

Department for Work and Pensions

Research Report No 775

Jobcentre Plus Customer Survey 2011

Appendices

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A report of research carried out by TNS-BMRB on behalf of the Department for Work and Pensions

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Appendix A

Technical details

A.1 Changes between 2009 and 2011

The 2011 survey was limited to claimants who were in receipt of a Jobcentre Plus benefit six months prior to the start of fieldwork and had had some contact with Jobcentre Plus within the last 12 months. However, the 2009 survey included claimants who had had contact with Jobcentre Plus within the last 12 months but not in the last six months. The main reason for this change was that given that those customers who had had contact with Jobcentre Plus in the last 12 months but not in the last six months would be those who had had very little interaction with the service, and therefore, the interviews achieved with this group would not be valuable for service evaluation.

A second change to the survey was a change to the overall satisfaction measure from a question using a five-point satisfaction scale to a question using a four-point satisfaction scale. This change was made in order to make the satisfaction measure consistent across the Jobcentre Plus customer satisfaction survey and the Pension, Disability and Carers Service (PDCS) customer satisfaction survey which uses a four-point satisfaction scale. Making the two measures consistent allows for a Department for Work and Pensions (DWP)-wide satisfaction indicator to be calculated.

Finally, the 2011 questionnaire was redesigned based on recommendations as a result of a feasibility study conducted in 2010, to focus on tracking a single customer contact with Jobcentre Plus from start to finish, rather than looking at general experiences with the service. This was done to achieve more focused feedback from customers on particular areas of their experience with the service.

There have also been a number of changes in the benefit regime between 2009 and 2011. In particular the introduction of Employment and Support Allowance (ESA) means that the profile of customers claiming Jobseeker's Allowance (JSA), Income Support (IS) and Incapacity Benefit (IB) will have changed since 2009. While ESA had been introduced in 2009, claimants were not eligible to take part in the survey given that at the time it was a very new benefit with small numbers of claimants.

As a result of these changes the opportunity to use historical trend analysis is limited, however, where questions have remained the same since 2009 it is possible to make some comparisons, keeping in mind that any changes should be interpreted with caution.

A.2 Sample

The sample was generated by Jobcentre Plus, from the DWP National Benefits Database. The sample was drawn in November 2010 for a January 2011 fieldwork start.

Given that the database does not hold details of claimants who had made contact with Jobcentre Plus in the last six months, screening questions were included at the beginning of the interview to identify those who were eligible for the survey.

When the sample was selected the target sample size was 4,400, based upon achieving at least 100 interviews for each of the four benefits administered by Jobcentre Plus in each of what were 11 Jobcentre Plus regions at the time, to allow for analysis by benefit type within region. This meant that the sample was selected disproportionately in relation to the actual population

distribution of claimants as they are not distributed equally between benefits and regions. In particular Employment and Support Allowance (ESA) claimants were boosted in comparison to their population proportion in order to allow more detailed reporting amongst this group. Weights were applied to the data to rebalance the sample to the correct proportions for the population when reporting results on a national level. Tables A.1 and A.2 show the actual population distribution in comparison to the distribution for the target sample for benefit type and region:

Table A.1 Regional profile

	Population distribution %	Sample distribution %
North East	5.5	9.1
North West	14.2	9.1
Yorkshire & Humberside	9.1	9.1
East Midlands	6.7	9.1
West Midlands	9.7	9.1
East of England	7.2	9.1
London	14.6	9.1
South East	9.6	9.1
South West	6.8	9.1
Wales	6.2	9.1
Scotland	10.3	9.1

Table A.2 Benefit profile

	Population distribution %	Sample distribution %
ESA	9.8	25.0
IB	32.4	25.0
IS	33.5	25.0
JSA	24.2	25.0

While the target sample size was equal for each benefit within each region, the selected sample was not of equal numbers. This is because a higher rate of inaccuracy in the contact details for IB claimants was anticipated. As a result the sample for JSA, ESA and IS claimants was drawn to a multiple of 3.5 times the target number of interviews, and the sample for IB claimants was drawn to a multiple of five times the target number of interviews. The selected sample size split by benefit type and region is shown in Table A.3.

Table A.3 Selected sample sizes

	ESA	IB	IS	JSA	Total
North East	350	500	350	350	1,550
North West	350	500	350	350	1,550
Yorkshire & Humberside	350	500	350	350	1,550
East Midlands	350	500	350	350	1,550
West Midlands	350	500	350	350	1,550
East of England	350	500	350	350	1,550
London	350	500	350	350	1,550
South East	350	500	350	350	1,550
South West	350	500	350	350	1,550
Wales	350	500	350	350	1,550
Scotland	350	500	350	350	1,550
Total	3,850	3,850	5,500	3,850	17,050

Before selection the sample in each of the regional benefit cells above was stratified by sex, length of claim (less than six months, 6-12 months, 12-24 months and 24+ months) and date of birth.

Checks were carried out by TNS-BMRB on addresses and telephone numbers included in the sample and any that were established to be invalid, incomplete or missing were removed from the sample.

During fieldwork Jobcentre Plus was reorganised into seven regional groups, which meant it was no longer necessary to achieve 4,400 interviews so the target sample size was reduced to 2,800, again based on achieving approximately 100 interviews in each of the four benefits within the seven groups. As a result of the reduction of sample size, some pieces of sample which had been issued to interviewers were removed before having been fully worked. These pieces of sample are shown in the response details in Tables A.4 to A.8 as 'Sample removed due to quotas being filled'.

A.3 Response rates

In total 2,803 interviews were conducted between 19 January and 30 March 2011: 2,785 by telephone and 18 by post. Eleven interviews were conducted in a language other than English, using a fluent foreign language speaking interviewer. The overall response rate achieved was 50 per cent, however, the response rate varied significantly by benefit type, from 37 per cent for IB claimants to 61 per cent for JSA claimants. The lower response rate amongst IB claimants may to some extent have been affected by a higher proportion of out of date contact details, but motivation to take part in the survey may also have been less amongst this group given the limited contact that IB claimants generally have with the service. The fieldwork response rate is calculated based on the productivity of valid and eligible sample. A detailed breakdown of overall fieldwork figures and for the different benefit types is shown in Tables A.4 to A.8¹.

¹ The achieved sample sizes for each benefit is based on the benefit respondents were receiving at the time they were sampled, not necessarily at the time of the interview.

Table A.4 Response details

Number sampled	17,050
Cases removed due to invalid/incomplete contact details/duplicate record	1,303
Office opt-out before fieldwork	418
Reserve sample not issued to telephone unit	2,288
Sample issued to telephone unit	13,041
Sample removed due to quotas being filled	716
Invalid sample data	5,196
Invalid/incomplete telephone number	3,119
Business number	279
Unknown at number	878
Respondent moved – untraceable	305
No contact with anyone at address after ten plus calls	598
Respondent died	17
Ineligible (not had contact with Jobcentre Plus in last six months)	1,537
Valid sample (in scope of fieldwork)	5,592
Personal refusal	838
Proxy refusal	166
Postal questionnaire requested but not returned	88
Abandoned interview	133
Unavailable during fieldwork	175
Respondent long-term ill/incapable of interview	58
Communication problems	304
Non-contact with respondent/unresolved	1,027
Interview	2,803
Fieldwork response rate	50%

Table A.5 Response details – JSA claimants

Number sampled	3,850
Cases removed due to invalid/incomplete contact details/duplicate record	114
Office opt-out before fieldwork	78
Reserve sample not issued to telephone unit	1,195
Sample issued to telephone unit	2,463
Sample removed due to quotas being filled	395
Invalid sample data	764
Invalid/incomplete telephone number	426
Business number	35
Unknown at number	115
Respondent moved – untraceable	64
No contact with anyone at address after ten plus calls	123
Respondent died	1
Ineligible (not had contact with Jobcentre Plus in last six months)	34
Valid sample (in scope of fieldwork)	1,270
Personal refusal	146
Proxy refusal	30
Postal questionnaire requested but not returned	6
Abandoned interview	40
Unavailable during fieldwork	36
Respondent long-term ill/incapable of interview	3
Communication problems	30
Non-contact with respondent/unresolved	201
Interview	778
Fieldwork response rate	61%

Table A.6 Response details – ESA claimants

Number sampled	3,850
Cases removed due to invalid/incomplete contact details/duplicate record	96
Office opt-out before fieldwork	78
Reserve sample not issued to telephone unit	1,093
Sample issued to telephone unit	2,583
Sample removed due to quotas being filled	321
Invalid sample data	669
Invalid/incomplete telephone number	397
Business number	24
Unknown at number	97
Respondent moved – untraceable	51
No contact with anyone at address after ten plus calls	96
Respondent died	4
Ineligible (not had contact with Jobcentre Plus in last six months)	244
Valid sample (in scope of fieldwork)	1,349
Personal refusal	195
Proxy refusal	33
Postal questionnaire requested but not returned	13
Abandoned interview	35
Unavailable during fieldwork	41
Respondent long-term ill/incapable of interview	11
Communication problems	81
Non-contact with respondent/unresolved	173
Interview	767
Fieldwork response rate	57%

Table A.7 Response details – IS claimants

Number sampled	3850
Cases removed due to invalid/incomplete contact details/duplicate record	464
Office opt-out before fieldwork	84
Reserve sample not issued to telephone unit	0
Sample issued to telephone unit	3,302
Sample removed due to quotas being filled	0
Invalid sample data	1,688
Invalid/incomplete telephone number	991
Business number	96
Unknown at number	284
Respondent moved – untraceable	71
No contact with anyone at address after ten plus calls	245
Respondent died	1
Ineligible (not had contact with Jobcentre Plus in last six months)	256
Valid sample (in scope of fieldwork)	1,358
Personal refusal	162
Proxy refusal	30
Postal questionnaire requested but not returned	20
Abandoned interview	22
Unavailable during fieldwork	41
Respondent long-term ill/incapable of interview	12
Communication problems	63
Non-contact with respondent/unresolved	349
Interview	659
Fieldwork response rate	49%

Table A.8 Response details – IB claimants

Number sampled	5,500
Cases removed due to invalid/incomplete contact details/duplicate record	629
Office opt-out before fieldwork	178
Reserve sample not issued to telephone unit	0
Sample issued to telephone unit	4,693
Sample removed due to quotas being filled	0
Invalid sample data	2,075
Invalid/incomplete telephone number	1,305
Business number	124
Unknown at number	382
Respondent moved – untraceable	119
No contact with anyone at address after ten plus calls	134
Respondent died	11
Ineligible (not had contact with Jobcentre Plus in last six months)	1,003
Valid sample (in scope of fieldwork)	1,615
Personal refusal	335
Proxy refusal	73
Postal questionnaire requested but not returned	49
Abandoned interview	36
Unavailable during fieldwork	57
Respondent long-term ill/incapable of interview	32
Communication problems	130
Non-contact with respondent/unresolved	304
Interview	599
Fieldwork response rate	37%

A.4 Weighting

The data from the survey has been weighted before analysis. Weighting is carried out for two reasons:

- to correct for differences in sampling fractions across the sample (using so-called design weights);
- to try and reduce bias arising from non-response (using non-response weights).

As mentioned above, the sample was designed to enable us to achieve an approximately equal number of interviews in each of the seven Jobcentre Plus Groups and for each of the four main benefits. It was, therefore, necessary to apply design weights to restore the correct proportions by group and benefit type. The weighting ensured that the achieved sample matched the actual group profiles of eligible Jobcentre Plus customers in terms of benefit type.

After the design weights had been applied non-response weights were derived using CHAID. The variables included in the analysis were gender, group, age, benefit type and the length of the current claim all of which data was available on the initial sample file.

Table A.9 Respondent profile – region and benefit

	Unweighted %	Weighted %
Central England	18	19
London and home counties	15	22
North East England	17	14
North West England	10	13
Scotland	11	10
Southern England	16	16
Wales	12	6
ESA	27	11
IB	21	18
IS	24	36
JSA	28	35

Base: All respondents (2,803).

Appendix B

Summary of findings in relation to the Customer Charter

Summary of key findings in relation to the DWP Customer Charter	
Right Treatment <i>‘We will do our best to help you, listen to you and make sure you feel comfortable dealing with us.’</i>	• Respondents rated staff treatment highly, with around nine in ten respondents agreeing with each of the elements of staff treatment asked about. • Respondents enquiring about benefit eligibility and respondents reporting problems were markedly less positive about treatment from staff, in particular in relation to staff being helpful, knowledgeable and sympathetic to needs. Only 59 per cent of respondents enquiring about benefit eligibility agreed that the staff were sympathetic to their needs compared with 85 per cent across the survey as a whole. • Eighty-six per cent of respondents said they feel very or fairly comfortable dealing with Jobcentre Plus. • Incapacity Benefit (IB) claimants were least likely to say they felt comfortable dealing with Jobcentre Plus (78 per cent compared with 87 per cent of other benefit claimants).
Right Result <i>‘We want you to have confidence in our decisions. If the outcome is not what you hoped for, we will explain why and tell you what will happen next.’</i>	• The majority (84 per cent) of respondents said that they were confident that the benefit payment that they were receiving was correct. • Employment and Support Allowance (ESA) claimants were least likely to say that they were confident that their payment was correct. Twenty-one per cent said that they were not confident, compared with ten per cent of other benefit claimants. • Three-quarters of respondents who had used Jobcentre Plus’ employment services in the last six months said their adviser had tried to identify suitable jobs for them. • Just over two-thirds (67 per cent) said they were satisfied with the service Jobcentre Plus offers in helping to find employment. • Respondents whose adviser had not identified suitable jobs for them were significantly more likely to be dissatisfied with the employment services.
On Time <i>‘We will deal with you as quickly as we can. We will tell you how long we will take and do our best to keep to the time we have said.’</i>	• Seventy-one per cent of respondents said that Jobcentre Plus gave them clear timings on what they would do throughout the course of their transaction, where this was relevant. • Sixty-five per cent of respondents said that they were kept up to date with progress throughout their transaction with Jobcentre Plus. • Failure to communicate on both of these elements had a significant impact on call volumes, but the biggest impact was seen when clear timings were not given. Respondents who were not given clear timings made on average 6.39 calls throughout the course of their transaction compared with an average of 2.41 for those who were.

Summary of key findings in relation to the DWP Customer Charter	
Easy Access <i>‘We will make sure you can contact us in ways that are simple and easy to understand. We will tell you about other services that may help you.’</i>	• Nine in ten (89 per cent) respondents who visited a government website during their transaction said it was easy to find what they were looking for, however, only three in five (60 per cent) managed to find all the information they were looking for. • Half (48 per cent) of respondents who called Jobcentre Plus and whose query was not resolved on the first contact, said they had to repeat all information about their enquiry to the next person they spoke to, 28 per cent had to repeat basic details only and 22 per cent did not have to repeat any information. • Respondents who had to repeat all information were markedly less satisfied overall, however, there was no difference in satisfaction between those who repeated basic details or no information at all. • Respondents who were transferred directly were more likely to have to repeat more information than those who were called back at another time. • Fifty-seven per cent of respondents said they felt Jobcentre Plus had good links with other government services, however, just over a quarter (27 per cent) said they did not know.

Appendix C

Fieldwork documents

Advance letter



TNS-BMRB
6 More London Place
London SE1 2QY
United Kingdom

Freephone: 0800 015 0302
Website: www.tns-bmrB.co.uk
www.direct.gov.uk/jobseekers

Respondent Name
Respondent Address
Line 2
Line 3
Line 4

Our ref: 219141
Your ref: (Resp. serial)

Dear Respondent Name

CUSTOMER SURVEY: HELPING JOBCENTRE PLUS IMPROVE ITS SERVICE

We are writing to you to ask for your help in a research study that has been commissioned by Jobcentre Plus. The aim of this research is to find out about people's experiences claiming benefit and if Jobcentre Plus is meeting their needs. Your name has been selected randomly and we are contacting you for research purposes only. We would like to include you to find out more about your experiences.

The research is being conducted on behalf of Jobcentre Plus by TNS-BMRB an independent research organisation. You may be contacted by TNS-BMRB between January and March 2011 to take part in a **telephone survey** which will take no longer than 20 minutes to complete, if you are not please assume in this instance, your help is not needed.

Please be assured that your involvement is completely voluntary and will not affect any benefit you receive, or any dealings you have with Jobcentre Plus or any government department or agency. As Jobcentre Plus has contracted TNS-BMRB to conduct the research on their behalf, Jobcentre Plus is allowed to provide them with customer contact details (further information can be found at <http://www.dwp.gov.uk/privacy-policy>). Individual views you might express on the service provided by Jobcentre Plus are kept entirely confidential by TNS-BMRB, in line with the Market Research Society Code of Conduct. Any information you provide will be held in the strictest of confidence and will be handled securely throughout the study. The research findings will not identify you and no personal information will be shared with any third parties.

Do you have questions about the research?

You can call the freephone number: 0800 015 0302. The researchers at TNS-BMRB will be happy to answer any queries you may have and will pass on to me any that they cannot answer. You may also write to the TNS-BMRB research team directly at the above address.

Do you want to take part, but have difficulties using the telephone or need the help of an interpreter?

Please complete the form enclosed with this letter and return it to TNS-BMRB in the envelope provided (**no stamp required**).

Are you unable to take part in the survey, or prefer not to take part?

You can telephone TNS-BMRB on the freephone number: 0800 015 0302. Please quote the reference number at the top of this letter when you call.

I do hope that you can help us with this research by taking part in the survey – your feedback is invaluable in helping us to improve the service we provide to you and all our customers. Thank you again for your time.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Kris Simpson', is written over a faint, circular official stamp.

Kris Simpson, Jobcentre Plus – Performance Measurement and Analysis Division

Appendix D

Questionnaire

1. INTRODUCTION

Ask to speak to (CONTACT NAME) and confirm name when speaking to this person. If named person is not able to complete the interview over the phone (e.g. if s/he is deaf or has learning difficulties), try to arrange an alternative method (e.g. interview in non-English language, proxy interview or postal questionnaire).

Good morning/afternoon/evening, my name is and I'm calling from TNS-BMRB Social Research. We have been contracted by Jobcentre Plus to conduct a survey on their behalf to find out people's attitudes to the services they receive. You should have received a letter telling you what the survey is about and asking if you would be willing to participate. Do you recall seeing it?

INTERVIEWER :IF NO, BRIEFLY OUTLINE THE PURPOSE AND CONTENT OF THE SURVEY

Would you be willing to take part? It should take about 15 – 20 minutes to complete. Everything you say will be treated in the strictest confidence and no one can identify you from the results.

IF CONDUCTING INTERVIEW WITH PROXY

Qauth

(IF SPEAKING TO PROXY): Can I confirm that you are authorised to respond on behalf of [NAME FROM SAMPLE]?

(IF SPEAKING TO NAMED RESPONDENT): Can I confirm that this person is authorised to respond on your behalf?

1. Yes
 2. No
-

If Qauth = NO, TERMINATE INTERVIEW.

IF CONDUCTING INTERVIEW WITH PROXY

Qname

Please can I take your name?

RECORD FULL NAME OF PROXY RESPONDENT, INCLUDING TITLE, FIRST NAME AND SURNAME

IF CONDUCTING INTERVIEW WITH PROXY

Qrel

What is your relationship to (NAME FROM SAMPLE)?

So you are (NAME FROM SAMPLE)'s...

1. Parent/Guardian
2. Husband/Wife/Partner
3. Child
4. Carer (non relative)
5. Friend
- Other specify

IF CONDUCTING INTERVIEW WITH PROXY

Please answer the following questions on behalf of (NAME FROM SAMPLE). Any questions referring to “you” should be answered about (NAME FROM SAMPLE)'s experiences.

ASK ALL

Q1

Which, if any, of these benefits have you received in the last 6 months, even if you are not claiming now?

ADD IF NECESSARY: Have you received this benefit in your own right: that is where you are the named recipient?

READ OUT. CODE ALL THAT APPLY

1. Jobseeker's Allowance
2. Income Support
3. Incapacity Benefit
4. Employment and Support Allowance
5. Carer's Allowance
- None of these

(note: description of benefits will be provided for interviewers)

IF Q1 = NONE OF THESE ASK Q1a

Q1a

Have you used Jobcentre Plus' employment services in the last 6 months?

1. Yes
2. No
- Don't know

IF Q1a = No OR 'Don't know' TERMINATE INTERVIEW

IF ANY BENEFIT CODED AT Q1, ask

Q2

And are you receiving (READ OUT ALL BENEFITS CODED AT Q1) at present?

For each benefit coded at Q1

- 3. Yes
 - 4. No
 - Don't know
-

FOR EACH BENEFIT CODED AT Q1

Q2a

[IF STILL RECEIVING:] For how long have you been receiving (BENEFIT AT Q1)? **[IF NO LONGER RECEIVING:]** For how long did you receive (BENEFIT AT Q1)?

PROMPT TO PRECODES

- 1. Less than 3 months
 - 2. 3 – up to 6 months
 - 3. 6 – up to 12 months
 - 4. 1 – up to 2 years
 - 5. 2 – up to 3 years
 - 6. 3 – up to 5 years
 - 7. 5 – up to 10 years
 - 8. 10 years or more
 - Don't know
-

FOR EACH BENEFIT CODED NO AT Q2

Q3

When did you stop receiving.... (READ OUT BENEFIT FROM Q2)?

PROMPT TO PRECODES. CODE FOR EACH BENEFIT

- 1. Less than 1 month ago
 - 2. 1 – up to 3 months ago
 - 3. 3 – up to 6 months ago
 - 4. 6- up to 12 months ago
 - Don't know
-

ASK ALL

Q4

I'd now like to ask about your dealings with Jobcentre Plus. Jobcentre Plus is the government agency responsible for helping people into work and supporting those who cannot by providing them with benefit payments. So, in the past 6 months, have you

READ OUT. CODE THE FIRST ON THE LIST THAT APPLIES

1. Started a new claim for a benefit with Jobcentre Plus
 2. Enquired about your eligibility for a benefit
 3. Reported problems with a benefit you are receiving (for example, delayed or missing payment, or closure of a claim)
 4. Had an interview or review meeting with someone at Jobcentre Plus – please do not include your regular visit to the Jobcentre Plus office to sign on
 5. Reported a change of circumstances to Jobcentre Plus
 6. Discussed jobs or training opportunities with someone at Jobcentre Plus
 7. Signed on
 8. [DO NOT READ OUT: None of these]
-

IF Q4 = 'START NEW CLAIM' OR Q4 = 'ENQUIRED ABOUT ELIGIBILITY FOR A BENEFIT', ASK Q4a

Q4a

And which benefit or entitlement were you [applying for/enquiring about]?

1. Jobseeker's Allowance
 2. Income Support
 3. Incapacity Benefit
 4. Employment and Support Allowance
 5. Carer's Allowance
 6. Other [specify]
 - Don't know
 - Refused
-

IF Q4 = 'HAD AN INTERVIEW OR REVIEW MEETING' ASK Q4b

Q4b

And during your interview or review meeting did you discuss any of the following things?

CODE ALL THAT APPLY

1. What you have been doing to look for work
2. The ways you could go about finding work
3. Any circumstances or conditions that limit the type of work you can do (e.g. health conditions)
- None of these

IF Q4b = 'NONE OF THESE' ASK Q4c

Q4c

What did you discuss during your interview or review meeting?

OPEN ENDED

THE ABOVE TRANSACTION WILL FORM THE FOCUS OF THE REMAINING INTERVIEW. THE CATI PROGRAM WILL USE SUITABLE TEXT-FILLS IN THE QUESTIONS THAT FOLLOW

IF Q4 = 'NONE OF THESE', ASK Q5

Q5

Have you had any dealings with Jobcentre Plus in the last 6 months, either in person, by telephone, by post or via the internet?

PROMPT TO PRECODES. CODE ALL THAT APPLY

- 2. No dealings
 - 3. Visited the website
 - 4. Made a complaint
 - 5. Looked for job vacancies
 - 6. Made an appointment (e.g. for an interview or medical/health assessment)
 - 7. Tried to get help – understanding or completing a form
 - 8. Tried to get help – with funding (e.g. for travel to interviews, training, moving into work, or mortgage relief)
 - 9. Tried to get information or an update on progress
 - 10. Requested a form
 - Don't know
-

IF Q5 = 1 THEN TERMINATE INTERVIEW.

IF Q5= 'DON'T KNOW', GO TO EMPLOYMENT SECTION (IF APPLICABLE) OR GENERIC & COMPLAINTS SECTION

IF Q5= 2 ONLY, GO TO WEB0, COMPLETE 'ONLINE' SECTION, THEN GO TO EMPLOYMENT SECTION (IF APPLICABLE) OR GENERIC & COMPLAINTS SECTION

IF Q5=3 OR 4 OR 5 OR 6 OR 7 OR 8 OR 9, CATI PROGRAM WILL CHOOSE ONE OF THE SELECTED ANSWERS AT RANDOM TO FOLLOW UP. THE CATI PROGRAM WILL USE SUITABLE TEXT-FILLS IN THE QUESTIONS THAT FOLLOW

ASK ALL WITH A PRIORITY CONTACT²

You said you [transaction] sometime in the last 6 months. I'd like to ask you a few questions about that.

² This filter refers to all respondents where we have selected one type of contact with Jobcentre Plus, either in priority order at Q4, or randomly from 'valid' types at Q5. It is, therefore, all respondents except those who answered 1 or 'Don't Know', or 2 **only** at Q5.

11. EASE OF ACCESS

ASK ALL WITH A PRIORITY CONTACT

EASE1

ADAPTED FROM PDCS2

In which of the following ways have you had contact with Jobcentre Plus in order to [transaction]?

READ OUT. CODE ALL THAT APPLY.

1. By telephone
 2. Searched for information online
 3. Went online to make an application or update details
 4. By post
 5. In person in your own home
 6. In person at a Jobcentre Plus office
 7. In person on other premises
 8. By email
 9. By text message
 - Don't know
-

IF EASE1=1 OR 2 OR 3 OR 4 OR 5 OR 6 OR 7 OR 8 OR 9, ASK EASE2

EASE2

FROM PDCS (ModeChosen)

And was contact [mode chosen in EASE1] the way in which you wanted to do this?

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

IF EASE2=No, ASK EASE3

EASE3

ADAPTED FROM PDCS (Modepreferred)

How would you have preferred to have had contact with Jobcentre Plus to [transaction]?

CODE ALL THAT APPLY.

1. By telephone
 2. Searched for information online
 3. Went online to make an application or update details
 4. By post
 5. In person in your own home
 6. In person at a Jobcentre Plus office
 7. In person on other premises
 8. By email
 9. By text message
 10. Other (SPECIFY)
 - Don't know
-

12. TELEPHONE CONTACT

13. IF EASE1='By telephone'

14. I'd like to ask you a few questions about your experiences on the telephone when you [transaction].

15. IF EASE1='By telephone', ASK TEL1

TEL1

Firstly, did you...

READ OUT.

1. call Jobcentre Plus,
 2. did they call you,
 3. or both?
- Don't know
-

IF (TEL1=1 or TEL1=3) & Q4 = 1, ASK TEL1a

TEL1a

And thinking about when you first called them, was this from one of the phones in a Jobcentre Plus office?

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

IF TEL1=1 OR TEL1 = 3, ASK TEL2

TEL1b

When you called Jobcentre Plus, was this from a mobile phone or a landline?

1. Mobile phone
 2. Landline
 3. [DO NOT READ OUT: It varies]
- Don't know
-

IF TEL1=1 OR 3, ASK TEL2

TEL2

FROM JCP (Q34)

Were you able to get through the first time you rang?

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

IF TEL1=1 OR 3, ASK TEL2a

TEL2a

FROM PDCS2 (Telanswer)

How long did you have to wait for your calls to be answered when you phoned Jobcentre Plus to [transaction]? Was it

READ OUT. IF NECESSARY: Please think about the amount of time you had to wait on average.

1. 30 seconds or less
 2. More than 30 seconds but less than a minute
 3. 1 to 5 minutes
 4. Over 5 minutes
- Don't know
-

IF TEL1=1 OR 3, ASK TEL3

TEL3

FROM JCP (Q34a)

And was the amount of time you had to wait for your calls to be answered reasonable?

IF NECESSARY: Please think generally about all the calls you made.

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

IF TEL1=1 OR 3, ASK TEL4

TEL4

ADAPTED FROM PDCS2 (telnum)

How many times altogether did you call Jobcentre Plus with regards to [transaction]?

INTERVIEWER: Estimate if unsure

- Numeric range 0..999
- Don't know
-

IF TEL1=1 OR 3, ASK TEL5**TEL5**

ADAPTED FROM PDCS2 (callresolve)

At any point, were you...

READ OUT. CODE FIRST THAT APPLIES

1. Transferred to someone else
 2. Told Jobcentre Plus would call you back
 3. Told to call someone else
 4. Told you had to call back another time
- None of these
-

IF TEL5=3, ASK TEL6**TEL6**

FROM PDCS2 (givenumber)

When you were told to call someone else did they give you a number to dial?

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

IF TEL5=3**TEL6a**

And did you call these people?

1. Yes
 2. No
 3. No – telephone number incorrect
- Don't know
-

IF TEL5=2, ASK TEL7**TEL7**

FROM PDCS2 (calledbacktime)

Did they tell you when they would call you back?

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

IF TEL7=1, ASK TEL8**TEL8**

FROM PDCS2 (calledbackrighttime)

Did they call you back when they said they would?

INTERVIEWER: IF CALLED BACK EARLIER ENTER YES

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

IF TEL7=2 OR TEL7=Don't know OR TEL8=2 OR TEL8=Don't know, ASK TEL9

TEL9

FROM PDCS2 (calledbackever)

Did they call you back at some point?

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

IF TEL8 = 1 OR TEL9 = 1, ASK TEL9a

TEL9a

And was the query dealt with when they called you back or did you need to speak to them again?

- 1. Query dealt with
- 2. Needed to speak with them again
- Don't know

IF TEL5=1 OR TEL5=4 OR TEL6a =1 OR TEL8=1 OR TEL9=1, ASK TEL10

TEL10

FROM PDCS2 (repeat)

When you [were transferred/were called back about this/dialled another number/called back another time], did you have to repeat the information you had given to the first person you spoke to?

READ OUT. SINGLE-CODED.

- 1. Yes – repeated all information
- 2. Yes – only basic details such as name or address
- 3. No – did not repeat any information
- 4. [DO NOT READ OUT: I didn't speak to someone else]
- Don't know

IF EASE1 = 'By telephone'

TEL11

When you were speaking to Jobcentre Plus on the phone to [Transaction] did you feel:

- a. You were given enough time to explain your situation
 - b. The call was too scripted
 - c. They answered all the questions you had
 - 1. Yes
 - 2. No
 - Don't know
-

16. WRITTEN CONTACT

17.

18. IF EASE1=4 OR EASE1=8

19. The next questions are about the written contact you had with Jobcentre Plus when you [transaction].

20. IF EASE1=4 OR EASE1=8, ASK POST1

POST1

ADAPTED FROM PDCS2 (write)

Did you write to Jobcentre Plus, or did they write to you?

CODE ALL THAT APPLY.

1. Customer wrote to JCP
 2. Customer sent form to JCP
 3. JCP wrote to customer
 - Don't know
-

IF POST1=2, ASK POST2

POST2

21. FROM PDCS2 (easyforms)

How easy have the forms been to complete? Have they been...

READ OUT

1. Very easy
 2. Fairly easy
 3. Fairly difficult
 4. Very difficult
 5. [DO NOT READ OUT: It varies]
 - Don't know
-

IF POST1=2, ASK POST3

POST3

ADAPTED FROM PDCS2 (replyforms)

Did you receive an acknowledgement from Jobcentre Plus after submitting your forms?

1. Yes
 2. No
 3. [DO NOT READ OUT: Sometimes]
 - Don't know
-

IF POST3=2, ASK POST4

POST4

ADAPTED FROM PDCS2 (replyexpec)

Were you expecting an acknowledgement from Jobcentre Plus when you submitted your form?

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

IF POST1=1, ASK POST5

POST5

FROM JCP (Q34)

How many times altogether did you write to Jobcentre Plus with regard to [transaction]?

INTERVIEWER: Estimate if unsure

Numeric range 1..999
Don't know

IF POST1=1, ASK POST6

POST6

ADAPTED FROM PDCS2 (acknowledgement)

When you wrote to Jobcentre Plus, did they reply or acknowledge that you had written to them?

1. Yes
 2. No
 3. [DO NOT READ OUT: Sometimes]
- Don't know
-

IF POST6=2, ASK POST7

POST7

FROM PDCS2 (replyexpect)

Were you expecting a reply or acknowledgement from Jobcentre Plus when you wrote to them?

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

IF POST3=1 OR POST3=3 OR POST6=1 OR POST6=3, ASK POST8

POST8

ADAPTED FROM JCP (Q46a)

Do you feel that the amount of time you have had to wait for a reply or acknowledgement was reasonable?

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

IF POST3=1 OR POST3=3 OR POST6=1 OR POST6=3, ASK POST9

POST9

FROM JCP (Q47)

22. Did you request a response in a specific format or language, for example in Braille or Welsh?

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

23.

24. IF POST9=1, ASK POST10

POST10

FROM JCP (Q48)

25. In what format did you request it?
1. Large print
 2. Braille
 3. On audio tape
 4. Welsh
 5. In another language (please specify)
 6. Other (please specify)
- Don't know
-

26.

27. IF POST10=5, ASK POST11

POST11

What language did you request it in?

OPEN-ENDED

Don't know

28. IF POST9=1, ASK POST12

POST12

ADAPTED FROM JCP (Q49)

29. Did the response arrive in the format you requested?
1. Yes
 2. No
 3. (SPONTANEOUS: Hasn't arrived yet)
- Don't know
-

IF POST1=3 OR POST3=1 OR POST3=3 OR POST6=1 OR POST6=3, ASK POST13

POST13

30. ADAPTED FROM JCP (q50)

31. When Jobcentre Plus wrote to you, was everything written in plain language that was easy to understand?
1. Yes
 2. No
- Don't know

32.

FACE-TO-FACE CONTACT

IF EASE1=5 OR EASE1=6 OR EASE1= 7

You said you spoke to someone from Jobcentre Plus in person [during an interview or review meeting at Jobcentre Plus/about jobs or training opportunities/to [transaction]]...

IF Q4<>7 AND [EASE1=5 OR EASE1=6 OR EASE1=7], ASK F2F1

F2F1

FROM JCP (Q34)

How many times altogether did you [meet someone from Jobcentre Plus in person for an interview or review/speak to someone from Jobcentre Plus in person about jobs or training opportunities/speak to someone from Jobcentre Plus in person to [transaction]]?

INTERVIEWER: Estimate if unsure

Numeric range	1..999
Don't know	

IF (EASE1=5 OR EASE1=6 OR EASE1=7) AND NOT (Q5 = 5 and this is selected contact), ASK F2F2

F2F2

33. ADAPTED FROM JCP (q20)

34. [IF F2F1>1 OR Q4 = 7:] Thinking about [your most recent meeting with someone from Jobcentre Plus/the most recent time you spoke to someone from Jobcentre Plus in person about this], did you have an appointment?

35. [IF F2F1=1:] Did you have an appointment?

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

36. IF F2F2=1, ASK F2F3

F2F3

37. FROM JCP (q21)

38. Did the meeting happen at the appointed time?

1. Yes
 2. No
 3. Not applicable – no time was specified
 - Don't know
-

39.

IF F2F3=2, ASK F2F4

F2F4

40. FROM JCP (q22)

41. Why not?

PROMPT TO PRECODES. CODE ALL THAT APPLY

1. I was late
 2. Jobcentre Plus was running late/behind schedule
 3. Jobcentre Plus didn't have the meeting booked in
 4. There was a mix up over the time
 5. Other (specify)
- Don't know
-

IF [EASE1=3 OR EASE1=4 OR EASE1=5] AND NOT (Q5 = 5 and this is selected contact), ASK F2F5

F2F5

Did you ask for any special arrangements to be made, such as for an interpreter or third person to be there?

PROMPT TO PRECODES. CODE ALL THAT APPLY

1. Interpreter
 2. Third person (e.g. carer)
 3. Special arrangements for access
 4. Special arrangements for privacy
 5. Other arrangements (specify)
- None of these
- Don't know
-

IF F2F5<>None of these AND F2F5<>Don't know, ask F2F6

F2F6

And when you spoke to someone from Jobcentre Plus in person, were these arrangements in place?

1. Yes
 2. No
 3. [DO NOT READ OUT: Partly]
- Don't know
-

42. ONLINE CONTACT

IF Q5 = 2 ONLY

WEB0

NEW QUESTION TO DEFINE ROUTING

When you visited the website, did you do so to search for information, or to make an application or update application details?

CODE BOTH IF BOTH APPLY

1. Search for information
2. Make an application or update details
- Don't know

IF EASE1=2 OR WEB0 = 1

WEB1

FROM PDCS Y2 (SiteSearched)

You said that you searched online for information [to [transaction]]. When you did this did you look at.....?

READ OUT. CODE ALL THAT APPLY.

1. Government websites such as Directgov,
2. other non-government websites,
3. or, are you not sure?

IF WEB1=1

WEB2

NEW COGNITIVELY-TESTED QUESTION

[text fill: Thinking about the government websites you visited, how/How] easy was it to find the relevant page(s) on the website so that you could do this?

READ OUT

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
- Don't know

IF EASE1=2 OR WEB0 = 1

WEB3

FROM PDCS Y2 (GetInfo)

And did you find the information you needed[about [transaction]]?

1. Yes – all
 2. Yes – some
 3. No
 - Don't know
-

IF WEB3=2 or 3 or DK**WEB4**

FROM PDCS Y2 (GetInfoMissing)

What information were you unable to find?

PROBE FULLY.

OPEN ENDED _____

Don't know

IF EASE1=3 OR WEB0 = 2**WEB5**

You said that you went online to make an application [in order to [transaction]]. Can I just check, did you provide information such as your contact details through the website?

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

IF EASE1=3 OR WEB0 = 2**WEB6**

Did you get to the end of the online application process?

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

IF EASE1=3 OR WEB0 = 2**WEB7**

Did you experience any difficulties using the website while attempting to make the application?

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

IF WEB7 = 1

WEB8

What problems did you experience?

PROMPT TO PRECODE. CODE ALL THAT APPLY.

1. Website crashed/the site was unavailable
 2. Instructions confusing
 3. Needed to register before using
 4. Took too long
 5. Unable to answer all questions
 6. Other (specify)
- Don't know
-

NOTE: IF Q5 = 2 ONLY, NOW GO TO EMPLOYMENT SECTION IF APPLICABLE, OR GENERIC/ COMPLAINTS SECTION

ASK ALL WITH A PRIORITY CONTACT

EASE4

FROM PDCS2

Overall, how easy have you found getting in contact with Jobcentre Plus [for interviews or review meetings/to discuss jobs or training opportunities/throughout the course of [transaction]/to [transaction]³]?

READ OUT. SINGLE CODED

1. Very easy
 2. Fairly easy
 3. Fairly difficult
 4. Very difficult
- Don't know
-

³ First textfill if q4=4, second if q4 = 6. Third or fourth otherwise: third if multiple contacts have been made, i.e. either more than one response at Ease1 OR tel4>1 OR more than one response at Post1 OR Post5>1 OR F2F1>1; otherwise fourth. This was the approach taken in 2010.

43. TREATMENT

ALL WITH A PRIORITY CONTACT EXCEPT THOSE WHOSE PRIORITY CONTACT WAS LOOKING FOR JOB VACANCIES AND ONLY DID SO ONLINE

{[IF Q4=1 OR 2 OR 3 OR 4 OR 5 OR 6 OR 7] OR [IF q5=4 AND NOT (Ease1=Online ONLY)] OR [IF q5=3 OR 5 OR 6 OR 7 OR 8 OR 9] }

TR1

FROM PDCS2 (satstatements)

When you were in touch with Jobcentre Plus to [transaction], do you feel...

- a) The staff were helpful
- b) The staff were polite
- c) The staff treated you with respect
- d) The staff were knowledgeable
- e) The staff listened to what you had to say
- f) The staff were sympathetic to your needs
- g) The staff treated you fairly
- h) They understood your particular circumstances
- i) The staff told you about any other benefits that you may be entitled to

INTERVIEWER, IF NECESSARY: Please try to give an answer about everyone you have dealt with when [transaction]

[Answer codes if customer only used one channel of contact at EASE1 or if DK at EASE1]

- 1. Yes
- 2. No
- 3. [DO NOT READ OUT: Sometimes]
- 4. [DO NOT READ OUT: Does not apply]
- Don't know

[Answer codes if customer used more than one channel for transaction]

[CODE ALL THAT APPLY]

[CODES 1-3 ARE MASKED ON WHETHER USED THAT FORM OF CONTACT AT EASE1]

- 1. Yes – on telephone
 - 2. Yes – in person
 - 3. Yes – in writing
 - 4. No
 - 5. [DO NOT READ OUT: Sometimes]
 - 6. [DO NOT READ OUT: Does not apply]
 - Don't know
-

There is no question TR3

44. RESPONSIVENESS/TIMELY RESPONSE

IF TRANSACTION COULD LEAD TO NEXT STEPS: Q4=1 OR 3 OR 4 OR 5 OR 6, OR IF q5=5 OR 7 OR 8 (and this is selected contact type)

ASK RESP1

RESP1

ADAPTED FROM PDCS2 (nextsteps)

When you were in touch with Jobcentre Plus to [transaction], did they tell you what would happen next?

1. Yes
 2. No
 3. [DO NOT READ OUT: Doesn't apply]
- Don't know

IF TRANSACTION REQUIRED ACTION FROM JCP: Q4=1 OR Q4=3 OR Q4=5 OR Q4=6 OR Q5=7 OR Q5=8 (and this is selected contact type)

ASK RESP2

RESP2

ADAPTED FROM PDCS2 (cleartimings)

Did they give you clear timings on what they would do?

1. Yes
 2. No
 3. [DO NOT READ OUT: Doesn't apply]
- Don't know

IF INITIATED A PROCESS: Q4=1 OR 3, OR IF Q5=7 (and this is selected contact type)

ASK RESP3

RESP3

ADAPTED FROM PDCS2 (updateprogress)

Did Jobcentre Plus keep you up to date with the progress of your enquiry?

1. Yes
 2. No
 3. [DO NOT READ OUT: Doesn't apply]
- Don't know

IF INITIATED A PROCESS REQUIRING JCP ACTION: Q4=1 OR 3 OR 5 OR 6, OR IF q5=7 OR 8 (and this is selected contact type)

ASK RESP4

RESP4

ADAPTED FROM PDCS2

And during the course of your enquiry, did Jobcentre Plus do what they said they would?

1. Yes
 2. No
 3. [DO NOT READ OUT: Doesn't apply]
- Don't know
-

45. OUTCOME

IF Q4=1, ASK OUTCM1

OUTCM1

ADAPTED FROM PDCS2 (decision2)

Has a decision been reached about your claim?

INTERVIEWER: IF A DECISION HAS BEEN REACHED BUT IS CURRENTLY BEING APPEALED, CODE YES

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

IF OUTCM1=1, ASK OUTCM2

OUTCM2

FROM PDCS2 (decision3)

Do you agree with this decision?

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

IF OUTCM1=1, ASK OUTCM3

OUTCM3

FROM PDCS2 (explaindecision)

Was the decision made...

READ OUT. SINGLE CODED.

- 1. Very clearly explained
 - 2. Fairly clearly explained
 - 3. Not clearly explained
 - 4. Not explained at all
 - Don't know
-

IF Q4=2, ASK OUTCM4

OUTCM4

Have you now determined whether or not you are eligible for the benefit you were enquiring about?

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

IF Q4=3, ASK OUTCM5

OUTCM5

Have the problems with your benefit now been resolved?

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

IF Q5=6(and this is selected contact type), ASK OUTCM6

OUTCM6

Have you now received all the help you needed to complete the form?

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

IF Q5=7 (and this is selected contact type), ASK OUTCM7

OUTCM7

Have you now received any financial assistance that you were looking for?

IF NECESSARY: financial assistance for travel to interviews, training, moving into work, or mortgage relief

1. Yes
 2. No
 3. [DO NOT READ OUT: I didn't qualify for assistance]
 - Don't know
-

IF TRANSACTION HAS BEEN CONCLUDED: IF OUTCM1=1 OR OUTCM4=1 OR OUTCM5=1 OR OUTCM6=1 OR OUTCM7=1 OR OUTCM7=3, ASK OUTCM8

OUTCM8

ADAPTED COGNITIVELY-TESTED QUESTION

Do you feel that this [decision/conclusion] was reached in a reasonable length of time?

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

IF TRANSACTION HAS NOT YET CONCLUDED: IF OUTCM1=2 OR DK, OR IF OUTCM4=2 OR DK, OR IF OUTCM5=2 OR DK, OR IF OUTCM6=2 OR DK, OR IF OUTCM7=2 OR DK, ASK OUTCM8a

OUTCM8a

ADAPTED FROM PDCS2 (timexpec)

Do you feel this...

READ OUT

1. Is taking about as long as expected
 2. Is taking longer than expected
 3. [DO NOT READ OUT: Is taking less time than expected]
 - Don't Know
-

IF Q4=4 OR Q4=6, ASK OUTCM9

OUTCM9

ADAPTED FROM JCP (Q24)

At the end of the [interview or review meeting/discussion], were there any issues that hadn't been addressed, for example any information that you still needed or any questions that hadn't been answered?

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

IF Q5=8 (and this is selected contact type), ASK OUTC10

OUTC10

ADAPTED FROM JCP (Q51)

Did the reply you received when you tried to get information or an update on progress deal fully with your query?

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

IF OUTCM9=1 OR OUTC10=2, ASK OUTCX

OUTCX

What do you feel was not fully covered or dealt with?

OPEN-ENDED. PROBE AND RECORD FULLY.

Don't know

IF Q4=5, ASK OUTC11

OUTC11

ADAPTED FROM JCP (Q76)

After reporting your change of circumstances, did you have any problems with the payment of your [allowance/benefit]?

1. Yes
 2. No
 3. [Do not read out: Sometimes]
 - Don't know
-

IF Q4=5, ASK OUTC12

OUTC12

NEW QUESTION

Since that time, have you had to report your change of circumstances again when you've been in touch with Jobcentre Plus or other government services such as your local council, or the disability and carers service?

1. Yes
 2. No
 3. [DO NOT READ OUT: I haven't had any other government dealings]
 - Don't know
-

ASK ALL WITH A PRIORITY CONTACT

OUTC13

FROM PDCS2 (process)

How complicated did you find the process of [transaction]?

1. Very complicated
 2. Fairly complicated
 3. Not very complicated
 4. Not at all complicated
- Don't know

IF OUTC13=1 OR OUTC13=2 OR OUTC13=3 OR OUTC13=4, ASK OUTC14

OUTC14

FROM PDCS2 (compexpec)

46. And was this what you expected?

1. Yes
 2. No
 3. [Do not read out: No expectations]
- Don't know

IF TRANSACTION DID NOT FOCUS ON INTERVIEWS OR DISCUSSIONS – Q4=1 OR 2 OR 3 OR 5, OR Q5=5 OR 6 OR 7 OR 8 OR 9 (and this is selected contact type)

ASK OUTC15

OUTC15

NEW COGNITIVELY- TESTED QUESTION

Would you say that you have had to contact Jobcentre Plus with regards to [transaction]

READ OUT

1. More often than you had expected
 2. Less than you had expected
 3. or about as often as you had expected?
- Don't know

IF OUTC15=1, ASK OUTC16

OUTC16

ADAPTED COGNITIVELY- TESTED QUESTION

Why did you have to contact Jobcentre Plus so many times?

PROMPT TO PRECODES. CODE ALL THAT APPLY,

1. You were following the normal multi-step procedure
 2. You weren't able to speak to the right person
 3. You didn't receive a reply
 4. You were anxious to get an update or receive confirmation
 5. Something was unclear or confusing
 6. Something was incorrect
 7. Something was missing
 8. Other (specify)
-

ASK ALL WITH PRIORITY CONTACT**OUTC18****NEW QUESTION**

[IF TRANSACTION HAS CONCLUDED: IF [Q4=4 OR 5 OR 7] OR IF Q5=8 OR IF OUTCM1=1 OR OUTCM4=1 OR OUTCM5=1 OR OUTCM6=1 OR OUTCM7=1 OR OUTCM7=3]

Were you given adequate information about steps you could take if you were dissatisfied with the way Jobcentre Plus handled your enquiry?

[IF TRANSACTION HAS NOT YET BEEN CONCLUDED: IF OUTCM1=2 OR DK, OR IF OUTCM4=2 OR DK, OR IF OUTCM5=2 OR DK, OR IF OUTCM6=2 OR DK, OR IF OUTCM7=2 OR DK]

Have you been given adequate information about steps you could take if you are dissatisfied with the way Jobcentre Plus is handling your enquiry?

IF NECESSARY: By enquiry I mean the process of [transaction]

1. Yes
 2. No
 3. [DO NOT READ OUT: I was given no information]
Don't know
-

47. SEARCHING FOR EMPLOYMENT

IF Q1=1 OR Q1 = 4 OR Q1a=1 OR Q4=6 OR Q4=7 OR Q5=4

Now I'd like you to think specifically about any contact you've had with Jobcentre Plus about finding employment.

So...

IF Q1=1 OR Q1a=1 OR Q4=6 OR Q4=7 OR Q5=4, ASK EMPLOY1

EMPLOY1

NEW COGNITIVEY-TESTED QUESTION

Has your adviser at Jobcentre Plus tried to identify types of jobs that might be suitable for you?

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

IF Q1=1 OR Q1a=1 OR Q4=6 OR Q4=7 OR Q5=4, ASK EMPLOY2

EMPLOY2

NEW COGNITIVEY-TESTED QUESTION

Has your adviser ever suggested to you that you should look for different types of work, other than the ones you are interested in?

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

IF EMPLOY2=1, ASK EMPLOY3

EMPLOY3

NEW QUESTION

And were the jobs they suggested suitable for you?

1. Yes
 2. No
 3. [DO NOT READ OUT: Sometimes]
 - Don't know
-

IF Q1=1 OR Q1a=1 OR Q4=6 OR Q4=7 OR Q5=4, ASK EMPLOY4

EMPLOY4

NEW COGNITIVEY-TESTED QUESTION

Has your adviser ever suggested to you other ways of finding work other than through Jobcentre Plus?

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

IF EMPLOY4=1, ASK EMPLOY5

EMPLOY5

NEW QUESTION

And in which of these ways did the adviser suggest you could look for work?

READ OUT. CODE ALL THAT APPLY.

1. Local newspaper
 2. Recruitment agency
 3. Jobseeker Direct
 4. Searching the internet
 5. Speaking to friends and family
 6. Using the yellow pages
 7. Any other methods (specify)
 - Don't know
-

IF Q1=1 OR Q1a=1 OR Q4=6 OR Q4=7 OR Q5=4, ASK EMPLOY6

EMPLOY6

COGNITIVEY-TESTED QUESTION ADAPTED FROM CIS

How satisfied or dissatisfied are you with the service that Jobcentre Plus offers in helping you find employment?

1. Very satisfied
 2. Fairly satisfied
 3. Neither satisfied nor dissatisfied
 4. Fairly dissatisfied
 5. Very dissatisfied
 - Don't Know
-

IF Q1=1 OR Q1a=1 OR Q4=6 OR Q4=7 OR Q5=4, ASK EMPLOY7

EMPLOY7

NEW QUESTION

Have you and your adviser talked about:

- a) the skills you could develop in order to get a job
- b) the skills you already have to get a job
- c) training opportunities

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

IF Q1=1 OR Q1a=1 OR Q4=6 OR Q4=7 OR Q5=4, ASK EMPLOY8

EMPLOY8

NEW QUESTION

Have you been directed by Jobcentre Plus to any services or training to improve your skills?

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

IF EMPLOY8=2, ASK EMPLOY9

EMPLOY9

NEW QUESTION

Is this because you don't need any help or training to improve your skills or for some other reason?

PROMPT TO PRECODES IF NECESSARY. CODE ALL THAT APPLY.

1. No need to improve skills
 2. Training not suggested
 3. No appropriate training courses
 4. Other (specify)
 - Don't know
-

IF Q1=1 OR Q1a=1 OR Q4=6 OR Q4=7 OR Q5=4, ASK EMPLOY10

EMPLOYX

COGNITIVEY-TESTED QUESTION ADAPTED FROM CIS

How satisfied or dissatisfied are you with the services and training that you have been directed to by Jobcentre Plus to help you improve your skills?

1. Very satisfied
 2. Fairly satisfied
 3. Neither satisfied nor dissatisfied
 4. Fairly dissatisfied
 5. Very dissatisfied
 - Don't know
-

48. GENERIC AND COMPLAINTS

Next, I'm going to ask you a few general questions about Jobcentre Plus. **([IF Q4=1 OR 2 OR 3 OR 4 OR 5 OR 6 OR 7, OR IF q5=3 or 4 or 5 OR 6 OR 7 OR 8 OR 9:**

Please don't think only about your experience of [transaction], but more generally.)

First of all.....

IF EASE1<>6, ASK GENER2

GENER2

FROM JCP (Q73)

Have you visited your local office in the last 6 months?

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

IF GENER2=1 OR EASE1=6, ASK GENER3

GENER3

ADAPTED FROM JCP (Q42)

49. Thinking about your last visit to your local office, I'd now like you to rate some of the conditions at that office. After each one I read out I'd like you to say if you thought it was Excellent, Very Good, Good, Fair or Poor.

First of all can you tell me how good or poor jobcentre Plus was at...

- a) Displaying relevant information in the office
- b) Providing a pleasant and welcoming environment
- c) Providing appropriate privacy for your needs
- d) Providing a safe environment
- e) Providing help if you need it

READ OUT

- 1. Excellent
 - 2. Very good
 - 3. Good
 - 4. Fair
 - 5. Poor
 - 6. [DO NOT READ OUT: Not applicable]
 - Don't know
-

ASK ALL

GENER4

FROM JCP (Q73)

Do you feel your access to Jobcentre Plus services is limited in any way?

1. Yes
2. No
- Don't know

IF GENER4=1, ASK GENER5

GENER5

FROM JCP (Q75)

In what way do you feel your access is limited?

PROMPT TO PRE-CODES. CODE ALL THAT APPLY

1. Services do not accommodate my physical requirements
2. Services do not accommodate my mental health needs (e.g. anxiety issues/stress)
3. Literacy related problem
4. I am not computer literate
5. Language related problem (English/Welsh not first language)
6. Cost
7. Distance
8. Other (specify)
- Don't know

ASK ALL

GENER6

ADAPTED COGNITIVELY-TESTED QUESTION FROM CIS

How confident do you feel that the payment you are/were receiving from Jobcentre Plus is/was correct?

READ OUT. SINGLE CODED

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
5. [DO NOT READ OUT: I am/was not receiving any payments]
- Don't know

IF GENER6<>5, ASK GENER7

GENER7

NEW QUESTION

Was the way this payment was calculated explained to you...

READ OUT. SINGLE CODED.

1. Very clearly
 2. Fairly clearly
 3. Not clearly
 4. Not explained at all
 - Don't know
-

ASK ALL

GENER8

FROM JCP (Q78)

In the past 6 months, have you been given any information by Jobcentre Plus that you found to be incorrect or contradictory?

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

IF GENER8=1, ASK GENER9

GENER9

FROM JCP (Q79)

What was the incorrect information concerning?

PROMPT TO PRECODES IF NECESSARY & CODE ALL THAT APPLY

- 1. How to apply for benefits
- 2. Which benefit to apply for
- 3. Other benefits available
- 4. How much benefit I was receiving/would receive
- 5. When I would receive my benefit
- 6. Job vacancies/job finding
- 7. Training
- 8. Jobcentre Plus programmes
- 9. My personal details/circumstances (e.g. whether in work)
- 10. Appointments
- 11. Other (specify)
- Don't know

GENER9B

NEW QUESTION

In your experience do you think Jobcentre Plus has good links with other government services such as local authorities and the disability and carers service?

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

IF Q5<>3, ask

GENER10

FROM JCP (Q80)

In the past 6 months, have you ever felt like complaining about the service you receive from Jobcentre Plus?

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

IF GENER10=1 OR Q5=3, ASK GENER11

GENER11

ADAPTED FROM JCP (Q81)

[IF GENER10=1] What did you feel like complaining about?

[IF Q5=3] You mentioned earlier that you made a complaint to Jobcentre Plus. What did you complain about?

PROMPT TO PRECODES IF NECESSARY & CODE ALL THAT APPLY

1. Staff's lack of knowledge
 2. Staff attitudes
 3. Late/incorrect benefit payments
 4. Waiting times/queues
 5. Job vacancies/job finding
 6. Standards of service in general
 7. Lack of communication between departments/centres
 8. Incorrect/unclear advice/information
 9. Delay/slow in responding to/helping me
 10. Services are not suitable for carers like me
 11. Other (Please Specify)
- Don't know
-

IF GENER10=1, ASK GENER12

GENER12

FROM JCP (Q82)

Did you make, or do you intend to make, a complaint?

1. Yes, I have made a complaint
 2. Yes, I intend to make a complaint
 3. I haven't decided whether to or not yet
 4. No
- Don't know
-

IF GENER12=1 OR Q5=3, ASK GENER13

GENER13

FROM JCP (Q84)

On the most recent occasion, how did you complain?

PROMPT TO PRECODES IF NECESSARY AND CODE ALL THAT APPLY

1. In person
 2. By completing a complaint form
 3. By letter
 4. By telephone/textphone
 5. By fax
 6. By email
 7. Other (specify)
- Don't know
-

IF GENER12=1 OR Q5=3, ASK GENER14

GENER14

FROM JCP (Q85)

How satisfied or dissatisfied are you with the PROCESS or WAY IN WHICH your complaint was handled. Were you...

READ OUT. SINGLE CODED

1. Very satisfied
 2. Fairly satisfied
 3. Neither satisfied nor dissatisfied
 4. Fairly dissatisfied
 5. Very dissatisfied
 - Don't know
-

IF GENER12=1 OR Q5=3, ASK GENER15

GENER15

ADAPTED FROM JCP (Q87)

How satisfied or dissatisfied were you with the OUTCOME or RESULT of your complaint. Were you...

READ OUT. SINGLE CODED

1. Very satisfied
 2. Fairly satisfied
 3. Neither satisfied nor dissatisfied
 4. Fairly dissatisfied
 5. Very dissatisfied
 6. [DO NOT READ OUT: Not applicable – no outcome yet]
 - Don't know
-

IF GENER15=4 OR GENER15=5, ASK GENER16

GENER16

FROM JCP (Q88)

Why were you dissatisfied with the OUTCOME or RESULT of your complaint?

OPEN ENDED. PROBE FULLY.

Don't know

IF GENER12=1 OR Q5=3, ASK GENER17

GENER17

FROM JCP (Q88)

Following your complaint, have you taken the matter any further?

IF YES, PROMPT TO PRECODES IF NECESSARY AND CODE ALL THAT APPLY

1. Yes, contacted the office manager
 2. Yes, contacted Jobcentre Plus Chief Executive
 3. Yes, contacted my MP
 4. Yes, contacted the Ombudsman via my MP
 5. Yes, contacted an Independent Case Examiner
 6. No further action
 7. Other (Please Specify)
- Don't know

IF GENER15=4 OR GENER15=5, ASK GENER18

GENER18

ADAPTED FROM CIS

How satisfied or dissatisfied were you with information you received about steps to take if you were dissatisfied with the outcome of your complaint?

1. Very satisfied
 2. Fairly satisfied
 4. Fairly dissatisfied
 5. Very dissatisfied
 6. [DO NOT READ OUT: I was given no information]
- Don't know

ASK ALL

GENER19

ADAPTED COGNITIVELY-TESTED QUESTION

50. How confident do you feel that you can trust Jobcentre Plus...

a) to inform you about everything you are entitled to

b) to follow procedures correctly (i.e. not make mistakes)

c) [IF Q1=1 OR Q1a=1 OR Q4=7 OR Q5=4] To help you find a job

1. Very confident
 2. Fairly confident
 3. Not very confident
 4. Not at all confident
 5. [DO NOT READ OUT: Doesn't apply]
- Don't know
-

51. GUEST MODULE:
52. CHANNELS AND POTENTIAL INTERNET USAGE

ASK ALL**GUEST1**

FROM JCP (Q62)

Are you aware that the following services are available for you to use?

- A. Jobpoints (the touchscreen jobsearch machines in Jobcentre Plus Offices)
 - B. Customer access phones in Jobcentre Plus offices
 - C. [IF Q5<>2 AND EASE1 <>2,3] The Jobcentre Plus pages on the Directgov website
 - D. The Jobcentre Plus mobile phone app for iPhone or android phones
 - E. Directgov Digital Television- services such as jobsearch available through Sky and Virgin media
- 1. Yes
 - 2. No
 - Don't know
-

IF GUEST1A=1, ASK GUEST2**GUEST2**

FROM JCP (Q63)

In the last 6 months, have you used Jobpoints (the touchscreen jobsearch machines in Jobcentre Plus Offices)?

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

IF GUEST1B=1, ASK GUEST3**GUEST3**

FROM JCP (Q63)

In the last 6 months, have you used Customer access phones in Jobcentre Plus offices?

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

IF GUEST1C=1, ASK GUEST4**GUEST4**

FROM JCP (Q63)

In the last 6 months, have you used the internet to access Jobcentre Plus services and/or information?

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

IF GUEST1D=1, ASK GUEST4a

GUEST4a

FROM JCP (Q63)

In the last 6 months, have you used the Jobcentre Plus mobile phone app for iPhone or android phones?

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

IF GUEST1E=1, ASK GUEST4b

GUEST4b

FROM JCP (Q63)

In the last 6 months, have you used Directgov Digital Television (services such as jobsearch available through Sky and Virgin media)?

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

IF GUEST2=1, ASK GUEST5

GUEST5

FROM JCP (Q65)

How useful did you find the Jobpoint the last time that you used one?

- 1. Very useful
- 2. Fairly useful
- 3. Not very useful
- 4. Not at all useful
- Don't know

IF GUEST3=1, ASK GUEST6

GUEST6

FROM JCP (Q67)

How useful did you find the Customer Access phone the last time that you used one?

- 1. Very useful
 - 2. Fairly useful
 - 3. Not very useful
 - 4. Not at all useful
 - Don't know
-

IF GUEST4a=1, ASK GUEST6a**GUEST6a**

FROM JCP (Q67)

How useful did you find the Jobcentre Plus mobile phone app for iPhone or android phones the last time you used it?

1. Very useful
 2. Fairly useful
 3. Not very useful
 4. Not at all useful
- Don't know
-

IF GUEST4b=1, ASK GUEST6b**GUEST6b**

FROM JCP (Q67)

How useful did you find Directgov Digital Television (services such as jobsearch available through Sky and Virgin media) the last time you used it?

1. Very useful
 2. Fairly useful
 3. Not very useful
 4. Not at all useful
- Don't know
-

IF GUEST4=1 OR Q5=2 OR EASE1 = 2 or 3, ASK GUEST7

The Job Centre Plus web pages are now part of the Directgov website. In the following questions the Jobcentre Plus web pages will be referred to as the Directgov website. Please only think about any times you have used the Job Centre Plus section of this website.

GUEST7

COGNITIVELY TESTED QUESTION ADAPTED FROM JCP (Q68A)

When you used the Directgov website, what did you use it for?

PROMPT TO PRECODES. CODE ALL THAT APPLY.

1. To check if eligible for a benefit
 2. To find out how to claim for a benefit
 3. To claim a benefit
 4. To search for jobs
 5. To find nearest office
 6. To find out how to apply for a loan
 7. Other (specify)
- Don't know
-

IF GUEST7=1 OR 2 OR 3 OR 4 OR 5 OR 6 OR 7 (ie. Not DK), ASK GUEST8

GUEST8

NEW COGNITIVELY-TESTED QUESTION

How easy was it to find the relevant page(s) on the website so that you could do this?

READ OUT

- 5. Very easy
 - 6. Fairly easy
 - 7. Fairly difficult
 - 8. Very difficult
 - 9. Don't know
-

IF GUEST4=1 OR Q5=2 OR EASE1 = 2 OR 3, ASK GUEST9

GUEST9

FROM JCP (Q69)

How useful did you find the relevant page(s) on the Directgov website, the last time that you visited it?

- 1. Very useful
 - 2. Fairly useful
 - 3. Not very useful
 - 4. Not at all useful
 - Don't know
-

IF GUEST1C =1 OR EASE1 = 2, 3 OR Q5 = 2

ONLINEUANDA1

I'm now going to ask you about a couple of services that are available on the Directgov website. For each could you tell me whether you are aware of the service and whether you have used the service.

The Benefits Adviser – this is a tool which allows you to see what benefits you are entitled to and how much you could get

Jobseeker's Allowance online – This allows you to apply for Jobseeker's Allowance online

IF NECESSARY: Were you aware of this service before today?

- 1. Yes – aware but not used the service
 - 2. Yes – aware and used the service
 - 3. No – not aware of service
 - Don't know
-

IF GUEST4=1 OR Q5=2, ASK GUEST10

GUEST10

If you needed to, do any of the following in future would you consider doing them on the internet?

READ OUT. CODE ALL THAT APPLY.

(ANSWERS CORRESPONDING TO ANY ANSWERS SELECTED AT GUEST 7 ARE MASKED OUT)

- To check if I was eligible for a benefit
 - To find out how to claim a benefit
 - To claim a benefit
 - To search for jobs
 - To find my nearest office
 - To find out how to apply for a loan (e.g. Social Fund, Crisis or Budgeting Loan)
 - None of these
 - Don't know
-

IF GUEST10=None of these OR any of 1-6 not selected, ASK GUEST11

GUEST11

ADAPTED COGNITIVELY-TESTED QUESTION

All the services I mentioned are available on the website. Why is it that you would not consider using the internet for [this/these things]?

PROMPT TO PRECODES. CODE ALL THAT APPLY.

1. Unaware of the online availability of service
 2. Unaware that Jobcentre Plus offers this service at all
 3. I do not need this service
 4. I have physical difficulties which prevent me using computers/the internet
 5. I am unfamiliar with using computers/the internet
 6. The rest of the process cannot be done online
 7. I prefer direct interaction with a person (face-to-face or on the phone)
 8. I prefer not to put personal data online as I don't trust the services
 9. Other (specify)
 - Don't know
-

ASK ALL

GUEST12

COGNITIVELY-TESTED QUESTION

Do you have easy access to the internet?

READ OUT AND CODE FIRST THAT APPLIES

Is that...

1. Access at home
 2. Access from your mobile
 3. Regular access elsewhere
 4. Irregular access elsewhere
 5. No access at all
 6. [DO NOT READ OUT: I never use the internet]
- Don't know

IF GUEST12<>5 AND GUEST12<>6, ASK GUEST13

GUEST13

ADAPTED COGNITIVELY-TESTED QUESTION

How comfortable do you feel using the internet...

- a) For finding basic information
 - b) For interacting with other people or organisations
 - c) For recording or updating your personal details
 - d) For making online transactions (for example banking, booking a holiday, online shopping)
1. Never tried this
 2. Perfectly comfortable
 3. Fairly comfortable
 4. Not very comfortable
 5. Not at all comfortable
 6. Don't know
-

53. OVERALL SATISFACTION

ASK ALL

OVERAL1

FROM JCP (Q17)

So thinking about all the services provided by Jobcentre Plus, overall how satisfied or dissatisfied are you with the service.

Are you...?

READ OUT

1. Very satisfied
 2. Fairly satisfied
 3. Fairly dissatisfied
 4. Very dissatisfied
 - Don't know
-

ASK ALL

OVERAL2

FROM PDCS2 (overallxpec)

Overall, would you say that your dealings with Jobcentre Plus have gone...

READ OUT. SINGLE-CODED

1. Much better than expected
 2. Better than expected
 3. About as well as expected
 4. Worse than expected
 5. or much worse than expected
 - Don't know
-

OVERAL2A

NEW QUESTION

Overall how comfortable do you feel dealing with Jobcentre Plus?

1. Very comfortable
 2. Fairly comfortable
 4. Not very comfortable
 5. Not at all comfortable
 - Don't know
-

ASK ALL

OVERAL3

ADAPTED FROM JCP (Q90)

How much improvement, if any, would you say that Jobcentre Plus needs to make to its services?

READ OUT

1. No improvement
 2. Slight improvement
 3. Some improvement
 4. Much improvement
 5. Huge improvement
- Don't know
-

ASK ALL OVERAL4

OVERAL4

FROM PDCS2 (improve)

And how could Jobcentre Plus be improved?

OPEN_ENDED. PROBE AND RECORD FULLY.

Don't know

ASK ALL

OVERAL5

FROM CIS

Overall, would you say that the quality of service has got better, worse, or stayed the same since you initially contacted Jobcentre plus?

1. Better
 2. Worse
 3. About the same
 4. [DO NOT READ OUT: I have only contacted Jobcentre Plus once]
- Don't know
-

ASK ALL

OVERAL6

FROM PDCS2 (best)

And finally...

What would you say was the best thing about Jobcentre Plus?

OPEN-ENDED. PROBE AND RECORD FULLY

Don't know

54. Demographics

ASK ALL EXCEPT PROXY INTERVIEW

This is the final section and I'd just like to ask you a few details about yourself for classification purposes.

IF PROXY INTERVIEW:

This is the final section and I'd just like to ask you a few details about (NAME FROM SAMPLE) for classification purposes. Please answer the following questions about (NAME FROM SAMPLE) and not yourself.

ASK ALL

GENDER

RECORD GENDER

1. Male
 2. Female
 3. Transgender
-

ASK ALL

AGE

What was your age last birthday?

ASK FOR AGE BAND IF NECESSARY

1. 16-18
 2. 19-24
 3. 25-34
 4. 35-49
 5. 50-59
 6. 60-64
 7. 65+
 - Refused
-

ASK ALL

WORK1

Are you currently in paid work?

1. Yes
 2. No
-

IF WORK1=1, ASK WORK2

WORK2

Are you working.....?

1. 16 hours or more per week
 2. Or less than 16 hours per week
-

IF WORK1=1, ASK WORK3

WORK3

Is this your first job since your recent spell on [benefit received at Q1/benefits]?

1. Yes
 2. No
-

IF WORK3=1, ASK WORK4

WORK4

How long were you out of work before you started this job?

PROMPT TO PRECODES

1. Less than 1 month
 2. 1 – up to 3 months
 3. 3 – up to 6 months
 4. 6- up to 12 months
 5. 1 year – up to 2 years
 6. 2 years – up to 3 years
 7. 3 years – up to 5 years
 8. 5 years or more
-

IF WORK3=1, ASK WORK5

WORK5

Did you get this job through Jobcentre Plus?

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

IF WORK1=2, ASK WORK6

WORK6

Which of these is your main activity at present?

READ OUT. IF MORE THAN ONE PROBE FOR MAIN ACTIVITY, ONLY MULTI-CODE IF NECESSARY

1. In training or education (incl at school/college)
 2. On a Government scheme (e.g. New Deal)
 3. Unemployed and looking for work/waiting to take up a job
 4. Caring for children or other people
 5. Temporarily sick or injured – no job to return to
 6. Permanently sick or disabled
 7. Not working for other reason
-

IF WORK6 = 4**WORK6a**

Can I just check. are you caring for.....?

1. Children
 2. other people
 3. or both?
-

ASK ALL**WORKX1**

Is there anyone either living with you or not living with you who is sick, disabled or elderly whom you look after or give special help to, other than in a professional capacity, (for example, a sick or disabled (or elderly) relative/husband/wife/child/friend/parent, etc.)

1. Yes – in this household
 2. Yes – in another household
 3. No
- Not sure
-

IF WORKX1=1 OR 2, ASK WORKX1a**WORKX1a**

How many hours per week do you spend providing this care? Is it...
READ OUT

1. 1-19 hours
 2. 20-49 hours
 3. 50 or more hours
- Don't know
-

IF WORKX1=1 OR 2, ASK WORKX2**WORKX2**

Does the care you provide limit the kind of paid work you can do in terms of your availability to do work or the type of work you can do?

CODE ALL THAT APPLY

1. Yes – availability to work
 2. Yes – types of work can do
 3. No
- Don't know
-

WORK7

[IF WORK1=1] Thinking about the last job you did before your recent benefit claim, what was the main reason that job came to an end?

[IF WORK1=2] What was the main reason that your last job came to an end?

PROMPT TO PRECODES

1. Left for another job
 2. Made Redundant
 3. Dismissed/sacked
 4. Left because I did not like it/resigned
 5. Temporary job ended
 6. Work stopped/dried up (e.g. if self-employed)
 7. Took retirement
 8. I got ill/injured and had to leave
 9. Pregnant/left to have baby
 10. Left to look after children
 11. Caring for other person
 12. Moved area
 13. Started college/university course
 14. Have never had a job
 15. Other reason (TYPE IN)
- Don't know
-

[IF WORK1=1] Thinking about your current job...

[Q1=1 AND WORK7<>14] Thinking about your most recent job...

IF [Q1=1 AND WORK7<>14] OR IF WORK1=1, ASK WORK8

WORK8

What does/did the firm/organisation you work(ed) for mainly make or do (at the place where you worked)?

DESCRIBE FULLY – PROBE MANUFACTURING OR PROCESSING OR DISTRIBUTING ETC. AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE OR RETAIL ETC.

IF [Q1=1 AND WORK7<>13] OR IF WORK1=1, ASK WORK9

WORK9

What is/was your (main) job?

OPEN_ENDED

IF [Q1=1 AND WORK7<>13] OR IF WORK1=1, ASK WORK10

WORK10

What did you mainly do in your job?

CHECK SPECIAL QUALIFICATIONS/TRAINING NEEDED TO DO THE JOB

OPEN-ENDED

ASK ALL

HIGHQUAL

What is the highest level qualification you have completed?

PROMPT TO PRECODE.

1. Degree
 2. 2 or more A-levels, NVQ level 3 or equivalent
 3. 1 A-level or equivalent, 5 or more GCSEs grades A*-C or equivalent, or NVQ level 2
 4. GCSE less than 5 grades A*C or equivalent or NVQ level 1
 5. Other (specify)
 6. No qualifications
- Don't know
-

ASK ALL

DISABLE

Do you have any long term illness, health problem or disability which limits your daily activities or the work you can do?

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

IF HAS HEALTH PROBLEM DISABILITY (DISABLE = YES)

ILLNESSTYPE

Can you tell me what your long-term illness, health problem or disability is?

PROMPT TO PRECODES. MULTICODE

1. Problems with movement (for example, arthritis, back pain, muscle disease)
 2. Sensory problems (for example, blindness, deafness)
 3. Cardio-respiratory problems (for example, heart disease, asthma, bronchitis)
 4. Psychological or behavioural problems (for example, mental illness, dementia, behavioural disorder, being dependent on drugs or alcohol)
 5. Problems with your wellbeing (for example, diabetes, skin disease, bowel or stomach disease)
 6. Disorders relating to movement and the brain (for example, Parkinson's disease, epilepsy, multiple sclerosis)
 7. Fatigue or stamina problems (for example, cancer, kidney disorders including dialysis, old age)
 8. Learning disabilities (for example, Down's syndrome)
 9. Communication difficulties (for example, speech or language)
 10. Other health problems or disabilities...
- Refused
-

IF HAS SENSORY PROBLEMS OR COMMUNICATION DIFFICULTIES (ILLNESSTYPE = 2 OR 9)

TEXTPHONE

Have you ever used a text phone service to contact Jobcentre Plus?

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

ASK ALL

ETHNIC

To which of these groups do you consider you belong?

READ OUT

White
Mixed
Asian
Black
Other...
Don't Know
Refused

ASK IF ETHNIC = WHITE

ETHWHITE

PROMPT TO PRECODES

White – English/Welsh/Scottish/Northern Irish/British
White – Irish
White – Gypsy or Irish Traveller
White – Any other white background (please specify)
Don't Know
Refused

ASK IF ETHNIC = MIXED

ETHMIX

PROMPT TO PRECODES

Mixed – White and Black Caribbean
Mixed – White and Black African
Mixed – White and Asian
Mixed – Any other mixed background (please specify)
Don't Know
Refused

ASK IF ETHNIC = ASIAN

Ethasian

PROMPT TO PRECODES

Asian or Asian British – Indian
Asian or Asian British – Pakistani
Asian or Asian British – Bangladeshi
Asian or Asian British – Chinese
Asian or Asian British – Any other Asian background (please specify)

ASK IF ETHNIC = BLACK

ETHBLACK

PROMPT TO PRECODES

Black or Black British – Caribbean
 Black or Black British – African
 Arab
 Black or Black British – Any other Black background (please specify)

ASK IF ETHNIC = OTHER

ETHOTHER

PROMPT TO PRECODES

Other ethnic groups – Chinese
 Other ethnic groups – Arab
 Other ethnic groups – other (please specify)

ASK ALL

LANG

Is English your first language?

1. Yes
 2. No
 - Don't know
 - Refused
-

ASK ALL

MARITAL

Are you ...

READ OUT

1. Married, civil partnership or living with partner
 2. Single (or engaged but not living with a partner as a couple)
 3. Widowed
 4. Divorced
 5. Separated
 - Don't Know
 - Refused
-

ASK ALL

CHILD

Can I just check, do you have any children of your own currently living with you in your household?

IF NECESSARY: Please only include children who live with you AND who you are responsible for

- 1. Yes
 - 2. No
 - Refused
-

IF CHILD=1, ASK CHIAGE

CHIAGE

And how old is your youngest child who is currently living with you?

Range 0-99

Refused

ASK ALL

BEN

Which of the following benefits, if any, do you receive, [either on your own or with your partner]?

READ OUT. MULTICODE

- 1. State Pension
 - 2. Winter Fuel Payment
 - 3. Pension Credit
 - 4. Carer's Allowance
 - 5. Attendance Allowance
 - 6. Disability Living Allowance
 - 7. Housing Benefit
 - 8. Tax credits
 - 10. Child Benefit
 - 11. Council Tax Benefit
 - 12. Other...
 - None of these
 - Refused
 - Don't know
-

ASK ALL**RELIG****NEW COGNITIVELY-TESTED QUESTION (STANDARDISED ONS)**

What is your religion, even if you are not currently practising? CODE ONE ONLY

1. No religion
 2. Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
 3. Buddhist
 4. Hindu
 5. Jewish
 6. Muslim
 7. Sikh
 8. Any other religion (please describe)
 - Don't know
 - Refused
-

ASK ALL**SEXID****NEW COGNITIVELY-TESTED QUESTION (STANDARDISED ONS)**

I will now read out a list of terms people sometimes use to describe how they think of themselves.

READ LIST TO END WITHOUT PAUSING.

1. Heterosexual or Straight
2. Gay or Lesbian
3. Bisexual
4. Other

As I read the list again please say 'yes' when you hear the option that best describes how you think of yourself.

PAUSE BRIEFLY AFTER EACH OPTION DURING SECOND READING.

ASK ALL**LINK**

We can learn more about customers of Jobcentre Plus by linking administrative records held by the Department for Work and Pensions to your answers from these questions. This information and everything you have told us today will be treated in strict confidence and used for research and statistical purposes only.

Would you be willing for us to add administrative data held by the Department for Work and Pensions to the answers you have given us today?

IF NECESSARY: This will be for analysis purposes only and will NOT affect your dealings, either now or in the future, with any Government department.

1. Yes
 2. No
 3. Not sure, need further information
-

IF LINK = 3

LINK2

The Department for Work and Pensions holds information about benefits, tax credits and employment. We would like to add this information to your answers from the questions we have just asked you, to...

- * Create a more accurate picture of people's work history, benefits and needs.
- * Help researchers and policymakers to be better informed in their work to improve the services Jobcentre Plus provides.

In order to do this we need your permission to link the information we already hold about you to the answers you have given in the survey today.

- * The information will only be used for research and statistics.
- * The information will be kept confidential.
- * Names and addresses are never included in the results and no individual can be identified from the research.
- * Your personal details will not be passed to anyone else outside the research team and the Department for Work and Pensions.
- * The information will not be used to work out whether anyone is claiming benefits or tax credits they should not be.
- * Any current or future claims for benefits or tax credits will not be affected.

Would you be willing for us to link administrative data held by the Department for Work and Pensions to the answers you have given?

1. Yes
 2. No
-

ASK ALL

RECON

Would you be willing to be recontacted for further studies of this type? This may mean you would be contacted again within the next 12 months.

Please be reassured that the purpose of this re-contact is for research only and that your answers remain confidential. If you agree to us contacting you again we will check records held by DWP before we do so to make sure the information we have about you is correct.

1. Yes
 2. No
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