



# Technical Report



## Equality Survey 2011

Prepared for: Government Equalities  
Office

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**Prepared for: Government Equalities Office**

**Prepared by: BMG Research**

**January 2012**

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**Produced by BMG Research**

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# 1 Introduction

This report contains the technical details of a telephone survey among organisations in England, Scotland and Wales, looking at employment practices in different organisations and their approach to equality.

## 1.1 Background to the research

Government Equalities Office (GEO), part of the Home Office, wished to evaluate the impact of the 2010 Equality Act on businesses and organisations. The Act replaced previous anti-discrimination laws with a single act to make the law simpler and to remove inconsistencies. This made the law easier for people to understand and comply with. The act also strengthened protection in some situations.

One of the first priorities in the 3 to 5 year evaluation programme was to establish how the act is currently working in practice for employers – from establishing initial understanding of language, terminology and so forth to assessing changes in direct response to the Equality Act.

GEO commissioned the Centre for Research in Social Policy (CRSP) working in partnership with BMG Research and the International Centre for Public and Social Policy (IcPSP), to undertake the survey.

## 1.2 Overview of method

### The universe under investigation

For the purpose of the research, the population was defined as follows:

- All sectors (including private, voluntary and public sector organisations);
- Establishment-based;
- Excluding organisations with less than 2 employees;
- Excluding organisations that operate in Agriculture forestry & fishing (SIC code A) and mining and quarrying (SIC code B)<sup>1</sup>.

Interviews were undertaken with the most senior person at that site who was responsible for staff or personnel matters, for example recruitment, training and skills needs.

To inform the distribution of the sample by size and sector, and by geography, the latest (March 2011) data from the Inter-Departmental Business Register (IDBR) covering Great Britain was used, and the distribution of organisations on this basis is included in the Appendix.

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<sup>1</sup> It was agreed to exclude SIC codes A and B from the sample as these are either very small businesses, or, in the case of agriculture, a specialised case in terms of equality. This was in line with the BIS Workplace Employment Relations Survey.

However, in order to ensure robust analysis was possible in all size bands, half the sample was distributed equally across the size bands and the other half was distributed by proportional breakdown of the population. D-E Utilities was also boosted slightly to ensure a minimum sample size of 30 for this SIC group.

Scotland and Wales were boosted, with targets of 350 in each of these nations. The target for England was 1100, giving a total target sample size of 1800.

The distribution of the achieved sample by size, sector and geography can also be found in the Appendix.

### **Materials**

A copy of the questionnaire can be found in Appendix B.

## 2 Appendix A : Technical annexe

### 2.1 Cognitive pilot and CATI pilot

The first draft of questionnaire was developed by BMG Research with input from IcPSP and CRSP.

In order to ensure that the questionnaire was framed in an appropriate context, a cognitive pilot was completed. This process involved 10 telephone interviews, where respondents were not only interviewed using the draft questionnaire but asked to comment on the clarity of questions and to explain how they interpreted them. The cognitive pilot tested the understanding and flow of all the questions on the questionnaire. Broad quotas were set by industry sector and size band (as shown below).

- By industry sector :
  - 8 in the industry sectors manufacturing, utilities, construction, wholesale & retail, transport & storage, accommodation & food services, information & communication, finance & insurance, property, professional & scientific, business administration & support services
  - 2 in industry sectors Public administration and education
- By size band :
  - 4 with 2-9 employees
  - 3 with 10-99 employees
  - 3 with 100+ employees.

Following this, changes were made to the questionnaire, including amending the introduction. Due to the length of questionnaire some questions were deleted.

The next step was a full CATI pilot undertaken among 32 respondents (see broad quotas below).

- By industry sector :
  - 24 in the industry sectors manufacturing, utilities, construction, wholesale & retail, transport & storage, accommodation & food services, information & communication, finance & insurance, property, professional & scientific, business administration & support services
  - 8 in industry sectors Public administration and education
- By size band :
  - 12 with 2-9 employees
  - 10 with 10-99 employees
  - 10 with 100+ employees.

The questionnaire was scripted and interviews undertaken to test the flow and length of questionnaire. Questionnaire length was longer than anticipated in the CATI script. However, all respondents maintained interest and completed the full survey, so a decision was made to continue with the questionnaire in its current form.

## 2.2 Methodology

The main fieldwork period began on 28<sup>th</sup> November 2011 and was completed on 6<sup>th</sup> January 2012.

All interviews were undertaken using Computer Aided Telephone Interviewing (CATI). The average length of interview was 24.8 minutes. This does not include any partially completed interviews.

## 2.3 Source of contacts

Contacts were sourced from Experian. Experian are the holders of the most comprehensive database of UK employers. This database is up-dated quarterly, has strong representation of all employer size bands including micro-businesses, and can be supplied in segments corresponding to an agreed sample design in respect of the design's key dimensions (location, size, sector).

## 2.4 The fieldwork process

All interviewers undertook an extensive briefing meeting before fieldwork commenced. This was lead by the director and included background information on the objectives and requirements of the project, as well as instructions on the questions themselves. Interviewers were given some briefing notes including a glossary of terms used in the questionnaire.

On initial contact with each organisation, interviewers asked to speak to the most senior person at that site responsible for staff or personnel matters. Once speaking to the target respondent, they provided background information including the objectives of the project and the length of interview. Respondents were asked if it was convenient to conduct the interview at that time, and if not, an appointment was made.

A number of approaches were adopted to maximise the response rate:

- Respondents were reassured about the anonymity and confidentiality of the survey, with all data being reported in aggregate form, and no individual respondent or organisation being identifiable;
- Most interviews were made via prior appointment, with an initial call being made to secure the contact details of target respondents and appointments set to call back;
- All interviewers were fully trained and experienced business researchers, accustomed to talking to employers about employment issues.
- Call outcomes were monitored on a regular basis, allowing BMG to highlight early in the process any issues over refusals/non-response and take corrective action;
- Contacts were called 10 times before being discarded as a non-response;
- The BMG field unit was open from 7.30 am to 8.00 pm, giving busy employers choice and flexibility over the time they completed the interview.

Organisations were screened to ensure they were of the appropriate size (number of employees) and worked in the appropriate industry sectors.



## 2.5 Overview of population under investigation

The table below provides an overview of the population under investigation, as defined by the Inter-Departmental Business Register (IDBR). The final data were weighted to reflect this distribution by sector within the size bands and sectors as banded below.

**Figure 1: The population under investigation – GB establishments excluding 1-2 size band and A and B SIC codes**

	2-4	5-9	10-24	25-99	100-149	150 +	Total	Total %
<b>C Manufacturing</b>	33,980	19,845	16,940	12,100	1,545	2,580	<b>86,990</b>	<b>6.3%</b>
<b>D-E Utilities</b>	2,680	1,760	1,690	1,425	175	310	<b>8,040</b>	<b>0.6%</b>
<b>F Construction</b>	79,570	25,400	13,220	6,175	575	660	<b>125,600</b>	<b>9.2%</b>
<b>G Wholesale and Retail; Repair of Motor vehicles and motorcycles</b>	135,180	84,510	55,505	22,865	1,695	3,345	<b>303,100</b>	<b>22.1%</b>
<b>H Transport &amp; storage (inc. postal)</b>	17,970	8,880	7,665	5,995	745	1,330	<b>42,585</b>	<b>3.1%</b>
<b>I Accommodation &amp; food services</b>	51,620	31,855	27,255	13,145	645	550	<b>125,070</b>	<b>9.1%</b>
<b>J Information &amp; communication</b>	39,505	9,650	6,465	4,080	425	880	<b>61,005</b>	<b>4.4%</b>
<b>K Finance &amp; insurance</b>	15,075	10,940	7,995	3,500	390	1,010	<b>38,910</b>	<b>2.8%</b>
<b>L Property</b>	24,210	11,145	5,285	1,660	190	225	<b>42,715</b>	<b>3.1%</b>
<b>M Professional scientific &amp; technical</b>	90,450	27,070	17,775	8,065	805	1,360	<b>145,525</b>	<b>10.6%</b>
<b>N Business administration and support services</b>	49,040	21,770	13,610	8,450	1,325	2,315	<b>96,510</b>	<b>7.0%</b>
<b>O Public admin</b>	4,385	3,835	5,220	5,170	875	2,220	<b>21,705</b>	<b>1.6%</b>
<b>P Education</b>	10,535	7,080	10,090	19,750	2,420	2,955	<b>52,830</b>	<b>3.8%</b>
<b>Q Health</b>	32,330	27,900	32,195	20,630	1,575	2,045	<b>116,675</b>	<b>8.5%</b>
<b>R-S Arts, Recreation and other services</b>	54,325	29,010	13,895	6,605	655	660	<b>105,150</b>	<b>7.7%</b>
<b>Total</b>	<b>640,855</b>	<b>320,650</b>	<b>234,805</b>	<b>139,615</b>	<b>14,040</b>	<b>22,445</b>	<b>1,372,410</b>	<b>100.0%</b>
<b>Total %</b>	<b>46.7%</b>	<b>23.4%</b>	<b>17.1%</b>	<b>10.2%</b>	<b>1.0%</b>	<b>1.6%</b>	<b>100.0%</b>	

Source: The Inter-Departmental Business Register (IDBR) March 2011

## 2.6 Profile of achieved sample

The target samples by industry, size and nation are shown below.

**Figure 2 Industry sector by nation**

SIC by Nation	England	Scotland	Wales	Total
	Target	Target	Target	Target
<b>C Manufacturing</b>	81	22	29	132
<b>D-E Utilities</b>	23	3	4	30
<b>F Construction</b>	84	27	28	140
<b>G Wholesale and Retail; Repair of Motor vehicles and motorcycles</b>	211	72	75	359
<b>H Transport &amp; storage (inc. postal)</b>	39	13	12	64
<b>I Accommodation &amp; food services</b>	90	34	33	158
<b>J Information &amp; communication</b>	47	9	9	64
<b>K Finance &amp; insurance</b>	33	10	9	52
<b>L Property</b>	30	7	7	44
<b>M Professional scientific &amp; technical</b>	105	29	22	156
<b>N Business administration and support services</b>	82	23	22	127
<b>O Public admin</b>	29	13	13	55
<b>P Education</b>	69	21	26	116
<b>Q Health</b>	101	38	40	180
<b>R-S Arts, Recreation and other services</b>	74	26	23	124
<b>Total</b>	<b>1,100</b>	<b>350</b>	<b>350</b>	<b>1,800</b>

**Figure 3: Size by nation**

SIZE by Nation	England	Scotland	Wales	Total
	Target	Target	Target	Target
<b>2-4</b>	351	103	108	562
<b>5 - 9</b>	219	73	72	364
<b>10 - 24</b>	184	63	61	308
<b>25-99</b>	147	48	47	242
<b>100 - 149</b>	97	31	31	159
<b>150+</b>	101	32	32	165
<b>Total</b>	<b>1,100</b>	<b>350</b>	<b>350</b>	<b>1,800</b>

The tables below show the distribution of the achieved sample by size and sector. The first shows the numbers of organisations interviewed, and the second how this breaks down as a proportion of the total sample.

**Figure 4: Distribution of achieved sample by size and sector (nos)**

	2-4	5-9	10-24	25-99	100-149	150 +	Total
<b>C Manufacturing</b>	31	21	25	24	20	26	<b>147</b>
<b>D-E Utilities</b>	6	7	3	7	1	4	<b>28</b>
<b>F Construction</b>	29	29	15	12	4	4	<b>93</b>
<b>G Wholesale and Retail; Repair of Motor vehicles and motorcycles</b>	103	105	77	39	15	37	<b>376</b>
<b>H Transport &amp; storage (inc. postal)</b>	19	10	15	11	7	8	<b>70</b>
<b>I Accommodation &amp; food services</b>	26	40	40	29	5	5	<b>145</b>
<b>J Information &amp; communication</b>	28	6	7	7	1	6	<b>55</b>
<b>K Finance &amp; insurance</b>	6	11	10	6	2	6	<b>41</b>
<b>L Property</b>	20	10	7	3	3	3	<b>46</b>
<b>M Professional scientific &amp; technical</b>	56	32	24	18	14	8	<b>152</b>
<b>N Business administration and support services</b>	33	24	19	18	6	16	<b>116</b>
<b>O Public admin</b>	4	4	8	9	10	21	<b>56</b>
<b>P Education</b>	9	12	23	45	20	32	<b>141</b>
<b>Q Health</b>	26	38	49	55	21	20	<b>209</b>
<b>R-S Arts, Recreation and other services</b>	43	33	21	17	6	16	<b>136</b>
<b>Total</b>	<b>439</b>	<b>382</b>	<b>343</b>	<b>300</b>	<b>135</b>	<b>212</b>	<b>1811</b>

**Figure 5: Distribution of achieved sample by size and sector (%)**

	2-4	5-9	10-24	25-99	100-149	150 +	Total
<b>C Manufacturing</b>	2%	1%	1%	1%	1%	1%	<b>8%</b>
<b>D-E Utilities</b>	0%	0%	0%	0%	0%	0%	<b>2%</b>
<b>F Construction</b>	2%	2%	1%	1%	0%	0%	<b>5%</b>
<b>G Wholesale and Retail; Repair of Motor vehicles and motorcycles</b>	6%	6%	4%	2%	1%	2%	<b>21%</b>
<b>H Transport &amp; storage (inc. postal)</b>	1%	1%	1%	1%	0%	0%	<b>4%</b>
<b>I Accommodation &amp; food services</b>	1%	2%	2%	2%	0%	0%	<b>8%</b>
<b>J Information &amp; communication</b>	2%	0%	0%	0%	0%	0%	<b>3%</b>
<b>K Finance &amp; insurance</b>	0%	1%	1%	0%	0%	0%	<b>2%</b>
<b>L Property</b>	1%	1%	0%	0%	0%	0%	<b>3%</b>
<b>M Professional scientific &amp; technical</b>	3%	2%	1%	1%	1%	0%	<b>8%</b>
<b>N Business administration and support services</b>	2%	1%	1%	1%	0%	1%	<b>6%</b>
<b>O Public admin</b>	0%	0%	0%	0%	1%	1%	<b>3%</b>
<b>P Education</b>	0%	1%	1%	2%	1%	2%	<b>8%</b>
<b>Q Health</b>	1%	2%	3%	3%	1%	1%	<b>12%</b>
<b>R-S Arts, Recreation and other services</b>	2%	2%	1%	1%	0%	1%	<b>8%</b>
<b>Total</b>	<b>24%</b>	<b>21%</b>	<b>19%</b>	<b>17%</b>	<b>7%</b>	<b>12%</b>	<b>100%</b>

The table below shows the distribution of the achieved sample by geography, alongside the actual geographic distribution of all organisations.

Organisations were over-sampled in Wales and Scotland to ensure a minimum of 350 interviews was conducted in each to allow for robust analysis. A rim weight was placed on the final data to reflect the geographical distribution of organisations.

**Figure 6: Distribution of achieved sample and population under investigation by geography**

Geography	Achieved sample		Population under investigation
	No	%	%
Scotland	354	20%	8%
Wales	353	19%	4%
England	1104	61%	88%
North East	42	2%	3%
North West	127	7%	10%
Yorkshire and Humber	98	5%	7%
East Midlands	88	5%	7%
West Midlands	107	6%	8%
East of England	122	7%	10%
London	190	10%	17%
South East	204	11%	16%
South West	126	7%	9%
<b>Total England</b>	<b>1104</b>	<b>61%</b>	<b>88%</b>
<b>Overall total</b>	<b>1811</b>	<b>100%</b>	<b>100%</b>

## 2.7 Summary of call outcomes

Since a quota sampling approach rather than a random sampling approach was taken, true response rates cannot be calculated. The table below outlines the call outcomes, and provides an estimate of the response rate based on the number of completed interviews (1811) as a proportion of all definite call outcomes. In effect this is derived from the following calculation:-

*Completed interviews / (Completed interviews + partial interviews + refusals + unavailable during fieldwork)*

The response rate for this survey was 44.5%.

**Figure 7: Call outcomes**

Call outcome	No
<b>Complete</b>	<b>1811</b>
Terminated	5
Refusal	1461
Refusal - company policy	626
Unavailable during fieldwork	163
No longer trading	233
Unobtainable number	1952
Fax number	175
Other outcome with unknown eligibility*	3199
* This includes engaged, no reply/ring-back (minimum 10 calls made before excluded from sample), quota failure & ineligible	

## 2.8 Data processing

In terms of the coding of open response questions, once 30% of the fieldwork was completed, a series of code frames were developed by the Coding department for the open responses in the questionnaire. A copy of the code frames were sent to the lead researcher, who confirmed sign off. Once the code frames were signed off, all questionnaires were coded in the Coding department.

The data was weighted to ensure a representative sample. Population estimates from IDBR were used as the basis for the weighting scheme as they represent the most reliable estimates available. The variables included size, industry sector and nation. Three interlocking grids were devised, size by sector for each nation. Within each cell, the data was weighted to the equivalent population proportion of the total sample.

## 2.9 Data reporting

BMG Research completed the processing, cleaning and logic checking of the data, providing CRSP with a data report in word, and SPSS file of raw data. CRSP and IcPSP provided the written outputs.

The table below shows different margins of error (based on a 95% level of confidence).

**Figure 8: Margins of error for different sample sizes**

Total number of responses	Margin of error		
	10% or 90% respondents giving a particular answer	30% or 70% of respondents giving a particular answer	50% of respondents giving a particular answer
	+/-	+/-	+/-
<b>50</b>	8.32	12.70	13.86
<b>100</b>	5.88	8.98	9.80
<b>350</b>	3.14	4.80	5.24
<b>1100</b>	1.77	2.71	2.95
<b>1800</b>	1.39	2.12	2.31

### 3 Appendix B : Questionnaire

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#### Equality Survey 2011

Ask to speak to most senior person at that site who is responsible for staff or personnel matters, for example recruitment, training and skills needs.

**EXPLAIN IF NECESSARY:** At smaller establishments this is likely to be an owner or general manager or site manager, whereas at larger sites it is likely to be someone with a designated personnel function. If you are still unsure who this would be, then think who has the most managerial responsibility for your site. If an issue arises at your branch relating to staffing or training in general, who would be the staff member at your site that would make contact with head office to communicate this? Conversely if head office wanted to communicate with your site, who would be the person they would talk to first about these matters?

Good morning/afternoon, my name is [NAME] and I am calling from BMG Research, an independent research organisation. We are conducting a survey on behalf of the Government Equalities Office which is part of the Home Office. The Equalities Office is interested in finding out about employment practices in different organisations and their approach to equality. Your assistance will ensure that the views expressed are representative of all types and sizes of employers in your industry.

- S1 Can I just confirm that you are the most appropriate person at this site to talk to about employment and equality issues? **IF BRANCH SITE, EXPLAIN IF NECESSARY:** We would like to talk to the person there who would communicate with head office about employment matters.

Yes	1	CONTINUE
No	2	ASK FOR CONTACT DETAILS AND RE-CONTACT

- S2 The interview may take around 20 minutes depending on the answers you provide. Would it be convenient to conduct the interview now?

Yes	1	CONTINUE
Definite Appointment	2	MAKE DEFINITE APPOINTMENT
Soft appointment	3	MAKE SOFT CALL BACK
Refusal	4	THANK AND CLOSE
Refusal – company policy	5	
Refusal – taken part in recent survey	6	
Not available in deadline	7	
WANTS REASSURANCES	8	SHOW REASSURANCES



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**REASSURANCE FOR ALL**

Even though some questions ask you to respond on behalf of your organisation, please note that all data will be reported in aggregate form which means that no individual respondent or organisation will be identified.

**REASSURANCES TO USE IF NECESSARY**

The interview will take around 20 minutes to complete.

Please note that all data will be reported in aggregate form which means that no individual respondent can 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 0500 39 69 99**
- **BMG Research: Linda Balodis on 0121 333 6006**
- **(ONLY IF ABSOLUTELY NECESSARY: GEO: Philippa Robinson on 0207 035 3715)**

S3 **ALL**

Please can you tell me your job title, or describe the role you hold?

**DO NOT READ OUT. PROBE FULLY AND CODE NEAREST**

Owner/partner	1
Managing director/CEO	2
Personnel or human resources manager or director	3
Other department director/manager	4
Other (SPECIFY)	95

S4 **ALL**

Record respondent's name :

**A Site characteristics (all)**

**READ:** First, some questions about your organisation and the site at which you work. By site we mean the actual buildings that your organisation occupies at this location.

A1 **ALL**

I have [SIC DESCRIPTION ON SAMPLE] as a general classification for your organisation. Does this sound about right?

**ONE CODE ONLY**

Yes	1	<b>SKIP TO A3</b>
No	2	<b>ASK A2</b>

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**A2 IF NO (A1=2):**

How would you describe the main business activity of this site?

**PROBE FULLY:**

What is the main product or service of this site?

What exactly is made or done at this site?

**WRITE IN. MUST CODE TO 4-DIGIT SIC07**

--

**A3 ALL**

Including yourself, how many employees work from, or at, this site? Please include both full-time and part-time employees on your payroll but exclude proprietors, partners, and anyone who does not receive a salary direct from the payroll.

**RECORD EXACT NUMBER****IF DON'T KNOW PROBE FOR BEST ESTIMATE AND RECORD BANDING****CLOSE IF DON'T KNOW / REFUSED**

0	1	CLOSE
1	2	CLOSE
2 - 4	3	
5 - 9	4	
10 - 24	5	
25 - 49	6	
50 - 99	7	
100 - 149	8	
150 - 249	9	
250+	10	
Don't know/refused	11	CLOSE

**A4 ALL**

Would you classify your organisation as...?

**READ OUT AND CODE ONE ONLY**

A private sector business	1	
A charity or voluntary/community sector organisation or a social enterprise	2	
A public sector organisation	3	

**A5 ALL**Is this site..? **READ OUT AND CODE ONE ONLY**

The only site in the organisation, or	1	GO TO B1
One of a number of sites within a larger organisation	2	ASK A6

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**A6 MULTISITE ORGANISATION (A5=2)**

Can I just check, is this site the head office of the organisation or a branch or subsidiary?

**CODE ONE ONLY**

Head office	1
Branch or subsidiary	2

**A7 MULTI-SITE ORGANISATION (A5=2)**

And how many people work across your organisation in the UK as a whole?

**RECORD EXACT NUMBER**

**IF DON'T KNOW PROBE FOR BEST ESTIMATE AND RECORD BANDING**

2 to 4	1
5 - 9	2
10 - 24	3
25 - 49	4
50 - 99	5
100 - 149	6
150 - 249	7
250+	8
Don't know (do not prompt)	9

**B General approach to equality****B1 ALL**

Turning to equality matters now, does your site have an individual who is specifically responsible for equality matters, that is, someone who would consciously recognise the management of these matters as part of their job?

**CODE ONE ONLY**

Yes	1
No	2

**B2 IF B1=1:**

What is the job title of that individual?

**CODE RESPONDENT OR WRITE IN**

Respondent	1
Write in:	

**B3 ALL**

Does your organisation have a written policy on equality matters?

**CODE ONE ONLY**

Yes	1
No	2

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**B4 IF B3=1**

Does the policy explicitly mention equality of treatment or discrimination on any of the following grounds?

**READ OUT AND CODE ALL MENTIONED**

Sex - Men/women	1
Gender reassignment (transsexual)	2
People from a different race, colour, ethnic or nationality groups	3
People with different religions or beliefs (or no belief)	4
People with disabilities	5
People in different age groups (e.g. young, old)	6
Gays/lesbians/bisexuals	7
Pregnancy or maternity	8
Marriage or civil partnership	9
Others mentioned ( <b>SPECIFY</b> )	95
Don't know	97

**B5 IF B3=1**

How long ago was that policy first adopted by the organisation?

**CODE ONE ONLY; PROBE AS NECESSARY**

Within the last year	1
1-5 years ago	2
6-10 years ago	3
More than 10 years ago	4
Don't know exactly but some years ago	5
Don't know	6

**B6 IF B3=1**

When was your policy on equality matters last revised or updated?

**CODE ONE ONLY**

Hasn't been updated or revised	1
Within the last year	2
1-5 years ago	3
6-10 years ago	4
Don't know exactly but some years ago	5
Don't know	6

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**B7 If B3=2**

Would you say your organisation has a conscious approach to equality matters in recruiting and managing staff, even if that approach hasn't been written down?

CODE ONE ONLY

Yes	1
No	2
Don't know	3

**B8 If B3=2**

Is a written policy being prepared or likely to be prepared during the next 12 months?

CODE ONE ONLY

Yes – being prepared	1
Yes – likely to be prepared	2
No - neither	3
Don't know	4

**If B3=2**

**B9** Would you say the organisation's approach to equality is widely known by staff, even though it's not written down?

CODE ONE ONLY

Yes	1
No	2
Don't know	3

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**B10 IF HAS POLICY OR APPROACH (B3=1 or B7=1)**

What would you say are the reasons for having a policy (or approach) on equality matters? Which of the following applies?

**READ OUT ALL; CODE ALL THAT APPLY IN COL. A**

**IF MORE THAN ONE CODED IN COL. A**

Which of these is the main reason?

**CODE ONE ONLY IN COL. B**

	COL A	COL B
To comply with the law	1	1
Because you have a diverse workforce	2	2
Because owners of the business believe that equality is morally important	3	3
Because managers of the business believe that equality is morally important	4	4
Because of pressure from staff or from trades unions	5	5
Because it's important how the organisation is viewed by the community or by suppliers or customers	6	6
Because the organisation wishes to give a lead or set an example to others	7	7
Any other reason ( <b>SPECIFY</b> )	95	95
Don't know/can't say	97	97

**B11 IF HAS NO POLICY NOR APPROACH (B3=2 OR B7=2)**

What would you say are the reasons for not having a policy or approach on equality matters? **DO NOT READ OUT; CODE ALL MENTIONED**

Small business/workforce means not necessary	1
Stable workforce means not necessary	2
Know about this intuitively without needing to think about it formally in any way	3
Don't think equality issues matter much/not interested	4
Never thought about it/never raises its head	5
Too busy to worry about things like that	6
It's too much bureaucracy	7
Others mentioned ( <b>SPECIFY</b> )	95
Don't know	97

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**B12 IF HAS POLICY OR APPROACH (B3=1 OR B7=1) AND IF MULTI-SITE (A5=2)**

Do branches or subsidiary sites in your organisation determine their own policy (or approach) on equality matters or does head office set the policy for the organisation as a whole?

**CODE ONE ONLY**

Branches/subsidiary sites determine	1
Head office determines	2
Both together	3
Don't know	4

**B13 ALL**

Generally equality in the workplace, or in contact with customers or users of your services, prohibits discrimination against a person because they have particular characteristics. Which groups of people do you think laws on equality or discrimination apply to?

**DO NOT READ OUT; IF SAYS 'Everybody', PROMPT 'Can you pick out any specific distinctions?'; PROMPT 'Any others?'; CODE ALL MENTIONED**

Sex - Men/women	1
Gender reassignment (transsexual)	2
People from a different race, colour, ethnic or nationality groups	3
People with different religions or beliefs (or no belief)	4
People with disabilities	5
People in different age groups (e.g. young, old)	6
Gays/lesbians/bisexuals	7
Pregnancy or maternity	8
Marriage or civil partnership	9
Others mentioned ( <b>SPECIFY</b> )	95
Don't know	97

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**B14 ALL**

There are various situations where an organisation might have to deal with issues relating to equality and diversity; these could be in relation to employing staff or providing services. In what specific circumstances or events do you think these might occur?

**DO NOT READ OUT. PROMPT 'Any others?'; CODE ALL MENTIONED**

Recruitment - General	1
Recruitment - advertising	2
Recruitment – shortlisting and selection	3
Recruitment – asking health or disability related questions	4
Recruitment – positive action	5
Equal pay and bonuses - general	6
Equal pay and bonuses – ban on pay secrecy clauses	7
Promotions	8
Redundancies	9
Offering full-time/part-time work	10
Considering requests for flexible working	11
Employment retention	12
Retirement age	13
Work allocation	14
Offering training	15
When maternity/paternity issues arise	16
Providing facilities for breastfeeding	17
Generally, in how staff treat each other in the workplace	18
When staff deal with people outside the workforce (e.g. customers, suppliers)	19
Others mentioned ( <b>SPECIFY</b> )	95
Don't know	97



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**B15 ALL**

Has your organisation become more or less conscious of equality in the workplace issues over the last 2 years or have things not changed in this respect?

**CODE ONE ONLY**

More conscious	1
No change	2
Less conscious	3
Don't know	4

**B16 IF B15=1 OR 3**

Why has that change occurred?

**DO NOT PROMPT; CODE ALL MENTIONED**

New laws	1
Different ownership	2
Different management	3
Different HR/personnel management	4
Customer influence	5
General trend in society	6
Increased size of the organisation	7
Need to recruit from a wider base or spectrum	8
Other (WRITE IN )	95
Don't know	97

**B17 ALL**

Has your organisation sought information or guidance on equality matters from outside the organisation in the last 2 years or so?

**CODE ONE ONLY**

Yes	1
No	2
Don't know	3

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**B18 IF B17=1**

Who or where was that from?

**DO NOT READ OUT; CODE ALL MENTIONED**

A legal firm (solicitors, lawyers)	1
A specialist consultant or advisor	2
A trade association (e.g. Chamber of Commerce, industry body, Local Government Association)	3
A professional body (e.g. Institute, BMA)	4
Federation of Small Business/FSB	5
CBI/Confederation of British Industry	6
IOD/Institute of Directors	7
A trades union	8
Went to conference/seminar	9
Home Office/GEO website	10
EHRC website	11
Other government website	12
Other website(s)	13
Manuals/guidance/literature/CDs etc.	14
Business colleagues (outside the business in customers, suppliers, etc.)	15
Friend or family	16
Accountant or bank	17
ACAS	18
Other (SPECIFY)	95
Don't know	97

**B19 IF B17=2**

If you needed information or guidance on equality matters, would you know where to go for that?

**CODE ONE ONLY**

Yes	1
No	2

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**B20 IF B19=1**

Where would you go to?

**DO NOT READ OUT; CODE ALL MENTIONED**

A legal firm (solicitors, lawyers)	1
A specialist consultant or advisor	2
A trade association (e.g. Chamber of Commerce, industry body, Local Government Association)	3
A professional body (e.g. Institute, BMA)	4
Federation of Small Business/FSB	5
CBI/Confederation of British Industry	6
IOD/Institute of Directors	7
A trades union	8
Go to conference/seminar	9
Home Office/GEO website	10
EHRC website	11
Other government website	12
Other website(s)	13
Manuals/guidance/literature/CDs etc.	14
Business colleagues (outside the business in customers, suppliers, etc.)	15
Friend or family	16
Accountant	17
ACAS	18
Other (SPECIFY)	95
Don't know	97

**B21 ALL**

Are you aware that equality in the workplace is subject to legislation?

**CODE ONE ONLY**

Yes	1
No	2

**B22 IF B21=1**

Are you aware of any changes in equality legislation in the last 2 years?

**CODE ONE ONLY**

Yes	1
No	2

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**B23 IF B22=1**

What change are you aware of?

**DO NOT PROMPT; CODE ONE ONLY**

Answer includes mention of a new Act of Parliament	1
Answer includes mention of a single or combined Equality Act (by name but not year)	2
Answer includes mention of the 2010 Equality Act (by name and year)	3
Any other answer ( <b>SPECIFY</b> )	95

**B24 IF B21=1**

How supportive is your organisation of legislation to promote workplace equality? On a scale of one to ten, where one means wholly opposed and ten means wholly supportive, where would you place the organisation?

**CODE ONE ONLY (11=DK)**

1	2	3	4	5	6	7	8	9	10	11
---	---	---	---	---	---	---	---	---	----	----

**B25 IF B21=1**

Could you also use a scale of one to ten to say how much you agree with a number of statements about legislation to promote workplace equality? One means totally disagree and ten means totally agree.

**READ OUT ALL; CODE ONE FOR EACH**

	Disagree									Agree	Don't know
The legislation leads to too much paperwork and bureaucracy	1	2	3	4	5	6	7	8	9	10	11
The legislation adds significantly to business costs	1	2	3	4	5	6	7	8	9	10	11
The legislation leads to unjustified or trivial complaints by employees	1	2	3	4	5	6	7	8	9	10	11
It's relevant to your organisation	1	2	3	4	5	6	7	8	9	10	11
It distracts from getting on with business	1	2	3	4	5	6	7	8	9	10	11
It doesn't really work because employers find ways to get round it	1	2	3	4	5	6	7	8	9	10	11
It is needed in today's society	1	2	3	4	5	6	7	8	9	10	11

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**C Disputes and challenges****C1 ALL**

Could I just check, does your organisation have a formal, established procedure for dealing with grievances of any kind?

Yes	1
No	2

**C2 ALL**

In the last 3 years, have any issues or grievances arisen or complaints been made within or to your organisation which concerned discrimination against or the unequal treatment of individuals or groups. This might cover a range of different issues, from an informal complaint to a grievance around systematic discrimination.

**CODE ONE ONLY**

Yes	1
No	2

**C3 IF C2=1**

How many separate instances have there been in which issues or grievances arose or complaints were made?

**WRITE IN NUMBER**

--	--

**IF DON'T KNOW PROBE FOR BEST ESTIMATE AND RECORD BANDING**

1-2	1
3-5	2
6-10	3
More than 10	4

**C4 IF C2=1**

Could we look at that in more detail?/IF C3 MORE THAN 1 Could we look at the instance which you regard as most serious in more detail? How long ago did it arise? Was it ...

**READ OUT; CODE ONE ONLY**

In the last 12 months	1
More than 12 months but less than 2 years	2
More than 2 years	3
Don't know (do not read out)	4

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**C5 IF C2=1**

Was the issue or grievance or complaint mainly concerned with unequal treatment or discrimination on the grounds of ....

**READ OUT ALL; CODE ONE ONLY**

Gender	1
Ethnic background	2
Disability	3
Age	4
Sexual orientation	5
Religion or belief	6
The treatment of pregnancy or maternity	7
The treatment of people of different marital or partnership statuses	8
Or something else (WRITE IN)	95

**C6 IF C2=1**

How many people were involved in the issue or grievance or complaint from the complainant side?

**WRITE IN NUMBER**

--	--	--

**C7 IF C2=1**

What was the main substance of the issue or grievance or complaint? Was it any of these?

**READ OUT ALL; CODE ONE ONLY**

A particular conversation or remark was taken to be offensive or improper	1
A communication such as an email or wall display or document was taken to be offensive or improper	2
It was suggested that staff were harassed or bullied or the subject of persistent offensive or improper remarks on the grounds of their age, gender, race, or other characteristics	3
An equal pay dispute	4
A claim that recruitment processes were unfair or discriminatory	5
A claim that promotion decisions were unfair or discriminatory	6
A claim that the allocation of work or tasks or hours of work was unfair or discriminatory	7
A claim that dismissal or selection for redundancy was unfair or discriminatory	8
A claim by a customer or user of your services of unfair treatment or discrimination	9
Or something else (WRITE IN)	95

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C8 IF C2=1

Has the matter been resolved or settled?

CODE ONE ONLY

Yes	1
No	2

C9 IF C8=1

How long did it take from the matter arising to it being resolved or settled?

PROMPT AS NECESSARY; CODE ONE ONLY

Within a few hours or a couple of days	1
Within a week	2
Within a month	3
Within 3 months	4
Within 6 months	5
Within a year	6
Longer than a year	7
Don't know	8

C10 IF C8=1

On a scale of one to ten, how significant was the issue, grievance or complaint from the organisation's point of view? On the scale, one would mean trivial or even vexatious and ten would indicate a matter with very serious implications for the complainant(s) and/or the organisation...

CODE ONE ONLY (11=DK)

1	2	3	4	5	6	7	8	9	10	11
---	---	---	---	---	---	---	---	---	----	----

C11 IF C8=1

And on a scale of one to ten, how difficult or easy was it for the organisation to resolve or settle the matter? One means extremely difficult and ten means extremely easy.

CODE ONE ONLY (11=DK)

1	2	3	4	5	6	7	8	9	10	11
---	---	---	---	---	---	---	---	---	----	----

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**C12 IF C8=1**

Settling a matter of the kind we are discussing can involve quite a number of stages and events. If I read a list of things which are typically involved, can you say which were involved in this case?

**READ OUT ALL; CODE ALL WHICH APPLY**

A complaint was made verbally	1
A complaint was made in writing	2
Informal discussions were held to try and resolve the matter	3
(IF C1=1) The matter was referred to the organisation's formal grievance procedure	4
Formal meetings were held between the management and complainant	5
Management sought external advice or information	6
Complainants were advised or supported outside of formal meetings	7
The complaint was subject to formal mediation by an external individual or organisation	8
Settlement was by a compromise contract before going to tribunal or court	9
(IF C12=NOT 9) The complaint went to an employment tribunal	10
(IF C12=NOT 9) The complaint went to court	11
Settlement required an apology	12
Settlement required restoration or improvement of employment or working arrangements	13
Settlement required financial compensation	14
Settlement resulted in a formal statement	15
Settlement resulted in a signed agreement	16

**C13 IF C12=NOT 9**

Have you heard of compromise contracts which are sometimes used to settle grievances and complaints? **CODE ONE ONLY**

Yes	1
No	2



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C14aC12=9 OR C13=1

Can I ask you some questions on your views of compromise contracts

To what extent would you agree with the following statements?

**READ OUT EACH STATEMENT ; PROMPT FOR POSITION ON SCALE  
FOR EACH**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>DK</b>
The organisation is confident to settle using compromise contracts	1	2	3	4	5	6
The organisation finds compromise contracts preferable to the Tribunal process	1	2	3	4	5	6

C14bIF C12=9

To what extent would you agree with the following statements?

**READ OUT EACH STATEMENT ; PROMPT FOR POSITION ON SCALE  
FOR EACH**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>DK</b>
The organisation finds compromise contracts useful	1	2	3	4	5	6
The organisation finds compromise contracts sufficient for addressing issues relating to equality	1	2	3	4	5	6

C15 IF C8=1

Did the complainant(s) or his/her/their advisors make any specific reference to a piece of legislation?

**CODE ONE ONLY**

Yes	1
No	2
Don't know	3
Refused	4

C16 IF C15=1

What legislation was that?

**WRITE IN VERBATIM**

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**C17 IF C8=1**

Thinking about the outcome of this dispute, how satisfied or dissatisfied is your organisation with the outcome? Please use a 10 point scale, where 1 would mean very dissatisfied and 10 would mean very satisfied.

CODE ONE ONLY (11=DK, 12=REF)

1	2	3	4	5	6	7	8	9	10	11	12
---	---	---	---	---	---	---	---	---	----	----	----

**C18 IF C8=1**

Thinking just about the process of resolving the dispute, how satisfied or dissatisfied is your organisation with that process? Please use a 10 point scale, where 1 would mean very dissatisfied and 10 would mean very satisfied.

CODE ONE ONLY (11=DK, 12=REF)

1	2	3	4	5	6	7	8	9	10	11	12
---	---	---	---	---	---	---	---	---	----	----	----

**C19a IF C18=7-10**

Why are you satisfied with the process?

**DO NOT READ OUT; CODE ALL MENTIONED**

Dispute was resolved quickly	1
Process was fair	2
Process was straightforward	3
Other (SPECIFY)	95
Don't know	97
Refused	98

**C19b IF C18=1-4**

Why are you dissatisfied with the process?

**DO NOT READ OUT; CODE ALL MENTIONED**

Took too long from beginning to end	1
Too time-consuming during the process	2
Financial cost involved	3
Process is biased in favour of complainant	4
Lack of competence or knowledge of mediators, or judges, or tribunal	5
Complexity of the legislation	6
Complexity of the whole process	7
Complainant was able to drag out the process unnecessarily	8
Other (SPECIFY)	95
Don't know	97
Refused	98

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C20 C8=1

Has the dispute led to any change in business practices or procedures?

CODE ONE ONLY

Yes	1
No	2
Don't know	3
Refused	4

C21 IF C20=1

Which operations or practices have been affected?

**DO NOT READ OUT; CODE ALL MENTIONED; IF SAYS 'Everything' PROMPT**

'Can you identify any specific areas where things have been changed as a result of the dispute?'

Recruitment - General	1
Recruitment - advertising	2
Recruitment – shortlisting and selection	3
Recruitment – asking health or disability related questions	4
Recruitment – positive action	5
Equal pay and bonuses - general	6
Equal pay and bonuses – ban on pay secrecy clauses	7
Promotions	8
Redundancies	9
Offering full-time/part-time work	10
Considering requests for flexible working	11
Employment retention	12
Retirement age	13
Work allocation	14
Offering training	15
When maternity/paternity issues arise	16
Facilities for breastfeeding	17
Generally, in how staff treat each other in the workplace	18
When staff deal with people outside the workforce (e.g. customers, suppliers)	19
Others mentioned (SPECIFY)	95
Don't know	97

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**D Filter question****D1 ALL**

I would now like to ask you a question about a specific Act of Parliament. This is the Equality Act which came into effect in October 2010. The Act created unified legislation on equality replacing nine earlier pieces of legislation. It consolidated the previous legislation and introduced new measures. Could you say whether prior to this interview you had heard of the Act and say how much you knew about it? Which of these statements is most true of you?

**READ OUT ALL; CODE ONE ONLY**

You haven't heard of the 2010 Equality Act	1	GO TO E5
You've heard of it but don't know any more about it, other than what I've just read out to you	2	GO TO E5
You know a little about the Act	3	CONTINUE
You are reasonably well informed about the Act and its provisions	4	CONTINUE
You have a detailed knowledge of the Act and its provisions	5	CONTINUE

**E Specific awareness, knowledge, and dissemination****E1 ALL REMAINING (D1=3-5)**

Since becoming first aware of the Act, have you sought further information or guidance about its content and implications?

**CODE ONE ONLY**

Yes	1
No	2

P8633 – FINAL

## E2 IF E1=1

Where did you seek that information or guidance?

**DO NOT READ OUT; CODE ALL MENTIONED**

A legal firm (solicitors, lawyers)	1
A specialist consultant or advisor	2
A trade association (e.g. Chamber of Commerce, industry body, Local Government Association)	3
A professional body (e.g. Institute, BMA)	4
Federation of Small Business/FSB	5
CBI/Confederation of British Industry	6
IOD/Institute of Directors	7
A trades union	8
Went to conference/seminar	9
Home Office/GEO website	10
EHRC website	11
Other government website	12
Other website(s)	13
Manuals/guidance/literature/CDs etc.	14
Business colleagues (outside the business in customers, suppliers, etc.)	15
Colleagues within the organisation	16
Friend or family	17
Accountant or bank	18
ACAS	19
Other (SPECIFY)	95
Don't know	97

## E3 IF E1=1

How much time in total would you say you, and colleagues if other people have been involved, have spent in familiarisation with the new Act?

**PROMPT AS NECESSARY; CODE ONE ONLY**

Half a day or less	1
About a day	2
2-3 days	3
4-5 days	4
6 days or more	5
Don't know (DO NOT READ OUT)	6

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**E4 IF E1=1**

How satisfied or dissatisfied are you with the quality of information or guidance you've been able to acquire? Please use a 10 point scale, where 1 would mean very dissatisfied and 10 would mean very satisfied.

**CODE ONE ONLY (11=DK)**

1	2	3	4	5	6	7	8	9	10	11
---	---	---	---	---	---	---	---	---	----	----

**E5 ALL**

Prior to this interview, had you heard of the Government Equalities Office?

**CODE ONE ONLY**

Yes	1
No	2
Don't know	3

**E6 IF E1=1 AND E5=1**

Could I check specifically whether you sought information or guidance on the new Act from the Government Equalities Office?

**CODE ONE ONLY**

Yes	1
No	2
Don't know	3

**E7 IF E6=1**

How satisfied or dissatisfied are you with the availability and quality of information or guidance offered by the Government Equalities Office? Please use a 10 point scale, where 1 would mean very dissatisfied and 10 would mean very satisfied.

**CODE ONE ONLY (11=DK)**

1	2	3	4	5	6	7	8	9	10	11
---	---	---	---	---	---	---	---	---	----	----

**E8 IF E7=1-4**

Why were you dissatisfied?

**CODE ONE ONLY**

Information and guidance of poor quality/misleading	1
Information and guidance that is incomplete	2
Website hard to use	3
Office was slow to respond to requests	4
Office didn't respond to requests	5
Other (WRITE IN)	95
Don't know	97

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**E9 ALL REMAINING (D1=3-5)**

Do you feel that you will need further information or advice on the 2010 Equality Act in future?

**CODE ONE ONLY**

Yes	1
No	2
Possibly	3
Don't know	4

**E10 IF E9=1**

How confident do you feel that you know where to go for the information or guidance you may need? Please use a 10 point scale, where 1 would mean not at all confident and 10 would mean very confident.

**CODE ONE ONLY (11=DK)**

1	2	3	4	5	6	7	8	9	10	11
---	---	---	---	---	---	---	---	---	----	----

**E11 ALL REMAINING (D1=3-5)**

Has knowledge of the 2010 Equality Act been deliberately shared with other members of staff in the organisation?

**CODE ONE ONLY**

Yes	1
No	2
Don't know	3

**E12 IF E11=1**

Is that to all staff or just some?

**CODE ONE ONLY**

All	1
Just some	2
Don't know	3

**E13 IF E12=2**

Which types of staff have been informed about the 2010 Equality Act?

**DO NOT READ OUT; CODE ALL MENTIONED**

Managers/supervisors/team leaders	1
Union reps	2
People in the personnel or HR section/department	3
People involved in recruitment	4
Branch managers	5
Other (SPECIFY)	95
Don't know	97

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**E14 IF E11=1**

How was knowledge about the Act spread?

**DO NOT READ OUT; CODE ALL MENTIONED**

Newsletters or posters	1
In the course of meetings	2
Special meetings or workshops	3
Circulation of manuals or documents	4
Informal discussions	5
Other (SPECIFY)	95
Don't know	97

**E15 ALL REMAINING (D1=3-5)**

Do you believe that knowledge of the 2010 Equality Act in your organisation is as good as needed or should more be done internally to increase your organisation's knowledge?

**CODE ONE ONLY**

As good as needed	1
More needs to be done	2
Don't know	3

**F Impacts****F1 ALL REMAINING (D1=3-5)**

Before the 2010 Equality Act became effective; that is, before 1st October 2010, how important did your organisation feel it was to know about and conform with legislation concerned with equality and non-discrimination? Please use a 10 point scale, where 1 would mean not at all important and 10 would mean highly important

**CODE ONE ONLY (11=DK)**

1	2	3	4	5	6	7	8	9	10	11
---	---	---	---	---	---	---	---	---	----	----

**F2 ALL REMAINING (D1=3-5)**

Again, before the 2010 Equality Act became effective, how relevant did you feel legislation concerned with equality and non-discrimination was to your organisation? Please use a 10 point scale, where 1 would mean not at all relevant and 10 would mean highly relevant

**CODE ONE ONLY (11=DK)**

1	2	3	4	5	6	7	8	9	10	11
---	---	---	---	---	---	---	---	---	----	----



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**F3 ALL REMAINING (D1=3-5)**

Has the introduction of the 2010 Equality Act had any effect on this position?

**CODE ONE ONLY; PROBE IF NECESSARY**

Yes – raised the importance of equality matters and practices	1
No – no change	2
Other (SPECIFY)	95
Don't know	97

**F4 ALL REMAINING (D1=3-5)**

Has the introduction of the 2010 Equality Act resulted in any change in operations or practices in the organisation?

**CODE ONE ONLY**

Yes	1
No	2
Don't know	3

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F5 IF F4=1

Which operations or practices have been affected?

**DO NOT READ OUT; CODE ALL MENTIONED; IF SAYS 'Everything' PROMPT**

'Can you identify any specific areas where things have been changed as a result of the Act?'

Recruitment - General	1
Recruitment - advertising	2
Recruitment – shortlisting and selection	3
Recruitment – asking health or disability related questions	4
Recruitment – positive action	5
Equal pay and bonuses - general	6
Equal pay and bonuses – ban on pay secrecy clauses	7
Promotions	8
Redundancies	9
Offering full-time/part-time work	10
Considering requests for flexible working	11
Employment retention	12
Retirement age	13
Work allocation	14
Offering training	15
When maternity/paternity issues arise	16
Facilities for breastfeeding	17
Generally, in how staff treat each other in the workplace	18
When staff deal with people outside the workforce (e.g. customers, suppliers)	19
Others mentioned (SPECIFY)	95
Don't know	97

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## F6 IF F4=2

Why has the 2010 Equality Act not affected your operations or practices?

**DO NOT READ OUT; CODE ALL MENTIONED**

Fully compliant already	1
Doesn't really affect us as a very small operation	2
Too busy to think about it	3
Too much cost in taking the Act on board	4
Management not interested in the issue	5
Not got around to it yet	6
Act is not really understood/don't know what change might be necessary	7
Other (WRITE IN)	95
Don't know	97

## F7 IF F4=1

What has driven these changes? Have any of the following been a factor?

**READ OUT ALL; CODE ALL MENTIONED**

The wish not to fall foul of the law	1
Fear of claims under the Act and resulting compensation	2
Sense of social responsibility and fairness of the organisation's owners or managers	3
Wish to follow industry or sector best practice for organisations of your type	4
Wish to be seen as a good employer by staff	5
Wish to be seen as a good organisation in the community	6
Wish to be seen as a good organisation to users, customers or clients	7
As a response to an issue raised by an employee	8
Any other (SPECIFY)	95
Don't know (DO NOT READ OUT)	97

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**F8 IF F7 NOT EQUAL 97 AND MORE THAN ONE ITEM BETWEEN 1 AND 95 CODED IN F7**If you had to pick just one of these as the single most important driver, which would it be? **PROMPT ON PREVIOUS REPLIES AS NECESSARY; CODE ONE ONLY**

The wish not to fall foul of the law	1
Fear of claims under the Act and resulting compensation	2
Sense of social responsibility and fairness of the organisation's owners or managers	3
Wish to follow industry or sector best practice for organisations of your type	4
Wish to be seen as a good employer by staff	5
Wish to be seen as a good organisation in the community	6
Wish to be seen as a good organisation to users, customers and clients	7
As a response to an issue raised by an employee	8
Any other (SPECIFY)	95
Don't know	97
Refused to select one	98

**F9 IF F4=1**

Have changes in operations or practices as a result of the Equality Act incurred costs for the organisation in terms of staff time or financial expenditure?

**CODE ONE ONLY**

Yes	1
No	2
Don't know	3

**F10 IF F9=1**

In relation to the organisation's scale and resources, how significant is the size of these costs? Please use a 10 point scale, where 1 would mean trivial or insignificant and 10 would mean very significant.

**CODE ONE ONLY (11=DK)**

1	2	3	4	5	6	7	8	9	10	11
---	---	---	---	---	---	---	---	---	----	----

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**F11 IF F4=1**

Have changes made as a result of the Act had any impact on the following?

**READ OUT ALL; CODE ALL THAT APPLY**

Working relationships between staff	1
Working relationships between managers and staff	2
Customer or client perceptions of the organisation	3
Perceptions of the organisation by the community	4
None of the above	5
Don't know	6

**F12 IF F11=1-4**

Has the overall impact been generally positive or negative?

**CODE ONE ONLY**

Positive	1
Negative	2

**F13 ALL REMAINING (D1=3-5)**

The Equality Act of 2010 was intended to simplify things by bringing a lot of legislation which was previously separate into a single Act of Parliament. Has this helped your organisation at all?

**CODE ONE ONLY**

Yes	1
No	2
Don't know	3

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## G Content of the Act

### G1 ALL

The provisions of the 2010 Equality Act make or confirm certain behaviours by employers as unlawful. If I read out a list of examples could you say on a one-to-ten scale how strongly your organisation believes that each behaviour *should* be prohibited by the equality legislation? One means your organisation believes totally that the behaviour should be prohibited. Ten means your organisation believes totally that it should not be prohibited.

READ OUT ALL; CODE ONE FOR EACH

		Should be prohibited										Should not be prohibited	Don't know
		1	2	3	4	5	6	7	8	9	10	11	
A	Recruiting a male candidate for a job rather than an equally qualified female candidate because the employer assumes the female candidate may have children in the near future												
B	Advertising a job which places an upper limit on the age of applicants who will be considered												
C	Refusing to promote a woman because her husband is of a particular faith												
D	Selecting someone for redundancy because he or she is gay or lesbian												
E	Refusing to promote someone with a disability because they have taken substantial sick leave in the last year												
F	Forcing a woman member of staff to resign because a new shift pattern does not allow her to look after her disabled child												
G	Allowing staff to put up a topless calendar												
H	Denying a woman promotion because she supported a claim of sexual harassment by a colleague against their employer												

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FOR EACH CASE IN A TO H WHERE A SCORE OF MORE THAN 6 IS GIVEN, ASK G2

- G2 Why do you feel that (READ OUT EACH OF A-H WITH A SCORE MORE THAN 6 IN TURN) should not be prohibited?

DO NOT READ OUT REASONS; CODE ALL THAT APPLY FOR EACH

	A	B	C	D	E	F	G	H
It makes business inefficient to be restricted in this way	1	1	1	1	1	1	1	1
It's pointless because employers will find their way round this	2	2	2	2	2	2	2	2
Employers should be able to make their own decisions about who to employ or promote	3	3	3	3	3	3	3	3
It creates more opportunities for employees to make trouble or look for compensation	4	4	4	4	4	4	4	4
It would depend on whether people feel offended or not	5	5	5	5	5	5	5	5
Other specify	95	95	95	95	95	95	95	95
Don't know	96	96	96	96	96	96	96	96

- G3 ALL

Has your organisation taken deliberate steps in the last 2 years to increase the employment of groups of people who were felt to be under-represented in the workforce?

CODE ONE ONLY

Yes	1
No	2
Not recruited any new employees in the last 2 years	3
Don't know	4

- G4 IF G3=1

Which groups were these?

DO NOT READ OUT; CODE ALL THAT APPLY

Men	1
Women	2
People in different ethnic groups	3
People in different religious groups	4
Gays or lesbians	5
People in different age groups	6
People with disabilities	7
Any other (WRITE IN )	95
Don't know	97

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## G5 IF G3=1

How was this done?

**DO NOT READ OUT; CODE ALL THAT APPLY**

Widened recruitment methods to include channels more likely to be seen by under-represented groups	1
Made recruitment adverts more welcoming generally	2
Specifically mentioned in recruitment ads that applications from certain groups were especially welcome	3
Specifically chose to interview applicants from under-represented groups	4
When had a range of candidates to interview, selected ones from under-represented groups when they were capable of doing the job in preference to candidates from groups already well-represented in the workforce	5
Did outreach work in schools or the community to present the organisation as an inclusive employer	6
Encouraged members of the existing workforce who are in under-represented groups to inform others in the same groups or communities of employment opportunities with the organisation	7
Introduced flexibilities in the organisation of work which allowed members of under-represented groups to more easily take up opportunities	8
Increased disabled access	9
Introduced stronger sanctions to prevent any potential prejudice or hostility from existing staff towards members of under-represented groups	10
Altered retirement policies to encourage older workers to stay on	11
Any other (WRITE IN )	95
Don't know	97

## G6 ALL

The 2010 Equality Act allows employers to take positive action. This is where you have two equal candidates for a job but the employer chooses to recruit the one who helps counteract any under-representation. It might, say, include recruiting more women/men or more people with ethnic minority backgrounds, for example, employing a male primary school teacher. Prior to this interview, had you heard of the term 'positive action' used with this particular meaning?

**CODE ONE ONLY**

Yes	1
No	2
Don't know	3



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- G7 **ALL**  
Is this form of positive action something that your company would consider doing?  
**CODE ONE ONLY**

Yes	1
No	2
Maybe	3
Don't know	4

- G8 **If G7=2**  
Why not? **WRITE IN VERBATIM**

--

- G9 **ALL**  
Is this something your organisation has recent experience of? **CODE ONE ONLY**

Yes	1
No	2
Maybe	3
Don't know	4

- G10 **ALL**  
Sometimes employers seek to prevent one employee telling another what they are paid. This often involves what are called secrecy clauses in employment contracts. Could I just check, has your organisation ever had pay secrecy clauses?  
**CODE ONE ONLY**

Yes	1
No	2
Don't know	3

- G11 **IF G10=1**  
Do you still have them?  
**CODE ONE ONLY**

Yes	1
No	2
Don't know	3
Refused (do not read out)	4

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G12 IF G11=1

Why is it important for you to have pay secrecy clauses in your organisation?  
WRITE IN VERBATIM

--

G13 IF G11=1

Under the 2010 Equality Act, pay secrecy clauses in contracts cannot be enforced by employers. Given this new legal position, do you expect to get rid of pay secrecy enforcement in your organisation?  
CODE ONE ONLY

Yes	1
No	2
Don't know	3
Refused (do not read out)	4

G14 If G13=2

Why not? WRITE IN VERBATIM

--

G 15 ALL

Were you aware that the Equality Act puts certain limits on the questions that you can ask at the initial stage about health and disability when recruiting staff? CODE ONE ONLY; IF YES=PROMPT ON DETAILED KNOWLEDGE OR GENERAL AWARENESS

Yes, I have a detailed knowledge of these limits	1
Yes, I am generally aware but do not have detailed knowledge of these limits	2
No	3

G16 G15=1 or 2

Have you considered or would you consider changing your organisation's recruitment practices because of this? CODE ONE ONLY

We have already changed our practices	1
We would consider changing our practices	2
We would not change our practices	3
Don't know	4

P8633 – FINAL

G17 If G16=3

Why not? **WRITE IN VERBATIM****H Ownership and demography of workplace**

Finally, I'd like to ask you a few questions about your organisation and staff.

H1 A4=1

Could I ask you about ownership of the business? Is the business a ....

**READ OUT AS NECESSARY; CODE ONE ONLY**

Single proprietor (i.e. owned by one person)	1
Partnership	2
Private limited company	3
Public limited company	4
Other (SPECIFY)	95

H2 ALL

Approximately how long has your business been in operation for at that site?

**READ OUT AS NECESSARY; CODE ONE ONLY**

Less than 1 year	1
At least 1 year but less than 2	2
At least 2 years but less than 3	3
At least 3 years but less than 5	4
At least 5 years but less than 10	5
10 years or more	6
Don't know	7

P8633 – FINAL

H3 ALL

At this site what proportion of employees are in each of the following groups?

**READ OUT EACH GROUP AND RECORD EXACT PROPORTION**

Are female	%
Are non-white	%

**IF DON'T KNOW EXACT PROPORTION - PROBE FOR BEST ESTIMATE AND RECORD BANDING BELOW**

	0%	1-5%	6-10%	11-25%	26-50%	51-75%	76-99%	100%	Don't know
Are female	1	2	3	4	5	6	7	8	9
Are non-white	1	2	3	4	5	6	7	8	9

**THANK AND CLOSE**



## Because people matter, we listen.

With some 20 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

Our business is about understanding people; because they matter. Finding out what they really need; from the type of information they use to the type of services they require. In short, finding out about the kind of world people want to live in tomorrow.

BMG serves both the social public sector and the commercial private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

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