	Has flexible working practices other than part-time working available	
	Yes	No
5-9 employees	2	1
10-24 employees	2	1
25-49 employees	1	1
50+ employees	2	-

Each interview involved administering a reduced version of the questionnaire (focussing primarily on questions that had been added or changed from WLB3) and taking detailed notes of respondent feedback. Respondents were then asked for their overall views of the interview experience and probed in detail about how they arrived at their answers to some of the key questions, and whether they felt there was any ambiguity or other difficulties when answering.

Overall coverage and flow

Respondents were able to answer almost all of the questions.

When respondents were asked how they found the flow of the questionnaire, most reported that they felt it was well structured and 'easy to follow'. There was no major juxtaposition of topics, however some respondents did find some question which required details of legislation to be read out to be quite difficult to follow and somewhat cumbersome.

A few smaller employers felt that the questionnaire didn't cover the type of flexibility that their workplace offered particularly well. This was generally because they did not have formalised policies such as monitored flexitime or agreements about regular working from home but did allow many of their staff to adjust their hours or work from home on a relatively informal basis. This was discussed at the feedback session that ultimately it was decided that it was tracking of formal flexible working practices that is the priority from a policy perspective because of the certainty that they afford employees.

Specific questionnaire issues and subsequent changes made

This sub-section details the changes that were made to specific questions of the questionnaire as a result of the cognitive testing.

Global amends:

To avoid any ambiguity over which employees to consider when answering questions, any references to employees were clarified as "employees on your payroll" to ensure the respondent does not refer to agency / freelance workers, those working on a self-employed basis, casual workers etc.

For consistency, any references to "the past year" were changed to "the past 12 months."

All 'don't know' options were prefixed with the interviewer instruction 'Do not read out.'

In the maternity and paternity leave sections, any references to statutory rates of pay were specified to be *per week*.

At questions where respondents are asked to consider whether certain rights, leave and pay schemes are available to all employees, three new precodes were added to pre-empt that respondents will say that it is dependent on the employee's job role / level of seniority / length of service.

Section A:

Two amendments were made in section A to questions A7 and A13. These are detailed in Table C.1.2.

At question A9, the SOC categories were changed from 'employees' to 'occupations' in line with the wording used in the Employer Skills Survey 2013. In addition, the SOC categories have changed since the previous survey (e.g. 'sales occupations' is now 'sales and customer service occupations'). It should be considered whether the categories should be kept consistent with WLB3 or matched to the updated SOC categories.

Section B:

To be sure that the respondent is considering part-time based on the definition of 'working for less than 30 hours per week', this definition was added as an 'add if necessary' interviewer instruction to the relevant questions.

There was general ambiguity among respondents when determining whether particular flexible working practices were 'available' at their workplace. In some instances the respondents did not know whether certain practices were available owing to the fact that they had not received a request from an employee to work in this way; thus, some respondents were answering on the hypothetical basis of how the workplace would respond if such a request were to be made by an employee. This was discussed at some length at the feedback session but it was agreed that for tracking purposes it was important to keep the terminology largely the same as for WLB3 but that these issues around interpretation would be reflected in the analysis and reporting of the survey.

To reflect that hypothetical responses are acceptable, the question text at B4 was very slightly amended to 'would part time working be available' as opposed to "is part-time working available" (B8 has been similarly clarified).

Amendments to questions B7, B8 and B9 are detailed in Table C.1.3.

An interviewer instruction was added to question B11 to specify that the written policy which provides for flexible workings does not need to cover *all* of the flexible working practices at the site. This instruction should provide some clarity to this question and prevent respondents unnecessarily answering 'no' or 'don't know' to this question.

Section C:

A new precode was added at question C1 to pre-empt respondents saying that the "circumstances of the employee (e.g. whether they have children / have a family)" is a factor for them in considering requests to change working patterns.

Amends to questions C6 and C23 are detailed in Table C.1.4.

The question text at C21 was amended in order to make it more succinct as respondents during the cognitive interviews mentioned that it was difficult to take on board all of the information being provided in this question and other that detail legislative changes.

For similar reasons, the text at C22 was amended.

Section E:

The question text at E6 was amended to replace the phrase 'topped up' with 'extended' to avoid any ambiguity at this question.

The amendments made to question E7 are detailed in Table C.1.5.

A code stating 'we have not had a request to split the leave' was added to question E14 as the cognitive interviews revealed that it may be difficult to answer this question if employers have not actually received a request from fathers to split their paternity leave, as opposed to a single block.

The question text at E16 was amended to make it more succinct.

The cognitive interviews revealed some confusion as to whether the antenatal appointments referred to in the question includes parenting classes. To address this, an interviewer note was added to specify that this refers only to medical antenatal appointments.

Section F:

An additional question was added at F3a to assess whether the benefits that employers provide for adoptive primary carers match those provided to birth parents.

Section H:

The amendments made to H1 and H2 are detailed in Table C.1.6.

At H3 an interviewer note was added to allow the interviewer to remind the respondents which flexible working practices have been recorded as being available at the establishment.

The amendments to questions H4 and H5 are detailed in Table C.1.6.

Section I:

Question I4 took almost one minute of time to ask and was collecting what could be considered superfluous information. This question asked the respondent to specify which age brackets have seen a proportional increase or decrease in employees. Since the aim was just to understand changes directly related to the removal of the Default Retirement Age (DRA), it was agreed to change the ordering of questions so that question I5 is asked first to establish whether the removal of the DRA has caused a change in the profile of the workforce, followed by the question asking which age brackets have had a proportional change.

Section J:

The wording of question J6 was amended to specify if any employees are *contractually* required to do on call working in order to avoid respondents answering 'yes' if this if employees work on call on an informal basis.

Question J9 was amended to establish what is the *minimum* number of days paid holiday that employees are entitled to in order to avoid respondents saying that it depends on the employee's length of service etc.

Question J10 was changed to a yes/no question as opposed to asking the respondent to add the number of bank holiday days to the number provided at J9, as was the case for the majority of respondents during the cognitive interviews.



Department for Business

Table C.2 Summary of cognitive findings: Section A

Question	Original question	Comments	Amended question
	<p>Approximately how many, or what percentage of these employees are female?</p> <p><i>PROBE FOR BEST ESTIMATE</i></p> <ul style="list-style-type: none">• [If Number given]: WRITE IN• [If percentage given]: WRITE IN• All employees are female• No employees are female• Don't know	<p>The actual text of A7 was left unchanged, however, later sections of the questionnaire ask about paternity leave for fathers. In order only ask these questions to relevant respondents (and, therefore, help reduce the interview length), questions A7b and A7c were added to create a dummy variable to be used in the routing instructions of section E (which helps to avoid respondents being asked irrelevant questions).</p>	<p>IF ALL STAFF ARE FEMALE (NUMBER AT A7= STAFF TOTAL AT A6) OR (A7=100%) OR (A7=3)</p> <p>A7b Has your establishment had any male employees on the payroll in the last 2 years?</p> <ul style="list-style-type: none">• Yes• No• Don't know <p>IF ALL CURRENT STAFF ARE FEMALE BUT HAVE EMPLOYED MALES IN THE PAST 2 YEARS (A7B=1)</p> <p>A7c Has your establishment had any male employees on the payroll in the last 12 months?</p> <ul style="list-style-type: none">• Yes• No• Don't know

Question	Original question	Comments	Amended question
	<p>ASK ALL And do ANY employees on the payroll at this establishment...</p> <p><i>READ OUT. MULTICODE</i></p> <ul style="list-style-type: none"> • Work shifts ADD IF NECESSARY: Shift working is a pattern of working whereby different groups of employees work over different periods of the day or week. May be used in manufacturing to permit a production line to keep working all day and night, or equivalently in a supermarket e.g. Employees work mornings one week and afternoons the next • Work on zero-hours contracts ADD IF NECESSARY: A zero-hours contract is one which does not guarantee the employee a fixed number of hours per week and the employee is only paid for the hours that they work. 	<p>The cognitive interviews revealed some confusion among respondents about the definitions of the terms ‘work shifts’ and ‘work on zero-hour contracts’. As a result, read out definitions were added to these terms.</p> <p>An interviewer note was also added to make it clear that if the respondent say “sometimes”, then this will be recorded as “yes.”</p> <p>Furthermore, an additional option of ‘work part-time’ has been added so that this can be used to filter subsequent questions and avoid asking B1 and B2 unnecessarily to some respondents.</p>	<p>ASK ALL And do ANY employees on the payroll at this establishment...</p> <p><i>READ OUT. MULTICODE</i></p> <p>INTERVIEWER NOTE: IF RESPONDENT SAYS “SOMETIMES” THEN CODE THIS AS YES.</p> <ul style="list-style-type: none"> • Work shifts READ OUT: Shift working is a pattern of working whereby different groups of employees work over different periods of the day or week. • Work on zero-hours contracts ADD IF NECESSARY: May be used in manufacturing to permit a production line to keep working all day and night, or equivalently in a supermarket e.g. Employees work mornings one week and afternoons the next • Work part-time, that is less than 30 hours a week READ OUT: A zero-hours contract does not guarantee the employee a fixed number of hours per week and the employee is only paid for the hours that they work.

Table C.1.3: Summary of cognitive findings: Section B

Question	Original wording/question	Comments	Action / suggested change
<p>& B8</p>	<p>ASK ALL And can you tell me if ANYONE at this establishment currently, or in the past 12 months has...</p> <p><i>READ OUT. MULTICODE</i></p> <ul style="list-style-type: none"> • Worked a compressed working week • Worked reduced hours for a limited period • Worked from home on a regular basis (either all of the time or part of the time as part of their normal working hours)? • Worked annualised hours 	<p>The cognitive interviews revealed some confusion over the terms ‘compressed working week’ and ‘annualised hours.’ Read out definitions adapted from the Fourth Work-Life Balance Employee survey were added to these terms.</p> <p>For establishments that have shift work available, self-rostering was added as a form of flexible working.</p>	<p>ASK ALL And can you tell me if ANYONE on the payroll at this establishment currently, or in the past 12 months has...</p> <p><i>READ OUT. MULTICODE</i></p> <ul style="list-style-type: none"> • Worked a compressed working week <p>READ OUT: This is where a staff work their contracted hours over a fewer number of days.</p> <ul style="list-style-type: none"> • Worked from home on a regular basis rather than as a one-off • Worked annualised hours <p>READ OUT: This is where the number of hours staff have to work is calculated over a full year rather than a week or month.</p> <ul style="list-style-type: none"> • IF HAS SHIFT WORK: Self-rostering <p>READ OUT: This is where staff are able to state their preferred working hours and agree with the employer how all the required working hours will be covered.</p>

Question	Original wording/question	Comments	Action / suggested change
	<p>Would you say that you make the kind of flexible working practices that we have discussed available to employees.....?</p> <p>INTERVIEWER NOTE: Flexible Working Practices mentioned were (DP: LIST THE WORKING PRACTICES AVAILABLE AS PER B8DUM)</p> <p><i>READ OUT. SINGLE-CODE</i></p> <ul style="list-style-type: none"> • Mainly when there are specific posts in your company where you only need people to work in this way • Mainly when employees request to work in this way • Or is it in both circumstances about equally? 	<p>All three previous codes were to be read out by the interviewer. So that respondents are not offered the chance to provide an 'easy' answer, the third code was made to be a 'Do not read out' code.</p>	<p>Would you say that you make the kind of flexible working practices that we have discussed available to employees.....?</p> <p>INTERVIEWER NOTE: Flexible Working Practices mentioned were (DP: LIST THE WORKING PRACTICES AVAILABLE AS PER B8DUM)</p> <p><i>READ OUT. SINGLE-CODE</i></p> <ul style="list-style-type: none"> • Mainly when there are specific posts in your company where you only need people to work in this way • Mainly when employees request to work in this way • DO NOT READ OUT: Both circumstances about equally

Table C.1.4: Summary of cognitive findings: Section C

Question	Original wording/question	Comments	Action / suggested change
	<p>Which of the following statements best applies to how line managers and supervisors at this establishment treat requests to [flexible practice mentioned at B8DUM]? Would you say that...</p> <p><i>READ OUT. SINGLE CODE</i></p> <ul style="list-style-type: none"> • Line managers decide using a procedure that has been specified for the site as a whole • Line managers decide using procedures that vary between teams or departments • Line managers have no set procedures and treat each case differently depending on circumstances • Line managers have no role in the decision as all requests are handled by a single person or department at your site (e.g. HR) 	<p>The cognitive interviews revealed some difficulty regarding this question. The fact that the codes conflated both decision-maker and procedures made them a bit difficult to follow.</p> <p>To address this, the question was split out into three separate questions. Firstly respondents are asked who deals with requests for flexible working. Respondents that say it depends on the type of request being made are then asked specifically which types of flexible working are handled by line managers/supervisors and which are handled by the HR department. Finally, respondents are asked if a set procedure is followed when dealing with requests for flexible working.</p>	<p>C6: Who at your establishment makes the decisions on whether or not to accept a request for flexible working made by employees? Is it...?</p> <ul style="list-style-type: none"> • The employee's Line Manager or Supervisor • Or a single person with HR responsibilities / the HR department • Or does it vary depending on the type of flexible working being requested <p>C6a/b: Which specific types of flexible working practices do line managers or supervisors (the HR department or a single person with HR responsibilities) make decisions on?</p> <p>C6c: Which of the following best describes how decisions about requests for flexible working are made at this establishment?</p> <ul style="list-style-type: none"> • Decisions are made using a set procedure that has been specified for the site as a whole • Decisions are made using procedures that vary between teams or departments • No set procedures are used and each case is treated differently depending on circumstances

Question	Original wording/question	Comments	Action / suggested change
	<p>The statutory procedure for handling flexible working requests is that the employer receives an employee's application for flexible working and within a set period of time, they will meet to discuss the application and then respond to the application, which is then followed by an appeal if the employee decides to appeal against the employer's decision.</p> <p>Do you use a procedure for handling requests which uses the Statutory Procedure, is it less detailed or less formal than the statutory procedure, or is it more detailed or more formal than the statutory procedure?</p> <p>READ OUT AND CODE ONE ONLY.</p> <ul style="list-style-type: none"> • Uses the statutory procedure or is the same as the statutory procedure • Less detailed or less formal • More detailed or more formal 	<p>The original question caused some difficulty for respondents during the cognitive interviews as it conflated whether the Statutory Procedures was followed and then whether the actual policy is more or less formal.</p> <p>To address this, the question was split out into two questions to first ask if they follow the Statutory Procedure. If the respondent's establishment does not follow the described procedure they are then asked if the procedure that they follow if more detailed or formal, or less detailed or formal than the Statutory Procedure.</p>	<p>C23: The statutory procedure for handling flexible working requests is that the employer receives an employee's application for flexible working and within a set period of time, they will meet to discuss the application before providing a response, which the employee may then appeal against if they wish to.</p> <p>Do you follow this Statutory Procedure when handling requests for flexible working?</p> <ul style="list-style-type: none"> • Yes • No <p>C23a: Is the procedure that you follow less detailed or less formal than the statutory procedure I just described, about the same level of detail and formality, or is it more detailed or more formal?</p> <ul style="list-style-type: none"> • Less detailed or less formal • About the same level of detail and formality • More detailed or more formal

Table C.1.5: Summary of cognitive findings: Section E

Question	Original wording/question	Comments	Action / suggested change
	<p>Under current regulations, male employees are allowed two weeks off work as ordinary paternity leave around the time when the baby is born, paid at a statutory rate of £135.45. At your workplace do you allow any fathers to take longer than two weeks off around the time when their baby is born on top of their holiday or annual leave allowance?</p> <ul style="list-style-type: none"> • Yes • No • DO NOT READ OUT: Don't know 	<p>There was some confusion at E5 to E8 about whether or not unpaid leave could be included.</p> <p>Consequently, the question text at E7 was amended to specify that the additional leave could either be paid or unpaid as questions E10 and E11 assess the rates of pay for paternity leave.</p> <p>Furthermore, in line with the maternity leave section (D10), a paragraph of text was added to be read out before E8 to clarify that the respondent should answer questions E8 onwards on the basis of their 'standard' offer or the one that applies to the largest proportion of staff.</p>	<p>E7: Under current regulations, male employees are allowed 2 weeks off work as ordinary paternity leave around the time when the baby is born, paid at a statutory rate of £135.45 per week.</p> <p>At your workplace do you have a paternity leave scheme that allows fathers to take longer than 2 weeks off around the time when their baby is born, either paid or unpaid, which is on top of their holiday or annual leave allowance?</p> <ul style="list-style-type: none"> • Yes • No • DO NOT READ OUT: It depends on the employee's job role • DO NOT READ OUT: It depend on the employee's level of seniority • DO NOT READ OUT: It depends on the employee's length of service <p>READ OUT IF ANY MALE EMPLOYEES HAVE TAKEN TIME OFF AROUND THE BIRTH OF A CHILD (E2>0)</p> <p>For the next few questions, please can you answer about your 'standard' offer in terms of additional paternity [IF E7=1 OR 3-5: leave and] pay or the one that applies to the largest proportion of your staff.</p>

Table C.1.6: Summary of cognitive findings: Section H

Question	Original wording/question	Comments	Action / suggested change
	<p>Do you think flexible working and leave arrangements have a positive, negative or no effect on the following at this establishment...READ OUT AND CODE ONE PER ROW</p>	<p>During cognitive testing, some respondents commented that the agree/disagree scale felt too prescriptive and that this may encourage 'Don't know' responses.</p> <p>To address this, the question text has been amended slightly to ask the respondent if there has been a generally positive or generally negative effect.</p>	<p>On balance, do you think flexible working and leave arrangements have a generally positive, generally negative or no effect on the following at this establishment...READ OUT AND CODE ONE PER ROW</p>

Question	Original wording/question	Comments	Action / suggested change
	<p>Can you tell me how much you agree or disagree with each of the following statements.</p> <p>Prompt as necessary: “DO YOU AGREE OR STRONGLY AGREE?” OR “DO YOU DISAGREE OR STRONGLY DISAGREE?”</p> <p>b. Managers here know what types of flexible working will suit the business</p>	<p>There was some confusion at this question about whether respondents were being asked for their general opinion or their experience at their workplace.</p> <p>It seems from WLB3 analysis that the intention was to ask about general perceptions.</p> <p>On this basis, the first statement that was newly added into WLB4 didn't 'fit' very well into the battery of statements and hence has been separated into another question that is only asked to establishments who have flexible working available.</p>	<p>Can you tell me how much you agree or disagree with each of the following statements.</p> <p>Probe as necessary: “DO YOU AGREE OR STRONGLY AGREE?” OR “DO YOU DISAGREE OR STRONGLY DISAGREE?”</p> <p>b. [ASK ONLY IF ANY OF THE FLEXIBLE WORKING PRACTICES ARE AVAILABLE (B8DUM=1-9)]: Managers here know what types of flexible working will suit the business</p>

Question	Original wording/question	Comments	Action / suggested change
	<p>Do you think flexible working and leave arrangements have a positive, negative or no effect on the following at this establishment...?</p> <ul style="list-style-type: none"> • - employee relationships • - productivity • - absenteeism • - labour turnover • - recruitment • - employee motivation and commitment • - ability to retain staff during difficult economic times 	<p>There was a feeling from some respondents that H1 didn't give a very balanced picture of their views of flexible working (for example if the 'positives' were only weakly positive and the negatives were considerable.</p> <p>Hence we agreed to add H4 asking for an indication of the overall impact of flexible working (either positive or negative).</p>	<p>H6: On balance, have flexible working arrangements had a positive or negative impact on your business?</p> <p>Probe as necessary: <i>"IS THAT A VERY POSITIVE OR FAIRLY POSITIVE IMPACT?" OR "IS THAT A FAIRLY NEGATIVE OR VERY NEGATIVE IMPACT?"</i></p>

Question	Original wording/question	Comments	Action / suggested change
& H5	<p>H4: Do you have any way of quantifying the value of flexible working to your business?</p> <ul style="list-style-type: none"> • Yes • No • DO NOT READ OUT: Don't know <p>ASK ALL WHO QUANTIFY VALUE OF FLEXIBLE WORKING (H4=1) H5: How do you do this?</p> <ul style="list-style-type: none"> • Write in 	<p>There was a suggestion from the cognitive interviews that respondents were 'over-playing' the extent to which they quantified the value of flexible working.</p> <p>We agreed to tighten the wording slightly and ask explicitly whether people quantify the impact. We also agreed to add some pre-codes to H7.</p> <p>We will also monitor responses to this question in the pilot.</p>	<p>IF POSITIVE OR NEGATIVE IMPACT (H4≠DON'T KNOW) H6: Do you quantify the impact of flexible working on your business?</p> <ul style="list-style-type: none"> • Yes • No • DO NOT READ OUT: Don't know <p>ASK THOSE WHO QUANTIFY IMPACT (H6=1) H7: How do you do this?</p> <ul style="list-style-type: none"> • By measuring staff retention rates • By measuring staff productivity • By measuring staff satisfaction • By measuring the financial impact • Other (specify)

Appendix D – Pilot report

The Fourth Work-Life Balance Employer Survey

Pilot Report

Introduction and methodology

The sample for the pilot consisted of 500 establishments drawn from Experian's National Business Database, which is commonly used as a sampling frame for establishment-level business Surveys. The Experian National Business Database draws upon the small and medium business directory of Yellow Pages data and matched alongside the larger business focus of the Thompson Directories to create and maintain its database of 5.1 million businesses in the UK. The pilot sample was drawn from a cross-section of industry sectors and covered establishments with five or more employees.

Fieldwork ran from Tuesday 16th to Thursday 18th April and 28 interviews were achieved (against a target of 25).

There were no quotas set by size, sector or region but interviews were completed with a diverse range of employers across Great Britain including:

- a magistrates court
- a school
- a hotel
- a bakery
- a fast food restaurant
- a fire brigade
- a plumbers
- a bank

In terms of size, establishments had the following employee breakdown:

Number of employees	Number of interviews achieved
5 – 9	4
10 – 24	6
25 – 49	6
50 – 99	6
100 – 249	5
250+	1
Total	28

Interviewers received a face-to-face briefing prior to the fieldwork consisting of background information about the purpose of the survey and a question-by-question run-through of the

questionnaire to make them aware of specific instructions for certain questions. A debrief session was held following the interviewing, where feedback was obtained from the interviewers.

The following report contains recommendations arising through listening-in to pilot interviews, feedback from interviewers, and analysing the responses from the pilot stage.

As a note, it was not the purpose of the pilot to test the target response rate. The short fieldwork period meant that the pilot would not be able to provide a robust estimate due to the different contact procedure employed at this stage compared with the main stage.

Interview length

The intended average interview length for WLB4 was 30 minutes; down from 40 minutes in WLB3.

The average interview length during the pilot was 37 minutes, with employers starting to ask 'how much longer?' from around the 20 minute mark. It is also possible that this pilot interview length was a slight underestimate as only one interview was achieved with the largest sizeband in the pilot (and these employers are likely to have the longest average interviews - being for instance likely to have more formal policies and more instances of issues of complaints due to a higher number of staff in general).

It was also noticeable that the enthusiasm with which employers answered (and the time and attention paid to understanding the questions and formulating correct responses) waned towards the end of the interview, which raises concerns about data quality if the questionnaire were to remain at this length.

It can also be expected that a shorter interview length will lead to more employers being willing to have their data linked to other sources and to be re-contacted for future research: the pilot figures of 68 per cent and 57 per cent were significantly lower than the numbers achieved in the (shorter) Employer Skills Survey 2011 (80 per cent and 69 per cent respectively).

We would therefore recommend cuts are made if possible. Reducing length would also help minimise drop-outs. During the pilot there were 16 employers who dropped out of the interview from section A onwards (although some of these were willing to be called back to complete the interview at a later date): three in section A, three in section B, six in section C, one at question G2, one at H3, one at J1 and one at K2.

The tables below detail the significant changes made as a result of the pilot stage.



Section by section

Part 1
Section A
for Business

Innovation & Skills

Pilot question	Changed wording	Reason
<p>A7b Has your establishment had any male employees on the payroll in the last 2 years?</p> <p>And</p> <p>A7c And has your establishment had any male employees on the payroll in the last 12 months?</p>	<p>A7D Has your establishment had any male employees on the payroll in the last 2 years?</p> <p>And</p> <p>A7E And has your establishment had any male employees on the payroll in the last 12 months?</p>	<p>Questions A7b and A7c were asked in order to route employers who have had no male employees in last 12 months / two years out of some of the questions in the paternity section. Equivalent questions were added for employers who said they had no male employees in order to route the maternity section accordingly.</p>
<p>A9 You said earlier [integer provided at A6] employees were on the payroll at this establishment. Are any of these employees...?</p> <p>Managers and senior administrators</p> <p>In professional occupations</p> <p>In associate professional and technical occupations</p> <p>Etc.</p>		<p>This question was removed as it took a fairly long time for respondents to answer and it was deemed that the amount of time taken to answer the question was disproportionate to its value in analysis terms as it was rarely reported on in the WLB3 report.</p>

Pilot question	Changed wording	Reason
Section C		
C2 Are all employees on the payroll at this establishment eligible to [flexible practice mentioned at B8DUM] or is it restricted to some employees only?	C2 Are all employees on the payroll at this establishment eligible to [flexible practice mentioned at B8DUM] or are some employees not eligible?	Question C3 asks “Who is not eligible” (rather than who is it restricted to) and so the C2 wording was changed from “...or is it restricted to some employees only” to “or are some employees not eligible?”
<p>Questions C2-C5 were previously asked in a loop for each flexible working practice that is available at the site:</p> <p>C2 Are all employees on the payroll at this establishment eligible to [flexible practice mentioned at B8DUM] or is it restricted to some employees only?</p> <p>C3 Who is not eligible to [flexible practice from B8DUM]?</p> <p>C4 In the past 12 months, have there been any new requests from any employees on the payroll at this establishment to [flexible practice from B8DUM] for a sustained period of time?</p> <p>C5 And approximately how many employees on your payroll were working [flexible practice mentioned at B8DUM] in the past 12 months?</p>		In order to make these questions quicker to administer the questions were no longer asked in a loop but instead C2 was asked for each flexible working practice before moving onto C3 etc. It was felt that this would also give employers more of a sense of progress, making the section feel less repetitive

<p>C6a Which specific types of flexible working practices do line managers or supervisors make decisions on?</p> <p>And</p> <p>C6b Which specific types of flexible working practices does the HR department, or a single person with HR responsibilities make decisions on?</p>		<p>The pilot response patterns did not make a great deal of sense as nine of the 12 people saying the decision maker varies between line managers and HR (option 3) at C6 have given the same answer (i.e. the same type of flexible working practice) at least once at C6a and C6b, suggesting that the 'it varies' code has been chosen because it does vary between the two, but by something other than by type of flexible working. As a result these questions were removed.</p>
<p>C23 The statutory procedure for handling flexible working requests is that the employer receives an employee's application for flexible working and within a set period of time, they will meet to discuss the application before providing a response, which the employee may then appeal against if they wish to. Do you follow this Statutory Procedure when handling requests for flexible working?</p> <p>And</p> <p>C23a Is the procedure that you follow less detailed or less formal than the statutory procedure I just described, about the same level of detail and formality, or is it more detailed or</p>		<p>82 per cent of employers interviewed for the pilot said that they follow the statutory procedure at C23, meaning C23a was asked of few employers. It was also discussed that employers may feel disinclined to say that they do not follow the statutory procedure at C23. As such, these two questions were removed from the questionnaire.</p>

more formal?		
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Pilot question	Changed wording	Reason
Section E		
<p>E18 Have you experienced any problems with fathers taking ordinary paternity leave or additional paternity leave in the last 2 years because they haven't provided enough notice?</p> <p>Yes – ordinary paternity leave Yes – additional paternity leave No Don't know</p>	<p>E18 Have you experienced any problems with fathers taking ordinary paternity leave or additional paternity leave in the last 2 years because they haven't provided enough notice?</p> <p>Yes – ordinary paternity leave Yes – additional paternity leave Yes – both ordinary and additional paternity leave No Don't know</p>	<p>A number of respondents said that they experienced problems with both types of leave and so this option was added in.</p>

Pilot question	Changed wording	Reason
Section G		
G1 Which organisations or who would you contact if you needed to find out more about flexible working or about maternity, paternity or parental rights legislation?		The wording of the question was left unchanged, however an additional pre-code option of 'HR department / head office' was added as this was frequently mentioned by respondents.
G2 Which of the following ways do you keep up with legislation on flexible working, maternity, paternity or parental rights?		This question was identified of being of less important to BIS from a policy perspective and so was removed.

Pilot question	Changed wording	Reason
Section H		
<p>H1 On balance, do you think flexible working and leave arrangements have a generally positive, generally negative or no effect on the following at this establishment...</p> <p>...absenteeism at this establishment</p> <p>...recruitment at this establishment</p> <p>...labour turnover (including the retention of female employees) at this establishment</p>	<p>H1 On balance, do you think flexible working and leave arrangements have a generally positive, generally negative or no effect on the following at this establishment...</p> <p>...reducing absenteeism at this establishment</p> <p>...ease of recruitment at this establishment</p> <p>...reducing labour turnover (including the retention of female employees) at this establishment</p>	<p>The iteration 'absenteeism at this establishment' was changed to 'reducing absenteeism at this establishment' in order to make it clearer to employers that they should answer 'positive' if they are experiencing fewer absences – the current wording is a double negative and gave several employers pause for thought. In a similar vein, the wording of some of the other codes was changed e.g. 'ease of recruitment and 'reducing labour turnover'.</p> <p>Furthermore the "(including retention of female employees)" parenthesis was removed from the fourth iteration as it talks about reducing turnover but increasing retention which may cause confusion.</p>

<p>H2 Can you tell me how much you agree or disagree with each of the following statements.</p> <p>b) Managers here know what types of flexible working will suit the business</p> <p>d) It is not easy trying to accommodate employees with different patterns of working</p> <p>j) People who work flexibly are just as likely to get top performance ratings as those who don't</p>		<p>The three iterations listed in the first columns were removed to reduce the length of this question as 24 of the 28 pilot respondents gave the same response for iterations i and j (therefore j was removed as i was asked in WLB3).</p> <p>Similarly, 21 of 28 respondent gave the same response for iterations c and d and so d was chose for deletion as it was deemed of less interest than c.</p> <p>Iteration b was removed as due to the type of respondents interviewed, the questions is effectively asking the respondent to rate themselves and may lead to inflated positive responses.</p>
<p>H4 Do you quantify the impact of flexible working on your business?</p> <p>And</p> <p>H5 How do you do this?</p>		<p>These two questions were removed as interviewers fed back that employers did not always understand 'quantify' at H4 and the open-ended answers given at H5 suggested that H4 has been misinterpreted: "we see if we make our targets", "they get newsletters", "we see if key hours are covered and leadership is effective."</p>

Pilot question	Changed wording	Reason
Section I		
<p>I5 Has the proportion of employees increased, decreased or stayed the same in each of the following age brackets as a result of the removal of the Default Retirement Age...?</p> <p>Those under 20 Those in their 20s Those in their 30s Those in their 40s Those in their 50s Those aged 60-65 Those older than 65</p>	<p>I5 Has the proportion of employees increased, decreased or stayed the same in each of the following age brackets as a result of the removal of the Default Retirement Age...?</p> <p>Those in their 30s or younger Those in their 40s or 50s Those aged 60 or over</p>	<p>The pilot question took a fairly long time to administer and was repetitive for the respondent. As a result, the age brackets listed were reduced to three.</p>
<p>I6 Has the removal of the Default Retirement Age had a positive effect, a negative effect or no effect on the following...</p> <p>The service your establishment provides to its customers or clients The amount of time your establishment needs to devote to managing the performance of staff Your establishment's profitability The administrative burden on your establishment</p>		<p>This question was removed as it did not feel relevant for those that had not had anyone retire since 2011 and 20 of the 28 respondents answered each statement in the same way ('no' to each statement) and so the usefulness of the data was seemed questionable.</p>

Pilot question	Changed wording	Reason
Section K		
<p>K4 Over the last 12 months, approximately what percentage of work days were lost through employee sickness or absence at this establishment? Please exclude authorised leave of absence, employees away on secondment or courses, or days lost through industrial action.</p> <p>WRITE IN %</p> <p>Don't know</p>	<p>K4 Over the last 12 months, on average, approximately how many days per employee were lost through sickness or absence at this establishment?</p> <p>1-3</p> <p>4-6</p> <p>7-9</p> <p>10-15</p> <p>16-20</p> <p>21+</p> <p>No employees to a sick day</p> <p>Don't know</p>	<p>Employers struggled with this question as shown by long pauses, a high level of don't know responses (12 of 28 or 42% had to be prompted with a range) and implausible answers given. This was also the case in WLB3 where 25% of employers ended up in don't know. The question was changed to ask for the average number of days off per employee.</p>

Appendix E – Interviewer briefing notes

5196: The Fourth Work-Life Balance Employer Survey (WLB4)

The Client

The Department for Business, Innovation & Skills (BIS) is the department for economic growth. The department invests in skills and education to promote trade and boost innovation. Listed on the www.gov.uk website, one of the priorities of BIS for 2012-2013 includes: *“extending the right to request flexible working and develop a new system of shared parental leave.”*

Background to the Research

The Work-Life Balance Employer Survey (WLB4) is the latest in a series of work-life balance surveys. The first such survey took place in 2000 and the last employer survey was conducted in 2007. The executive summary for the previous work-life balance employer survey (WLB3) can be viewed at <http://www.bis.gov.uk/files/file42220.pdf>

Since 2007 there have been a number of legislative changes concerning flexible working and leave arrangements, including the extensions of the right to request flexible working to parents of older children (2009) and the Additional Paternity Leave Regulations (2010). There has, of course, also been an economic crisis. Each of these will likely have had an effect on policies and practices on flexible working and leave arrangements at individual establishments, as well as employer perceptions on flexible working.

The **purpose of WLB4** is to gain an up-to-date view of the practice of flexible working and work-life balance in UK workplaces and obtain data on awareness, provision, take-up and demand in respect of the right to request flexible working, and employer views on the impacts (both positive and negative) of this right.

For context, there is also a work-life balance survey which takes place among *employees* – the last one took place in early 2011 and an executive summary can be viewed at <http://www.bis.gov.uk/files/file38387.pdf>

Mainstage Overview

Number of interviews:	Census approach, so as many as possible but capped at around 2,000
Approximate length:	35 min
Fieldwork dates:	15 th May to end of August
Quotas:	Only companies with below 5 employees will be screened out
Sample source:	IDBR
Screening criteria:	Minimum of 5 employees

An establishment-based survey

The survey is establishment-based. Hence we are likely to be interviewing a number of different sites of organisations with a large number of sites. It is crucial that we emphasise to the respondent that:

- all the questions **refer to that particular site, not the business as a whole**
- we are asking about employees **on their payroll** rather than freelancers or contractors.

We are not taking referrals to other sites. This is because the other sites may themselves have been sampled, and also in large chains headquarters staff may receive a very large number of these referrals, and it is important that employers are not burdened.

Sample

The sample has been sourced from a mixture of:

- the Interdepartmental Business Register (IDBR), which holds information on companies who are registered with Companies House and companies registered for VAT purposes with HMRC.
- Experian, a commercial sample provider.

The sample has been selected by size and sector and for the pilot there will be broad quotas set to ensure a spread of different interviews types are achieved.

The only screening criterion is that the workplaces we interview must have at least 5 employees (question A6 and A6A of the questionnaire). However, it should be noted that those ineligible to take part in the research should have been screened out at the pre-screening stage (see below).

Identifying the correct respondent: Pre-contact stage and advance letter

The research requires that we speak to the **most senior person at the site with responsibility for human resource and personnel issues**. In order to try and identify the most appropriate person to take part and to check eligibility for the research (i.e. that the establishments employed 5 or more employees) the survey underwent a pre-contact phase.

Interviews at the pre-contact phase attempted to establish a named contact at organisations to ensure that reaching the most appropriate individual at the mainstage was a more streamlined process.

This additionally allowed us to send out advance letters to provide more detailed information about the content of the survey and to notify recipients of the fieldwork period in order to encourage response.

In some instances, for various reasons, we were unable to identify a named contact at some establishments. In this instance, a generic “To the General Manager / To the HR Manager” letter was sent out to sites.

All establishments you are contacting should have received a letter in some form. During the opening questions of the mainstage you will be able to send out this advance letter again via email if the person you are speaking to has not seen it.

Identifying the correct respondent

Although in some instances, the sample will be named (and the letter will have been sent to that person), as mentioned above, it will not always have been possible to identify the most appropriate person at that site to interview during the pre-screening stage, meaning you will have to do this.

At smaller establishments this is likely to be the owner or general manager, whilst at larger business sites there is likely to be someone with a designated HR function. There will be someone at every site able to take part – where a number of people at the same site have the same level of seniority/responsibility then we can select any of them as an eligible respondent. However, you should not interview someone just because they are the most senior person available at the site at the time of your call – it will be better to wait for the correct person to be available.

It is very important that we interview the correct person as many of the questions require detailed knowledge of an establishment’s management and human resource arrangements.

Encouraging response

The following are selling points that you can use to emphasise to the respondent in order to increase participation:

- The survey is a government survey being conducted for BIS;
- This is an important and high profile government survey;
- This is their chance to have their views and experiences recorded;
- The results of this survey will help to shape future government policies on work- life balance practices.

You should emphasise to respondents that it is very important that a whole range of different types of companies take part in the survey to enable the Department to build up a clear picture of employer attitudes towards work-life balance. Even if companies do not provide any flexible working practices, this is still important information for us.

Setting appointments

Given that the survey is a census, it is particularly important not to annoy gatekeepers by over-calling. This is coupled with a fairly long fieldwork period which means we don't need to be arranging callbacks for as soon as possible. Instead we'd like to go for a gentler approach where if the person we need to speak to is not there we ask 'is tomorrow ok or would you rather I left it for a couple of days?' (or if you are pretty sure they're getting a bit tetchy, just suggest leaving it a few days).

We can also use the long fieldwork period to avoid refusals – where people say they are too busy to take part instead offer to call them back when their busy period is easing off.

Please write as detailed comments as you can for appointments as well as for refusals and breakdowns and copy any comments into the big box at the top of your screen.

The WLB4 Questionnaire – an overview

Below is a very brief outline of the WLB4 questionnaire and the topics covered.

- **Workplace characteristics:** This includes number of employees, gender breakdown of staff, how many days in a week they operate.
- **Availability and take-up of flexible working:** This includes how many staff are using flexible working arrangements (e.g. flexitime, job sharing etc.), if flexible working is available at the workplace.
- **Managing requests for flexible working:** This includes which staff are eligible to request flexible working, how requests from employees are handled (e.g. who makes the decision to accept/reject requests and do they follow a set procedure).

- **Maternity and Paternity leave:** This includes the employer's experience of maternity/paternity leave and what maternity/paternity leave schemes they have in place.
- **General attitudes to flexible working and leave arrangements:** This explores the employer's perceptions of flexible working at their workplace and in general (e.g. does flexible working have a positive or negative effect on productivity at their establishment).
- **Default Retirement Age:** This includes if the removal of the Default Retirement Age has had any effect on the age profile of staff at the workplace.
- **Working time:** This includes whether employees can opt-out of Working Time Regulations, whether any staff are required to do on-call working and how much annual leave employees are entitled to.

The WLB4 Questionnaire – in full

General points

It is important to distinguish between 'read out' and 'add if necessary' codes. The 'read out' codes must be used to ensure employers are interpreting things consistently but that 'add if necessary' codes should only be used where it is necessary i.e. the employer does not quite understand the question (so as not to add unnecessary length to the interview).

Where questions refer to 'within the last 12 months' and 'within the last 2 years' (e.g. complaints C19/20, D29/30, E24/25 or issues D26), this includes any instances from staff who may have since left.

Sometimes the interviewer instructions say 'multicode' and sometimes they say 'multicode ok' – the latter category means we're happy to accept more than one code at this question where it's relevant but there's no need to probe to get more than one e.g. by asking 'What else?'

You will find that some range questions do not allow you to fill in 0 (as a number or a %) and some do not allow you to enter 100%. This is either because there are separate 'None' and 'All' options (so look for this first) or sometimes because it would not make sense for the person to give this answer based on their answers to previous questions. If anybody gets into difficulty with this, please notify a supervisor.

The following section goes through each section of the questionnaire, highlighting key things to be considered for particular questions.

Screener

The introductory section is short and simply introduces the survey and records the respondent's job title. As mentioned earlier, the types of respondents we will be interviewing will need to have a good understanding of Human Resource and personnel

issues at their workplace. At S1 and S2 you will be able to send out the advance letter as an email if needed.

If you happen to get through to the right person immediately, please hit the transferred button to get to S2 so that you introduce the survey correctly and so any outcomes you code can be identified as having been after direct contact with the respondent rather than with a gatekeeper.

Section A – Workplace Characteristics Part 1

Question **A4** classifies the activities of the establishment. There are very few establishments which should legitimately answer ‘none of the above/other’ at A4. ‘Seeking a profit’ covers almost all private sector establishments; it doesn’t matter whether they are actually making a profit or not! Note that a private sector company whose clients are all government bodies/departments does NOT count as government funded

Question **A5** asks for the main business activity of the establishment (as opposed to their whole organisation). Please write in the main activity of the site at A5 so it can be coded later. This information needs to be detailed so that we can code to 4 digit SIC (i.e. ‘Manufacturing’ or ‘retail’ will not be sufficient. We need to know what they manufacture or what they sell, who they supply to etc.) The prompts are to be used as appropriate – i.e. if the first prompt does not give you enough detail, move on to the second, then the 3rd etc. (but you don’t need to use all three if you already have enough detail). We will be conducting checks on input here throughout the fieldwork and will provide feedback where improvements can be made.

Question **A6** is important as it introduces the only screening criterion used in the whole survey – that is how many employees they have on their payroll (specifically, how many that have a contract of employment). Partners and working owners should also be included. If the respondent says “don’t know” here (after being prompted with ranges) then the survey will close, so please encourage them to give a best estimate even if they are unsure of the exact figure. Both full and part-time staff should be included. We are screening out those that have less than 5 employees so if they give a number of 1-4 at question A6, then question A6A is asked as a follow-up to double check if this is correct.

Question **A7** asks the respondent to *approximate* how many of their staff are female. They can give their answer either as a number or a percentage. If they have no current female staff, they will get asked if they have had any female employees within the last 2 years (**A7b**) and then if they have had any in the last 12 months (**A7c**), in order to route questions later in the survey.

Similarly if ALL of their staff are female, in order to route questions later in the survey, we then ask if they have had any male employees in the last 2 years (**A7d**) and last 12 months (**A7e**).

Question **A12** asks about the days that the establishment usually operates. By this question we mean the **establishment as a whole** and not just relating the number of employees they gave at **A6** (e.g. if their contracted employees only work Monday-Friday but their casual staff work weekends, then this should be coded as ‘Seven days a week’).

Question **A13** is a yes/no grid asking if any employees on the payroll work certain patterns, e.g. do any employees work nights, or work part-time. You should read out the definitions for ‘work shifts’ and ‘work on zero-hour contracts’ in all cases. Importantly, if the

respondent says that employees “sometimes” work that way or “occasionally” work that way, then you should code that as being ‘yes’.

Section B – Availability and Take-Up of Flexible Working

B1 asks the respondent to *approximate* how many of their employees work part-time. Please note the definition of part time is “less than 30 hours per week” (and is throughout the survey).

B2B This is a logic check. The question will appear if the respondent has said previously (at A13) that they have employees that work part-time but then go on to say that they have no female or male employees that do so. The respondent will be given the opportunity to change previous answers relating to this.

Please note that all four options will always come up even though some employers will not have any female employees (and some will not have any male employees) – you’ll therefore need to remember what they said earlier on in the interview to be able to offer them appropriate options.

B3 and B4 establish if part-time working is available at the organisation, even if no one currently is employed part-time. If respondents specify that none of their employees *currently* work part time, they are asked **B3** to see if anyone has worked part-time *in the past 12 months*. They are taken to **B4** if no one has worked part-time in the last 12 months to see whether it is available or not.

If part-time working is available to employees within the organisation, respondents are asked **B5** to find out the circumstances under which part-time is offered. Please read out Codes 1 and 2. Code 1 relates to part-time being available when the company has a need for a part-time role and Code 2 when employees ask to work part-time. If the respondent believes it to be a mixture of these 2 scenarios, please code 3 “In both circumstances about equally”.

If part-time work is not something the organisation allows, they are asked **B6** which explores reasons why. Please note this is a DO NOT READ OUT, multicode question. Please probe with “Anything else?”

B7 is an important question as it establishes which other flexible working practices are available at the organisation. As respondents may interpret some terms differently (even when they think they understand them fully) it is important to read out the explanations of what “a compressed working week” and “annualised hours” mean.

Respondents may also query

- “Worked reduced hours for a limited period”. A “limited period” in this instance means temporarily so it does not become part of their contract.
- Working during school term time only (this is an option taken by some parents who need to provide childcare in the school holidays)

Please note there is no ‘don’t know’ option as the people we are speaking to should know this information – a ‘none of these’ option is available however.

B8 goes on to check whether flexible working practices are available, even if they had not been used.

B9 Asks how flexible working practices are made available to employees. The question aims to establish the degree to which availability of flexible working is driven by the needs of the establishment or due to individual requests. Please read out codes 1 and 2. The interviewer note is an 'add if necessary' rather than a 'read out'.

B11 Asks if flexible working practices are covered by a written policy. We are interested in knowing whether any written policy exists for ANY working practice. The written policy does not have to cover all flexible working practices available.

Section C – Managing Requests for Flexible Working

C1 asks about the factors organisations consider when there has been a request for flexible working. Please note this is a "do not read out", multicode question. Please consider the options already provided carefully before adding anything in as "Other (write in)". Please probe for additional answers. Please probe if anything is unclear. If respondents give, for example, "Birth of a child" or "Change in family circumstances" please code this as "The reason for the request".

C2-C5 are asked for each working practice available at the establishment. C2 and C4 are formatted as grids whilst C3 and C5 are asked separately of each different type of working practice.

C5 asks for an approximate number of employees who have used each of the flexible working practices. Please note: this question refers to all employees who have used the practice in the last 12 months INCLUDING those who may have left. There may be some overlap here between different codes i.e. one person could be doing both jobshare and part-time (they would count as 1 at both codes).

C6 establishes who decides whether employees' requests for flexible working can be accepted. Please consider the options available carefully before coding "Other (write in)". Please read out the codes and note that this question is single code.

C6c establishes how decisions are made and whether establishments have a set procedure or whether the decision process is flexible. Please read out the codes and consider responses carefully before coding "Other". If establishments go by a set procedure, they are asked C6d which breaks down the nature of the procedure.

C7 asks how many requests for flexible working have been made at the site in the last 12 months. Please note that there is a logic check built in here if respondents specify "none" but previously said that they had received new request for one or more flexible working practices (at C4) they will get reminded of this and asked if they want to change their answer to C7 or not. In addition, if one employee made 3 requests this should be coded as 3 rather than 1 (although this is not likely to be a frequent occurrence).

C8 asks how many requests have been made BY MEN. Respondents can give a number or % and if they do not know they are prompted with ranges. **C9** asks how many requests were turned down and **C10** how many of these turned down requests were made by men.

C12: If requests for flexible working have been turned down, C12 asks the reasons requests were turned down. Please note this is a DO NOT READ OUT, multicode

question. Please probe with “anything else?” and if answers are unclear. Please carefully consider the available options before coding “Other (write in).”

C19 and C20: These questions are mutually exclusive. C19 asks about people who have actually made a claim while C20 records people who have not made a claim but mentioned that they were considering doing so. Organisations might say yes at either or both of these questions.

C21 outlines a piece of legislation. Please take care to read out and understand the legislation carefully and in full. Previously, only those with children **under 5** had a **LEGAL RIGHT** to request flexible working or those with specific caring responsibilities (*those with children under 18 if a child is disabled*). However, in 2009, this was extended to include those with children **under 17**. The question asks if respondents were aware of this prior to being asked to participate in the questionnaire.

C22 establishes whether organisations only follow the LEGAL MINIMUM regarding rights to request flexible working or whether this is extended to all employees. I.e. are all employees allowed to request flexible working or is it only those with children under 17 or specific caring responsibilities. Codes 1-3 are singlecode. However, respondents might specify “It depends”. Please probe on this response. What does it depend on? Codes 4-6 can be multicode.

Section D – Maternity Leave

D1 and D2 ask about whether employers were aware before the interview took place about when women qualify for maternity pay. Please note the difference between ‘Aware but not sure of the detail’ and the DO NOT READ OUT codes which are for employers who were aware at a general level but thought the detail was different to what it actually is.

D3 – Asks the number of women who have taken maternity leave in the past two years. Please be aware of the interviewer instructions – this should include females who are currently on leave and if the same woman has taken leave more than once, they should only be counted once. Please probe for best estimate if respondents don’t know the exact number. This is important as subsequent questions depend on this.

D9 asks if the establishment has a single offer regarding additional pay or whether this differs. If more than one offer is available, please establish on what basis. If it differs, this can be multi-coded.

Please note that **D10-D13** should be answered for employers’ standard offer or (if they don’t have a standard offer as such) the one that applies to the largest proportion of their staff.

D13a: Please note that the ranges here are not the same as used elsewhere in the questionnaire.

D14: This interviewer instruction can be read out if necessary. Please note that a “phased return” is when a woman can return to work gradually for example doing 3 days at first, then increasing this over a period of time until she is back full time.

D23 and D25: Please provide as much detail as possible at these open-ended questions. If you can't understand the response, don't assume that the coding or research teams will be able to – what you write in should be self-explanatory.

D24: Employers can interpret 'issues' as they wish – it would cover any instances of where there was a difference of opinion between employer and employee or where the employer felt something was difficult or challenging about maternity rights or benefits (it doesn't have to be a formal issue).

D28: This is a DO NOT READ OUT so please familiarise yourself with the pre-codes.

D29/30: It may seem odd to some employers that we ask these questions even to employers who have not had anyone go on maternity leave in the last 12 months. This is because they may have had people who wanted to take maternity leave but ended up resigning / leaving instead.

Section E – Paternity Leave

E2: Around the birth of their child equates to approximately 2 weeks before or after. Please include males who are currently on leave. As with D3 in the maternity leave section, if the same male employee has taken leave more than once, they should only be counted once.

E2-E14: These questions all ask about **standard paternity leave** rather than additional paternity leave which is described at E15.

E7: This question asks if establishments have a scheme in place which allows fathers to take longer than the statutory minimum of 2 weeks. If "it depends", please probe on the basis on which it depends. This can be multicoded.

Questions **E9-E12** seek to establish whether organisations pay above the statutory rate for paternity leave and whether they are paid full pay for all, part or none of this time. If they receive full pay for part of the time, they are asked for how long. If they are on part pay, they are asked what portion of their pay they receive.

E15 – Please familiarise yourself with the legislation in this question. This relates to the 2011 legislation that enables fathers to take up to 26 weeks of additional paternity leave once the mother has returned to work. As with previous questions, this relates to their awareness of the legislation before embarking on the questionnaire.

E17 – if anyone has used this additional paternity leave, they are asked how long was taken. Please read out the codes in weeks and add the months if necessary. This can be multi-coded.

E18: It is unlikely that you will have to explain the information contained in the interview note to employers but please familiarise yourself with it so you can explain if necessary. This is a single code. Please note: this specifically relates to issues because of **fathers not giving enough notice**. The following question covers any other issues.

E19 – Please note that this is paternity leave specific i.e. time off around the birth of a child taken as holiday or other time off is not covered.

E20 - Please provide as much detail as possible at this open-ended question.

E23 – As there are a lot of pre-codes here and the question is a multi-code, please familiarise yourself with them and only code “other (specify)” where necessary.

E26 – This question about adoptive parents and carers encompasses both maternity and paternity leave and benefits.

Section F – Parental Leave, Emergency Time-off and Special Leave Provisions

F3 – As with previous questions, this refers to their awareness of the legislation prior to taking the questionnaire.

F4 and F5: As there are a lot of precodes here and the questions are multicode, please familiarise yourself with them and only code “other (specify)” where necessary. If you’re asked, we can include bereavement (needing to make arrangements following a death) as an instance of an emergency.

Section G – Sources of Information

Section G consists of only one question which asks about how the respondent/the establishment keeps up-to-date with flexible working and leave arrangement legislation. G1 is DO NOT READ OUT so please familiarise yourself with the codes available to use.

Section H – General Attitudes to Flexible Working and Leave Arrangements

H2: Not all of the codes will be relevant to every organisation. This is fine as we are interested in employers’ general attitudes towards flexible working in this question, it does not have to relate to their specific workplace.

Question **H3** asks if managers actively promote the availability of the flexible working and leave arrangements available at the workplace. The page will display the flexible working practices which are available at the workplace (as gathered from earlier in the survey). The term ‘actively promote’ is loosely defined and largely up to the respondent’s interpretation but this could involve including the right to request flexible working in contracts, or making employees aware of the practices that they are able to request via internal communication.

Section I – Default Retirement Age

This section asks about the removal of the Default Retirement Age (DRA) and its effect on the age profile of the workplace. For background information, the DRA (formerly 65 years of age) was phased out in October 2011 which means that employees can work for as long as they want to without being discriminated against. Some employers can impose a compulsory retirement age provided that they can objectively justify implementing one. For example, the police force and air traffic controllers operate a compulsory retirement age.

Questions **I1 and I2** ask if any employees at the establishment have retired since the removal of the DRA and, if so, what is the average age of the employees that are choosing to retire (you can accept a best estimate).

Questions **I3 to I5** ask whether there has been a change in the age profile of the workplace and, if so, to what extent the removal of the DRA has had an effect on this change in age profile. If the removal of the DRA has had an effect then we read out three age brackets from ‘those in their 30s or younger’ up to ‘those aged 60 or over’ and ask if the proportion of employees in each bracket has increased, decreased or stayed the

same. If the organisation has not had anyone in the age bracket within the last 2 years, code 'stayed the same'.

Section J – Working Time

Question **J1** asks how hours worked by employees beyond their contractual hours are treated: are they usually paid, unpaid or taken as time off in lieu. Time off in lieu is defined as time off which an employee is allowed to take, instead of overtime pay, for hours worked beyond their contracted hours.

Questions **J2 and J3** ask about whether any employees (split by management or non-management) have worked over 48 per week over a continuous four month period or longer. We of course want the responses to be as accurate as possible, but it is to be appreciated that the respondent may not know precisely whether employees have been working these hours for precisely a four month period. It is therefore OK to ask the respondent to give a best estimate, i.e. if the respondent says "I think they have but I'm not sure" you should code this as 'yes'.

Questions **J4 and J5** ask about Working Time Regulations and whether any managerial or non-managerial employees have opted-out of the regulations. For background information, The Working Time Regulations Act was introduced in 1998 and it regulates the time that people in the UK may work. Specifically, it sets a default rule which states that workers may work no more than 48 hours per week, although individual workers can opt-out of this.

Questions **J6 to J7** ask about on-call working, specifically whether any employees are contractually required to do on-call working, whether on-call workers are required to be at the place of work, and whether employers include on-call hours when calculating how many hours an employee has worked in a given week. For your information, on-call working is when an employee is required to be available to work at short-notice, usually in the case of an emergency (e.g. doctors, residential wardens and IT personnel are often required to do on-call working). If in doubt about whether to read out the 'add if necessary' please do so.

Questions **J9 and J10** ask for how many days of paid holiday are full-time employees entitled to. This is as a minimum, e.g. what is the lowest number of days paid holiday that any/all staff are entitled to, as it may be the case that employees with many years of service may be entitled to extra days of holiday. Question J10 then asks if all full-time employees are entitled to paid holiday for all of the UK bank and paid holidays in a year. Please note that if employees have to work bank holidays but are given time off in lieu code 'Yes'.

Section K – Workplace Characteristics Part 2

The final section of the questionnaire asks more questions about the workplace – again remember these are establishment-specific.

Appendix F – Advance letter



Department
for Business
Innovation & Skills

Mr Bill Wells
Deputy Director
Labour Market Directorate
1 Victoria Street
London
SW1H 0ET

Insert respondent address

Address line 2

Address line 3

Address line 4

www.bis.gov.uk

Ref. **insert unique ID number**

Insert date

Dear **insert name**

Work-Life Balance: A Study of Flexible Working and Leave Arrangements 2013

The Department for Business, Innovation and Skills is about to carry out the 2013 Work-Life Balance Employer Survey – the fourth in the series that began in 2000. This is an important undertaking for the Department, and provides essential information on employers' flexible working and leave arrangements. We would be very grateful for your participation in the study.

You have been chosen to take part from a random sample of workplaces. To obtain a nationally representative, reliable picture, it is crucial that as many of the chosen establishments as possible take part in the survey. Your responses and feedback will be extremely valuable in helping us understand employers' views on the perceived benefits and / or issues experienced when implementing flexible working and leave arrangements, and will help inform future Government policy in this area.

We have commissioned IFF Research, an independent research organisation, to carry out the research on our behalf. You may have already spoken to an IFF interviewer when your organisation was called to see who would be the most appropriate person to take part in the research. A researcher will call again in May or June to ask you to take part in a telephone interview and to arrange a convenient time over the summer for this to happen. The interview will last approximately 35 minutes and cover your views and experiences on flexible working, maternity leave, paternity leave, working hours and retirement. If you would like to find out more about the question areas covered, please visit <https://www.gov.uk/government/organisations/department-for-business-innovation-skills/series/work-life-balance-employer-survey>

Your answers will be treated in strict confidence in accordance with the Data Protection Act. The information you provide will be used solely for research purposes. Your personal and contact details will be known solely by IFF Research and will not be passed on to any other party including the Department of Business, Innovation and Skills (BIS), without your permission. Individuals or workplaces will not be identified in the report of findings, which will be published.

If you have any questions about the interview arrangements or the conduct of the study, please call Liz Murphy or Mark Tweddle at IFF Research on 0207 250 3035 or email WorkLifeBalanceSurvey2013@iffresearch.com. If you would like to talk to someone at BIS about why the survey is carried out, please call Dr Hulya Hooker on 020 7215 2692 or e-mail hulva.hooker@bis.qsi.gov.uk

Many thanks in advance for your help.

Bill Wells, Deputy Director, Labour Market Analysis, Department for Business, Innovation and Skills.

Appendix G – Copy of pre-screener

The Fourth Work-Life Balance Employer Survey

Screener (pre-interview call)

J5196

Telephone

S Screener

ASK TELEPHONIST

- S1 **Good morning / afternoon. My name is [NAME] – I'm calling from IFF Research. We are conducting a government survey for the Department of Business, Innovation and Skills looking at flexible working and leave arrangements within workplaces.**

Can I just check, is this [COMPANY NAME FROM SAMPLE]?

Yes – correct	1	CONTINUE
No – company name wrong	2	TAKE CORRECT COMPANY NAME (_____) AND CONTINUE
No BUT has the correct number for that organisation	3	TAKE CORRECT COMPANY NUMBER (_____), THEN THANK AND CLOSE
No - Residential Number and no number for the named organisation	4	CLOSE
Refusal (specify)	5	CLOSE

ASK TELEPHONIST

- S2 **And can I just check that I have reached you at [COMPANY ADDRESS FROM SAMPLE]?**

Yes – correct	1	CONTINUE
No – corporate number / main switchboard / this is the head office	2	ASK FOR NUMBER FOR SPECIFIED SITE (COLLECT _____) ASK FOR TRANSFER (OR CALL NEW NUMBER) AND RE-ASK S1
No longer at this address - moved	3	ASK FOR NEW ADDRESS (DP SHOW EXISTING ADDRESS FOR THE INTERVIEWER TO AMEND), THEN ASK S3

IF CORRECT ESTABLISHMENT ADDRESS (S2=1 OR 3)

S3 **Can you tell me approximately how many employees are on the payroll at this establishment? [If your establishment is part of a group, please think only in terms of the site where you work rather than the whole organisation.]**

PROMPT IF NECESSARY: IS IT LESS THAN 5?

Less than 5	1	WE ARE ONLY LOOKING TO TALK TO SITES WITH 5 OR MORE EMPLOYEES. THANK AND CLOSE
5 or more	2	CONTINUE
Don't know	X	CONTINUE

IF MORE THAN 5 EMPLOYEES WORKING AT ESTABLISHMENT OR DON'T KNOW (S3=2 OR X)

S4 **At this stage we are trying to identify the most appropriate person to speak to about the research. Could you tell me the name of the most senior person AT THIS SITE with responsibility for human resource and personnel issues (such as recruitment), or for general management issues. [For example your HR or personnel director / manager, or a site manager]?**

INTERVIEWER NOTE: IF THIS ROLE SHARED BETWEEN STAFF, A NAME OF ANY OF THEM WILL BE FINE.

INTERVIEWER NOTE: IF RESPONDENT ATTEMPTS TO TRANSFER TO SOMEONE AT ANOTHER SITE: **We need to speak to someone at this site rather than someone at another branch or office of your organisation. Could I speak to the person at this site who would have the best overview of human resources or general management practices?**

Yes – name given	1	COLLECT: NAME _____ JOB TITLE _____ <u>(Any call backs now to this person AND CALL BACKS START AT S5)</u>
Person speaking is the person with this role	2	COLLECT: NAME _____ (Any call backs now to this person)
Nobody here with that role / with those responsibilities	3	THANK. SEND LETTER TO 'THE SITE MANAGER'
Refused (specify)	4	
Don't know	X	
WANTS REASSURANCES	V	SHOW REASSURANCES

IF CODE 1 AT S4

S5 **Could you put me through to [NAME]?**

ADD IF NECESSARY: **My name is [NAME] – I’m calling from IFF Research. We are conducting a government survey for the Department of Business, Innovation and Skills looking at flexible working and leave arrangements within workplaces.**

Yes – transferred	1	CONTINUE	
Person busy / not available at this time	2	ASK FOR BEST TIME & DATE TO CALL AND IF GIVEN MAKE APPOINTMENT	IF OPTIONS 2 OR 3 SELECTED FOR THE THIRD TIME THEN ASK S9 AND RECORD AS COMPLETE
Other (SPECIFY)	3	CALL BACK	
WANTS REASSURANCES	V	SHOW REASSURANCES	

WHEN TRANSFERRED TO THE NAMED RESPONDENT (S5=1)

S6 **Good morning/afternoon, my name is [NAME] and I am calling from IFF Research, an independent research company. We are conducting an important government survey on behalf of the Department for Business, Innovation and Skills (BIS) looking at flexible working and leave arrangements in workplaces across Great Britain. At this stage we are just looking to identify the most appropriate person at this site to speak to about human resource and personnel issues, or general management practices, to send a letter about the research. Am I right that you are the best person to answer about HR issues at this site?**

Yes (including probably / depends on the questions)	1	CONTINUE
No – not the correct person	2	ASK FOR / COLLECT NAME OF THIS PERSON NAME _____ AND TRANSFER (OR CALL BACK)
Refusal – not interested in taking part	3	THANK AND CLOSE
Refusal (specify)	4	THANK AND CLOSE
WANTS REASSURANCES	V	SHOW REASSURANCES

WHEN TALKING TO CORRECT RESPONDENT (S6=1 OR S4=2)

S7 Your establishment has been chosen to participate from a carefully selected random sample of workplaces. This study is extremely valuable in helping the government understand the employer’s perspective in relation to flexible working practices and leave arrangements, and your participation would be much appreciated.

The interviews are being conducted over the phone. We’re not looking to conduct these interviews today, but would like to send you a letter about the study. So can I just take your job title?

Human Resources manager / director	1
Personnel manager / director	2
HR / Personnel officer	3
Financial / Accounting director / manager / officer	4
Owner / proprietor	5
Managing Director	6
Site manager / General manager	7
Director / Specific Director (Marketing / Sales director etc)	8
Other (write in)	9

WHEN TALKING TO CORRECT RESPONDENT (S6=1 OR S4=2)

S8 We’d like to send you a letter about the research before conducting the interview. Can I just check I have the correct details (IF NOT AMEND)

Company name is.....	<FROM SAMPLE UNLESS NEW COMPANY NAME RECORDED AT S1=2>
Company Address is	<FROM SAMPLE UNLESS NEW ADDRESS RECORDED AT S2=3>
Your name is....	
Could I also take your e-mail address	@

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today. We’ll be sending the letter out in the next week or two, after which we will call you to try and arrange a good time to conduct the interview.

If you have any further questions about the research please feel free to contact: Liz Murphy or Mark Tweddle at IFF Research on 020 7250 3035.

Appendix H – Coding instructions

Code frame and coding instructions for j5196 (WLB4)

S3. First, can I just ask, what is your job title?

SINGLE CODE

- 1 Human Resources manager / officer
- 2 Personnel manager / officer
- 3 Training manager / officer
- 4 Financial/Accounting manager / officer
- 5 General manager
- 6 Owner/proprietor (*note: include references to 'partner'*)
- 7 Managing Director / Chief Executive
- 8 Director / Other director
- 9 Other manager
- 10 PA / Secretary
- 11 Administrator
- 12 Headteacher
- 13 Other
- 14 Don't know

A4. Would you classify your organisation as one...?

SINGLE CODE

- 1 Seeking to make a profit
- 2 As a charity or voluntary sector organisation or a social enterprise
- 3 Or as a local-government or central government funded body

ADD IF NECESSARY: such as a school, the Civil Service, part of the NHS, a college or university, the Armed Services, an Executive Agency or other non-departmental public bodies

- 4 Other
- 5 Don't know

A5. The next few questions ask details about this establishment or site. Firstly what is the main activity of this establishment?

CODED TO 2 DIGIT SIC 2007

A12. Thinking about the days your establishment operates, does your establishment operate...

By operate I mean when you are open for business? When are staff usually required to work?

SINGLE CODE

- 1 Seven days a week
- 2 Six days a week
- 3 Monday-Friday
- 4 DO NOT READ OUT – ONLY CODE IF MENTIONED SPONTANEOUSLY: Five and a half days a week (e.g. Monday – Friday plus Saturday morning)
- 5 Other
- 6 Don't know

B6. What are the main reasons why part-time working is NOT available for employees to use at this establishment?

MULTICODE

- 1 Not feasible / Not compatible with the nature of our work
- 2 No demand from employees
- 3 Difficult to operate (costly / extra managerial workload/puts pressure on other employees)
- 4 Does not fit with the culture of the business
- 5 Other
- 6 Don't know

B10. What are the main reasons why these flexible working practices are not available for employees to use at this establishment?

MULTICODE

- 1 Not feasible / Not compatible with the nature of our work
- 2 No demand from employees
- 3 Difficult to operate (costly / extra managerial workload/puts pressure on other employees)
- 4 Does not fit with the culture of the business
- 5 Other
- 6 Don't know
- 7 Refused

C1. Thinking generally, what factors do you take into account when considering a request to change working patterns?

MULTICODE

- 1 Business case and operational impact
- 2 Suitability of the role for flexible working
- 3 Ability of alternative resource to provide cover or backfill
- 4 Individual having the competency required
- 5 The reason for the request (*note: include references to 'birth of a child' or 'family reasons'*)
- 6 Individual having suitable track record
- 7 Cost of replacing staff
- 8 Individual having a minimum length of service
- 9 Competency of the manager to manage flexible working
- 10 Number of other similar requests at the time
- 11 Impact on other staff
- 12 Length of change request
- 13 Impact on staff retention
- 14 Other
- 15 Don't know

C3. Who is not eligible to [flexible working practice from B8DUM]?*MULTICODE*

- 1 Part-time employees
- 2 Full-time employees
- 3 Managerial employees
- 4 Non-managerial employees
- 5 Employees with the establishment for short period of time
- 6 Employees not on a permanent contract (e.g. fixed term)
- 7 Any male employees
- 8 Those not legally entitled to make a request
- 9 Employees who do not have dependent children
- 10 Employees who do not have dependent children aged 0-5
- 11 Specific jobs / roles
- 12 Shift workers
- 13 Looked at on a case-by-case basis (*note: include references to 'reason for the request', 'impact on the business' and 'workload'*)
- 14 Other
- 15 Don't know
- 16 Not stated

C6. Who at your establishment makes the decisions on whether or not to accept a request for flexible working made by employees? Is it...?*SINGLE CODE*

- 1 The employee's Line Manager or Supervisor
- 2 Or a single person with HR responsibilities / the HR department (*note: include mentions of 'Director' / 'MD' / 'General Manager' where it is clear one senior person has responsibility*)
- 3 Or does it vary between the employee's line manager and HR depending on the type of flexible working being requested
- 4 Board or committee (*note: include references to 'governors' or 'directors' etc.*)
- 5 Other
- 6 Don't know

C6c. Which of the following best describes how decisions about requests for flexible working are made at this establishment?

SINGLE CODE

- 1 Decisions are made using a set procedure that has been specified for the site as whole
- 2 Decisions are made using procedures that vary between teams or departments
- 3 Or no set procedures are used and each case is treated differently depending on circumstances
- 4 Other
- 5 Don't know

C11. In the last 12 months have any requests for the following types of flexible working been turned down?

MULTICODE

- 1 Part-time working
- 2 Job sharing
- 3 Flexi-time
- 4 A compressed working work
- 5 Reduced hours for a limited period
- 6 Home working on a regular basis
- 7 Worked during school term time only
- 8 Worked annualised hours
- 9 Reduced hours permanently
- 10 Take extended leave / sabbatical
- 11 Other
- 12 Don't know

C12. And what were the reasons that requests for flexible working were turned down?*MULTICODE*

- 1 Cost to business
- 2 Disruption it would cause
- 3 Unable to meet customer demand
- 4 Unable to reorganise work amongst existing staff
- 5 Unable to recruit additional staff to cover
- 6 Would damage quality or performance of business
- 7 Not eligible to make a request under the law
- 8 Lack of work during proposed periods
- 9 Planned structural changes to the business
- 10 It would cause resentment among colleagues
- 11 No reason
- 12 Other
- 13 Don't know
- 14 Refused

C22. At your workplace is it only employees with children under the age of 17 or those with specific caring responsibilities that have the right to request flexible working, or can all employees do so?*MULTICODE*

- 1 Only those who have the right to request flexible working
- 2 All employees
- 3 DO NOT READ OUT: It depends on the employee's job role
- 4 DO NOT READ OUT: it depends on the employee's level of seniority
- 5 DO NOT READ OUT: It depends on the employee's length of service
- 6 Other
- 7 Don't know

D8. Which mothers qualify for this additional pay?

MULTICODE

- 1 Women with sufficiently long service records
- 2 Women in higher grades
- 3 Full-time staff
- 4 Managerial staff
- 5 Women who intend to return to work
- 6 Other
- 7 Don't know

D9. I'd now like to ask you about the additional pay that you offer to women going on maternity leave. Do you have a single offer in terms of extra-statutory pay or does it differ for women in different positions?

MULTICODE

- 1 One offer
- 2 DO NOT READ OUT: It depends on the employee's job role
- 3 DO NOT READ OUT: it depends on the employee's level of seniority
- 4 DO NOT READ OUT: It depends on the employee's length of service
- 5 It depends on the employee's salary
- 6 Other
- 7 Don't know

D23. What difficulties do you experience in holding positions open for women during their maternity leave?

OPEN

- 1 Expensive to hire temporary staff to cover maternity leave
- 2 Finding staff to cover the job temporarily
- 3 Changes to business / job roles
- 4 Business / commercial performance adversely affected
- 5 Uncertainty surrounding notice period
- 6 Other
- 7 Don't know

D25. What issues with maternity rights and benefits were these?

OPEN

- 1 Employees using maternity rights as a way of having extended paid leave
- 2 Difficulties in recruiting staff to cover staff on maternity leave
- 3 Staff wanting to work flexibly on return to work
- 4 Confusion surrounding legislation and maternity pay / benefits
- 5 Other
- 6 Don't know

D28. On what grounds was the claim of unfair treatment or discrimination made?

MULTICODE

- 1 Pregnancy discrimination
- 2 Other form of discrimination (sex, race, disability, religion, age, etc)?
- 3 Maternity pay
- 4 Notification about going on leave or returning to work
- 5 The type of job to which the woman returned
- 6 The terms of conditions of employment upon the woman's return to work
- 7 A woman wanting to return to work part-timer or on reduced hours
- 8 Other
- 9 Don't know

E20. Can you describe what these issues were?

OPEN

- 1 Fathers want to take it in individual days rather than in a single block
- 2 Uncertainty around when fathers take paternity leave
- 3 Finding staff to cover the job temporarily
- 4 Fathers complaining about rate of Statutory Paternity Pay
- 5 Business/commercial performance adversely affected
- 6 Fathers want more time off/more time was required
- 7 Employee having only worked for company for a short period of time
- 8 Other
- 9 Don't know

E23. And how is time taken off to attend antenatal appointments treated? Is it taken as...

MULTICODE

- 1 As special paid leave
- 2 As leave without pay
- 3 As annual leave / holiday
- 4 Time off but make it up later
- 5 DO NOT READ OUT: It depends on the employee's job role
- 6 DO NOT READ OUT: it depends on the employee's level of seniority
- 7 DO NOT READ OUT: It depends on the employee's length of service
- 8 DO NOT READ OUT: (*SINGLE CODE*) Never been asked
- 9 DO NOT READ OUT: (*SINGLE CODE*) It would depend entirely on individual preference
- 10 Other
- 11 Don't know

F2. Under current legislation all parents with children under 5 and all parents with disabled children under 18 have a right to unpaid parental leave. In your workplace is it only these employees who the right to parental leave or does this apply to all parents?

- 1 Only those who the legislative right to unpaid parental leave
- 2 All parents
- 3 Other
- 4 Don't know

F5. If an employee needed to take time off at short notice to deal with an emergency involving a family member or someone who depends on them for their care, do you specify how this leave should be classified or is it entirely up to the individual?

MULTICODE, except 1, 2, 3, or 7

- 1 Yes, do specify
- 2 No, up to the individual
- 3 DO NOT READ OUT: (*SINGLE CODE*) Never been asked
- 4 DO NOT READ OUT: It depends on the employee's job role
- 5 DO NOT READ OUT: it depends on the employee's level of seniority
- 6 DO NOT READ OUT: It depends on the employee's length of service
- 7 DO NOT READ OUT: (*SINGLE CODE*) It would depend entirely on individual preference
- 8 Mutual agreement
- 9 Would depend entirely on circumstances (unspecified) (*note: include mentions of 'it varies'*)
- 10 Other
- 11 Don't know

F5a. How is this leave specified?

MULTICODE

- 1 As special paid leave
- 2 As sick leave
- 3 As leave without pay
- 4 As annual leave
- 5 Time off but make up for it later
- 6 Would depend entirely on individual circumstances
- 7 Other
- 8 Don't know

G1. Which organisation or who would you contact if you needed to find out more about flexible working or about maternity, paternity or parental rights legislation?

MULTICODE

- 1 Government sources
- 2 BIS (Department for Business, Innovation and Skills)
- 3 Gov.uk
- 4 ACAS
- 5 HMRC
- 6 Third party private sector advisor
- 7 Solicitor or lawyer
- 8 Specialist employment law organisation
- 9 CIPD
- 10 Trade Federation / Association
- 11 Trade Union
- 12 Own HR Department or Head Office (*note: include all mentions of internal contacts*)
- 13 Internet (unspecified)
- 14 Accountant
- 15 Mentor
- 16 Local Authority
- 17 Other
- 18 Don't know

J1. When employees work beyond their contractual hours, are these hours USUALLY paid, unpaid, or is time taken off in lieu?

SINGLE CODE

- 1 Paid
- 2 Unpaid
- 3 Time taken off in lieu
- 4 DO NOT READ OUT: Never work beyond contractual hours
- 5 DO NOT READ OUT: No set policy
- 6 Some other arrangement
- 7 Don't know

Appendix I – Edits specification

Edit spec for j5196 (WLB4)

Note: all edit reports to be reviewed and conservative judgement applied as to whether data edits are required.

Edit label	Objective of edit	Condition	Variables to report
Edit 1	Check that all SICs given at A5 are valid 2 digit SIC07 codes	All	
Edit 2	To check legitimacy of high numbers of employment (A6)	If A6>1500	Key, Company name, region, A5, Brk6_SIC, A6
Edit 3	Define final Sector from SIC given at A5	All	Key, Company name, region, A5, Brk6_SIC, A6
Edit 4	To check legitimacy of high proportions of female employees (A7)	If A7PERC>90% AND A6>50 employees	Key, Company name, A6_NUM, A5, Brk6_SIC, A7PERC
Edit 5	To check legitimacy of high proportions of managerial employees (A10)	If A10TOTMAN is >50%	Key, Company name, A6_NUM, A4, A5, Brk6_SIC, A10PERC, A10TOTMAN
Edit 6	To check legitimacy of high proportions of female staff working part-time (B1)	If number of female staff (A7_NUM_F) is >20 and proportion of females working part-time (B1_TOTFPT) is >75%	Key, Company name, A6_NUM, A7TOTWOM, A7_NUM_F, Brk6_SIC, B1_TOTFPT, Brk15_PT

Edit label	Objective of edit	Condition	Variables to report
Edit 7	To check legitimacy of high proportions of male staff working part-time (B2)	If number of male staff (A7_NUM_M) is >20 and proportion of males working part-time (B2_TOTMPT) is >75%	Key, Company name, A6_NUM, A7_NUM_M, A7TOTWOM, Brk6_SIC, B2_TOTMPT, Brk15_PT
Edit 8	To check legitimacy of high proportions of staff working job share / compressed week / reduced hours / working from home / working term-time / working annualised hours (C5_2, C5_4, C5_5, C5_6, C5_7, C5_8)	<p>If high proportion working compressed week (C5_C_PERC >75%); AND/OR</p> <p>If high proportion working reduced hours (C5_D_PERC >75%); AND/OR</p> <p>If high proportion working from home (C5_E_PERC >75%); AND/OR</p> <p>If high proportion working term-time only (C5_F_PERC >75%)</p>	Key, A4, A5, Brk6_SIC, A6, C5_C_PERC to C5_F_PERC
Edit 9	To check legitimacy of high numbers of flexible working requests being turned down (C9)	If C9>25	Key, A4, A5, Brk6_SIC, A6_NUM, C7, C9
Edit 10	To check legitimacy of high numbers of female staff taking maternity leave in past 2 years (D3)	If number of staff taking maternity leave (D3_NUM) is >5	Key, Company name, A4, A5, A6_NUM, Brk6_SIC, D3
Edit 11	To check legitimacy of long periods of maternity leave remunerated at full pay (D12)	If D12_WK>26 OR D12_MNTH>6	Key, Company name, A4, A5, Brk6_SIC, D12_WK, D12_MNTH

Edit label	Objective of edit	Condition	Variables to report
Edit 12	To check legitimacy of high numbers of male staff taking paternity leave in past 2 years (E3)	If number of staff taking paternity leave (E3_NUM) is >5	Key, A4, A5, A6_NUM, Brk6_SIC, E3_NUM
Edit 13	To check legitimacy of long periods (over 1 working year) of extra paternity leave allowed at establishment (E8)	If E8_WKS>24 OR E8_DAY>230	Key, A4, A5, Brk6_SIC, E8_WK, E8_DAY
Edit 14	To check legitimacy of long periods of paternity leave remunerated at full pay (E11)	If E11_WK>12 OR E11_MNTH>3	Key, A4, A5, Brk6_SIC, E11_WK, E11_MNTH
Edit 15	(I5) logic check - the question asks whether the proportion of employees within certain age brackets have changed. Therefore, respondents should not be able to put all as increase/decrease/stayed the same.	If (1): I5_1=1 AND I5_2=1 AND I5_3=1 Or if (2): I5_1=2 AND I5_2=2 AND I5_3=2 Or if (3): I5_1=3 AND I5_2=3 AND I5_3=3	Key, I2_NUM, I5
Edit 16	To check legitimacy of high number of days paid holiday (J9)	If number of days paid holiday excluding bank holidays (J9) is >30	Key, A4, A5, Brk6_SIC, J9

Appendix J: CHAID Analysis

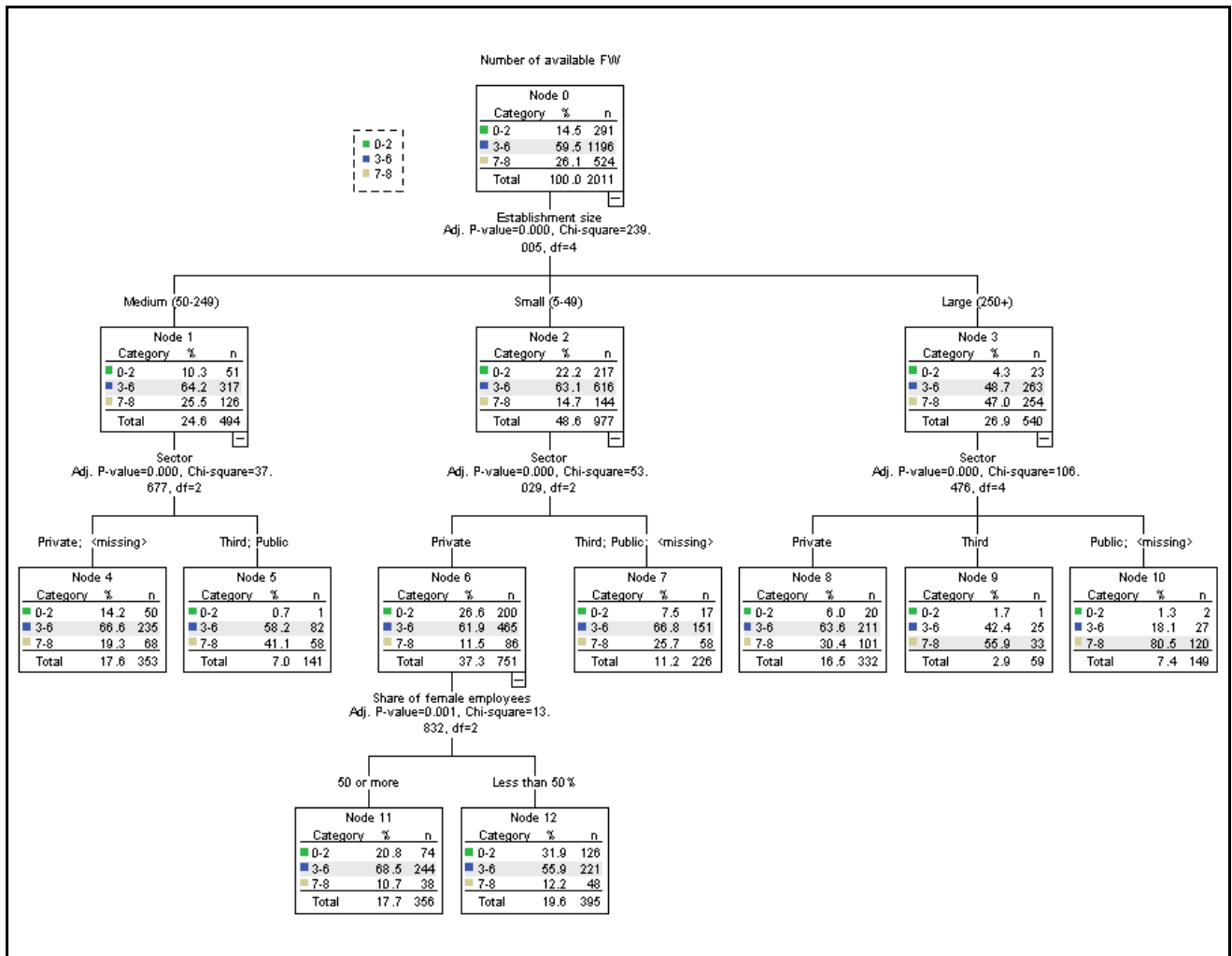
CHAID (Chi-Squared Automatic Interaction Detector) is a technique that can be used to find predicting factors of a dependent variable and highlight interactions. It separates the data into statistically different groups, based on the probability of having a particular characteristic. CHAID can be used to work out what variables have the biggest impact and where they need to be split in order to create groups that optimise prediction or classification of the dependent variable. The groups created are statistically different to each other in terms of their effect on the dependent variable.

CHAID works by using Chi-squared to test lots of combinations of cross-tabulations and determines where and how many splits are needed to create groups that are significantly different to each other. It merges categories that are not statistically different and separates variables into the appropriate categories. The CHAID method has certain advantages as a way of looking for patterns in complicated datasets. First, the level of measurement for the dependent variable and predictor variables can be nominal (categorical), ordinal (ordered categories ranked from small to large), or interval (a "scale"). Second, not all predictor variables need be measured at the same level (nominal, ordinal, and interval). Third, missing values in predictor variables can be treated as a "floating category" so that partial data can be used whenever possible within the tree. Fourth, if an appropriately conservative set of statistical criteria are used, the resulting models will primarily emphasise strong results without over-capitalising on chance. On the other hand, it must be remembered that with CHAID modelling there is always a potential for too much to be seen in the data even when very conservative statistical criteria are used. Nonetheless, in those cases in which there is not a strong theory in an area that would clearly indicate which variables are, and are not, probably predictors of some dependent measure, CHAID is very useful in identifying major data trends.

Conducting the CHAID analysis

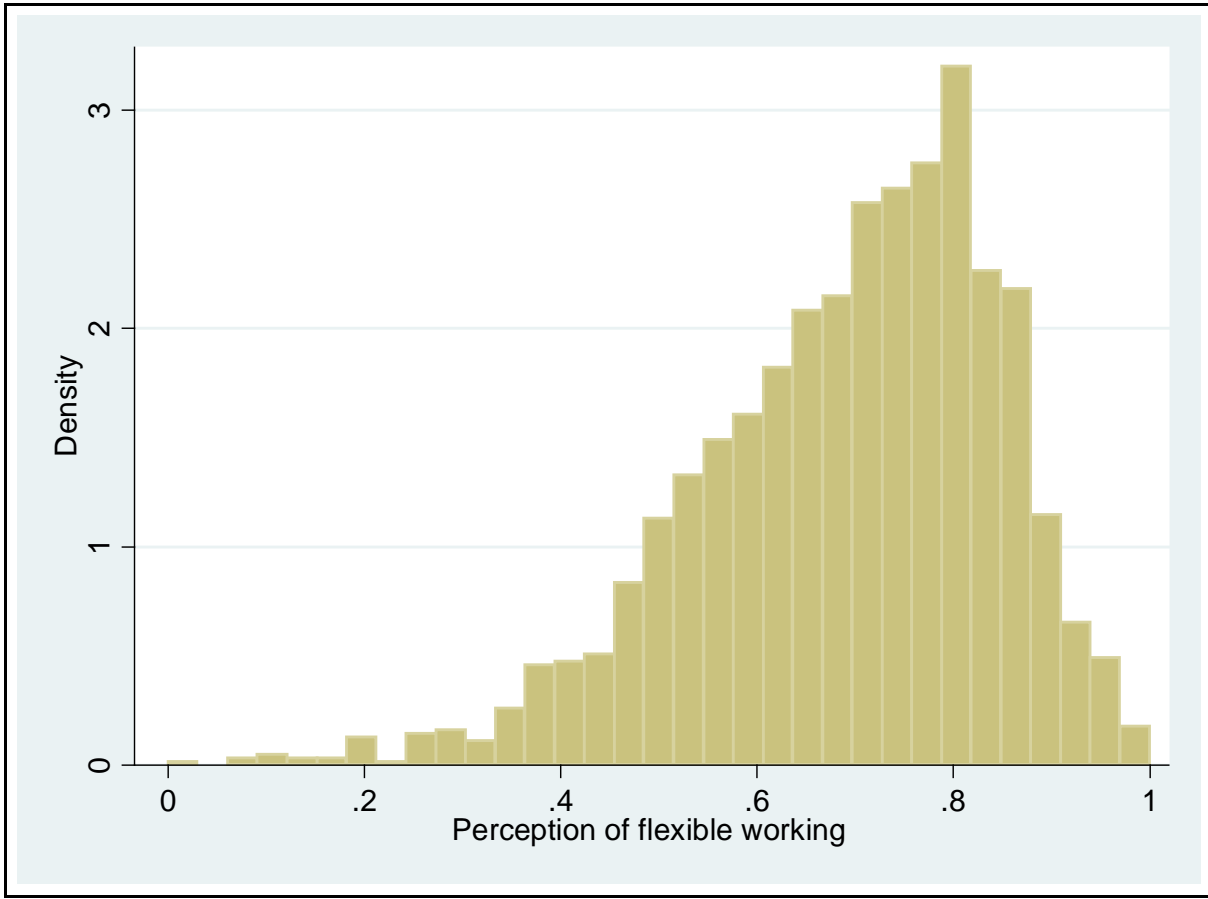
To explore the relationships that may exist between certain key variables within the survey and employers' characteristics, CHAID modelling was used. The choice of this technique was based on the requirements of the data. Independent variables which were thought to affect the outcome of the dependent variable were entered into the CHAID models.

To initially look at influences on the availability of flexible working, a dependent variable of the number of flexible working practices available was used. The predictor variables used were establishment size, government region, union, share of female employees, sector, and industry. The CHAID model generated is shown overleaf.

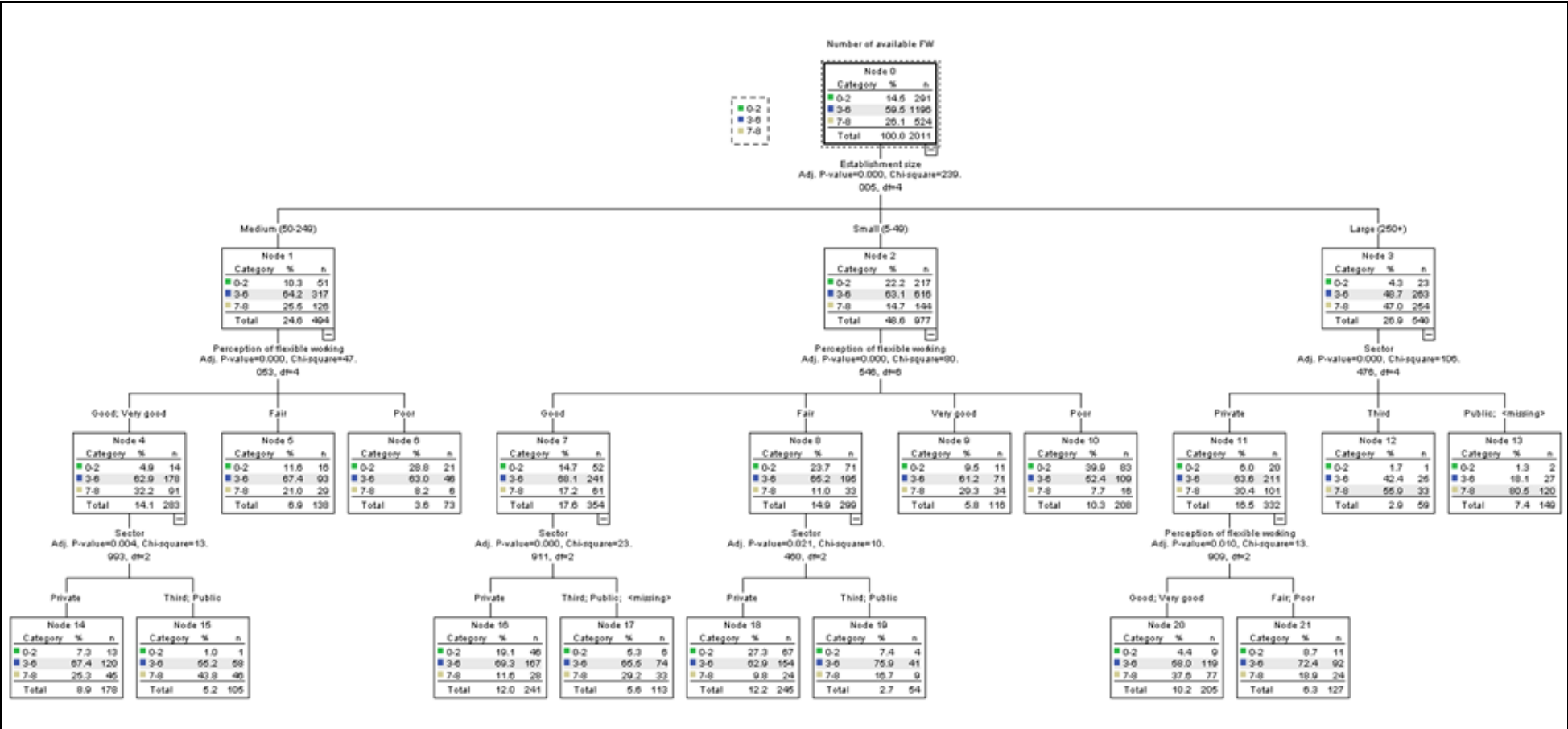


To further look at the influence of attitudes towards flexible working another model was run which incorporated a variable summarising employer attitudes (in addition to the other variables listed above). This variable was created using the 14 questions related to the employers' perception of the effects of flexible working arrangements (H1 and H2 in the questionnaire) to build an index measuring how employers perceive flexible working. The 14 variables are ordered categorical variables (i.e. higher values reflect stronger belief in flexible working). First, the variables were standardised. Then the sum of the standardised variables was normalised between 0 and 1. A value of 1 means that the employer has a highly positive perception of flexible working while a value of 0 means the employer believes flexible working arrangements are highly detrimental for the company.

The figure below shows the distribution of this combined variable.



A further CHAID tree was generated again using the number of flexible working practices as the dependent variable but also including this new variable on the perception of flexible working. The tree generated is shown overleaf.



Further analysis was run looking at the correlation between availability of each of the individual flexible working practices and this index summarising employer attitudes towards flexible working. The table below shows the correlation coefficients¹⁰ (unadjusted and adjusted) between employers' perception of flexible working and the availability of each of the individual flexible working arrangements covered by the survey.

Results suggest that the number of flexible arrangements available at the workplace and the availability of each flexible working arrangement are positively associated with the index summarising employers' perceptions of flexible working. The estimates are lower once firm characteristics are controlled for but remain significantly different from zero. Generally these results confirm that the attitudes that employers have towards flexible working are related to their likelihood to provide individual types of flexible working (although causality could run in either direction). There is some evidence that the availability of part-time work and the possibility to work a compressed week are more strongly influenced by employers' perceptions than other types of flexible working practices.

Table AJ.1 Perception and availability of flexible working arrangements

	Unadjusted correlations	Adjusted correlations
Strength of correlation between index of employer attitudes and....		
Number of FW arrangements	0.3172	0.2863
Whether part-time working available	0.2922	0.2484
Whether job sharing available	0.2182	0.1648
Whether flexitime available	0.2247	0.2164
Whether working a compressed week available	0.2797	0.2446
Whether working reduced hours for a limited period available	0.2038	0.1732
Whether working from home on a regular basis available	0.1518	0.1493
Whether working school term-time only available	0.2264	0.1849

¹⁰ The coefficient of correlation measures the direction and the magnitude of association between two variables and range from -1 to 1

Whether working annualised hours available

0.1842

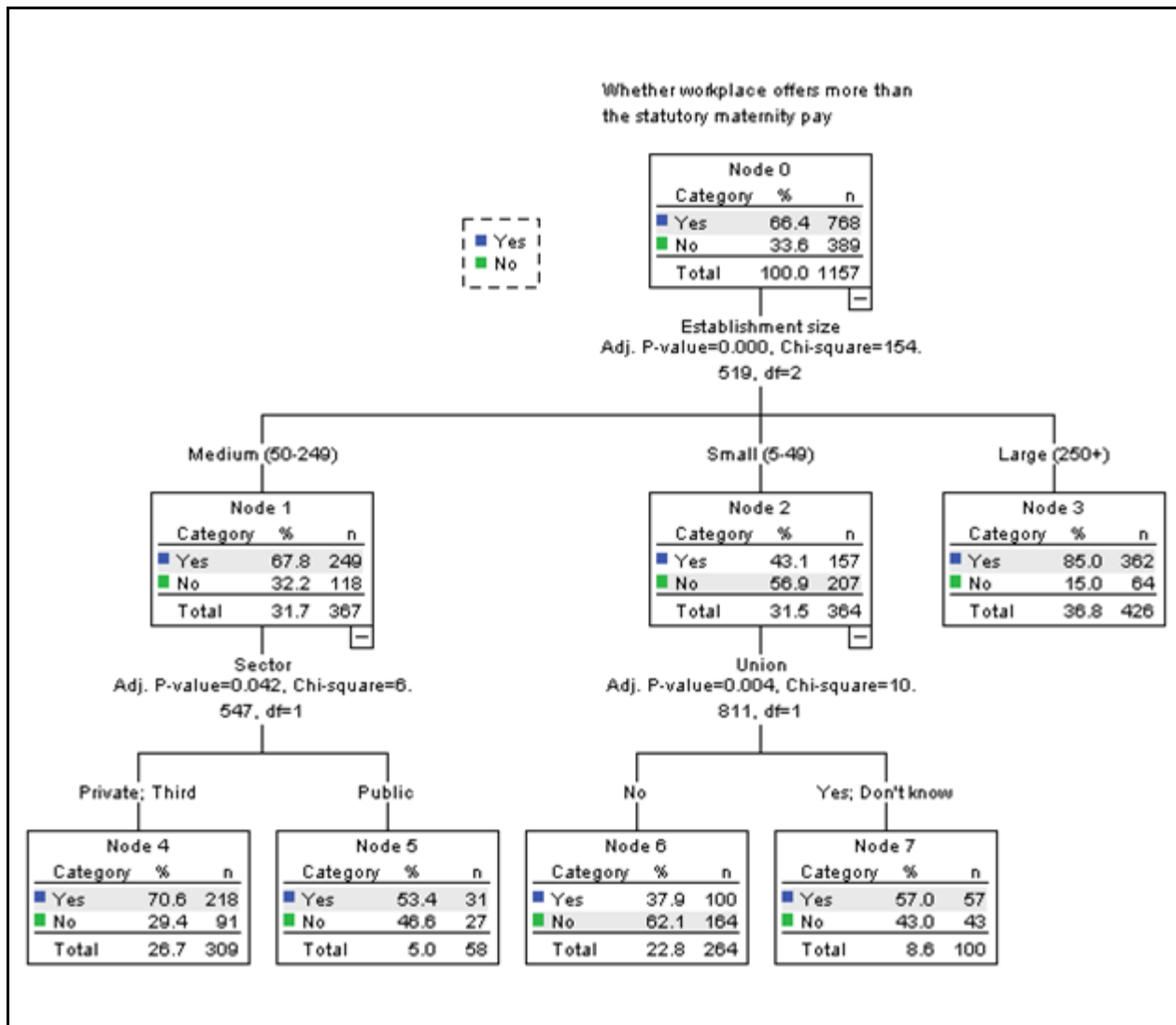
0.1379

Source: WLB survey

Note: Weighted estimates. Partial correlation coefficients are adjusted for establishment size, sector, industry and whether there is a union at the workplace.

They are significantly different from 0 at the 1% significance level

A further CHAID model was created to look at factors predicting the availability of occupational maternity pay. This model was run using just the workplace characteristics as independent variables (and not the attitudinal index). This CHAID tree is shown below.



Appendix K: Data dictionary for WLB4 employer dataset

Table AK.1: List of variables contained in the final dataset

Variable	Variable Label	Value	Value Label
IOBS	Respondent ID	-	-
KEY	Key	NA	NA
S3	S3. Job title	1	Human Resources manager / officer
		2	Personnel manager / officer
		3	Training manager / officer
		4	Financial/Accounting manager / officer
		5	General manager
		6	Owner/proprietor
		7	Managing Director / Chief Executive
		8	Director / Other director
		9	Other manager
		10	PA / Secretary
		11	Administrator
		12	Headteacher
		13	Other
		14	Don't know
		15	Refused
A1	A1. Whether establishment is part of larger organisation	1	Only establishment
		2	Part of larger organisation

Variable	Variable Label	Value	Value Label
A2	A2. Whether group is UK or foreign owned	3	Don't know
		1	UK owned
		2	Foreign owned
A3	A3. Whether site is the HQ of the multisite organisation	3	Don't know
		1	Establishment is the HQ
		2	Establishment is not the HQ
A4	A4. Organisation type	3	Don't know
		1	Seeking to make a profit
		2	A charity or voluntary sector organisation or a social enterprise
		3	A local-government or central government funded body
		4	Other
A6	A6. Total number of employees at the establishment	5	Don't know
A6_CODES	A6. Total number of employees at the establishment: Don't know	NA	NA
A6DK	A6DK. Total number of employees at the establishment where exact number not known (banded)	1	Don't know
		1	5-9
		2	10-24
		3	25-49
		4	50-99
		5	100-249
6	250-499		

Variable	Variable Label	Value	Value Label
		7	500+
A6_NUM	A6NUM. Total number of employees at the establishment	NA	NA
A6_TOTEMP	A6-TOTEMP. Total number of employees at the establishment (BANDED)	1	5-9
		2	10-24
		3	25-49
		4	50-99
		5	100-249
		6	250-499
		7	500+
A7	A7. Whether proportion of females at establishment given as percentage or as number	1	Number given
		2	Percentage given
		3	All employees are female
		4	No employees are female
		5	Don't Know
A7_NUM	A7-NUM. Number of employees at establishment that are female: among those who gave answer as number	NA	NA
A7_PERC	A7-PERC. Percentage of employees that are female: among those who gave answer as percentage	NA	NA
A7A	A7a. Percentage of employees that are female where exact % not known	1	75% or more

Variable	Variable Label	Value	Value Label
A7_TOTWOM	A7-TOTWOM. Percentage of employees that are female (COMBINED)	2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know
		9	Some but don't know the number
		1	75% or more
A7_NUM_F	A7-NUM-F. Number of employees at establishment that are female (COMBINED)	2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know
		NA	NA
A7_NUM_M	A7-NUM-M. Number of employees at establishment that are male (COMBINED)	NA	NA
A7B	A7b. Has your establishment had any female employees on the payroll in the last 2 years?	1	Yes
		2	No
		3	Don't know

Variable	Variable Label	Value	Value Label
A7C	A7c. Has your establishment had any female employees on the payroll in the last 12 months?	1	Yes
		2	No
		3	Don't know
FEMALE_EMPS	FEMALE-EMPS. Whether establishment has current female employees, or had female employees in the last 12 months or 2 years	1	No current female employees and none in the last 2 years
		2	No current female employees and none in the last 12 months, but some in the last 2 years
		3	No current female employees but some in the last 12 months
		4	Has current female employees
MALE_EMPS	MALE-EMPS. Whether establishment has current male employees, or had male employees in the last 12 months or 2 years	1	No current male employees and none in the last 2 years
		2	No current male employees and none in the last 12 months, but some in the last 2 years
		3	No current male employees but some in the last 12 months
		4	Has current male employees
A10	A10. Whether proportion of managers at establishment given as percentage or as number	1	Number given
		2	Percentage given

Variable	Variable Label	Value	Value Label
A10_NUM	A10-NUM. Number of employees at establishment that work in managerial positions: among those who gave answer as number	3	Don't Know
		NA	NA
A10_NUM2	A10-NUM2. Total number of employees at establishment that work in managerial positions	NA	NA
A10_PERC	A10-PERC. Percentage of employees at establishment that work in managerial positions: among those who gave answer as percentage	NA	NA
A10A	A10a. Percentage of employees that work in managerial positions where exact % not known	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5% (but more than none)
		7	None
		8	Don't Know
A10_TOTMAN	A10-TOTMAN. Percentage of employees that work in managerial positions (COMBINED)	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%

Variable	Variable Label	Value	Value Label
A11	A11. Whether proportion of female managers at establishment given as percentage or as number	5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know
		1	Number given
		2	Percentage given
		3	None
		4	Don't Know
A11_NUM	A11-NUM. Number of managers at the establishment that are female: among those who gave answer as number	NA	NA
A11_PERC	A11-PERC. Percentage of managers at the establishment that are female: among those who gave answer as percentage	NA	NA
A11A	A11a. Percentage of managers at the establishment that are female where exact % not known	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know

Variable	Variable Label	Value	Value Label
A11_TOTFMAN	A11-TOTFMAN. Percentage of managers at the establishment that are female (COMBINED)	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know
A12	A12. Days the establishment usually operates	1	Seven days a week
		2	Six days a week
		3	Monday-Friday
		4	Five and a half days a week (e.g. Monday - Friday plus Saturday morning)
		5	Other
		6	Don't know
A13_1	A13-1. Whether establishment has staff that work only part of the day	1	Yes
		2	No
		3	Don't know
A13_2	A13-2. Whether establishment has staff that work nights	1	Yes
		2	No
		3	Don't know
A13_3	A13-3. Whether establishment has staff	1	Yes

Variable	Variable Label	Value	Value Label
	that work shifts	2	No
		3	Don't know
A13_4	A13-4. Whether establishment has staff that work on zero-hour contracts	1	Yes
		2	No
		3	Don't know
A13_5	A13-5. Whether establishment has staff that work part-time	1	Yes
		2	No
		3	Don't know
B1	B1. Whether proportion of female employees that work part-time given as percentage or as number	1	Number given
		2	Percentage given
		3	None
		4	Don't Know
B1_NUM	B1-NUM. Number of female employees at establishment that are part-time: among those who gave answer as number	NA	NA
B1_PERC	B1-PERC. Percentage of female employees that work part-time: among those who gave answer as percentage	NA	NA
B1A	B1a. Percentage of female employees that work part-time where exact % not known	1	75% or more
		2	50-74%

Variable	Variable Label	Value	Value Label
B1_TOTFPT	B1-TOTFPT. Percentage of female employees that work part-time (COMBINED)	3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know
		1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know
		B2	B2. Whether proportion of male employees that work part-time given as percentage or as number
2	Percentage given		
3	None		
4	Don't Know		
B2_NUM	B2-NUM. Number of male employees at establishment that work part-time : among those who gave answer as number	NA	NA
B2_PERC	B2-PERC. Percentage of male employees at establishment that work part-time: among those who gave answer as	NA	NA

Variable	Variable Label	Value	Value Label
B2A	percentage B2a. Percentage of male employees that work part-time where exact % not known	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know
B2_TOTMPT	B2-TOTMPT. Percentage of male employees that work part-time (COMBINED)	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know
B3	B3. Have had staff that have worked part-time in the past 12 months	1	Yes
		2	No
		3	Don't know
B3_SUM	B3-SUM. Have had staff that have worked	1	Yes

Variable	Variable Label	Value	Value Label
B4	part-time in the past 12 months B4. Whether part-time working would be available to employees even though no employee has worked part-time in the past 12 months	2	No
		3	Don't know
		1	Yes
B5	B5. When part-time working would be available	2	No
		3	Don't know
		1	Mainly when there are specific part-time posts in the company
		2	Mainly when employees request to work in this way
B6_A	B6. Reasons why part-time working is not available: Not feasible / Not compatible with the nature of our work	3	In both circumstances about equally
		4	Don't know
		0	Not
		1	Not feasible / Not compatible with the nature of our work
B6_B	B6. Reasons why part-time working is not available: No demand from employees	0	Not
		1	No demand from employees
B6_C	B6. Reasons why part-time working is not available: Difficult to operate (costly / extra managerial workload/puts pressure on other employees)	0	Not
		1	Difficult to operate (costly / extra managerial workload/puts pressure on other employees)

Variable	Variable Label	Value	Value Label
B6_D	B6. Reasons why part-time working is not available: Does not fit with the culture of the business	0	Not
		1	Does not fit with the culture of the business
B6_E	B6. Reasons why part-time working is not available: Other	0	Not
		1	Other
B6_F	B6. Reasons why part-time working is not available: Don't know	0	Not
		1	Don't know
B7_A	B7. Flexible working practices that are being used currently, or have been used in the past 12 months: Job shared	0	Not
		1	Job shared
B7_B	B7. Flexible working practices that are being used currently, or have been used in the past 12 months: Worked flexitime	0	Not
		1	Worked flexitime
B7_C	B7. Flexible working practices that are being used currently, or have been used in the past 12 months: Worked a compressed week	0	Not
		1	Worked a compressed week
B7_D	B7. Flexible working practices that are being used currently, or have been used in the past 12 months: Worked reduced hours for a limited period	0	Not
		1	Worked reduced hours for a limited period

Variable	Variable Label	Value	Value Label
B7_E	B7. Flexible working practices that are being used currently, or have been used in the past 12 months: Worked from home on a regular basis	1	Worked reduced hours for a limited period
		0	Not
B7_F	B7. Flexible working practices that are being used currently, or have been used in the past 12 months: Worked from home on a regular basis	1	Worked from home on a regular basis
		0	Not
B7_G	B7. Flexible working practices that are being used currently, or have been used in the past 12 months: Worked during school term time only	1	Worked during school term time only
		0	Not
B7_H	B7. Flexible working practices that are being used currently, or have been used in the past 12 months: Worked annualised hours	1	Worked annualised hours
		0	Not
B8_A	B8. Which flexible working practices are available even if they have not been used in the past 12 months: None	1	None
		0	Not
B8_B	B8. Which flexible working practices are available even if they have not been used in the past 12 months: Job shares	1	Job shares
		0	Not
B8_C	B8. Which flexible working practices are available even if they have not been used in the past 12 months: Working flexitime	1	Working flexitime
		0	Not

Variable	Variable Label	Value	Value Label
	in the past 12 months: Working a compressed week	1	Working a compressed week
B8_D	B8. Which flexible working practices are available even if they have not been used in the past 12 months: Working reduced hours for a limited period	0	Not
		1	Working reduced hours for a limited period
B8_E	B8. Which flexible working practices are available even if they have not been used in the past 12 months: Working from home on a regular basis	0	Not
		1	Working from home on a regular basis
B8_F	B8. Which flexible working practices are available even if they have not been used in the past 12 months: Working during school term time only	0	Not
		1	Working during school term time only
B8_G	B8. Which flexible working practices are available even if they have not been used in the past 12 months: Working annualised hours	0	Not
		1	Working annualised hours
B8_H	B8. Which flexible working practices are available even if they have not been used in the past 12 months: None of these	0	Not
		1	None of these
B8_I	B8. Which flexible working practices are	0	Not

Variable	Variable Label	Value	Value Label
	available even if they have not been used in the past 12 months: Don't know	1	Don't know
FLEXWORK_A	FLEXWORK. Types of flexible working practices available at the establishment: Work part-time	0	Not
		1	Work part-time
FLEXWORK_B	FLEXWORK. Types of flexible working practices available at the establishment: Job share	0	Not
		1	Job share
FLEXWORK_C	FLEXWORK. Types of flexible working practices available at the establishment: Work flexitime	0	Not
		1	Work flexitime
FLEXWORK_D	FLEXWORK. Types of flexible working practices available at the establishment: Work a compressed week	0	Not
		1	Work a compressed week
FLEXWORK_E	FLEXWORK. Types of flexible working practices available at the establishment: Work reduced hours for a limited period	0	Not
		1	Work reduced hours for a limited period
FLEXWORK_F	FLEXWORK. Types of flexible working practices available at the establishment: Work from home on a regular basis	0	Not
		1	Work from home on a regular basis
FLEXWORK_G	FLEXWORK. Types of flexible working practices available at the establishment:	0	Not

Variable	Variable Label	Value	Value Label
	Work school term-time only	1	Work school term-time only
FLEXWORK_H	FLEXWORK. Types of flexible working practices available at the establishment: Work annualised hours	0	Not
		1	Work annualised hours
FLEXWORK_I	FLEXWORK. Types of flexible working practices available at the establishment: None available (excluding part-time working)	0	Not
		1	None available (excluding part-time working)
FLEXWORK_J	FLEXWORK. Types of flexible working practices available at the establishment: None available at all	0	Not
		1	None available at all
FLEXWORK2	FLEXWORK2. Whether flexible working available or not	1	Flexible working is available
		2	No flexible working available
B9	B9. When flexible working practices are made available (other than part-time)	1	Mainly when there are specific posts in your company where you only need people to work in this way
		2	Mainly when employees request to work in this way
		3	In both circumstances about equally
		4	Don't know
B10_A	B10. Reasons why no flexible working practices (excluding part-time working)	0	Not

Variable	Variable Label	Value	Value Label
	are available: Not feasible / Not compatible with the nature of our work	1	Not feasible / Not compatible with the nature of our work
B10_B	B10. Reasons why no flexible working practices (excluding part-time working) are available: No demand from employees	0	Not
		1	No demand from employees
B10_C	B10. Reasons why no flexible working practices (excluding part-time working) are available: Difficult to operate (costly / extra managerial workload/puts pressure on other employees)	0	Not
		1	Difficult to operate (costly / extra managerial workload/puts pressure on other employees)
B10_D	B10. Reasons why no flexible working practices (excluding part-time working) are available: Does not fit with the culture of the business	0	Not
		1	Does not fit with the culture of the business
B10_E	B10. Reasons why no flexible working practices (excluding part-time working) are available: Other	0	Not
		1	Other
B10_F	B10. Reasons why no flexible working practices (excluding part-time working) are available: Don't know	0	Not
		1	Don't know
B11	B11. Whether site is covered by a written	1	Yes

Variable	Variable Label	Value	Value Label
	policy which provides for flexible working practices	2	No
		3	Don't know
C1_A	C1. The factors taken into account when considering a request to change working patterns: Business case and operational impact	0	Not
		1	Business case and operational impact
C1_B	C1. The factors taken into account when considering a request to change working patterns: Suitability of the role for flexible working	0	Not
		1	Suitability of the role for flexible working
C1_C	C1. The factors taken into account when considering a request to change working patterns: Ability of alternative resource to provide cover or backfill	0	Not
		1	Ability of alternative resource to provide cover or backfill
C1_D	C1. The factors taken into account when considering a request to change working patterns: Individual having the competency required	0	Not
		1	Individual having the competency required
C1_E	C1. The factors taken into account when considering a request to change working patterns: The reason for the request	0	Not

Variable	Variable Label	Value	Value Label
C1_F	C1. The factors taken into account when considering a request to change working patterns: Individual having suitable track record	1	The reason for the request
		0	Not
C1_G	C1. The factors taken into account when considering a request to change working patterns: Cost of replacing staff	1	Individual having suitable track record
		0	Not
C1_H	C1. The factors taken into account when considering a request to change working patterns: Individual having a minimum length of service	1	Cost of replacing staff
		0	Not
C1_I	C1. The factors taken into account when considering a request to change working patterns: Competency of the manager to manage flexible working	1	Individual having a minimum length of service
		0	Not
C1_J	C1. The factors taken into account when considering a request to change working patterns: Number of other similar requests at the time	1	Competency of the manager to manage flexible working
		0	Not
C1_K	C1. The factors taken into account when considering a request to change working patterns: Impact on other staff	1	Number of other similar requests at the time
		0	Not
		1	Impact on other staff

Variable	Variable Label	Value	Value Label
C1_L	C1. The factors taken into account when considering a request to change working patterns: How long the change would go on for	0	Not
		1	How long the change would go on for
C1_M	C1. The factors taken into account when considering a request to change working patterns: Impact on staff retention	0	Not
		1	Impact on staff retention
C1_N	C1. The factors taken into account when considering a request to change working patterns: Other	0	Not
		1	Other
C1_O	C1. The factors taken into account when considering a request to change working patterns: Don't know	0	Not
		1	Don't know
C2_1	C2-1. Whether all employees, or only some, are eligible to work part-time	1	All eligible
		2	Some employees not eligible
		3	Don't know
C2_2	C2-2. Whether all employees, or only some, are eligible to job share	1	All eligible
		2	Some employees not eligible
		3	Don't know
C2_3	C2-3. Whether all employees, or only some, are eligible to work flexitime	1	All eligible

Variable	Variable Label	Value	Value Label
C2_4	C2-4. Whether all employees, or only some, are eligible to work a compressed week	2	Some employees not eligible
		3	Don't know
		1	All eligible
C2_5	C2-5. Whether all employees, or only some, are eligible to work reduced hours for a limited period	2	Some employees not eligible
		3	Don't know
		1	All eligible
C2_6	C2-6. Whether all employees, or only some, are eligible to work from home on a regular basis	2	Some employees not eligible
		3	Don't know
		1	All eligible
C2_7	C2-7. Whether all employees, or only some, are eligible to work school term-time only	2	Some employees not eligible
		3	Don't know
		1	All eligible
C2_8	C2-8. Whether all employees, or only some, are eligible to work annualised hours	2	Some employees not eligible
		3	Don't know
		1	All eligible
C3_1_A	C3-1. Who is not eligible to work part-	2	Some employees not eligible
		3	Don't know
		0	Not

Variable	Variable Label	Value	Value Label
	time: Specific jobs/roles	1	Specific jobs/roles
C3_1_B	C3-1. Who is not eligible to work part-time: Part-time employees	0	Not
		1	Part-time employees
C3_1_C	C3-1. Who is not eligible to work part-time: Full-time employees	0	Not
		1	Full-time employees
C3_1_D	C3-1. Who is not eligible to work part-time: Managerial employees	0	Not
		1	Managerial employees
C3_1_E	C3-1. Who is not eligible to work part-time: Non-managerial employees	0	Not
		1	Non-managerial employees
C3_1_F	C3-1. Who is not eligible to work part-time: Employees with the establishment for short period of time	0	Not
		1	Employees with the establishment for short period of time
C3_1_G	C3-1. Who is not eligible to work part-time: Employees not on a permanent contract (e.g. fixed term)	0	Not
		1	Employees not on a permanent contract (e.g. fixed term)
C3_1_H	C3-1. Who is not eligible to work part-time: Any male employees	0	Not
		1	Any male employees

Variable	Variable Label	Value	Value Label
C3_1_I	C3-1. Who is not eligible to work part-time: Those not legally entitled to make a request	0	Not
		1	Those not legally entitled to make a request
C3_1_J	C3-1. Who is not eligible to work part-time: Employees who do not have dependent children	0	Not
		1	Employees who do not have dependent children
C3_1_K	C3-1. Who is not eligible to work part-time: Employees who do not have dependent children aged 0-5	0	Not
		1	Employees who do not have dependent children aged 0-5
C3_1_L	C3-1. Who is not eligible to work part-time: Shift workers	0	Not
		1	Shift workers
C3_1_M	C3-1. Who is not eligible to work part-time: Eligibility is considered on a case-by-case basis	0	Not
		1	Eligibility is considered on a case-by-case basis
C3_1_N	C3-1. Who is not eligible to work part-time: Other	0	Not
		1	Other
C3_1_O	C3-1. Who is not eligible to work part-time: Don't know	0	Not
		1	Don't know
C3_1_P	C3-1. Who is not eligible to work part-	0	Not

Variable	Variable Label	Value	Value Label
	time: Not stated		
C3_2_A	C3-2. Who is not eligible to job share: Specific jobs/roles	1 0	Not stated Not
C3_2_B	C3-2. Who is not eligible to job share: Part-time employees	1 0	Specific jobs/roles Not
C3_2_C	C3-2. Who is not eligible to job share: Full-time employees	1 0	Part-time employees Not
C3_2_D	C3-2. Who is not eligible to job share: Managerial employees	1 0	Full-time employees Not
C3_2_E	C3-2. Who is not eligible to job share: Non-managerial employees	1 0	Managerial employees Not
C3_2_F	C3-2. Who is not eligible to job share: Employees with the establishment for short period of time	1 0	Non-managerial employees Not
C3_2_G	C3-2. Who is not eligible to job share: Employees not on a permanent contract (e.g. fixed term)	1 0 1	Employees with the establishment for short period of time Not Employees not on a permanent contract (e.g. fixed term)

Variable	Variable Label	Value	Value Label
C3_2_H	C3-2. Who is not eligible to job share: Any male employees	0	Not
		1	Any male employees
C3_2_I	C3-2. Who is not eligible to job share: Those not legally entitled to make a request	0	Not
		1	Those not legally entitled to make a request
C3_2_J	C3-2. Who is not eligible to job share: Employees who do not have dependent children	0	Not
		1	Employees who do not have dependent children
C3_2_K	C3-2. Who is not eligible to job share: Employees who do not have dependent children aged 0-5	0	Not
		1	Employees who do not have dependent children aged 0-5
C3_2_L	C3-2. Who is not eligible to job share: Shift workers	0	Not
		1	Shift workers
C3_2_M	C3-2. Who is not eligible to job share: Eligibility is considered on a case-by-case basis	0	Not
		1	Eligibility is considered on a case-by-case basis
C3_2_N	C3-2. Who is not eligible to job share: Other	0	Not
		1	Other
C3_2_O	C3-2. Who is not eligible to job share:	0	Not

Variable	Variable Label	Value	Value Label
	Don't know	1	Don't know
C3_2_P	C3-2. Who is not eligible to job share: Not stated	0	Not
		1	Not stated
C3_3_A	C3-3. Who is not eligible to work flexitime: Specific jobs/roles	0	Not
		1	Specific jobs/roles
C3_3_B	C3-3. Who is not eligible to work flexitime: Part-time employees	0	Not
		1	Part-time employees
C3_3_C	C3-3. Who is not eligible to work flexitime: Full-time employees	0	Not
		1	Full-time employees
C3_3_D	C3-3. Who is not eligible to work flexitime: Managerial employees	0	Not
		1	Managerial employees
C3_3_E	C3-3. Who is not eligible to work flexitime: Non-managerial employees	0	Not
		1	Non-managerial employees
C3_3_F	C3-3. Who is not eligible to work flexitime: Employees with the establishment for short period of time	0	Not
		1	Employees with the establishment for short period of time
C3_3_G	C3-3. Who is not eligible to work flexitime: Employees not on a permanent contract	0	Not

Variable	Variable Label	Value	Value Label
	(e.g. fixed term)	1	Employees not on a permanent contract (e.g. fixed term)
C3_3_H	C3-3. Who is not eligible to work flexitime: Any male employees	0	Not
		1	Any male employees
C3_3_I	C3-3. Who is not eligible to work flexitime: Those not legally entitled to make a request	0	Not
		1	Those not legally entitled to make a request
C3_3_J	C3-3. Who is not eligible to work flexitime: Employees who do not have dependent children	0	Not
		1	Employees who do not have dependent children
C3_3_K	C3-3. Who is not eligible to work flexitime: Employees who do not have dependent children aged 0-5	0	Not
		1	Employees who do not have dependent children aged 0-5
C3_3_L	C3-3. Who is not eligible to work flexitime: Shift workers	0	Not
		1	Shift workers
C3_3_M	C3-3. Who is not eligible to work flexitime: Eligibility is considered on a case-by-case basis	0	Not
		1	Eligibility is considered on a case-by-case basis
C3_3_N	C3-3. Who is not eligible to work flexitime:	0	Not

Variable	Variable Label	Value	Value Label
	Other	1	Other
C3_3_O	C3-3. Who is not eligible to work flexitime: Don't know	0	Not
		1	Don't know
C3_3_P	C3-3. Who is not eligible to work flexitime: Not stated	0	Not
		1	Not stated
C3_4_A	C3-4. Who is not eligible to work a compressed week: Specific jobs/roles	0	Not
		1	Specific jobs/roles
C3_4_B	C3-4. Who is not eligible to work a compressed week: Part-time employees	0	Not
		1	Part-time employees
C3_4_C	C3-4. Who is not eligible to work a compressed week: Full-time employees	0	Not
		1	Full-time employees
C3_4_D	C3-4. Who is not eligible to work a compressed week: Managerial employees	0	Not
		1	Managerial employees
C3_4_E	C3-4. Who is not eligible to work a compressed week: Non-managerial employees	0	Not
		1	Non-managerial employees
C3_4_F	C3-4. Who is not eligible to work a compressed week: Employees with the establishment for short period of time	0	Not

Variable	Variable Label	Value	Value Label
C3_4_G	C3-4. Who is not eligible to work a compressed week: Employees not on a permanent contract (e.g. fixed term)	1	Employees with the establishment for short period of time
		0	Not
C3_4_H	C3-4. Who is not eligible to work a compressed week: Any male employees	1	Employees not on a permanent contract (e.g. fixed term)
		0	Not
C3_4_I	C3-4. Who is not eligible to work a compressed week: Those not legally entitled to make a request	1	Any male employees
		0	Not
C3_4_J	C3-4. Who is not eligible to work a compressed week: Employees who do not have dependent children	1	Those not legally entitled to make a request
		0	Not
C3_4_K	C3-4. Who is not eligible to work a compressed week: Employees who do not have dependent children aged 0-5	1	Employees who do not have dependent children
		0	Not
C3_4_L	C3-4. Who is not eligible to work a compressed week: Shift workers	1	Employees who do not have dependent children aged 0-5
		0	Not
C3_4_M	C3-4. Who is not eligible to work a compressed week: Eligibility is considered	1	Shift workers
		0	Not

Variable	Variable Label	Value	Value Label
	on a case-by-case basis	1	Eligibility is considered on a case-by-case basis
C3_4_N	C3-4. Who is not eligible to work a compressed week: Other	0	Not
		1	Other
C3_4_O	C3-4. Who is not eligible to work a compressed week: Don't know	0	Not
		1	Don't know
C3_4_P	C3-4. Who is not eligible to work a compressed week: Not stated	0	Not
		1	Not stated
C3_5_A	C3-5. Who is not eligible to work reduced hours for a limited period: Specific jobs/roles	0	Not
		1	Specific jobs/roles
C3_5_B	C3-5. Who is not eligible to work reduced hours for a limited period: Part-time employees	0	Not
		1	Part-time employees
C3_5_C	C3-5. Who is not eligible to work reduced hours for a limited period: Full-time employees	0	Not
		1	Full-time employees
C3_5_D	C3-5. Who is not eligible to work reduced hours for a limited period: Managerial employees	0	Not

Variable	Variable Label	Value	Value Label
C3_5_E	C3-5. Who is not eligible to work reduced hours for a limited period: Non-managerial employees	1	Managerial employees
		0	Not
C3_5_F	C3-5. Who is not eligible to work reduced hours for a limited period: Employees with the establishment for short period of time	1	Non-managerial employees
		0	Not
C3_5_G	C3-5. Who is not eligible to work reduced hours for a limited period: Employees not on a permanent contract (e.g. fixed term)	1	Employees with the establishment for short period of time
		0	Not
C3_5_H	C3-5. Who is not eligible to work reduced hours for a limited period: Any male employees	1	Employees not on a permanent contract (e.g. fixed term)
		0	Not
C3_5_I	C3-5. Who is not eligible to work reduced hours for a limited period: Those not legally entitled to make a request	1	Any male employees
		0	Not
C3_5_J	C3-5. Who is not eligible to work reduced hours for a limited period: Employees who do not have dependent children	1	Those not legally entitled to make a request
		0	Not
C3_5_K	C3-5. Who is not eligible to work reduced hours for a limited period: Employees who	1	Employees who do not have dependent children
		0	Not

Variable	Variable Label	Value	Value Label
	do not have dependent children aged 0-5	1	Employees who do not have dependent children aged 0-5
C3_5_L	C3-5. Who is not eligible to work reduced hours for a limited period: Shift workers	0	Not
		1	Shift workers
C3_5_M	C3-5. Who is not eligible to work reduced hours for a limited period: Eligibility is considered on a case-by-case basis	0	Not
		1	Eligibility is considered on a case-by-case basis
C3_5_N	C3-5. Who is not eligible to work reduced hours for a limited period: Other	0	Not
		1	Other
C3_5_O	C3-5. Who is not eligible to work reduced hours for a limited period: Don't know	0	Not
		1	Don't know
C3_5_P	C3-5. Who is not eligible to work reduced hours for a limited period: Not stated	0	Not
		1	Not stated
C3_6_A	C3-6. Who is not eligible to work from home on a regular basis: Specific jobs/roles	0	Not
		1	Specific jobs/roles
C3_6_B	C3-6. Who is not eligible to work from home on a regular basis: Part-time employees	0	Not

Variable	Variable Label	Value	Value Label
C3_6_C	C3-6. Who is not eligible to work from home on a regular basis: Full-time employees	1	Part-time employees
		0	Not
C3_6_D	C3-6. Who is not eligible to work from home on a regular basis: Managerial employees	1	Full-time employees
		0	Not
C3_6_E	C3-6. Who is not eligible to work from home on a regular basis: Non-managerial employees	1	Managerial employees
		0	Not
C3_6_F	C3-6. Who is not eligible to work from home on a regular basis: Employees with the establishment for short period of time	1	Non-managerial employees
		0	Not
C3_6_G	C3-6. Who is not eligible to work from home on a regular basis: Employees not on a permanent contract (e.g. fixed term)	1	Employees with the establishment for short period of time
		0	Not
C3_6_H	C3-6. Who is not eligible to work from home on a regular basis: Any male employees	1	Employees not on a permanent contract (e.g. fixed term)
		0	Not
C3_6_I	C3-6. Who is not eligible to work from home on a regular basis: Those not	1	Any male employees
		0	Not

Variable	Variable Label	Value	Value Label
	legally entitled to make a request	1	Those not legally entitled to make a request
C3_6_J	C3-6. Who is not eligible to work from home on a regular basis: Employees who do not have dependent children	0	Not
		1	Employees who do not have dependent children
C3_6_K	C3-6. Who is not eligible to work from home on a regular basis: Employees who do not have dependent children aged 0-5	0	Not
		1	Employees who do not have dependent children aged 0-5
C3_6_L	C3-6. Who is not eligible to work from home on a regular basis: Shift workers	0	Not
		1	Shift workers
C3_6_M	C3-6. Who is not eligible to work from home on a regular basis: Eligibility is considered on a case-by-case basis	0	Not
		1	Eligibility is considered on a case-by-case basis
C3_6_N	C3-6. Who is not eligible to work from home on a regular basis: Other	0	Not
		1	Other
C3_6_O	C3-6. Who is not eligible to work from home on a regular basis: Don't know	0	Not
		1	Don't know
C3_6_P	C3-6. Who is not eligible to work from	0	Not

Variable	Variable Label	Value	Value Label
	home on a regular basis: Not stated	1	Not stated
C3_7_A	C3-7. Who is not eligible to work school term-time only: Specific jobs/roles	0	Not
		1	Specific jobs/roles
C3_7_B	C3-7. Who is not eligible to work school term-time only: Part-time employees	0	Not
		1	Part-time employees
C3_7_C	C3-7. Who is not eligible to work school term-time only: Full-time employees	0	Not
		1	Full-time employees
C3_7_D	C3-7. Who is not eligible to work school term-time only: Managerial employees	0	Not
		1	Managerial employees
C3_7_E	C3-7. Who is not eligible to work school term-time only: Non-managerial employees	0	Not
		1	Non-managerial employees
C3_7_F	C3-7. Who is not eligible to work school term-time only: Employees with the establishment for short period of time	0	Not
		1	Employees with the establishment for short period of time
C3_7_G	C3-7. Who is not eligible to work school term-time only: Employees not on a permanent contract (e.g. fixed term)	0	Not
		1	Employees not on a permanent contract (e.g. fixed term)

Variable	Variable Label	Value	Value Label
C3_7_H	C3-7. Who is not eligible to work school term-time only: Any male employees	0	Not
		1	Any male employees
C3_7_I	C3-7. Who is not eligible to work school term-time only: Those not legally entitled to make a request	0	Not
		1	Those not legally entitled to make a request
C3_7_J	C3-7. Who is not eligible to work school term-time only: Employees who do not have dependent children	0	Not
		1	Employees who do not have dependent children
C3_7_K	C3-7. Who is not eligible to work school term-time only: Employees who do not have dependent children aged 0-5	0	Not
		1	Employees who do not have dependent children aged 0-5
C3_7_L	C3-7. Who is not eligible to work school term-time only: Shift workers	0	Not
		1	Shift workers
C3_7_M	C3-7. Who is not eligible to work school term-time only: Eligibility is considered on a case-by-case basis	0	Not
		1	Eligibility is considered on a case-by-case basis
C3_7_N	C3-7. Who is not eligible to work school term-time only: Other	0	Not

Variable	Variable Label	Value	Value Label
C3_7_O	C3-7. Who is not eligible to work school term-time only: Don't know	1	Other
		0	Not
C3_7_P	C3-7. Who is not eligible to work school term-time only: Not stated	1	Don't know
		0	Not
C3_8_A	C3-8. Who is not eligible to work annualised hours: Specific jobs/roles	1	Not stated
		0	Not
C3_8_B	C3-8. Who is not eligible to work annualised hours: Part-time employees	1	Specific jobs/roles
		0	Not
C3_8_C	C3-8. Who is not eligible to work annualised hours: Full-time employees	1	Part-time employees
		0	Not
C3_8_D	C3-8. Who is not eligible to work annualised hours: Managerial employees	1	Full-time employees
		0	Not
C3_8_E	C3-8. Who is not eligible to work annualised hours: Non-managerial employees	1	Managerial employees
		0	Not
C3_8_F	C3-8. Who is not eligible to work annualised hours: Employees with the establishment for short period of time	1	Non-managerial employees
		0	Not
		1	Employees with the establishment for short period of time

Variable	Variable Label	Value	Value Label
C3_8_G	C3-8. Who is not eligible to work annualised hours: Employees not on a permanent contract (e.g. fixed term)	0	Not
		1	Employees not on a permanent contract (e.g. fixed term)
C3_8_H	C3-8. Who is not eligible to work annualised hours: Any male employees	0	Not
		1	Any male employees
C3_8_I	C3-8. Who is not eligible to work annualised hours: Those not legally entitled to make a request	0	Not
		1	Those not legally entitled to make a request
C3_8_J	C3-8. Who is not eligible to work annualised hours: Employees who do not have dependent children	0	Not
		1	Employees who do not have dependent children
C3_8_K	C3-8. Who is not eligible to work annualised hours: Employees who do not have dependent children aged 0-5	0	Not
		1	Employees who do not have dependent children aged 0-5
C3_8_L	C3-8. Who is not eligible to work annualised hours: Shift workers	0	Not
		1	Shift workers
C3_8_M	C3-8. Who is not eligible to work annualised hours: Eligibility is considered on a case-by-case basis	0	Not

Variable	Variable Label	Value	Value Label
		1	Eligibility is considered on a case-by-case basis
C3_8_N	C3-8. Who is not eligible to work annualised hours: Other	0	Not
		1	Other
C3_8_O	C3-8. Who is not eligible to work annualised hours: Don't know	0	Not
		1	Don't know
C3_8_P	C3-8. Who is not eligible to work annualised hours: Not stated	0	Not
		1	Not stated
C4_1	C4-1. Whether new requests have been received in the past 12 months from employees to work part-time for 3 months or more	1	Yes
		2	No
		3	Don't know
C4_2	C4-2. Whether new requests have been received in the past 12 months from employees to job share for 3 months or more	1	Yes
		2	No
		3	Don't know
C4_3	C4-3. Whether new requests have been received in the past 12 months from employees to work flexitime for 3 months or more	1	Yes
		2	No
		3	Don't know

Variable	Variable Label	Value	Value Label
C4_4	C4-4. Whether new requests have been received in the past 12 months from employees to work a compressed week for 3 months or more	1	Yes
		2	No
		3	Don't know
C4_5	C4-5. Whether new requests have been received in the past 12 months from employees to work reduced hours for a limited period for 3 months or more	1	Yes
		2	No
		3	Don't know
C4_6	C4-6. Whether new requests have been received in the past 12 months from employees to work from home on a regular basis for 3 months or more	1	Yes
		2	No
		3	Don't know
C4_7	C4-7. Whether new requests have been received in the past 12 months from employees to work school term-time only for 3 months or more	1	Yes
		2	No
		3	Don't know
C4_8	C4-8. Whether new requests have been received in the past 12 months from employees to work annualised hours for 3 months or more	1	Yes
		2	No
		3	Don't know

Variable	Variable Label	Value	Value Label
C5_1	C5-1. Approximate number of employees job share in the past 12 months	2	No
		3	Don't know
		NA	NA
C5_1_NUM	C5-1-NUM. Approximate number of employees job share in the past 12 months (banded)	1	1
		2	2
		3	3
		4	4
		5	5-9
		6	10-24
		7	25+
		8	Don't know
C5_1_PERC	C5-1-PERC. Approximate percentage of employees job share in the past 12 months (percentage of total employees)	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't know
C5_2	C5-2. Approximate number of employees work flexitime in the past 12 months	NA	NA
C5_2_NUM	C5-2-NUM. Approximate number of employees work flexitime in the past 12	1	1

Variable	Variable Label	Value	Value Label
	months (banded)	2	2
		3	3
		4	4
		5	5-9
		6	10-24
		7	25+
		8	Don't know
C5_2_PERC	C5-2-PERC. Approximate percentage of employees work flexitime in the past 12 months (percentage of total employees)	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't know
C5_3	C5-3. Approximate number of employees work a compressed week in the past 12 months	NA	NA
C5_3_NUM	C5-3-NUM. Approximate number of employees work a compressed week in the past 12 months (banded)	1	1
		2	2
		3	3

Variable	Variable Label	Value	Value Label		
C5_3_PERC	C5-3-PERC. Approximate percentage of employees work a compressed week in the past 12 months (percentage of total employees)	4	4		
		5	5-9		
		6	10-24		
		7	25+		
		8	Don't know		
		1	75% or more		
		2	50-74%		
		3	25-49%		
		4	10-24%		
		5	5-9%		
C5_4	C5-4. Approximate number of employees work reduced hours for a limited period in the past 12 months	6	Less than 5%		
		7	None		
		8	Don't know		
		NA	NA		
		C5_4_NUM	C5-4-NUM. Approximate number of employees work reduced hours for a limited period in the past 12 months (banded)	1	1
				2	2
				3	3
				4	4
5	5-9				
6	10-24				

Variable	Variable Label	Value	Value Label
C5_4_PERC	C5-4-PERC. Approximate percentage of employees work reduced hours for a limited period in the past 12 months (percentage of total employees)	7	25+
		8	Don't know
		1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
C5_5	C5-5. Approximate number of employees work from home on a regular basis in the past 12 months	7	None
		8	Don't know
C5_5_NUM	C5-5-NUM. Approximate number of employees work from home on a regular basis in the past 12 months (banded)	NA	NA
		1	1
		2	2
		3	3
		4	4
		5	5-9
		6	10-24
		7	25+
8	Don't know		

Variable	Variable Label	Value	Value Label
C5_5_PERC	C5-5-PERC. Approximate percentage of employees work from home on a regular basis in the past 12 months (percentage of total employees)	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't know
C5_6	C5-6. Approximate number of employees work school term-time only in the past 12 months	NA	NA
C5_6_NUM	C5-6-NUM. Approximate number of employees work school term-time only in the past 12 months (banded)	1	1
		2	2
		3	3
		4	4
		5	5-9
		6	10-24
		7	25+
		8	Don't know
C5_6_PERC	C5-6-PERC. Approximate percentage of employees work school term-time only in the past 12 months (percentage of total employees)	1	75% or more

Variable	Variable Label	Value	Value Label
C5_7	C5-7. Approximate number of employees work annualised hours in the past 12 months	2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't know
		NA	NA
C5_7_NUM	C5-7-NUM. Approximate number of employees work annualised hours in the past 12 months (banded)	1	1
		2	2
		3	3
		4	4
		5	5-9
		6	10-24
		7	25+
		8	Don't know
C5_7_PERC	C5-7-PERC. Approximate percentage of employees work annualised hours in the past 12 months (percentage of total employees)	1	75% or more
		2	50-74%
		3	25-49%

Variable	Variable Label	Value	Value Label
C6	C6. Who makes decisions on whether a request for flexible working made by employees should be accepted	4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't know
		1	Employee's Line Manager or Supervisor
		2	Single person with HR responsibilities / the HR department
		3	It varies between the employee's line manager and HR depending on the type of flexible working being requested
C6C	C6c. How decisions about requests for flexible working are made	4	Board or committee
		5	Other
		6	Don't know
		1	A set procedure that has been specified for the site as a whole
		2	Procedures that vary between teams or departments
C6D_1	C6d-1 If set procedures used, whether it has set stages and timescales	3	No set procedures are used and each case is treated differently depending on circumstances
		4	Other
		5	Don't know
		1	Yes
		2	No

Variable	Variable Label	Value	Value Label
C6D_2	C6d-2 If set procedures used, whether it requires a formal meeting with the employee at each stage	3	Don't know
		4	Not Stated
		1	Yes
		2	No
		3	Don't know
C6D_3	C6d-3 If set procedures used, whether it includes an opportunity for the employee to appeal	4	Not Stated
		1	Yes
		2	No
		3	Don't know
C7	C7. Number of requests there have been from employees to change their working patterns for 3 months or more	4	Not Stated
		NA	NA
C7_SUM	C7. Number of requests there have been from employees to change their working patterns for 3 months or more (banded)	1	No requests
		2	1
		3	2
		4	3
		5	4-5
		6	6-10
		7	11 or more

Variable	Variable Label	Value	Value Label
C8	C8. Whether the proportion of all flexible working requests made in the last 12 months that were made by male employees given as number or percentage	8	Don't know
		1	Number given
		2	Percentage given
C8_NUM	C8-NUM. Number of flexible working requests that were made by men in the last 12 months: among those who gave answer as number	3	Don't Know
		NA	NA
C8_PERC	C8-PERC. Percentage of flexible working requests that were made by men in the last 12 months: among those who gave answer as percentage	NA	NA
C8A	C8a. Percentage of flexible working requests that were made by men in the last 12 months where exact % not known	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know
C8_PERC2	C8_PERC2. Percentage of flexible working requests that were made by men in the last 12 months	NA	NA

Variable	Variable Label	Value	Value Label
C8_TOTMREQS	C8-TOTMREQS. Percentage of all flexible working requests in the last 12 months made by male employees (COMBINED)	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know
C9	C9. Number of all flexible working requests in the last 12 months that were turned down	NA	NA
C9_SUM	C9-SUM. Number of all flexible working requests in the last 12 months that were turned down (banded)	1	No requests
		2	1
		3	2
		4	3
		5	4-5
		6	6-10
		7	Over 10
		8	Don't know
C9_PERC	C9-PERC. Percentage of all flexible working requests that were made in the	1	No requests turned down

Variable	Variable Label	Value	Value Label
	last 12 months that were turned down	2	Less than 5%
		3	5-9%
		4	10-24%
		5	25-49%
		6	50-74%
		7	75-99%
		8	100%
		9	Don't know
C10	C10. Whether the proportion of flexible working requests turned down made were made by male employees given as number or percentage	1	Number given
		2	Percentage given
		3	Don't Know
C10_NUM	C10-NUM. Number of rejected flexible working requests that were made by men: among those who gave answer as number	NA	NA
C10_PERC	C10-PERC. Percentage of rejected flexible working requests that were made by men: among those who gave answer as percentage	NA	NA
C10A	C10a. Percentage of rejected flexible working requests that were made by men where exact % not known	1	75% or more
		2	50-74%
		3	25-49%

Variable	Variable Label	Value	Value Label
C10_TOTMREJECT	C10-TOTMREJECT. Percentage of rejected flexible working requests that were made by men (COMBINED)	4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know
		1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
C11_1	C11-1. Whether requests for part-time working have been turned down in the last 12 months	6	Less than 5%
		7	None
		8	Don't Know
		1	Yes
C11_2	C11-2. Whether requests for job sharing have been turned down in the last 12 months	2	No
		3	Don't know
		1	Yes
C11_3	C11-3. Whether requests for flexi-time	2	No
		3	Don't know
		1	Yes

Variable	Variable Label	Value	Value Label
	have been turned down in the last 12 months	2	No
		3	Don't know
C11_4	C11-4. Whether requests for a compressed working week have been turned down in the last 12 months	1	Yes
		2	No
		3	Don't know
C11_5	C11-5. Whether requests for reduced hours for a limited period have been turned down in the last 12 months	1	Yes
		2	No
		3	Don't know
C11_6	C11-6. Whether requests for home working on a regular basis have been turned down in the last 12 months	1	Yes
		2	No
		3	Don't know
C11_7	C11-7. Whether requests for worked during school term time only have been turned down in the last 12 months	1	Yes
		2	No
		3	Don't know
C11_8	C11-8. Whether requests for worked annualised hours have been turned down in the last 12 months	1	Yes
		2	No

Variable	Variable Label	Value	Value Label
C11_9	C11-9. Whether requests for reduced hours permanently have been turned down in the last 12 months	3	Don't know
		1	Yes
		2	No
C11_10	C11-10. Whether requests to take extended leave / sabbatical have been turned down in the last 12 months	3	Don't know
		1	Yes
		2	No
C11_11	C11-11. Whether requests for other types of flexible working have been turned down in the last 12 months	3	Don't know
		1	Yes
		2	No
C12_A	C12. The reasons why requests for flexible working were turned down: Cost to business	3	Don't know
		0	Not
		1	Cost to business
C12_B	C12. The reasons why requests for flexible working were turned down: Disruption it would cause	0	Not
		1	Disruption it would cause
C12_C	C12. The reasons why requests for flexible working were turned down: Unable to meet customer demand	0	Not

Variable	Variable Label	Value	Value Label
C12_D	C12. The reasons why requests for flexible working were turned down: Unable to reorganize work amongst existing staff	1	Unable to meet customer demand
		0	Not
C12_E	C12. The reasons why requests for flexible working were turned down: Unable to recruit additional staff to cover	1	Unable to reorganize work amongst existing staff
		0	Not
C12_F	C12. The reasons why requests for flexible working were turned down: Not eligible to make a request under the law	1	Unable to recruit additional staff to cover
		0	Not
C12_G	C12. The reasons why requests for flexible working were turned down: Would damage quality or performance of business	1	Not eligible to make a request under the law
		0	Not
C12_H	C12. The reasons why requests for flexible working were turned down: Lack of work during proposed periods	1	Would damage quality or performance of business
		0	Not
C12_I	C12. The reasons why requests for flexible working were turned down: Planned structural changes to the business	1	Lack of work during proposed periods
		0	Not
		1	Planned structural changes to the business

Variable	Variable Label	Value	Value Label
C12_J	C12. The reasons why requests for flexible working were turned down: It would cause resentment among colleagues	0	Not
		1	It would cause resentment among colleagues
C12_K	C12. The reasons why requests for flexible working were turned down: Other	0	Not
		1	Other
C12_L	C12. The reasons why requests for flexible working were turned down: No reason	0	Not
		1	No reason
C12_M	C12. The reasons why requests for flexible working were turned down: Don't know	0	Not
		1	Don't know
C13	C13. Whether the proportion of requests for flexible working the workplace has been able to accept over the past 12 months has increased, decreased or stayed the same	1	Increased
		2	Decreased
		3	Stayed the same
		4	Don't know
C14	C14. Whether any employee has been allowed to move from full-time to part-time working in last 2 years, other than women returning from maternity leave	1	Yes

Variable	Variable Label	Value	Value Label
C15	C15. Whether employees were able to keep their existing job when moving from full-time to part-time working	2	No
		3	Don't know
		1	Always / almost always
C16	C16. Whether those employees moving from full-time to part-time working who were not able to keep their existing job were able to keep their existing level of seniority	2	Sometimes
		3	Never
		4	Don't know
		1	Always / almost always
C17_1	C17-1. Whether any staff are using flexible working as a means to phase into retirement	2	Sometimes
		3	Never
		4	Don't know
		1	Yes
C17_2	C17-2. Whether any staff are using flexible working as a means to accommodate a disability or health condition	2	No
		3	Don't know
		1	Yes
C18	C18. Proportion of line managers/supervisors that have received	2	No
		3	Don't know
		NA	NA

Variable	Variable Label	Value	Value Label
C18A	training on how to manage individuals making use of flexible working arrangements C18a. Proportion of line managers/supervisors that have received training on how to manage individuals making use of flexible working arrangements where exact % not known	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
		8	Don't Know
C18_SUM	C18-SUM. Proportion of line managers/supervisors that have received training on how to manage individuals making use of flexible working arrangements (banded)	1	100%
		2	75-99%
		3	50-74%
		4	25-49%
		5	10-24%
		6	5-9%
		7	Less than 5%
		8	None

Variable	Variable Label	Value	Value Label
C19	C19. Whether any employees have made a claim at an employment tribunal over the right to request flexible working in the last 12 months	9	Don't Know
		1	Yes
		2	No
C20	C20. Whether any employees have mentioned they were considering making a claim but not then gone on to do so	3	Don't know
		1	Yes
		2	No
C19_20SUM	C19-20SUM. Whether any employees have made a claim over the right to request flexible working or mentioned they were considering doing so	3	Don't know
		1	Yes - made a claim only
		2	Yes - made a claim and considering
		3	Yes - considering only
		4	No, neither
C21	C21. Whether respondent was aware of the 2009 extension to the right to request flexible working to cover all with children under 17	5	Don't know
		1	Yes
		2	No
C22_A	C22. Whether it is only employees with children under the age of 17 or with specific caring responsibilities that have	3	Don't know
		0	Not

Variable	Variable Label	Value	Value Label
	the right to request flexible working or whether all employees can: Only those who have the right to request flexible working	1	Only those who have the right to request flexible working
C22_B	C22. Whether it is only employees with children under the age of 17 or with specific caring responsibilities that have the right to request flexible working or whether all employees can: All employees	0	Not
		1	All employees
C22_C	C22. Whether it is only employees with children under the age of 17 or with specific caring responsibilities that have the right to request flexible working or whether all employees can: It depends on the employee's job role	0	Not
		1	It depends on the employee's job role
C22_D	C22. Whether it is only employees with children under the age of 17 or with specific caring responsibilities that have the right to request flexible working or whether all employees can: It depend on the employee's level of seniority	0	Not
		1	It depend on the employee's level of seniority
C22_E	C22. Whether it is only employees with children under the age of 17 or with specific caring responsibilities that have	0	Not

Variable	Variable Label	Value	Value Label
	the right to request flexible working or whether all employees can: It depend on the employee's length of service	1	It depend on the employee's length of service
C22_F	C22. Whether it is only employees with children under the age of 17 or with specific caring responsibilities that have the right to request flexible working or whether all employees can: Other	0	Not
		1	Other
C22_G	C22. Whether it is only employees with children under the age of 17 or with specific caring responsibilities that have the right to request flexible working or whether all employees can: Don't know	0	Not
		1	Don't know
C22_SUM	C22-SUM. Whether it is only employees with children under the age of 17 or with specific caring responsibilities that have the right to request flexible working or whether all employees can (SUMMARY)	1	Only those who have the right to request flexible working
		2	All employees
		3	Other arrangement
		4	It depends
		5	Don't know
D1	D1. Whether aware that a pregnant woman with 26 weeks service in 15th week before the baby is due qualifies for Statutory Maternity Pay (unless earnings are very low)	1	Aware of the exact detail

Variable	Variable Label	Value	Value Label
D2	D2. Whether aware that employers can get at least some of their Statutory Maternity Pay contributions reimbursed	2	Aware but not sure of the detail
		3	Unsure
		4	Definitely not aware
		5	Aware of feature but thought some details were different
		6	Don't know
		1	Aware of the exact detail
		2	Aware but not sure of the detail
		3	Unsure
		4	Definitely not aware
		5	Aware of feature but thought some details were different
D3_NUM	D3_NUM. Number of female staff who took maternity leave in past two years	6	Don't know
D3_BAND	D3-BAND. Number of female staff who took maternity leave in past two years (Banded)	NA	NA
		1	None
		2	1
		3	2
		4	3
		5	4
		6	5-9
		7	10-24

Variable	Variable Label	Value	Value Label
D4_NUM	D4_NUM. Number of females that took maternity leave who were paid Statutory Maternity Pay	8	25 or more
		9	Don't know
		NA	NA
D4_BAND	D4_BAND. Number of females that took maternity leave who were paid Statutory Maternity Pay (Banded)	1	None
		2	1
		3	2
		4	3
		5	4
		6	5-9
		7	10-24
		8	25 or more
		9	Don't know
D4_PERC	D4-PERC. Percentage of females that took maternity leave who were paid Statutory Maternity Pay	1	100%
		2	75-99%
		3	50-74%
		4	25-49%
		5	10-24%
		6	5-9%
		7	Less than 5%
		8	None
		9	Don't know

Variable	Variable Label	Value	Value Label
D5	D5. Whether cost of paying Statutory Maternity Pay at workplace was recovered from HMRC	1	Yes
		2	No
		3	Don't know
D6	D6. Whether workplace offers more than the statutory maternity pay	1	Yes
		2	No
		3	Don't know
D7	D7. Whether extra-statutory maternity pay is available to all mothers or only some	1	ALL mothers
		2	SOME mothers only
		3	Don't know
D8_A	D8. Which mothers qualify for extra-statutory maternity pay (where only some do): Women with sufficiently long service records	0	Not
		1	Women with sufficiently long service records
D8_B	D8. Which mothers qualify for extra-statutory maternity pay (where only some do): Women in higher grades	0	Not
		1	Women in higher grades
D8_C	D8. Which mothers qualify for extra-statutory maternity pay (where only some do): Full-time staff	0	Not
		1	Full-time staff
D8_D	D8. Which mothers qualify for extra-	0	Not

Variable	Variable Label	Value	Value Label
	statutory maternity pay (where only some do): Managerial staff	1	Managerial staff
D8_E	D8. Which mothers qualify for extra-statutory maternity pay (where only some do): Women who intend to return to work	0	Not
		1	Women who intend to return to work
D8_F	D8. Which mothers qualify for extra-statutory maternity pay (where only some do): Other	0	Not
		1	Other
D8_G	D8. Which mothers qualify for extra-statutory maternity pay (where only some do): Don't know	0	Not
		1	Don't know
D9_A	D9. If extra-statutory maternity pay is available, whether workplace has a single offer or whether it differs for women in different positions: One offer	0	Not
		1	One offer
D9_B	D9. If extra-statutory maternity pay is available, whether workplace has a single offer or whether it differs for women in different positions: It depends on the employee's job role	0	Not
		1	It depends on the employee's job role
D9_C	D9. If extra-statutory maternity pay is available, whether workplace has a single offer or whether it differs for women in different positions: It depend on the	0	Not

Variable	Variable Label	Value	Value Label
	employee's level of seniority	1	It depend on the employee's level of seniority
D9_D	D9. If extra-statutory maternity pay is available, whether workplace has a single offer or whether it differs for women in different positions: It depends on the employee's length of service	0	Not
		1	It depends on the employee's length of service
D9_E	D9. If extra-statutory maternity pay is available, whether workplace has a single offer or whether it differs for women in different positions: It depends on the employee's salary	0	Not
		1	It depends on the employee's salary
D9_F	D9. If extra-statutory maternity pay is available, whether workplace has a single offer or whether it differs for women in different positions: Other	0	Not
		1	Other
D9_G	D9. If extra-statutory maternity pay is available, whether workplace has a single offer or whether it differs for women in different positions: Don't know	0	Not
		1	Don't know
D9_SUM	D9-SUM. If extra-statutory maternity pay is available, whether workplace has a single offer or whether it differs for women	1	One offer

Variable	Variable Label	Value	Value Label
	in different positions (SUMMARY)	2	It depends
		3	Other
		4	Don't know
D10	D10. Whether how long mothers receive maternity pay above the statutory minimum is given as Weeks or Months	1	Weeks given
		2	Months given
		3	Don't Know
D10_WKS	D10_WKS. How long mothers receive maternity pay above the statutory minimum (Weeks)	NA	NA
D10_MNTH	D10_MNTH. How long mothers receive maternity pay above the statutory minimum (Months)	NA	NA
D10_SUM	D10_SUM. How long mothers receive maternity pay above the statutory minimum (WEEKS COMBINED)	NA	NA
D10_SUM2	D10-SUM2. How long mothers receive maternity pay above the statutory minimum (WEEKS COMBINED BANDED)	1	1-6 weeks
		2	7-12 weeks
		3	13-18 weeks
		4	19-26 weeks
		5	Over 26 weeks
		6	Don't know
D11	D11. Whether mothers receive full pay for all, part or none of the time that workplace	1	All of this time

Variable	Variable Label	Value	Value Label
	offers extra-statutory pay	2	Part of this time
		3	None of this time
		4	Don't know
D12	D12. Whether how long mothers receive full pay during maternity leave is given as Weeks or Months	1	Weeks given
		2	Months given
		3	Don't Know
D12_WKS	D12_WKS. How long mothers receive full pay during maternity leave (Weeks)	NA	NA
D12_MNTH	D12_MNTH. How long mothers receive full pay during maternity leave (Months)	NA	NA
D12_SUM	D12_SUM. How long mothers receive full pay during maternity leave (WEEKS COMBINED)	NA	NA
D12_SUM2	D12-SUM2. How long mothers receive full pay during maternity leave (WEEKS COMBINED BANDED)	1	1-6 weeks
		2	7-12 weeks
		3	13-18 weeks
		4	19-26 weeks
		5	Over 26 weeks
		6	Don't Know
D13	D13. Proportion of pay that mothers on maternity leave receive when they do not receive full pay	NA	NA

Variable	Variable Label	Value	Value Label
D13A	D13a. Proportion of pay that mothers on maternity leave receive when they do not receive full pay where exact % not known	1	90% or more
		2	75%-89%
		3	50-74%
		4	25-49%
		5	Less than 25%
		6	Don't Know
D13_SUM	D13-SUM. Proportion of pay that mothers on maternity leave receive when they do not receive full pay (COMBINED)	1	90% or more
		2	75%-89%
		3	50-74%
		4	25-49%
		5	Less than 25%
		6	Don't Know
D14_A	D14. Whether workplace operates schemes to help women who go on maternity leave when they return to work: A keep in touch scheme	0	Not
		1	A keep in touch scheme
D14_B	D14. Whether workplace operates schemes to help women who go on maternity leave when they return to work: Re-training when they return to work	0	Not
		1	Re-training when they return to work
D14_C	D14. Whether workplace operates schemes to help women who go on maternity leave when they return to work:	0	Not

Variable	Variable Label	Value	Value Label
	Phased return		
D14_D	D14. Whether workplace operates schemes to help women who go on maternity leave when they return to work: None	1	Phased return
		0	Not
D14_E	D14. Whether workplace operates schemes to help women who go on maternity leave when they return to work: Don't know	1	None
		0	Not
D16	D16. Whether women who came back from maternity leave over the last two years came back to the same job or not	1	Don't know
		1	ALL came back to same / similar job
		2	MOST came back to same / similar job
		3	MOST DID NOT come back to same / similar job
		4	NONE came back to same / similar job
		5	N/A. No women returned to work
		6	N/A. Still on maternity leave
D16_SUM	D16-SUM. Whether women who came back from maternity leave over the last two years came back to the same job or not (SUMMARY)	7	Don't know
		1	ALL / MOST
		2	MOST NOT / NONE

Variable	Variable Label	Value	Value Label
D17	D17. Whether in the last 2 years any female employees were working full-time prior to the birth of their child and wanted to return on a part-time basis	3	N/A OR DON'T KNOW
		1	Yes
		2	No
		3	Don't know
D18	D18. How often accepted if a female employee working full-time hours prior to the birth of their child wanted to return on a part-time basis	1	Accepted in all or nearly all cases
		2	Accepted in some cases
		3	Were not accepted
		4	Don't know
D18_SUM	D18-SUM. How often accepted if a female employee working full-time hours prior to the birth of their child wanted to return on a part-time basis (SUMMARY)	1	ANY ACCEPTED
D19	D19. How often a woman would be able to keep her existing job if she returned from maternity leave on a part-time basis	1	Yes - always / almost always
		2	Yes - sometimes
		3	No
		4	Don't know
D19_SUM	D19-SUM. How often a woman would be able to keep her existing job if she returned from maternity leave on a part-time basis (SUMMARY)	1	EVER ABLE TO
D20	D20. How often a woman would be able	1	Yes - always / almost always

Variable	Variable Label	Value	Value Label
	to keep her existing level of seniority if she returned from maternity leave on a part-time basis	2	Yes - sometimes
		3	No
		4	Don't know
D20_SUM	D20-SUM. How often a woman would be able to keep her existing level of seniority if she returned from maternity leave on a part-time basis (SUMMARY)	1	EVER ABLE TO
D21	D21. Whether found it difficult to hold a job open for an employee on maternity leave: among those who had employees returning from maternity leave	1	Yes
		2	No
		3	Don't know
D22	D22. How difficult it is to hold open positions for women during their maternity leave	1	Minimal
		2	Moderate
		3	Substantial
		4	Don't know
D23_A	D23. Difficulties experienced in holding positions open for women during their maternity leave: Expensive to hire temporary staff to cover maternity leave	0	Not
		1	Expensive to hire temporary staff to cover

Variable	Variable Label	Value	Value Label
D23_B	D23. Difficulties experienced in holding positions open for women during their maternity leave: Finding staff to cover the job temporarily	0	maternity leave Not
		1	Finding staff to cover the job temporarily
D23_C	D23. Difficulties experienced in holding positions open for women during their maternity leave: Changes to business / job roles	0	Not
		1	Changes to business / job roles
D23_D	D23. Difficulties experienced in holding positions open for women during their maternity leave: Business / commercial performance adversely affected	0	Not
		1	Business / commercial performance adversely affected
D23_E	D23. Difficulties experienced in holding positions open for women during their maternity leave: Uncertainty surrounding notice period	0	Not
		1	Uncertainty surrounding notice period
D23_F	D23. Difficulties experienced in holding positions open for women during their maternity leave: Other	0	Not
		1	Other
D23_G	D23. Difficulties experienced in holding positions open for women during their maternity leave: Don't know	0	Not
		1	Don't know

Variable	Variable Label	Value	Value Label
D24	D24. Whether management at establishment have had any issues with maternity rights and benefits in the last 2 years	1	Yes
		2	No - and women have taken maternity leave
		3	No maternity leave in last 2 years
		4	Don't know if any issues with maternity rights and benefits
D25_A	D25. Issues experienced by management with maternity rights and benefits in the last 2 years: Employees using maternity rights as a way of having extended paid leave	0	Not
		1	Employees using maternity rights as a way of having extended paid leave
D25_B	D25. Issues experienced by management with maternity rights and benefits in the last 2 years: Difficulties in recruiting staff to cover staff on maternity leave	0	Not
		1	Difficulties in recruiting staff to cover staff on maternity leave
D25_C	D25. Issues experienced by management with maternity rights and benefits in the last 2 years: Staff wanting to work flexibly on return to work	0	Not
		1	Staff wanting to work flexibly on return to work
D25_D	D25. Issues experienced by management with maternity rights and benefits in the	0	Not

Variable	Variable Label	Value	Value Label
	last 2 years: Confusion surrounding legislation and maternity pay/benefits	1	Confusion surrounding legislation and maternity pay/benefits
D25_E	D25. Issues experienced by management with maternity rights and benefits in the last 2 years: Other	0	Not
		1	Other
D25_F	D25. Issues experienced by management with maternity rights and benefits in the last 2 years: Don't know	0	Not
		1	Don't know
D26	D26. Whether any employees have raised complaints or problems with maternity rights compliance over the last 2 years	1	Yes - one complaint / problem
		2	Yes - more than one complaint / problem
		3	No
		4	Can't say / Don't know
D26_SUM	D26-SUM. Whether any employees have raised complaints or problems with maternity rights compliance over the last 2 years (SUMMARY)	1	ANY COMPLAINT
D27	D27. Whether dispute(s) involved claims that the person involved had been treated unfairly or discriminated against	1	Yes
		2	No
		3	Don't know
D28_A	D28. Grounds for claim(s) that the person involved in the dispute had been treated	0	Not

Variable	Variable Label	Value	Value Label
D28_B	unfairly or discriminated against: Pregnancy discrimination	1	Pregnancy discrimination
	D28. Grounds for claim(s) that the person involved in the dispute had been treated unfairly or discriminated against: Other form of discrimination (sex, race, disability, religion, age etc)	0	Not
D28_C	D28. Grounds for claim(s) that the person involved in the dispute had been treated unfairly or discriminated against: Maternity pay	1	Other form of discrimination (sex, race, disability, religion, age etc)
		0	Not
D28_D	D28. Grounds for claim(s) that the person involved in the dispute had been treated unfairly or discriminated against: Notification about going on leave or returning to work	1	Maternity pay
		0	Not
D28_E	D28. Grounds for claim(s) that the person involved in the dispute had been treated unfairly or discriminated against: The type of job to which the woman returned	1	Notification about going on leave or returning to work
		0	Not
D28_F	D28. Grounds for claim(s) that the person involved in the dispute had been treated	1	The type of job to which the woman returned
		0	Not

Variable	Variable Label	Value	Value Label
D28_G	unfairly or discriminated against: The terms of conditions of employment upon the woman's return to work D28. Grounds for claim(s) that the person involved in the dispute had been treated unfairly or discriminated against: A woman wanting to return to work part-time or on reduced hours	1	The terms of conditions of employment upon the woman's return to work
		0	Not
D28_H	D28. Grounds for claim(s) that the person involved in the dispute had been treated unfairly or discriminated against: Other	1	A woman wanting to return to work part-time or on reduced hours
		0	Not
D28_I	D28. Grounds for claim(s) that the person involved in the dispute had been treated unfairly or discriminated against: Don't know	1	Other
		0	Not
D29	D29. Whether any employees have made a claim at an employment tribunal over maternity rights in the last 12 months	1	Don't know
		1	Yes
		2	No
D30	D30. Whether any employees have mentioned they were considering making a claim over maternity rights but not then gone on to do so	3	Don't know
		1	Yes

Variable	Variable Label	Value	Value Label
D29D30_SUM	D29/D30 Summary. Whether any employees have made a claim over maternity rights or mentioned they were considering doing so	2	No
		3	Don't know
		1	Yes - made a claim only
D29D30_SUM2	D29/D30 Summary. Whether any employees have made a claim over maternity rights or mentioned they were considering doing so (SUMMARY)	2	Yes - made a claim and considering
		3	Yes - considering only
		4	No, neither
		5	Don't know
		1	CLAIMED AND/OR CONSIDERED
E1	E1. The number of male employees that have had a baby in the last 2 years	NA	NA
E1_SUM	E1-SUM. The number of male employees that have had a baby in the last 2 years (banded)	1	None
		2	1
		3	2
		4	3
		5	4
		6	5-9
		7	10-24
		8	25 or more

Variable	Variable Label	Value	Value Label
E2	E2. The number of male employees that have taken time off around the birth of their child in the last 2 years	9	Some but don't know the number
		10	Don't know
		NA	NA
E2_SUM	E2-SUM. The number of male employees that have taken time off around the birth of their child in the last 2 years (banded)	1	None
		2	1
		3	2
		4	3
		5	4
		6	5-9
		7	10-24
		8	25 or more
		9	Some but don't know the number
		10	Don't know
E2_PERC	E2-PERC. Percentage of males that have had a baby that took time off around the birth of their child in the last 2 years	1	100%
		2	75-99%
		3	50-74%
		4	25-49%
		5	10-24%
		6	5-9%
		7	Less than 5%
		8	None

Variable	Variable Label	Value	Value Label
E2_PERC2	E2-PERC2. Percentage of males that have had a baby that took time off around the birth of their child in the last 2 years	9	Don't Know
		NA	NA
E3	E3. Whether the proportion of fathers who were paid Statutory Paternity Pay given as number or percentage	1	Number given
		2	Percentage given
		3	None
		4	Don't Know
E3_NUM	E3-NUM. Number of fathers who took time off around the birth of their child that were paid Statutory Paternity Pay: among those who gave answer as number	NA	NA
E3_PERC	E3-PERC. Percentage of fathers who took time off around the birth of their child that were paid Statutory Paternity Pay: among those who gave answer as percentage	NA	NA
E3A	E3a. Percentage of fathers who took time off around the birth of their child that were paid Statutory Paternity Pay where exact % not known	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%

Variable	Variable Label	Value	Value Label
E3_TOT	E3-TOT. Proportion of fathers who took time off around the birth of their child that were paid Statutory Paternity Pay (COMBINED)	6	Less than 5%
		7	None
		8	Don't Know
		1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
E4	E4. Whether the cost of paying Statutory Paternity Pay was recovered from HMRC	8	Don't Know
		1	Yes
		2	No
E5	E5. Whether fathers at establishment have taken holiday or annual leave instead of taking paternity leave in the last 2 years	3	Don't know
		1	Yes
E6	E6. Whether any fathers have topped up paternity leave with holiday or annual leave in the last 2 years	2	No
		3	Don't know
		1	Yes
		2	No

Variable	Variable Label	Value	Value Label
		3	Don't know
E7_A	E7. Whether fathers at establishment are allowed a longer period of paternity leave than the statutory amount (2 weeks off work): Yes	0	Not
		1	Yes
E7_B	E7. Whether fathers at establishment are allowed a longer period of paternity leave than the statutory amount (2 weeks off work): No	0	Not
		1	No
E7_C	E7. Whether fathers at establishment are allowed a longer period of paternity leave than the statutory amount (2 weeks off work): It depends on the employee's job role	0	Not
		1	It depends on the employee's job role
E7_D	E7. Whether fathers at establishment are allowed a longer period of paternity leave than the statutory amount (2 weeks off work): It depends on the employee's level of seniority	0	Not
		1	It depends on the employee's level of seniority
E7_E	E7. Whether fathers at establishment are allowed a longer period of paternity leave than the statutory amount (2 weeks off work): It depends on the employee's length of service	0	Not

Variable	Variable Label	Value	Value Label
E7_F	E7. Whether fathers at establishment are allowed a longer period of paternity leave than the statutory amount (2 weeks off work): Don't know	1	It depends on the employee's length of service
		0	Not
E7_SUM	E7-SUM. Whether fathers at establishment are allowed a longer period of paternity leave than the statutory amount (2 weeks off work) - SUMMARY	1	Don't know
		1	Yes
E8	E8. Whether extra paternity leave provided to fathers at establishment was given as days or weeks	2	No
		3	It depends
		4	Don't know
		1	Days given
E8_DAY	E8-DAY. The amount of extra paternity leave provided to fathers at establishment (Days)	2	Weeks given
		3	Don't Know
E8_WKS	E8_WKS. The amount of extra paternity leave provided to fathers at establishment (Weeks)	NA	NA
E8_TOT	E8-TOT. The amount of extra paternity leave provided to fathers at establishment (WEEKS COMBINED)	1	Less than 1 week
		2	1 week or more but less than 2 weeks

Variable	Variable Label	Value	Value Label
		3	2 weeks or more but less than 3 weeks
		4	3 weeks or more but less than 4 weeks
		5	4 weeks or more but less than 5 weeks
		6	5 weeks or more
		7	Don't know
E9_A	E9. Whether establishment pays fathers more than the statutory rate for paternity pay when they take paternity leave: Yes	0	Not
		1	Yes
E9_B	E9. Whether establishment pays fathers more than the statutory rate for paternity pay when they take paternity leave: No	0	Not
		1	No
E9_C	E9. Whether establishment pays fathers more than the statutory rate for paternity pay when they take paternity leave: It depends on the employee's job role	0	Not
		1	It depends on the employee's job role
E9_D	E9. Whether establishment pays fathers more than the statutory rate for paternity pay when they take paternity leave: It depends on the employee's level of seniority	0	Not
		1	It depends on the employee's level of seniority
E9_E	E9. Whether establishment pays fathers more than the statutory rate for paternity pay when they take paternity leave: It	0	Not

Variable	Variable Label	Value	Value Label
	depends on the employee's length of service	1	It depends on the employee's length of service
E9_F	E9. Whether establishment pays fathers more than the statutory rate for paternity pay when they take paternity leave: Don't know	0	Not
		1	Don't know
E9_SUM	E9-SUM. Whether establishment pays fathers more than the statutory rate for paternity pay when they take paternity leave (SUMMARY)	1	Yes
		2	No
		3	It depends
		4	Don't know
E9_SUM2	E9-SUM2. Whether establishment pays fathers more than the statutory rate for paternity pay when they take paternity leave (SUMMARY)	1	IT DEPENDS
E10	E10. Whether fathers receive full pay for all, part, or none of the time during paternity leave	1	All of this time
		2	Part of this time
		3	None of this time
		4	Don't know
E10_SUM	E10-SUM. Whether fathers receive full pay for all, part, or none of the time during paternity leave (SUMMARY)	1	ANY

Variable	Variable Label	Value	Value Label
E11	E11. Whether time that fathers receive fully pay during paternity leave is given in weeks, or months	1	Weeks given
		2	Months given
		3	Don't Know
E11_WK	E11-WK. The number of WEEKS that fathers receive full pay during their paternity leave	NA	NA
E11_MNTH	E11-MNTH. The number of MONTHS that fathers receive full pay during their paternity leave	NA	NA
E11_TOT	E11-TOT. The amount of time that fathers receive full pay during paternity leave (WEEKS COMBINED)	1	Less than 1 week
		2	1 week or more but less than 2 weeks
		3	2 weeks or more but less than 3 weeks
		4	3 weeks or more but less than 4 weeks
		5	4 weeks or more but less than 5 weeks
		6	5 weeks or more
		7	Don't know
E12	E12. The proportion of normal pay that fathers on paternity leave receive	NA	NA
E12A	E12a. The proportion of normal pay that fathers on paternity leave receive where exact % not known	1	90% or more
		2	75%-89%
		3	50-74%

Variable	Variable Label	Value	Value Label
E12_TOT	E12-TOT. The proportion of their normal pay that fathers on paternity leave receive (COMBINED)	4	25-49%
		5	Less than 25%
		6	Don't Know
		1	90% or more
		2	75%-89%
		3	50-74%
		4	25-49%
E14	E14. Whether in the last 2 years the workplace has allowed fathers to split their paternity leave into individual days or weeks, rather than taking it in a single block	5	Less than 25%
		6	Don't Know
		1	Yes, allowed individual days or weeks to be taken
		2	No, those taking paternity leave have to take it in a single block
		3	We have not had a request to split the leave
		4	Don't know
E15	E15. Whether respondent was aware of the change in paternity leave rights allowing fathers to take 26 weeks additional paternity leave	1	Yes
		2	No
		3	Don't know
E16	E16. The number of male employees that have taken Additional Paternity Leave in	NA	NA

Variable	Variable Label	Value	Value Label
E16_BAND	the last 2 years E16-BAND. The number of male employees that have taken Additional Paternity Leave in the last 2 years (banded)	1	None
		2	1
		3	2
		4	3
		5	4
		6	5-9
		7	10-24
		8	25 or more
		9	Some but don't know the number
		10	Don't know
E16_PERC	E16-PERC. Percentage of male employees that have had a baby in the last 2 years that have taken Additional Paternity Leave	1	75% or more
		2	50-74%
		3	25-49%
		4	10-24%
		5	5-9%
		6	Less than 5%
		7	None
E17_A	E17. Amount of Additional Paternity	8	Don't know
		0	Not

Variable	Variable Label	Value	Value Label
E17_B	E17. Amount of Additional Paternity Leave taken by fathers in the last 2 years: Taken the full 26 weeks	1	Taken the full 26 weeks
		0	Not
E17_C	E17. Amount of Additional Paternity Leave taken by fathers in the last 2 years: Between 13 and 25 weeks	1	Between 13 and 25 weeks
		0	Not
E17_D	E17. Amount of Additional Paternity Leave taken by fathers in the last 2 years: Between 4 and 13 weeks	1	Between 4 and 13 weeks
		0	Not
E17_E	E17. Amount of Additional Paternity Leave taken by fathers in the last 2 years: Fewer than 4 weeks	1	Fewer than 4 weeks
		0	Not
E18	E18. Whether workplace has experienced any issues with fathers taking ordinary or additional paternity leave over the last 2 years because they haven't provided enough notice	1	Don't know
		1	Yes - ordinary paternity leave
		2	Yes - additional paternity leave
		3	Yes - both ordinary and additional paternity leave
		4	No
		5	Don't know

Variable	Variable Label	Value	Value Label
E18_SUM	E18-SUM. Whether workplace has experienced any issues with fathers taking ordinary or additional paternity leave over the last 2 years because they haven't provided enough notice (SUMMARY)	1	YES - ANY
E19	E19. Whether workplace has experienced any other issues with fathers taking paternity leave over the last 2 years	1	Yes
		2	No
		3	Don't know
E20_A	E20. Other problems experienced with fathers taking paternity leave: Fathers want to take it in individual days rather than in a single block	0	Not
		1	Fathers want to take it in individual days rather than in a single block
E20_B	E20. Other problems experienced with fathers taking paternity leave: Uncertainty around when fathers take paternity leave	0	Not
		1	Uncertainty around when fathers take paternity leave
E20_C	E20. Other problems experienced with fathers taking paternity leave: Finding staff to cover the job temporarily	0	Not
		1	Finding staff to cover the job temporarily
E20_D	E20. Other problems experienced with fathers taking paternity leave: Fathers complaining about rate of Statutory	0	Not

Variable	Variable Label	Value	Value Label
	Paternity Pay	1	Fathers complaining about rate of Statutory Paternity Pay
E20_E	E20. Other problems experienced with fathers taking paternity leave: Business/commercial performance adversely affected	0	Not
		1	Business/commercial performance adversely affected
E20_F	E20. Other problems experienced with fathers taking paternity leave: Fathers want more time off/more time was required	0	Not
		1	Fathers want more time off/more time was required
E20_G	E20. Other problems experienced with fathers taking paternity leave: Employee having only worked for company for a short period of time	0	Not
		1	Employee having only worked for company for a short period of time
E20_H	E20. Other problems experienced with fathers taking paternity leave: Other	0	Not
		1	Other
E20_I	E20. Other problems experienced with fathers taking paternity leave: Don't know	0	Not
		1	Don't know
E21	E21. Whether workplace allows male employees to take time off to attend antenatal appointments	1	Yes

Variable	Variable Label	Value	Value Label
E22	E22. The number of antenatal appointment that male employees are allowed time off to attend	2	No
		3	Don't know
		1	1
		2	2
		3	3
		4	More than 3
E23_A	E23. How time taken off for male staff to attend antenatal appointments is treated: As special paid leave	5	No limit placed
		6	Don't know
		0	Not
E23_B	E23. How time taken off for male staff to attend antenatal appointments is treated: As leave without pay	1	As special paid leave
		0	Not
E23_C	E23. How time taken off for male staff to attend antenatal appointments is treated: As annual leave / holiday	1	As leave without pay
		0	Not
E23_D	E23. How time taken off for male staff to attend antenatal appointments is treated: Time off but make it up later	1	As annual leave / holiday
		0	Not
E23_E	E23. How time taken off for male staff to	1	Time off but make it up later
		0	Not

Variable	Variable Label	Value	Value Label
	attend antenatal appointments is treated: It depends on the employee's job role	1	It depends on the employee's job role
E23_F	E23. How time taken off for male staff to attend antenatal appointments is treated: It depend on the employee's level of seniority	0	Not
		1	It depend on the employee's level of seniority
E23_G	E23. How time taken off for male staff to attend antenatal appointments is treated: It depends on the employee's length of service	0	Not
		1	It depends on the employee's length of service
E23_H	E23. How time taken off for male staff to attend antenatal appointments is treated: Never been asked	0	Not
		1	Never been asked
E23_I	E23. How time taken off for male staff to attend antenatal appointments is treated: It would depend entirely on individual preference	0	Not
		1	It would depend entirely on individual preference
E23_J	E23. How time taken off for male staff to attend antenatal appointments is treated: Other	0	Not
		1	Other
E23_K	E23. How time taken off for male staff to attend antenatal appointments is treated:	0	Not

Variable	Variable Label	Value	Value Label
	Don't know	1	Don't know
E23_SUM_A	E23-SUM. How time taken off for male staff to attend antenatal appointments is treated (SUMMARY): As special paid leave	0	Not
		1	As special paid leave
E23_SUM_B	E23-SUM. How time taken off for male staff to attend antenatal appointments is treated (SUMMARY): As leave without pay	0	Not
		1	As leave without pay
E23_SUM_C	E23-SUM. How time taken off for male staff to attend antenatal appointments is treated (SUMMARY): As annual leave / holiday	0	Not
		1	As annual leave / holiday
E23_SUM_D	E23-SUM. How time taken off for male staff to attend antenatal appointments is treated (SUMMARY): Time off but make it up later	0	Not
		1	Time off but make it up later
E23_SUM_E	E23-SUM. How time taken off for male staff to attend antenatal appointments is treated (SUMMARY): It depends	0	Not
		1	It depends
E23_SUM_F	E23-SUM. How time taken off for male staff to attend antenatal appointments is	0	Not

Variable	Variable Label	Value	Value Label
E23_SUM_G	E23-SUM. How time taken off for male staff to attend antenatal appointments is treated (SUMMARY): Never been asked	1	Never been asked
		0	Not
E23_SUM_H	E23-SUM. How time taken off for male staff to attend antenatal appointments is treated (SUMMARY): Depends on the individual	1	Depends on the individual
		0	Not
E23_SUM_I	E23-SUM. How time taken off for male staff to attend antenatal appointments is treated (SUMMARY): Some other arrangement	1	Some other arrangement
		0	Not
E23_SUM2	E23-SUM2. How time taken off for male staff to attend antenatal appointments is treated (SUMMARY): Don't know	1	Don't know
		1	IT DEPENDS
E24	E24. Whether any male employees have made a claim at an employment tribunal over paternity rights in the past 12 months	1	Yes
		2	No
E25	E25. Whether any male employees have mentioned they were considering making a claim over paternity rights but have not then gone on to do	3	Don't know
		1	Yes
		2	No

Variable	Variable Label	Value	Value Label
E24E25_SUM	E24/E25 Summary. Whether any employees have made a claim over paternity rights or mentioned they were considering doing so	3	Don't know
		1	Yes - made a claim only
		2	Yes - made a claim and considering
		3	Yes - considering only
		4	No, neither
E26	E26. Whether the benefits the workplace provides for adoptive primary carers and their partners matches those provided to birth parents	5	Don't know
		1	Yes
		2	No
F1	F1. Whether any employees have taken unpaid parental leave to look after their children in the last 12 months	3	Don't know
		1	Yes
F2	F2. Whether it is only parents with children under 5 and those with disabled children under 18 that have the right to parental leave at the workplace	2	No
		3	Don't know
		1	Only those who have the legislative right to unpaid parental leave
		2	All parents
		3	Other
		4	Don't know

Variable	Variable Label	Value	Value Label
F3	F3. Whether respondent was aware that in March 2013 the unpaid parental leave that parents can take was increased from 13 to 18 weeks	1	Yes
		2	No
		3	Don't know
F4_A	F4. Whether requests to take time off at short notice to care for family members, or someone who depends on them for care, would be always, sometimes or never agreed to: Be agreed to in all or nearly all cases	0	Not
		1	Be agreed to in all or nearly all cases
F4_B	F4. Whether requests to take time off at short notice to care for family members, or someone who depends on them for care, would be always, sometimes or never agreed to: Be agreed to in some cases	0	Not
		1	Be agreed to in some cases
F4_C	F4. Whether requests to take time off at short notice to care for family members, or someone who depends on them for care, would be always, sometimes or never agreed to: Never be agreed to	0	Not
		1	Never be agreed to
F4_D	F4. Whether requests to take time off at short notice to care for family members, or someone who depends on them for care, would be always, sometimes or never agreed to: It would be dependent	0	Not

Variable	Variable Label	Value	Value Label
	entirely on individual circumstances	1	It would be dependent entirely on individual circumstances
F4_E	F4. Whether requests to take time off at short notice to care for family members, or someone who depends on them for care, would be always, sometimes or never agreed to: It depends on the employee's job role	0	Not
		1	It depends on the employee's job role
F4_F	F4. Whether requests to take time off at short notice to care for family members, or someone who depends on them for care, would be always, sometimes or never agreed to: It depend on the employee's level of seniority	0	Not
		1	It depend on the employee's level of seniority
F4_G	F4. Whether requests to take time off at short notice to care for family members, or someone who depends on them for care, would be always, sometimes or never agreed to: It depends on the employee's length of service	0	Not
		1	It depends on the employee's length of service
F4_H	F4. Whether requests to take time off at short notice to care for family members, or someone who depends on them for care, would be always, sometimes or	0	Not

Variable	Variable Label	Value	Value Label
F4_I	never agreed to: Depends on levels of work F4. Whether requests to take time off at short notice to care for family members, or someone who depends on them for care, would be always, sometimes or never agreed to: It would be dependent on the discretion of the line manager	1	Depends on levels of work
		0	Not
F4_J	F4. Whether requests to take time off at short notice to care for family members, or someone who depends on them for care, would be always, sometimes or never agreed to: Don't know	1	It would be dependent on the discretion of the line manager
		0	Not
F4_SUM	F4-SUM. Whether requests to take time off at short notice to care for family members, or someone who depends on them for care, would be always, sometimes or never agreed to (SUMMARY)	1	Don't know
		1	Be agreed to in all or nearly all cases
		2	Be agreed to in some cases
		3	Never be agreed to
		4	It depends
F4_SUM2	F4-SUM2. Whether requests to take time off at short notice to care for family members, or someone who depends on	5	Don't know
		1	EVER AGREED TO

Variable	Variable Label	Value	Value Label
	them for care, would be always, sometimes or never agreed to (SUMMARY)		
F5_A	F5. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified: Yes, do specify	2 0	IT DEPENDS Not
F5_B	F5. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified: No, up to the individual	1 0	Yes, do specify Not
F5_C	F5. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified: Never been asked	1 0	No, up to the individual Not
F5_D	F5. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified: It depends on the employee's job role	1 0	Never been asked Not
		1	It depends on the employee's job role

Variable	Variable Label	Value	Value Label
F5_E	F5. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified: It depends on the employee's level of seniority	0	Not
		1	It depends on the employee's level of seniority
F5_F	F5. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified: It depends on the employee's length of service	0	Not
		1	It depends on the employee's length of service
F5_G	F5. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified: Would depend entirely on individual preferences	0	Not
		1	Would depend entirely on individual preferences
F5_H	F5. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified: Mutual agreement	0	Not
		1	Mutual agreement
F5_I	F5. Whether workplace specifies how	0	Not

Variable	Variable Label	Value	Value Label
	time off at short notice to deal with an emergency involving a family member/dependent should be classified: Would depend entirely on circumstances (unspecified)	1	Would depend entirely on circumstances (unspecified)
F5_J	F5. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified: Other	0	Not
		1	Other
F5_K	F5. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified: Don't know	0	Not
		1	Don't know
F5_SUM_A	F5-SUM. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified (SUMMARY): Yes, do specify	0	Not
		1	Yes, do specify
F5_SUM_B	F5-SUM. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified	0	Not

Variable	Variable Label	Value	Value Label
	(SUMMARY): No, up to the individual	1	No, up to the individual
F5_SUM_C	F5-SUM. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified (SUMMARY): Never been asked	0	Not
		1	Never been asked
F5_SUM_D	F5-SUM. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified (SUMMARY): It depends	0	Not
		1	It depends
F5_SUM_E	F5-SUM. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified (SUMMARY): Depends on the individual	0	Not
		1	Depends on the individual
F5_SUM_F	F5-SUM. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified (SUMMARY): Mutual agreement	0	Not
		1	Mutual agreement
F5_SUM_G	F5-SUM. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified	0	Not

Variable	Variable Label	Value	Value Label
	(SUMMARY): Would depend entirely on circumstances (unspecified)	1	Would depend entirely on circumstances (unspecified)
F5_SUM_H	F5-SUM. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified (SUMMARY): Some other arrangement	0	Not
		1	Some other arrangement
F5_SUM_I	F5-SUM. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified (SUMMARY): Don't know	0	Not
		1	Don't know
F5_SUM2	F5-SUM2. Whether workplace specifies how time off at short notice to deal with an emergency involving a family member/dependent should be classified (SUMMARY)	1	IT DEPENDS
F5A_A	F5a. How the workplace classifies time taken off at short notice: where workplace specifies how time must be taken: As special paid leave	0	Not
		1	As special paid leave
F5A_B	F5a. How the workplace classifies time taken off at short notice: where workplace specifies how time must be taken: As sick	0	Not

Variable	Variable Label	Value	Value Label
	leave		
F5A_C	F5a. How the workplace classifies time taken off at short notice: where workplace specifies how time must be taken: As leave without pay	1 0	As sick leave Not
F5A_D	F5a. How the workplace classifies time taken off at short notice: where workplace specifies how time must be taken: As annual leave	1 0	As leave without pay Not
F5A_E	F5a. How the workplace classifies time taken off at short notice: where workplace specifies how time must be taken: Time off but make up for it later	1 0	As annual leave Not
F5A_F	F5a. How the workplace classifies time taken off at short notice: where workplace specifies how time must be taken: Would depend entirely on individual circumstances	1 0	Time off but make up for it later Not
F5A_G	F5a. How the workplace classifies time taken off at short notice: where workplace specifies how time must be taken: Other	1 0	Would depend entirely on individual circumstances Not
F5A_H	F5a. How the workplace classifies time taken off at short notice: where workplace	1 0	Other Not

Variable	Variable Label	Value	Value Label
F5A_I	specifies how time must be taken: Don't know	1	Don't know
	F5a. How the workplace classifies time taken off at short notice: where workplace specifies how time must be taken: Not stated	0	Not
F6	F6. Whether special paid leave is fully paid or partly paid	1	Not stated
		1	Fully paid
		2	Partly paid
		3	Would depend on the individual case
		4	Don't know
G1_A	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Government sources	5	Not stated
		0	Not
		1	Government sources
G1_B	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: BIS (Department for Business Innovation and Skills)	0	Not
		1	BIS (Department for Business Innovation and Skills)

Variable	Variable Label	Value	Value Label
G1_C	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: gov.uk	0	Not
		1	gov.uk
G1_D	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Acas	0	Not
		1	Acas
G1_E	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: HMRC	0	Not
		1	HMRC
G1_F	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Third party private sector advisor	0	Not
		1	Third party private sector advisor
G1_G	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Solicitor or Lawyer	0	Not
		1	Solicitor or Lawyer

Variable	Variable Label	Value	Value Label
G1_H	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Specialist employment law organisation	0	Not
		1	Specialist employment law organisation
G1_I	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: CIPD	0	Not
		1	CIPD
G1_J	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Trade Federation / association	0	Not
		1	Trade Federation / association
G1_K	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Trade union	0	Not
		1	Trade union
G1_L	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Own HR Department or Head Office	0	Not

Variable	Variable Label	Value	Value Label
G1_M	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Internet (unspecified)	1	Own HR Department or Head Office
		0	Not
G1_N	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Accountant	1	Internet (unspecified)
		0	Not
G1_O	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Mentor	1	Accountant
		0	Not
G1_P	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Local Authority	1	Mentor
		0	Not
G1_Q	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Other	1	Local Authority
		0	Not

Variable	Variable Label	Value	Value Label
G1_R	G1. Organisations or people respondents would contact to find out more about flexible working or about maternity, paternity or parental rights legislation: Don't know	1	Other
		0	Not
H1_1	H1-1. The effect respondent believes flexible working and leave arrangements have on EMPLOYEE RELATIONS at the establishment	1	Don't know
		1	Positive effect
		2	Negative effect
		3	No effect
		4	Not applicable
H1_2	H1-2. The effect respondent believes flexible working and leave arrangements have on PRODUCTIVITY at the establishment	5	Don't know
		1	Positive effect
		2	Negative effect
		3	No effect
		4	Not applicable
H1_3	H1-3. The effect respondent believes flexible working and leave arrangements have on REDUCING ABSENTEEISM at the establishment	5	Don't know
		1	Positive effect
		2	Negative effect
		3	No effect

Variable	Variable Label	Value	Value Label
H1_4	H1-4. The effect respondent believes flexible working and leave arrangements have on reducing LABOUR TURNOVER at the establishment	2	Negative effect
		3	No effect
		4	Not applicable
		5	Don't know
		1	Positive effect
H1_5	H1-5. The effect respondent believes flexible working and leave arrangements have on EASE OF RECRUITMENT At the establishment	2	Negative effect
		3	No effect
		4	Not applicable
		5	Don't know
		1	Positive effect
H1_6	H1-6. The effect respondent believes flexible working and leave arrangements have on EMPLOYEE MOTIVATION AND COMMITMENT at the establishment	2	Negative effect
		3	No effect
		4	Not applicable
		5	Don't know
		1	Positive effect
		2	Negative effect
		3	No effect
		4	Not applicable
		5	Don't know

Variable	Variable Label	Value	Value Label
H2_1	H2-1. Whether, as an employer, agree that employees should not expect to be able to change their working pattern if it would disrupt the business	1	Strongly agree
		2	Agree
		3	Neither agree nor disagree
		4	Disagree
		5	Strongly disagree
		6	Don't know
H2_2	H2-2. Whether, as an employer, agree that it's not the employer's responsibility to help people balance their work with other aspects of their life	1	Strongly agree
		2	Agree
		3	Neither agree nor disagree
		4	Disagree
		5	Strongly disagree
		6	Don't know
H2_3	H2-3. Whether, as an employer, agree that policies that help employees balance work and other interests are often unfair to some employees	1	Strongly agree
		2	Agree
		3	Neither agree nor disagree
		4	Disagree
		5	Strongly disagree

Variable	Variable Label	Value	Value Label
H2_4	H2-4. Whether, as an employer, agree that people who work flexibly are just as likely to be promoted as those who don't	6	Don't know
		1	Strongly agree
		2	Agree
		3	Neither agree nor disagree
		4	Disagree
		5	Strongly disagree
H2_5	H2-5. Whether, as an employer, agree that providing flexible working practices improves customer service	6	Don't know
		1	Strongly agree
		2	Agree
		3	Neither agree nor disagree
		4	Disagree
		5	Strongly disagree
H2_6	H2-6. Whether, as an employer, agree that when some employees take-up flexible working practices, it causes resentment among other employees	6	Don't know
		1	Strongly agree
		2	Agree
		3	Neither agree nor disagree
		4	Disagree
		5	Strongly disagree
H2_7	H2-7. Whether, as an employer, agree that when some employees who request	6	Don't know
		1	Strongly agree

Variable	Variable Label	Value	Value Label
H2_8	flexible working are often less committed to their work H2-8. Whether, as an employer, agree that it is only really parent and carers that benefit from flexible working	2	Agree
		3	Neither agree nor disagree
		4	Disagree
		5	Strongly disagree
		6	Don't know
		1	Strongly agree
H3	H3. Whether managers at establishment actively promote flexible working and the leave arrangements available to employees at workplace	2	Agree
		3	Neither agree nor disagree
		4	Disagree
		5	Strongly disagree
		6	Don't know
		1	Yes
H6	H6. Whether flexible working arrangements have had a positive or negative impact on the business	2	No
		3	Don't know
		1	Very positive
		2	Fairly positive
		3	Neither positive nor negative

Variable	Variable Label	Value	Value Label
H6_SUM	H6-SUM. Whether flexible working arrangements have had a positive or negative impact on the business: SUMMARY	4	Fairly negative
		5	Very negative
		6	Don't know
		1	POSITIVE
I1	I1. Whether any employees at establishment have retired since the removal of the Default Retirement Age	2	NEGATIVE
		1	Yes
		2	No
I2_NUM	I2-NUM. The average age of the employees choosing to retire since the removal of the Default Retirement Age	3	Don't know
		NA	NA
I2_SUM	I2-SUM. The average age of the employees choosing to retire since the removal of the Default Retirement Age (banded)	1	39 years or less
		2	40 to 59 years
		3	60 to 65 years
		4	Over 65
		5	Don't know
I3	I3. Whether establishment has seen changes to the age profile of their workplace over the last 2 years	1	Yes
		2	No

Variable	Variable Label	Value	Value Label
I4	I4. Extent to which the change in age profile of workplace has been as a result of the removal of the Default Retirement Age	3	Don't know
		1	To a major extent
		2	To a minor extent
		3	Not at all
		4	Don't know
I4_SUM	I4-SUM. Extent to which the change in age profile of workplace has been as a result of the removal of the Default Retirement Age (Summary)	1	ANY EFFECT
I5_1	I5-1. Whether proportion of employees in the defined age brackets has changed as a result of the removal of the Default Retirement Age: Those in their 30s or younger	1	Increase
		2	Decrease
		3	Stayed the same
		4	Don't know
I5_2	I5-2. Whether proportion of employees in the defined age brackets has changed as a result of the removal of the Default Retirement Age: Those in their 40s or 50s	1	Increase
		2	Decrease
		3	Stayed the same
		4	Don't know

Variable	Variable Label	Value	Value Label
I5_3	I5-3. Whether proportion of employees in the defined age brackets has changed as a result of the removal of the Default Retirement Age: Those aged 60 or over	1	Increase
		2	Decrease
		3	Stayed the same
		4	Don't know
J1	J1. How employees are usually recompensed when working beyond contractual hours	1	Paid
		2	Unpaid
		3	Time taken off in lieu
		4	Never work beyond contracted hours
		5	No set policy
		6	Some other arrangement
		7	Don't know
J2	J2. Whether over the past 12 months any managerial employees have worked over 48 hours per week over a continuous four-month period or longer	1	Yes
		2	No
		3	Don't know
J3	J3. Whether over the past 12 months any non-managerial employees have worked over 48 hours per week over a continuous four-month period or longer	1	Yes
		2	No
		3	Don't know

Variable	Variable Label	Value	Value Label
J4	J4. Whether any managerial employees have signed an agreement to opt-out of the Working Time Regulations	1	Yes
		2	No
		3	Don't know
J5	J5. Whether any non-managerial employees have signed an agreement to opt-out of the Working Time Regulations	1	Yes
		2	No
		3	Don't know
J6	J6. Whether any employees are contractually required to do on call working	1	Yes
		2	No
		3	Don't know
J7	J7. Whether when employees that work on call are required to be at the workplace	1	Yes - all of the time
		2	Yes - most of the time
		3	No
		4	Don't know
J8	J8. Whether employees on call hours are included when considering how many hours an employee has worked in a given week	1	Yes
		2	No
		3	Don't know
J9	J9. The number of days of paid holiday	NA	NA

Variable	Variable Label	Value	Value Label
J9_SUM	that full-time employees are entitled to in a year excluding bank and public holidays J9-SUM. The number of days of paid holiday that full-time employees are entitled to in a year excluding bank and public holidays (banded)	1	Less than 20 days
		2	20 days
		3	21-25 days
		4	26-30 days
		5	More than 30 days
		6	Don't know
J10_A	J10. Whether full-time employees are entitled to paid holiday for all of the bank and public holidays in a year: Yes	0	Not
		1	Yes
J10_B	J10. Whether full-time employees are entitled to paid holiday for all of the bank and public holidays in a year: No	0	Not
		1	No
J10_C	J10. Whether full-time employees are entitled to paid holiday for all of the bank and public holidays in a year: It depends on the employee's job role	0	Not
		1	It depends on the employee's job role
J10_D	J10. Whether full-time employees are entitled to paid holiday for all of the bank and public holidays in a year: It depends on the employee's level of seniority	0	Not
		1	It depends on the employee's level of

Variable	Variable Label	Value	Value Label
J10_E	J10. Whether full-time employees are entitled to paid holiday for all of the bank and public holidays in a year: It depends on the employee's length of service	0	seniority Not
		1	It depends on the employee's length of service
J10_F	J10. Whether full-time employees are entitled to paid holiday for all of the bank and public holidays in a year: Don't know	0	Not
		1	Don't know
J10_SUM	J10-SUM. Whether full-time employees are entitled to paid holiday for all of the bank and public holidays in a year (SUMMARY)	1	Yes
		2	No
		3	It depends
		4	Don't know
		5	Don't know
K1	K1. Respondent's assessment of establishment's current financial performance compared with other establishments in the same industry	1	A lot better than average
		2	Better than average
		3	About average for the industry
		4	Below average
		5	A lot below average
		6	No comparison possible

Variable	Variable Label	Value	Value Label
K1_SUM	K1-SUM. Respondent's assessment of establishment's current financial performance compared with other establishments in the same industry (SUMMARY)	7	Relevant data not available
		8	Don't know
		1	BETTER THAN AVERAGE
K4	K4. Number of work days, on average, lost per employee, through sickness or absence in the last 12 months	2	BELOW AVERAGE
		3	DON'T KNOW
		1	1-3
		2	4-6
		3	7-9
		4	10-15
		5	16-20
K5	K5. Whether any staff at establishment are members of unions or staff associations	6	21 +
		7	No employees took a sick day
		8	Don't know
K7	K7. Number of people employed by the organisation as a whole in the UK	1	Yes
		2	No
		3	Don't know
		1	Less than 25
		2	25-99
		3	100-249

Variable	Variable Label	Value	Value Label
K8	K8. Whether data linking possible to other surveys or datasets, to which BIS has authorised access	4	250-499
		5	500-999
		6	1,000-4,999
		7	5,000-9,999
		8	10,000+
		9	Don't know
		1	Yes
		2	No
		K9	K9. Whether willing to be recontacted by BIS or a research agency appointed by BIS for a follow-up interview
BRK1_ESTSIZE	Size of Establishment (7 group)	2	No, not willing
		1	5-9
		2	10-24
		3	25-49
		4	50-99
		5	100-249
		6	250-499
		7	500 or more
BRK2_ESTSIZE_SUM	Size of Establishment (3 group)	1	Small (5-49)
		2	Medium (50-249)
		3	Large (250+)
BRK3_EST	Establishment type and size	1	Single independent establishment - Small (5-

Variable	Variable Label	Value	Value Label
BRK4_UNIT	Establishment type	2	49) Single independent establishment - Medium (50-249)
		3	Single independent establishment - Large (250+)
		4	Part of a larger organisation - Small (5-49)
		5	Part of a larger organisation - Medium (50-249)
		6	Part of a larger organisation - Large (250+)
		1	Single independent establishment
BRK5_ORGSIZE	Size of organisation	2	Part of a larger organisation
		3	Don't know
		1	Less than 100
		2	100 to less than 1000
		3	1000 to less than 10000
BRK6_SIC	Standard Industrial Classification	4	10000+
		5	Don't know
		1	A&B: Agriculture, fishery, mining
		2	C: Manufacturing
		3	D&E: Utilities
		4	F: Construction
		5	G: Trade
		6	H&J: Transport and communication
		7	I: Hotels and restaurants
		8	K: Finance
9	LMN: Real estate and business		

Variable	Variable Label	Value	Value Label
BRK7_SECTOR	Ownership	10	O: Public admin and defence
		11	P: Education
		12	Q: Health and social work
		13	R&S: Other, community
		1	Private
		2	Third
		3	Public
		4	None of the above, Other
		5	Don't know
		BRK8_GOR	Government Office Region
2	East of England		
3	London		
4	North East		
5	North West		
6	Scotland		
7	South East		
8	South West		
9	Wales		
10	West Midlands		
11	Yorkshire and The Humber		
BRK9_FLEX	Number of flexible working practices available	1	None
		2	1-2
		3	3-4
		4	5-6

Variable	Variable Label	Value	Value Label
BRK10_MAT	Whether any maternity leave in the last 2 years	5	7-8
		1	Yes
		2	No
BRK11_UNION	Union presence	3	Don't know
		1	Yes
		2	No
BRK12_FEMPS	Percentage of employees female	3	Don't know
		1	50% or more
		2	25-49%
		3	10- 24%
		4	Less than 10%
		5	None
BRK13_MAN	Percentage of employees managers	6	Don't know
		1	50% or more
		2	25-49%
		3	10- 24%
		4	Less than 10%
		5	None
BRK14_FMAN	Percentage of managers female	6	Don't know
		1	50% or more
		2	25-49%
		3	10- 24%
		4	Less than 10%
		5	None
		6	Don't know

Variable	Variable Label	Value	Value Label
BRK15_PT	Percentage employees part-time	1	50% or more
		2	25-49%
		3	10- 24%
		4	Less than 10%
		5	None
		6	Don't know
UNIT_WEIGHT	UNIT WEIGHT	-	-
EMP_WEIGHT	EMPLOYMENT WEIGHT	-	-



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