



Department
for Work &
Pensions

DWP Employer Engagement Survey: Technical Appendix

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1 Technical Appendix

1.1 Overview

The 2018 Employer Engagement Survey (EES) was designed primarily to help the DWP understand employers' recruitment practices, experience of using DWP services and their views on key policy areas.

The research follows on from two previous waves of similar research – the 2013 Employer Engagement and Experience Survey and the 2015 Employer Engagement Survey. The former was intended to act as a baseline against which the impact of policy changes could be judged. To this end, key questions used in the 2013 survey were replicated in the 2015 and 2018 surveys.

A key area of policy interest for the latest wave of the research is the effects of the introduction of Universal Credit (UC). Consequently, questions designed to gauge levels of awareness, experience and perceived impact of UC were included.

In total, 4,201 interviews were conducted; 2,837 interviews with 'non-UC' businesses and a further 1,364 with 'UC' businesses. The non-UC businesses were a cross-section of employers of all sizes and across all sectors of the economy. The UC businesses were employers known by DWP to have at least one member of staff claiming UC or those that reported having at least one member of staff claiming UC at the time of interview.

The research was conducted at site level as opposed to organisation level. The rationale for this is that the workplace is the core interface between employers, their staff and the DWP. This also replicates the approach taken for the 2013 and 2015 surveys. As with the previous two waves, it is possible that more than one establishment from a multi-site organisation could have participated in the survey.

All workplaces with at least 2 members of staff were in-scope for the survey. The most senior individual at the site with responsibility for human resources was asked to take part.

1.2 Interview Approach

The survey sections were modularised to ensure sufficient coverage across the breadth of topics whilst still maintaining a manageable interview length. This was to mitigate respondent fatigue and therefore ensure the collection of high quality responses. Across the fieldwork period, the average interview length was 25 minutes.

Respondent employers were assigned to one of four routes through the questionnaire, which were designed with close attention paid to the flow and length of each. The routes through the questionnaire are set out in Table 1.1.

Table 1.1 Questionnaire modularisation

Section title	Route 1	Route 2	Route 3	Route 4
Workplace Structure				
Access channels and internet usage				
Use of Universal Jobmatch and Jobcentre Plus for Recruitment				
Experience of Labour Market and Universal Credit				
Experience of DWP/Jobcentre Plus Recruitment Initiatives				
DWP Assistance with Workforce Management				
Child Maintenance				
Fit for work				
Older workers				
Disadvantaged Groups/ Disability				
Mental Health				

As shown, the *Workplace Structure* and *Experience of Labour Market and Universal Credit* sections were asked of all employers. This is because several of the questions in these sections are key analysis variables. Other than these two sections, each section was asked of approximately half the employers in each of the non-UC and UC groups

A copy of the questionnaire and the reassurance letter are included as Appendix B.

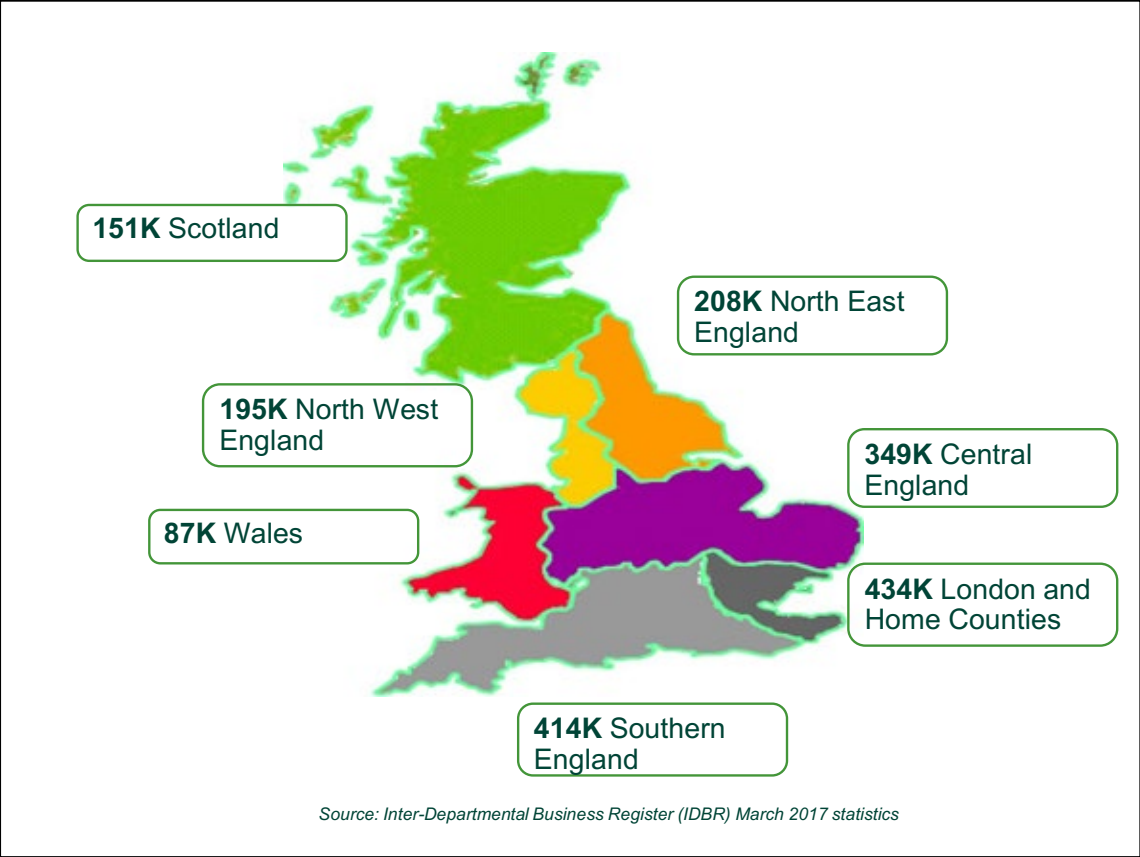
1.3 Details of Business Population

The survey encompasses GB businesses with two or more employees across England, Scotland and Wales, in all sectors of the economy (across the commercial, public and charitable spheres).

The figures below show the breakdown of these establishments by Jobcentre Plus Regional Group, the sector profile of GB businesses and a breakdown by size band.

Counts are sourced from the Inter-Departmental Business Register (IDBR) which covers approximately 1.9 million businesses across all sectors operating in UK economy that have employees and a turnover equal to or above the tax threshold. Some not for profit organisations are excluded.

Figure 1.1 Number of organisations by Jobcentre Plus Regional Group



As Figure 1.1 shows, employers are unevenly spread across Jobcentre Plus Regional Groups. Almost half (45 per cent) are in London/the Home Counties and Southern England, with a further one in five (21 per cent) based in Central England. Only eight per cent and five per cent are based in Scotland and Wales respectively.

Figure 1.2 gives information about the relative size of each sector in terms of the number of establishments. As shown, the number of establishments within each sector differs considerably.

The two largest sectors (trade, accommodation and transport; and business and other services) together account for over two-thirds of all establishments in Great Britain (32 per cent and 37 per cent respectively). In comparison, the primary sector and utilities and the manufacturing sector each represent five per cent of all establishments.

Figure 1.2 Sector profile of GB employer population

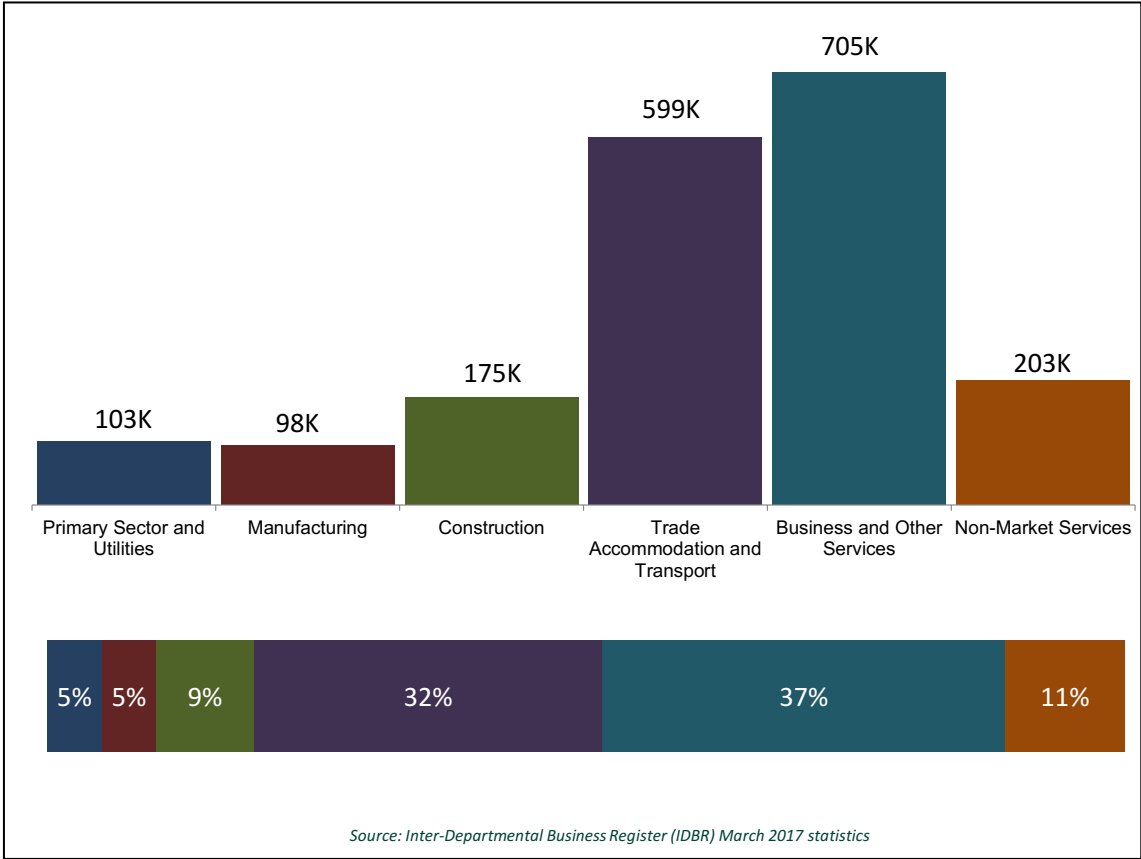
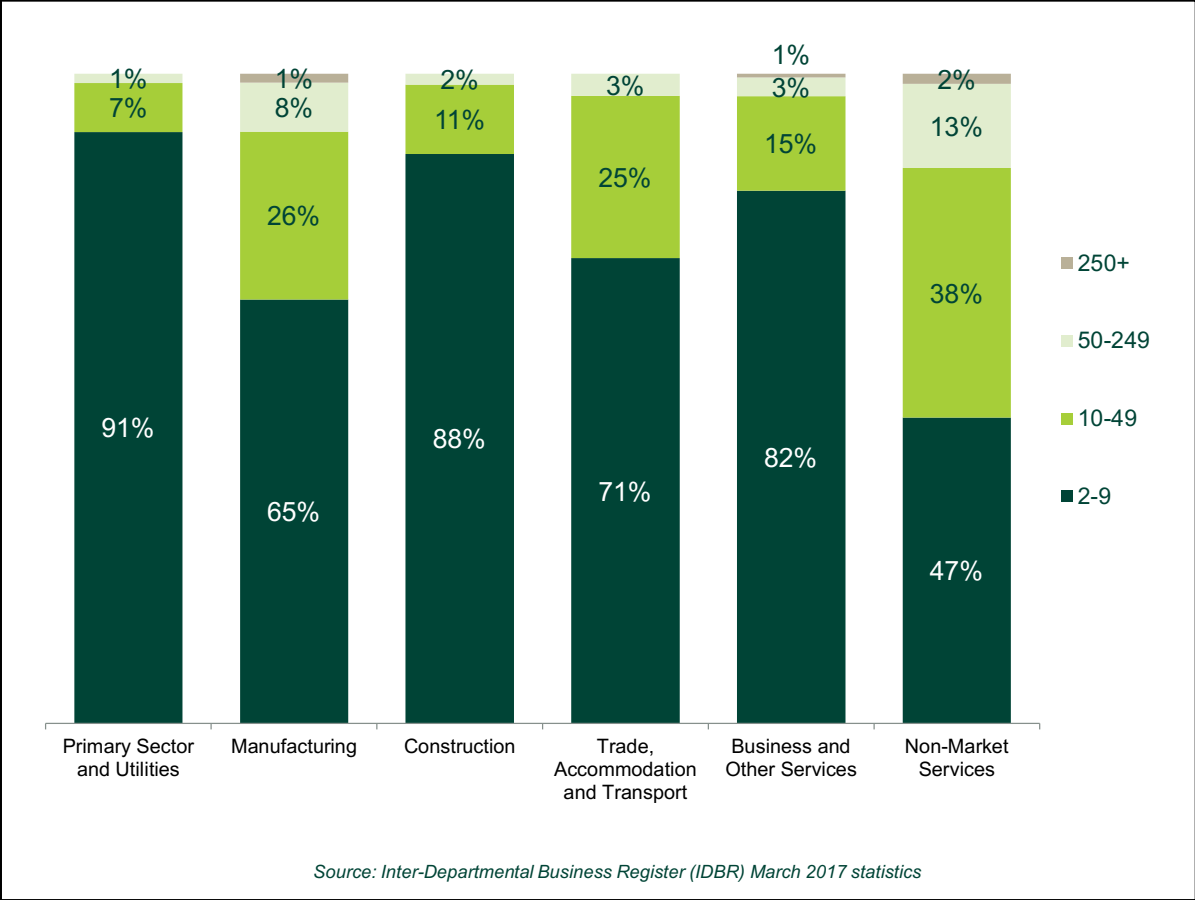


Figure 1.3 shows that – as well as being different in terms of the number of employers within each of them – the sectors are also quite different in terms of the employer size profile.

In all sectors (except the Non-Market Services sector), the smallest employers (2-9 employees) constitute the majority of the employer base; however, while these account for 9 in 10 employers in the Primary Sector and Utilities sector (91%), they only account for two thirds of Manufacturing employers (65%) and fewer than half of employers in the Non-Market Services sector (47%).

Figure 1.3 Size profile of employer population in each of the sectors



1.4 Sampling

A Probability Proportionate to Size (PPS) approach was adopted whereby certain groups in the GB employer population were overrepresented to allow for sufficient interviews and therefore sub group analysis and reporting. The following groups were overrepresented:

- Larger employers
- Employers in smaller sectors
- Employers in smaller regions

Sample was drawn using a random stratified sampling approach with targets set by size and sector on an interlocking basis. Table 1.2 below illustrates the size by sector stratification which was applied to the sample overall and within each region. The sector definitions are those used for the 'Working Futures' series. Table 1.3 shows the six sectors used and their corresponding SIC 2007 definitions.

Table 1.2 Size by sector stratification

Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities				
Manufacturing				
Construction				
Trade, Accommodation and Transport				
Business and Other Services				
Non-Market Services				

Table 1.3 SIC 2007 definitions and Working Futures sectors

SIC 2007 Section		Working Futures sector
Description	Code	
Agriculture, Forestry and Fishing	01-03	Primary Sector and Utilities
Mining and quarrying	05-09	
Electricity, gas, steam and air conditioning	35	
Water supply, sewerage, waste management	36-39	
Manufacturing	10-33	Manufacturing
Construction	41-43	Construction
Wholesale and retail trade; repair of motor vehicles	45-47	Trade, Accommodation and Transport
Transport and Storage	49-53	
Accommodation and food activities	55-56	
Information and Communication	58-63	Business and Other Services
Financial and insurance services	64-66	
Real estate activities	68	
Professional, scientific and technical activities	69-75	
Administrative and support service activities	77-82	
Arts, entertainment and recreation; other services	90-93	
Other service activities	94-96	
Public Administration and defence etc	84	Non-Market Services
Education	85	
Human health and social work	86-88	

An overall target of around 4,200 interviews was agreed. To set interviewing targets per sector, half of the overall target was allocated evenly, and the remaining half was allocated in proportion to the sector profile of GB employers. Following this, half of the sector targets were distributed evenly across the five size bands and the remaining half was then distributed according to the size profile for each sector.

An over-arching regional rim target of 400 interviews for each Jobcentre Plus region was also imposed.

Sample was acquired from two sources: Market Location and the DWP. The sample acquired from DWP was a random sample of employers known to have members of staff that claim UC. Employers across both sources were classified as UC or non-UC. UC employers were defined as those that met at least one of the following criteria:

- Those included in the DWP sample of employers known to have members of staff that claim UC.
- Those that reported having members of staff that claim UC during the survey (see question E6 of the questionnaire in Appendix B).
- Those that were identified as having members of staff that claim UC when cross-referenced against the UC population data supplied by DWP at the end of fieldwork.

Those that did not meet any of these criteria were defined as non-UC employers.

1.5 Achieved interviews

4,201 interviews were completed using IFF’s Computer Assisted Telephone Interviewing (CATI) system between February 23rd and June 28th 2018.

Table 1.4 shows the achieved interviews by Jobcentre Plus region and Table 1.5 shows the achieved interviews by interlocking size and Working Futures sectors.

Both Table 1.4 and Table 1.5 present a breakdown of achieved interviews by UC status (i.e. non-UC and UC).

Table 1.4 Achieved interviews: Jobcentre Plus region

Jobcentre Plus region	Non-UC	UC	Total
Southern England	431	243	674
London & Home Counties	391	224	615
Central England	423	274	697
North East	404	226	630
North West	352	197	549
Scotland	436	106	542
Wales	400	94	494
Total	2837	1364	4201

Table 1.5 Achieved interviews: Working Futures Sectors

Working Futures Sectors	Number of employees								Total
	2-9		10-49		50-249		250+		
	Non-UC	UC	Non-UC	UC	Non-UC	UC	Non-UC	UC	
Primary Sector and Utilities	134	9	65	10	45	14	15	7	299
Manufacturing	146	10	81	37	47	61	34	26	442
Construction	131	11	82	33	38	29	12	2	338
Trade, Accommodation and Transport	387	66	213	149	126	103	65	44	1153
Business and Other Services	414	104	199	144	93	109	38	55	1156
Non-Market Services	162	33	176	112	87	104	47	92	813
Total	1374	233	816	485	436	420	211	226	4201

Respondents were told the SIC description assigned to their business – as held on the Market Location or government database – and asked if they felt it accurately reflected the main business activity at their site. If they agreed that it did, then the description was used to allocate a sector to that business. If they disagreed that it did, then they were asked to describe the main business activity at their site. This was then coded to a four-digit SIC code at the analysis stage and subsequently used to allocate a sector.

Table 1.6 outlines the confidence intervals for each questionnaire section. For example, section C - 'Access channels and internet usage' was asked of half of all employers. Among this group of employers, a confidence interval of 1.28 applies to a finding of 10% or 90%, 2.14 to a finding of 50% and 1.85 to a finding of 75% or 25%.

It should be noted that where reported findings relate to questions not asked of all of the sub-group (e.g. looking at findings among employers who have recruited in the last 12 months) then the confidence interval will increase.

Table 1.6 Confidence intervals

Section coverage	Sections	10/90%	50%	25/75%
All employers	B, E	0.91	1.51	1.31
Half of employers	C, D, F, G, H, H, I, J, K, L	1.28	2.14	1.85

1.6 Response rates

An overall response rate of 34% was achieved. Table 1.7 shows the response rate broken down by company size and Table 1.8 shows the response rate broken down by Working Futures sector.

Table 1.7 Response rate by size

	2-9	10-49	50-249	250+
Response rate	30%	38%	39%	35%

Table 1.8 Response rate by Working Futures Sectors

	Primary Sector and Utilities	Manufacturing	Construction	Trade Accommodation and Transport	Business and other services	Non-Market Services
Response rate	28%	32%	30%	34%	32%	47%

1.7 Weighting

The DWP were keen to establish a single weighting variable so that non-UC and UC employers could be analysed together. This required a process which had to correct for:

- The oversampling of some groups (i.e. larger employers, employers in smaller sectors and employers in smaller regions)
- The oversampling of UC employers relative to their proportion in the population.
- The fact that some UC employers were picked up within the core employer element of the survey.

To do this, we needed to populate a size by sector by UC status grid (see Table 1.9) for each for the 7 Jobcentre Plus regions – both for our achieved interviews and for the GB population.

Table 1.9 Size by sector by UC status grid used for weighting

Working Futures Sectors	2 to 9		10 to 49		50 to 249		250+	
	UC	Non-UC	UC	Non-UC	UC	Non-UC	UC	Non-UC
Primary Sector and Utilities								
Manufacturing								
Construction								
Trade, Accommodation and Transport								
Business and Other Services								
Non-Market Services								

Two sources of information were used in this process:

1. **ONS population data sourced from IDBR:** This file showed the profile of all GB businesses by size and sector, but did not contain information about whether businesses had members of staff claiming UC.
2. **UC population data supplied by DWP:** This file showed the profile of all GB businesses with members of staff claiming UC, by size and sector

To populate the grid with achieved interviews, size and sector data was taken from information given during the survey. As explained in Chapter 1.5, UC status was determined using a variety of sources. UC employers were defined as those that met at least one of the criteria listed below. Those that did not meet any of these criteria were defined as non-UC employers.

- Those included in the DWP sample of employers known to have members of staff that claim UC.
- Those that reported having members of staff that claim UC during the survey (see question E6 of the questionnaire in Appendix B).
- Those that were identified as having members of staff that claim UC when cross-referenced against the UC population data supplied by DWP at the end of fieldwork.

To populate the grid with the GB population of UC and non-UC employers, the following steps were taken:

1. A size by sector profile was produced for each Jobcentre Plus region using IDBR data.
2. A size by sector profile of UC employers was produced for each Jobcentre Plus region using UC population data supplied by DWP.

3. The number of UC employers in each cell was subtracted from the IDBR total population figure to derive the number of non-UC employers in each cell.
4. In some cases – mostly in the largest size band (employers with 250+ staff) – the estimate for UC employers exceeded the total IDBR population. In these cases, the estimated UC population was capped at 100% and the remaining UC records redistributed among the smaller size bands.

Each step taken to produce the weighting targets was checked by at least two members of the core project team. Once the weights were applied the data was again checked to ensure they had been applied correctly.

The estimated population grids that the survey data was weighted to are included in Appendix A.

1.8 Design Effect

A design effect was calculated to quantify the extent to which the sampling error in the survey varied from the sampling error that would be expected under a simple random sampling approach. This was calculated by determining the effective sample size (the overall weighted sample size squared divided by the sum of each weight squared and multiplied by the number of unweighted records with that weight), and then dividing the actual sample size by the effective sample size. The average design effect was found to be 1.32.

Appendix A – Derived population grids used for weighting

Estimated non-UC employer populations

Central England				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	22,609	1,796	313	36
Manufacturing	16,211	6,484	1,457	77
Construction	31,697	3,389	404	
Trade, Accommodation and Transport	89,877	27,770	3,329	199
Business and Other Services	107,074	16,723	2,558	172
Non-Market Services	18,689	15,185	4,758	

London and Home Counties				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	5443	988	136	27
Manufacturing	10942	2,897	379	
Construction	34645	3,256	379	
Trade, Accommodation and Transport	88328	27,702	3,141	
Business and Other Services	161520	26,309	3,915	133
Non-Market Services	21024	11,817	3,797	

North East England				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	11,258	789	115	8
Manufacturing	7,764	3,053	771	19
Construction	15,749	1,974	270	
Trade, Accommodation and Transport	49,725	15,497	1,653	64
Business and Other Services	52,416	8,534	1,206	129
Non-Market Services	10,411	9,026	2,746	

North West England				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	8,717	586	108	
Manufacturing	6,685	2,475	573	44
Construction	13,821	1,738	216	
Trade, Accommodation and Transport	44,520	14,049	1,554	25
Business and Other Services	53,092	8,784	1,207	20
Non-Market Services	9,894	7,860	2,272	42

Scotland				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	11,742	945	163	37
Manufacturing	4,263	1,566	374	22
Construction	10,373	1,610	259	1
Trade, Accommodation and Transport	32,892	11,547	1,235	9
Business and Other Services	39,606	7,117	1,008	91
Non-Market Services	8,056	7,104	1,842	158

Southern England				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	23,679	1,487	270	8
Manufacturing	13,401	4,375	796	37
Construction	36,943	3,661	393	
Trade, Accommodation and Transport	84,841	29,296	3,017	137
Business and Other Services	128,825	19,632	2,979	74
Non-Market Services	19,831	15,123	4,543	47

Wales				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	9,471	370	51	2
Manufacturing	2,650	859	238	24
Construction	6,757	741	100	
Trade, Accommodation and Transport	20,344	6,231	557	29
Business and Other Services	19,948	3,079	363	28
Non-Market Services	4,992	4,223	1,079	69

Estimated UC employer populations

Central England				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	120	170	70	30
Manufacturing	1300		720	310
Construction	620	390	140	50
Trade, Accommodation and Transport	3,400	2,960	1,000	440
Business and Other Services	4,140	2,160	1,090	530
Non-Market Services	610	1,480	1,020	580

London and Home Counties				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	220			
Manufacturing	690		310	120
Construction	980			
Trade, Accommodation and Transport	3,240	3,330	1,410	730
Business and Other Services	4,130	3,520	2,300	1,270
Non-Market Services	700	2,040	1,310	810

North East England				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	110	110	50	20
Manufacturing	300	650	510	220
Construction	820		130	60
Trade, Accommodation and Transport	2,390	2,450	710	260
Business and Other Services	1,410	1,360	760	270
Non-Market Services	320	990	610	510

North West England				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	190		40	10
Manufacturing	260	560	390	130
Construction	940		150	
Trade, Accommodation and Transport	3,040	2,300	780	280
Business and Other Services	2,380	1,610	790	430
Non-Market Services	380	1,210	660	330

Scotland				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	80	80	40	30
Manufacturing	440		240	90
Construction	290	340	160	
Trade, Accommodation and Transport	1,370	1,730	520	180
Business and Other Services	1,070	940	430	190
Non-Market Services	220	460	290	200

Southern England				
Working Future Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	300		60	50
Manufacturing	260	580	430	200
Construction	400	370	210	
Trade, Accommodation and Transport	2,610	3,270	1,130	440
Business and Other Services	1,980	2,340	1,320	660
Non-Market Services	480	1,420	1,120	570

Wales				
Working Futures Sectors	Number of employees			
	2-9	10-49	50-249	250+
Primary Sector and Utilities	90			10
Manufacturing	240		180	70
Construction	140	130	50	
Trade, Accommodation and Transport	680	800	220	60
Business and Other Services	440	440	230	80
Non-Market Services	90	310	190	110

Appendix B – Questionnaire documents

Questionnaire

DWP Employer Engagement Survey 2018

J5916
Telephone

Questionnaire Routes

SAMPLE TYPE

UC BOOST SAMPLE <i>Sampled through DWP records</i>	1	
CORE SAMPLE <i>Sampled through Market Location</i>	2	

Section title	Route 1	Route 2	Route 3	Route 4
Screeners				
Workplace Structure				
Access channels and internet usage				
Use of Universal Jobmatch and Jobcentre Plus for Recruitment				
Experience of Labour Market and Universal Credit				
Experience of DWP/Jobcentre Plus Recruitment Initiatives				
DWP Assistance with Workforce Management				
Child Maintenance				
Fit for work				
Older workers				
Disadvantaged Groups/ Disability				
Mental Health				

A Screener

ASK ALL

- A1 **Good morning/afternoon, my name is [NAME]. I am calling from IFF Research, an independent research company working on behalf of the Department for Work and Pensions (DWP).**

[IF SIZE =1 OR 2: Please could I speak to the most senior person with responsibility for managing the workforce at this site?]

[IF SIZE = 3 OR 4: Please could I speak to the most senior person with a responsibility for recruitment practices, staff training and staff development at this site?]

ADD IF NECESSARY: We're conducting a survey to help the DWP understand employer's recruitment practices, awareness and experiences in their key policy areas and views of the services they provide. Ultimately this should help the Department meet the needs of employers better. It doesn't matter if you have had no dealings with the DWP, your input will still be very valuable. The interview should take around 20-25 minutes.

Yes – respondent speaking	1	CONTINUE TO A2
Yes – transfer to respondent	2	CONTINUE TO A2
Hard Appointment	3	MAKE APPOINTMENT
Soft Appointment	4	MAKE APPOINTMENT
No one at this site to answer questions	5	GO TO A2A
Refusal – Taken part in recent survey	6	CLOSE
Refusal – Company policy	7	
Refusal – (Other – specify)	8	
Not available in deadline	9	
Engaged	10	
No reply / Answer phone	11	
Residential Number	12	
Dead line	13	
Company closed	14	

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

REASSURANCES TO USE IF NECESSARY

- IFF Research is an independent market research company, operating under the strict guidelines of the Market Research Society's Code of Conduct. This means that anything you tell us will be treated in the strictest confidence, and none of your answers will be attributed to you unless you give explicit permission for us to do so.
- There is no legal obligation to take part in the study and DWP is not 'checking up' on employers
- **IF 'CORE SAMPLE':** We got your company name and telephone number from Market Location, a commercial database of businesses in the UK. We are interested in speaking to people responsible for HR and recruitment across a wide range of businesses.
- **IF 'UC' SAMPLE:** We were provided with your contact details by the DWP. **ADD IF NECESSARY:** The DWP receives employer information at regular intervals from HMRC Real Time Information system.
- If you would like to check IFF's credentials, you can call the Market Research Society, free of charge, on 0207 490 4911.
- If you would like to know more about IFF Research, you can call Alex Pearson (Senior Research Executive) on 020 7250 3035, or email Alex.Pearson@iffresearch.com
- If you would like to verify that it is a legitimate piece of research commissioned by DWP you can call Thomas Grice-Jackson at the DWP on 0203 2818 536, or email THOMAS.GRICE-JACKSON@DWP.GSI.GOV.UK.

ASK RESPONDENT

A2 [IF A1=2 OR A2A=2: **Good morning/afternoon, my name is I am calling from IFF Research, an independent research company working on behalf of the Department for Work and Pensions (DWP).]**

We're conducting a survey to help the DWP understand the assistance that employers need in recruitment and workforce management so that the Government can meet the needs of employers better. We'd like to speak to the most senior person responsible for recruitment practices, staff training and staff development at this site.

It doesn't matter if you have had no dealings with the DWP, your input will still be very valuable to understanding your recruitment practices and awareness of the support available to you. The interview should take around 20-25 minutes.

Would you be able to help?

Yes – Continue	1	CONTINUE
Hard appointment	2	MAKE APPOINTMENT: OUTCOME 10
Soft appointment	3	MAKE APPOINTMENT: OUTCOME 11
Would like to be interviewed in Welsh	4	MAKE SOFT APPOINTMENT IN SEPARATE QUEUE
Refusal – No one at this site to answer questions	5	GO TO A2A
Refusal (Taken part in recent survey)	6	THANK AND CLOSE: OUTCOME 2
Refusal (Company Policy)	7	THANK AND CLOSE: OUTCOME 3
Refusal (Other – specify)	8	THANK AND CLOSE: OUTCOME 4
Not available in deadline	9	THANK AND CLOSE: OUTCOME 5

IF NO HR (A1 = 5 OR A2=5)

A2a **Although there is no one available at this site that is directly involved in the recruitment and training of staff, it would still be valuable for DWP to understand the structure of your workforce and how you manage your workforce. Your participation will help the Department meet the needs of employers better.**

Is there someone with responsibility for managing the workforce at this site that I could speak to?

Yes – respondent speaking	1	GO TO A3
Yes – transfer to respondent	2	GO TO A2
No	3	THANK AND CLOSE: OUTCOME 1

READ OUT: This call may be recorded for quality and training purposes only.

ASK ALL

A3 **How many people work at this establishment? Please include yourself and others on your payroll and any working proprietors or owners, but exclude the self-employed and outside contractor or agency staff.**

INTERVIEWER NOTE:

*NON-EMPLOYEE TRAINERS AND EMPLOYEES UNDER 16 SHOULD BE EXCLUDED.
THOSE ON MATERNITY/PATERNITY OR LONG-TERM SICK SHOULD BE INCLUDED.
THOSE ON ZERO-HOUR CONTRACTS SHOULD BE INCLUDED.*

PROBE FOR BEST ESTIMATE AND RECORD NUMBER.

WRITE IN		
Don't know	1	Thank and close
Refused	2	Thank and close

DS: CODE INTERGER TO RANGES

1	1	THANK AND CLOSE
2-4 staff	2	DEFINE QUOTAS FROM Q'AIRE.
5-9 staff	3	
10-49 staff	4	
50-99 staff	5	
100 – 249 staff	6	
250-499 staff	7	

500+ staff	8	
Don't know	9	
Refused	10	

ASK ALL

- A4 **I have [SIC DESCRIPTION from SAMPLE] as a broad classification for your establishment. Does this sound about right?**
DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2

ASK IF DISAGREE WITH SIC DESCRIPTION (A4=2)

- A5 **How would you describe the main business activity at this establishment?**

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

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

WRITE IN. TO BE CODED TO 4-DIGIT 2007 SIC.
--

ASK ALL

- A6 **Would you classify your organisation as ...?**
READ OUT. SINGLE CODE.

One MAINLY seeking to make a profit	1	
A charity or voluntary sector organisation or a social enterprise	2	
A local-government financed body ADD IF NECESSARY: such as a school or a body delivering leisure, transport, social care, waste or environmental health services	3	
A central government financed body ADD IF NECESSARY: such as the Civil Service, any part of the NHS, a college or university, the Armed Services, an Executive Agency or other non-departmental public bodies	4	
DO NOT READ OUT: Don't know	5	

ASK ALL

A7 **Do you have access to the internet at this workplace?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK ALL

A8 **Has your organisation recruited employees who are receiving Universal Credit within the last 12 months?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

B Workplace Structure

ASK ALL

- B1 **Can I now ask a few questions about the nature of your workplace. Is this workplace...?**
READ OUT. SINGLE CODE.

The only establishment in the organisation	1
One of a number of establishments within a larger organisation	2
DO NOT READ OUT: Don't know	3

ASK IF MULTI-SITE ORGANISATION (B1=2)

- B2 **And thinking about the company as a whole, approximately how many people work for the company across all sites in the UK?**

ADD IF NECESSARY: Please include yourself and full time and part time employees on your payroll as well as any working proprietors or owners, but exclude the self-employed and outside contractor or agency staff.

DO NOT READ OUT. PROMPT FOR BEST ESTIMATE.SINGLE CODE.

INTERVIEWER NOTE: NON-EMPLOYEE TRAINERS AND EMPLOYEES UNDER 16 SHOULD BE EXCLUDED. THOSE ON MATERNITY/PATERNITY OR LONG-TERM SICK SHOULD BE INCLUDED. THOSE ON ZERO-HOUR CONTRACTS SHOULD BE INCLUDED.

1-49 people	1
50 to 249 people	2
250-999 people	3
1,000-9,999 people	4
10,000 people or more	5
Don't know	6

ASK IF MULTI-SITE ORGANISATION (B1=2)

- B3 **Can I just check, is this workplace the Head Office of the organisation?**
DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2
Don't know	3

ASK ALL

- B4 **How long has your organisation been operating (at this site)?**
DO NOT READ OUT. PROBE FOR BEST ESTIMATE. SINGLECODE.

Under 1 year (Since Spring 2017)	1
1-3 years-(Spring 2015 – Spring 2017)	2
Over 3 years up to and including 5 years (Spring 2013 to Winter 2015)	3
Over 5 years up to and including 10 years (Spring 2008 – Winter 2013)	4
Over 10 years (Winter 2008 or earlier)	5
Don't know	6

ASK ALL

B5 **At your workplace, do you currently have any staff who [B5_1-6]?**
READ OUT. SINGLECODE.

ASK FOR EACH TYPE OF STAFF (B5_X=1)

B6 **And how many staff [B6_1-6]...?**
READ OUT. WRITE IN,

INTERVIEWER NOTE: A ZERO-HOURS CONTRACT IS ONE WHERE THERE DOES NOT GUARANTEE THE EMPLOYEE A FIXED NUMBER OF HOURS PER WEEK AND THE EMPLOYEE IS ONLY PAID FOR THE HOURS THAT THEY WORK.

	Yes	No	Don't know	IF YES Number of staff
_1 Work fewer than 16 hours a week	1	2	3	ALLOW 1 – NUMBER AT A3
_2 Work between 16 and 30 hours a week	1	2	3	ALLOW 1 – NUMBER AT A3
_3 Work more than 30 hours a week	1	2	3	ALLOW 1 – NUMBER AT A3
_4 Are employed on zero-hours contracts or are casual workers	1	2	3	ALLOW 1 – NUMBER AT A3
_5 Are directly employed on temporary or short term contracts	1	2	3	ALLOW 1 – NUMBER AT A3
_6 Are employed through an agency	1	2	3	ALLOW 1 – NUMBER AT A3
_7 Are employed on an apprenticeship or a graduate scheme	1	2	3	ALLOW 1 – NUMBER AT A3

ASK IF B5_X=1 OR 3

B7 **Over the last 12 months, has the number of staff who [B5_1-7], increased, stayed about the same or decreased?**
DO NOT READ OUT. SINGLE CODE.

	Increased	Stayed the same	Decreased	Don't know
Work fewer than 16 hours a week	1	2	3	4
Work between 16 and 30 hours a week	1	2	3	4
Work more than 30 hours a week	1	2	3	4
Are employed on zero-hours contracts or are casual workers	1	2	3	4
Are directly employed on temporary or short-term contracts	1	2	3	4
Are employed through an agency	1	2	3	4
Are employed on an apprenticeship or a graduate scheme	1	2	3	4

ASK IF B5_X=2

- B7b **You said you don't currently have any staff who [B5_1-7], have you had any staff who [B5_1-7], in the last 12 months?**
DO NOT READ OUT. SINGLE CODE.

	Yes	No	Don't know
Work fewer than 16 hours a week	1	2	3
Work between 16 and 30 hours a week	1	2	3
Work more than 30 hours a week	1	2	3
Are employed on zero-hours contracts or are casual workers	1	2	3
Are directly employed on temporary or short-term contracts	1	2	3
Are employed through an agency	1	2	3
Apprenticeship/Graduate scheme workers	1	2	3

ASK ALL

- B8 **Do you have a general awareness of the age profile of your organisation?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Not currently, but we plan to in the future	3	
Don't know	5	
Refused	6	

ASK ALL

- B9 **Do you currently employ anyone over the age of 50?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF CURRENTLY EMPLOY ANYONE OVER THE AGE OF 50 (B9=1)

B10 **Roughly what proportion of your employees are aged 50+?**

READ OUT. PROBE FOR BEST ESTIMATE

Fewer than 20%	1	
20 to 49%	2	
50 to 80%	3	
More than 80%	4	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK ALL

B11 **When filling vacancies, do you have any special procedures to encourage applications from the following groups?**

READ OUT. MULTICODE.

ADD IF NECESSARY: Special procedures are specific application routes, programmes, or activities aimed at accommodating recruitment from these groups.

Women returning to work after having children	1	
Single parents	2	
People with children (excluding single parents)	3	
Members of minority ethnic groups	4	
Older workers	5	
People who are disabled or have long term health conditions	6	
People who have been unemployed for 12 months or more	7	
DO NOT READ OUT: None of these	8	
DO NOT READ OUT: Don't know	9	

C Access channels and internet usage

ASK ALL

- C1 In the last 12 months, have you made contact or obtained information from the Department for Work and Pensions about any of the following issues. Please include contact by telephone, post, e-mail or online.

READ OUT. MULTICODE.

Recruitment and hiring services, e.g. work trial	1	
Employer Advice service e.g. Small Business Recruitment Service, ADD IF NECESSARY: The Small Business Recruitment Service provides individual support for businesses including a helpline with specialist advisers who understand business needs; signposting to other types of support; help with vacancy posting.	2	
Contracts of employment and working hours	3	
Advertising jobs on Universal Jobmatch	4	
Payroll	5	
Pensions (not including Pensions Regulator requests)	6	
Health and Safety at work	7	
Redundancy support	8	
The Disability Confident campaign	9	
Disability or long-term health condition issues	10	
Anything else [please specify]	11	
No contact with DWP in the last 12 months	12	
DO NOT READ OUT: Don't know	13	

C2 IF CONTACTED DWP ABOUT MORE THAN ONE ISSUE (MORE THAN 1 C1=1-10)
And which of the following issues was your most recent contact about?
 READ OUT. SINGLE CODE.

DS INSTRUCTION: PLEASE ONLY SHOW THOSE SELECTED AT C1.

Recruitment and hiring services, e.g. work trial	1	
Employer Advice service e.g. Small Business Recruitment Service	2	
Contracts of employment and working hours	3	
Advertising jobs on Universal Jobmatch	4	
Payroll	5	
Pensions (not including Pensions Regulator requests)	6	
Health and Safety at work	7	
Redundancy support	8	
The Disability Confident campaign	9	
Disability or long-term health condition issues	10	
Anything else [please specify] DS: SHOW TEXT ENTERED IN OTHER AT C1 _11	11	
DO NOT READ OUT: Don't know	12	

C3 ASK ALL WHO SAID YES TO AT LEAST ONE AT C1 (C1=1-10)
When you contacted DWP about [INSERT ANSWER AT C1, OR C2 IF C2 ANSWERED] did you do this by telephone, online (by this we mean used the DWP pages on Gov.uk), post, by email, in person, through social media or some other way? The contact method referred to here should be the main method you used during this interaction.
 READ OUT. SINGLE CODE.

Telephone	1	
Online – using the DWP content on Gov.uk	2	
Post	3	
In person/ by going into the JCP	4	
By email	5	
Through social media	6	
Other	7	

DO NOT READ OUT: Don't know	8	
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ASK ALL WHO SAID YES TO AT LEAST ONE AT C1 (C1=1-10)

C4 **On this most recent occasion, how easy or difficult did you find it getting in touch with DWP?**

READ OUT. SINGLE CODE.

Very easy	1	
Fairly easy	2	
Fairly difficult	3	
Very difficult	4	
DO NOT READ OUT: Don't know	5	

ASK ALL WHO ANSWER FAIRLY/VERY DIFFICULT (C4=3 OR C4=4)

C5 What problems did you experience?

DO NOT READ OUT. PROMPT AS NECESSARY. MULTICODE..

IF TELEPHONE C3=1: Wasn't able to get through	1	
IF TELEPHONE C3=1: Long wait to get through	2	
IF TELEPHONE C3=1: First person I spoke to wasn't able to help	3	
IF TELEPHONE C3=1: Transferred on to other people	4	
IF TELEPHONE C3=1: Told to call someone else	5	
IF TELEPHONE C3=1: Told to call back another time	6	
IF TELEPHONE C3=1: Didn't receive a call back	7	
IF TELEPHONE C3=1: Other [specify]	8	
IF ONLINE C3=2: Website crashed/site was unavailable	9	
IF ONLINE C3=2: Website timed out	10	
IF ONLINE C3=2: Instructions confusing	11	
IF ONLINE C3=2: Insufficient information	12	
IF ONLINE C3=2: Not able to find information	13	
IF ONLINE C3=2: Needed to register before using	14	
IF ONLINE C3=2: Took too long	15	
IF ONLINE C3=2: Did not have required information to hand	16	
IF ONLINE C3=2: Other [specify]	17	
IF POST C3=3 Delayed response	18	
IF POST C3=3 Lack of response	19	
IF POST C3=3 Lack of documentation	20	
IF POST C3=3 Other [please specify]	21	
IF IN PERSON C3=4: No one at JCP to help at time of visit	22	
IF IN PERSON C3=4: Only some issues were addressed	23	
IF IN PERSON C3=4: Staff were unhelpful	24	
IF IN PERSON C3=4: Staff were unknowledgeable	25	
IF IN PERSON C3=4: Staff didn't understand my requirements	26	
IF IN PERSON C3=4: I was directed to call someone else	27	
IF IN PERSON C3=4: Other [please specify]	28	
IF E-MAIL C3=5 Delays in response	29	
IF E-MAIL C3=5 Difficulty finding out who to contact	30	
IF E-MAIL C3=5 Lack of responses	31	
IF E-MAIL C3=5 Unhelpful responses	32	
IF E-MAIL C3=5 Other [please specify]	33	
IF SOCIAL MEDIA C3=6 Please write in	35	
IF OTHER C3=7 Please write in	36	
Don't know	37	

ASK IF CONTACTED DWP BUT NOT VIA GOV.UK (C3=1/3/4/5/6/7)

- C6 **Overall, how satisfied or dissatisfied are you with the way your query was dealt with by DWP on this most recent occasion? Please give a rating out of 10 where one is extremely dissatisfied and ten is extremely satisfied.**

Extremely dissatisfied										Extremely satisfied	DK
1	2	3	4	5	6	7	8	9	10	11	

ASK ALL WHO SELECTED TELEPHONE OR IN PERSON AT C3=1 OR C3=4

- C7 **Thinking about the quality of service you received from DWP about [INSERT ANSWER AT C1 OR C2 IF C2 ANSWERED], to what extent do you agree with the following statements...?**

READ OUT. SINGLE CODE PER ROW.

	Agree strongly	Tend to agree	Neither agree nor disagree	Tend to disagree	Disagree strongly	Don't know
The staff were helpful	1	2	3	4	5	6
The staff were polite	1	2	3	4	5	6
The staff were knowledgeable	1	2	3	4	5	6
They provided me with correct information	1	2	3	4	5	6
Staff gave clear timings on what they would do to help and by when	1	2	3	4	5	6
They understood my particular circumstances	1	2	3	4	5	6

THOSE WHO ANSWERED ONLINE AT C3 (C3=2)
 C8 **When you visited the website gov.uk, what information were you looking for?**
 READ OUT. MULTICODE.

Recruitment / Vacancy advertisement	1	
Work experience	2	
Sector based work academies	3	
Pension queries	4	
Payroll queries	5	
Childcare	6	
Statutory leave and time off	7	
Jobcentre Plus Services	8	
Flexible working	9	
Information about the Disability Confident campaign	10	
Information on other health or disability issues	11	
Universal Credit	12	
Health or disability issues	13	
Disability confident campaign	14	
Disability or long-term health condition issues	15	
Other [please specify]	16	
DO NOT READ OUT: Don't know	17	

THOSE WHO ANSWERED ONLINE AT C3 (C3=2)
 C9 **How easy was it to find the relevant page(s)?**
 READ OUT. SINGLE CODE.

Very easy	1	
Fairly easy	2	
Fairly difficult	3	
Very difficult	4	

DO NOT READ OUT: Don't know	5	
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THOSE WHO ANSWERED ONLINE AT C3 (C3=2)

C10 **And did you find the information you needed?**

DO NOT READ OUT. SINGLE CODE.

Yes – all	1	
Yes – Some	2	
No	3	
Don't know	4	

THOSE WHO FOUND ALL OR SOME OF THE INFORMATION NEEDED (C10=1 OR C10=2)

C11 **And how satisfied or dissatisfied were you with the [C11_1: quality] [C11_2: quantity] of information? Please give a rating out of 10 where one is extremely dissatisfied and ten is extremely satisfied.**

READ OUT. SINGLE CODE FOR EACH.

	Extremely dissatisfied										Extremely satisfied	DK
Quality	1	2	3	4	5	6	7	8	9	10	11	
Quantity	1	2	3	4	5	6	7	8	9	10	11	

THOSE WHO USED GOV.UK (C3=2)

C12 **Did you have to contact DWP – through phoning them, in person or by e-mail - at any point during this process of looking for information on gov.uk?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

THOSE WHO HAD CONTACT WITH DWP WHEN USING GOV.UK (C12=1)

C13 What was the reason that you had to contact DWP?

DO NOT READ OUT. PROMPT AS NECESSARY. SINGLE CODE.

Couldn't find the information	1	
Needed further information	2	
To clarify/ask questions	3	
Other [please specify]	4	
DO NOT READ OUT: Don't know	5	

ASK ALL WHO SAID YES TO AT LEAST ONE AT C1 (C1=1-10)

C14 And in the last 12 months have you mostly made contact with the DWP by...?

READ OUT. SINGLE CODE.

Telephone	1	
Online – using the DWP content on Gov.uk	2	
Post	3	
In person/ by going into a Jobcentre Plus office	4	
By email	5	
Through social medial	6	
Mixture of methods	7	
Other [please specify]	8	
Don't know	9	

ASK ALL WHO SAID YES TO AT LEAST ONE AT C1 (C1=1-10)

C15 **And generally, how easy have you found getting in contact with DWP over the last 12 months?**

READ OUT. SINGLE CODE.

Very easy	1	
Fairly easy	2	
Fairly difficult	3	
Very difficult	4	
DO NOT READ OUT: Na/ have not attempted to make contact over the last 12 months	5	
DO NOT READ OUT: Don't know	6	

READ OUT TO ALL: **I'm now going to ask you some questions about your internet usage.**

ASK THOSE WHO HAVE THE INTERNET AT THEIR WORKPLACE (A7=1) AND NOT ALREADY MENTIONED ONLINE OR E-MAIL (C3 NOT 2 OR 5 AND C14 NOT 2 OR 5)

C16 **In the last 12 months have you used the internet to contact or access DWP services?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

THOSE WHO DO NOT USE THE INTERNET TO CONTACT / ACCESS DWP SERVICES
(C16=2)

C17 **Why is it that you have not used the internet to contact DWP or access any of their services in the last 12 months?**

READ OUT. MULTICODE.

Unaware of online availability of DWP services	1	
Tried previously before but couldn't find what I was looking for	2	
I prefer direct interaction with a person [face to face or on the phone]	3	
Don't have access to the internet	4	
Not my responsibility / not my remit	5	
DO NOT READ OUT: No need to contact DWP	6	
Other [please specify]	7	
DO NOT READ OUT: Don't know	8	

ASK IF HAD CONTACT WITH HMRC (C1=1-11 OR 13)

C18 **And when dealing with DWP, which method of contact would you prefer to use?**

READ OUT. SINGLE CODE.

By telephone	1	
Online – using the DWP content on Gov.uk	2	
By post	3	
In person/ by going into Jobcentre Plus offices	4	
By email	5	
Through social media	6	
In another way [please specify]	7	
No need to contact DWP	8	
DO NOT READ OUT: Don't know	9	

ASK IF NO CONTACT WITH HMRC (C1=12)

C18c **If you were to contact DWP for any reason, which method of contact would you prefer to use?**

READ OUT. SINGLE CODE.

By telephone	1	
Online – using the DWP content on Gov.uk	2	
By post	3	
In person/ by going into Jobcentre Plus offices	4	
By email	5	
Through social media	6	
In another way [please specify]	7	
DO NOT READ OUT: Don't know	8	

ASK ALL WITH A PREFERRED METHOD OF CONTACT (C18=1-7 OR C18B=1-7)

C19 **Why is it that you prefer to contact DWP [DS INSTRUCTION: INSERT METHOD AT C18]?**

WRITE IN		
DO NOT READ OUT: Don't know	1	

READ OUT TO ALL: DWP are continually looking to improve their service offer for employers.

ASK ALL

C20 **What would be the most useful thing the DWP could do to improve its lines of communication with employers such as your organisation?**

DO NOT READ OUT. PROMPT TO PRECODE. SINGLE CODE.

Having a single telephone number	1	
Direct contact point at a local level	2	
Contact via Jobcentre/local person by email	3	
Having web chats	4	
Other [please specify]	5	

Nothing	7	
Don't know	6	

D Use of UJ and Jobcentre Plus for Recruitment

ASK ALL

D1 **Has this establishment tried to recruit staff in the last 12 months?**

DO NOT READ OUT. SINGLE CODE.

ADD IF NECESSARY: **It does not matter if you ended up recruiting internally or if you were not successful in recruiting.**

Yes – recruited or tried to recruit in last 12 months	1	
No- have not attempted to recruit AT ALL in the last 12 months	2	
Don't know	3	

ASK IF HAVE RECRUITED OR TRIED TO RECRUIT IN LAST 12 MONTHS (D1=1)

D2 **And how many vacancies have you successfully filled?**

INTERVIEWER NOTE: **Probe for best estimate if unsure of exact number**

WRITE IN	
Don't know	1

ALL WHO HAVE RECRUITED OR TRIED TO RECRUIT IN LAST 12 MONTHS (D1=1)

D3 **Have you recruited / tried to recruit for any of the following reasons...?**

READ OUT. MULTICODE.

To permanently replace employees who have left	1	
To temporarily replace employees e.g. maternity cover	2	
To expand / grow the business	3	
To address a skill gap	4	
Other [please specify]	5	
DO NOT READ OUT: Don't know	6	

ALL WHO HAVE RECRUITED OR TRIED TO RECRUIT IN LAST 12 MONTHS (D1=1)

D4 **Has your workplace recruited or tried to recruit new staff in the last 12 months using...?**
 READ OUT. SINGLE CODE FOR EACH.

	YES	NO	DK
The Universal Jobmatch service. IF NECESSARY: This is the DWP's free online job recruitment service which matches jobseekers' CVs and skills to jobs posted by employers online. It was introduced in November 2012.	1	2	3
Jobcentre plus IF NECESSARY: That is not through Universal Jobmatch but using Jobcentre Plus in another way for example posting a jobcard on a notice board or through an Employer Adviser in a Jobcentre Plus office.	1	2	3
Self-service online recruitment sites other than Universal Jobmatch IF NECESSARY: By this we mean recruitment websites where you place vacancies yourself, the matching of candidates takes place on an automated basis and you get in touch with candidates that you are interested in yourself. Examples are monster.co.uk, jobsite.co.uk and gumtree.com	1	2	3
High Street recruitment agencies	1	2	3
National Press	1	2	3
Local Press	1	2	3
Trade press/professional publications	1	2	3
School / college/university job fairs or career services	1	2	3
Word of mouth / personal recommendation	1	2	3
Internal notices	1	2	3
Social media e.g. Facebook, twitter	1	2	3
Own websites	1	2	3
Other methods (please specify)	1	2	3

ASK ALL WHO HAVE NOT USED UJ IN THE LAST 12 MONTHS (D4_A=2 OR 3) OR IF NOT RECRUITED IN LAST 12 MONTHS (D1=2 OR 3)

D4a **Have you ever used Universal Jobmatch?**
 DO NOT READ OUT. SINGLE CODE.

ADD IF NECESSARY: **This is the DWP's free online job recruitment service which matches jobseekers' CVs and skills to jobs posted by employers online. It was introduced in November 2012.**

Yes	1	
No	2	
Don't know	3	

ASK ALL USED UJ IN THE LAST 12 MONTHS AND FILLED 1+ VACANCY (D4_A=1 AND D2=>1)

D5 **How many of the vacancies you have filled in the last 12 months have been through the Universal Jobmatch service?**

INTERVIEWER NOTE: **Probe for best estimate if unsure of exact number**

WRITE IN (ALLOW 0 TO NUMBER GIVEN AT D2)	
Don't know	1

D6 **THERE IS NO D6**

D7 **THERE IS NO D7**

ASK ALL WHO USED UJ IN THE LAST 12 MONTHS (D4_A=1)

D8 **I'd like to ask you about your experiences of using the Universal Jobmatch service over the last 12 months. For the following aspects, can you tell me how satisfied you were with.....? Please give a rating out of 10 where one is extremely dissatisfied and ten is extremely satisfied.**

READ OUT. SINGLE CODE FOR EACH.

	Extremely dissatisfied										Extremely satisfied	DK
... the number of applicants that you have had access to	1	2	3	4	5	6	7	8	9	10	11	
... the attitude of applicants that you have had access to	1	2	3	4	5	6	7	8	9	10	11	
... the skills of applicants that you have had access to	1	2	3	4	5	6	7	8	9	10	11	
...the process of automatically matching jobseekers to your vacancy	1	2	3	4	5	6	7	8	9	10	11	

ASK ALL DISSATISFIED WITH NUMBER OF APPLICANTS (D8_A=1-4)

- D9 **You gave a relatively low rating for the number of applicants, is that because you would have preferred access to more or fewer candidates through Universal Jobmatch?**
DO NOT READ OUT. SINGLE CODE

More	1
Fewer	2
Other (WRITE IN)	3
Don't know	4

ASK ALL USED UJ (D4_A=1 OR D4A=1)

- D10 **When you first used the Universal Jobmatch service, did you have to contact anyone at Jobcentre Plus or the DWP for assistance?**
DO NOT READ OUT. SINGLE CODE

ASK ALL USED UJ (D4_A=1 OR D4A=1)

- D11 **And have you had to contact anyone for help on any subsequent occasions?**
DO NOT READ OUT. SINGLE CODE.

	First occasion	Subsequent occasions
Yes - sought assistance	1	1
No	2	2
Only used the service once	-	3
Don't know	4	4

ASK ALL WHO USED UJ (D4_A=1 OR D4A=1)

- D12 **On any occasions that you have tried to place a vacancy on Universal Jobmatch, have there been any times in which you have been unable to finish the vacancy posting?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF HAVE BEEN UNABLE TO FINISH THE VACANCY POSTING (D12=1)

D13 **Why were you unable to complete the vacancy posting process?**

READ OUT. MULTICODE.

Website crashed/the site was unavailable	1	
Other technical issues	2	
Took too long	3	
Did not have required information to hand	4	
Candidate came in to you	5	
Customer came in to see you	6	
Other [please specify]	7	
DO NOT READ OUT: Don't know	8	

D14 **DELETED**

ASK ALL WHO USED UJ IN THE LAST 12 MONTHS (D4_A=1)

D14d **In the last 12 months, have you noticed the number of jobs on Universal Jobmatch...?**

READ OUT. SINGLE CODE.

Increase	1	
Decrease	2	
Stay the same	3	
DO NOT READ OUT: Don't know	4	

ASK ALL WHO USED UJ (D4_A=1 OR D4A=1)

D15 **Overall, how satisfied were you with the service you received from Universal Jobmatch on the most recent occasion you placed a vacancy with them...? Please give a rating out of 10 where one is extremely dissatisfied and ten is extremely satisfied.**

DO NOT READ OUT. SINGLE CODE.

	Extremely dissatisfied	Extremely satisfied	DK
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	Extremely dissatisfied										Extremely satisfied										DK
Overall satisfaction	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21

ASK ALL WHO USED UJ (D4_A=1 OR D4A=1)

D16 **In what way could the Universal Jobmatch service have been improved?**

WRITE IN		
No improvements necessary	1	
Don't know / cannot think of any improvements	2	

ASK ALL WHO HAVE NOT USED UJ OR UNSURE (D4A=2 OR D4A=3)

D17 **Before I mentioned it, had you heard of Universal Jobmatch?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK ALL WHO HAVE USED JCP (D4_B=1) AND FILLED 1+ VACANCY (D2=>1)

D18 **You mentioned earlier that you [IF D4_A=1 also] used Jobcentre Plus services for recruitment. By Jobcentre Plus services we mean placing of vacancies with local Jobcentre Plus offices. How many vacancies did you successfully fill through Jobcentre Plus over the past 12 months?**

INTERVIEWER NOTE: **Probe for best estimate if unsure of exact number**

WRITE IN (Allow 0) (ALLOW 0 TO NUMBER GIVEN AT D2)

ASK ALL WHO HAVE USED JCP IN LAST 12 MONTHS (D4_B=1)

D19 **Is this the first time you have used Jobcentre Plus services for recruitment?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

D20 **THERE IS NO D20.**

ASK ALL WHO HAVE USED JCP IN LAST 12 MONTHS (D4_B=1)

D21 **I'd like to ask you about your experiences of using Jobcentre Plus services over the past 12 months. For the following aspects, can you tell me how satisfied you were with...? Please give a rating out of 10 where one is extremely dissatisfied and ten is extremely satisfied**

READ OUT. SINGLE CODE FOR EACH.

	Extremely dissatisfied										Extremely satisfied										DK
... the number of applicants that you have had access to	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	11
... the attitude of applicants that you have had access to	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	11
... the skills of applicants that you have had access to	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	11

ASK ALL DISSATISFIED WITH NUMBER OF APPLICANTS (D21_A/1-4)

D21a **You gave a relatively low rating for the number of applicants, is that because you would have preferred access to more or fewer candidates through Jobcentre Plus?**

DO NOT READ OUT. SINGLE CODE.

More	1
Fewer	2
Other (WRITE IN)	3
Don't know	4

ASK ALL WHO HAVE USED JCP IN LAST 12 MONTHS (D4_B=1)

D22 **Overall how satisfied or dissatisfied have you been with the service provided by Jobcentre Plus when recruiting new staff over the last 12 months? Please give a rating out of ten, where one is extremely dissatisfied and ten is extremely satisfied.**

READ OUT. SINGLE CODE.

Extremely dissatisfied										Extremely satisfied										DK
1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	11

ASK ALL WHO HAVE USED JCP IN LAST 12 MONTHS (D4_B=1)

D23 **In what way could Jobcentre Plus' service for placing vacancies have been improved?**

WRITE IN		
No improvements necessary	1	
Don't know / cannot think of any improvements	2	

ASK ALL WHO HAVE USED JCP IN LAST 12 MONTHS (D4_B=1)

D24 **How likely or unlikely are you to recommend JCP services to other businesses if they needed help with recruitment of a vacancy?**

READ OUT. SINGLE CODE.

Very likely	1	
Fairly likely	2	
Neither likely nor unlikely	3	
Fairly unlikely	4	
Very unlikely	5	
DO NOT READ OUT: Don't know	6	

ASK IF USED OTHER ONLINE SITE (D4_C=1) AND FILLED 1+ VACANCY (D2=>1)

D25 **You mentioned earlier that you have used online self-service recruitment sites (IF D4_A=1: other than Universal Jobmatch). How many of the vacancies you have filled in the last 12 months have been through this channel?**

ADD IF NECESSARY: **Please answer for all sites used excluding Universal Jobmatch.**

INTERVIEWER NOTE: **Probe for best estimate if unsure of exact number**

WRITE IN (ALLOW 0 TO NUMBER GIVEN AT C2)

ASK IF USED OTHER ONLINE AND NOT UJ BUT WERE AWARE OF UJ (D4_C=1 AND D17=1)

D26 **Why did you choose to place vacancies with other online self-service recruitment sites rather than Universal Jobmatch?**

DO NOT READ OUT. CODE ALL MENTIONED

Better quality of suitable candidates	1	
Better quantity of candidates	2	

Ease of use	3	
Happy with existing recruitment channels	4	
Other [WRITE IN]	5	
Don't know	6	

ASK ALL

D27 **How likely do you think you will be to use Universal Jobmatch in the future?**

READ OUT. SINGLE CODE.

Very likely	1	
Fairly likely	2	
Neither likely nor unlikely	3	
Fairly unlikely	4	
Very unlikely	5	
Don't know	6	

ASK IF RECRUITED OR TRIED TO RECRUIT IN LAST 12 MONTHS (D1=1)

D28 **There are some groups of people who are more likely to face challenges in finding work or maintaining a regular working rhythm. ADD IF NECESSARY: Not all these people face challenges in all employment contexts but the Government wishes to monitor where the challenges lie.**

I'm now going to read out some examples of these groups. Have you recruited anyone AT THIS SITE in the past 12 months who would fit any of the following descriptions? If you do not know if any of your recruits fall into these groups, please just say so.

READ OUT. SINGLE CODE FOR EACH.

	Yes	No	Don't know
Someone who was previously unemployed for 6 months or more before taking up a position at your company	1	2	3
Someone who is disabled or who has a long-term health condition	1	2	3
Someone who is a single parent	1	2	3
Someone who has children (excluding single parents)	1	2	3
Someone who has a criminal record	1	2	3

Someone who has or has recently had a drug or alcohol addiction	1	2	3
Someone aged 18-24	1	2	3
Someone aged over 50	1	2	3

ASK D29 IN A LOOP WITH D28 FOR EACH TYPE OF RECRUIT TAKEN ON (EACH D28=1).
D29 And did you receive any assistance from Jobcentre Plus or DWP in finding this recruit or ensuring that you met their needs?
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	

ASK D30 IN A LOOP WITH 28 AND D29

ASK IF RECEIVED ASSISTANCE (D29=1)
D30 What help did you receive from Jobcentre Plus?
READ OUT. MULTICODE.

Recruited the candidate through Universal Jobmatch	1	
Recruited the candidate through your local Jobcentre Plus office	2	
Financial support	3	
Non-financial support and advice	4	
Other [please specify]	5	
DO NOT READ OUT: Don't know	6	

D31 DELETED

E Experience of Labour Market and Universal Credit

AWARENESS OF UC

ASK ALL

- E1 **Universal Credit is a new single payment for people who are looking for work or on a low income. It brings together a range of working-age benefits into a single streamlined payment. Are you aware that as part of its programme of welfare reform, the Government has introduced Universal Credit?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

THOSE AWARE OF UC (E1=1)

- E2 **Do you think there are any benefits of Universal Credit to your organisation?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF CAN THINK OF BENEFITS (E2=1)

- E3 **Can you give any examples of these benefits?**

DO NOT READ OUT. PROMPT TO PRECODE. MULTICODE.

More flexible workforce	1	
Increase in number of available job applicants	2	
Better quality in job applications	3	
Wider range of suitability of candidates	4	
Posts being filled more quickly	5	
Better able to adjust business operations to meet changes in market demand	6	
Don't know	7	
Other [SPECIFY]	8	

None – Don't see any benefits	9	
-------------------------------	---	--

IF AWARE OF UC (E1=1)

- E3a **Do you think there have been negative impacts as a result of the Universal Credit?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF CAN THINK OF NEGATIVE IMPACTS (E3A=1)

- E3b **Could you give any examples of these negative impacts?**
DO NOT READ OUT. PROMPT TO PRECODE. MULTICODE.

Increase in 'poor quality' job applications	1	
Increase in token job applications	2	
Increase in extra hours requests	3	
Increase in admin costs	4	
Increase in the volume of payslip queries	5	
Other [SPECIFY]	6	
Don't know	7	

IF AWARE OF UC (E1=1)

- E4 **Has the introduction of Universal Credit impacted on the working patterns that your business offers to your staff?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF UC HAS IMPACTED ON WORKING PATTERNS OFFERED BY BUSINESS (E4=1)

E5 **How has the introduction of Universal Credit impacted on the working patterns that you offer to your staff?**

WRITE IN		
Don't know	1	

IF AWARE OF UC (E1=1)

E6 **Are you aware of any employees in your organisation who are claiming Universal Credit?**

INTERVIEWER NOTE: MAKE IT CLEAR TO EMPLOYERS THAT UC CLAIMANTS ARE NOT OBLIGED TO TELL THEIR EMPLOYER THAT THEY ARE A UC CLAIMANT AND NEITHER WILL DWP ROUTINELY DIVULGE TO THEM WHETHER SOMEONE IS A UC CLAIMANT

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF AWARE OF EMPLOYEES CLAIMING UC (E6=1)

E7 **Thinking about the specific employees in your organisation who are on Universal Credit, has there been an increase in requests from them for?**

READ OUT. SINGLE CODE AT EACH.

	Yes	No	Don't know
Increases in working hours	1	2	3
Increases in pay	1	2	3
Explanations of payslips	1	2	3
Additional training	1	2	3
Skills development	1	2	3
Temporary Work	1	2	3
Help with securing a second job	1	2	3
Information on Universal Credit	1	2	3
Information on childcare	1	2	3
Confirmation that they have asked for more hours or training e.g. Universal Credit claimants may need proof of this as part of their Claimant Commitment.	1	2	3

ASK IN A LOOP WITH E7 WHERE E7=1-10

E8 **Were you able to meet these requests?**

SINGLE CODE AT EACH.

	Yes - In all cases	Yes- In some cases	No - In no cases	Don't know
Increases in working hours	1	2	3	4
Increases in pay	1	2	3	4
Explanations of payslips	1	2	3	4
Additional training	1	2	3	4
Skills development	1	2	3	4
Temporary Work	1	2	3	4
Help with securing a second job	1	2	3	4
Information on Universal Credit	1	2	3	4
Information on childcare	1	2	3	4
Confirmation that they have asked for more hours or training e.g. Universal Credit claimants may need proof of this as part of their Claimant Commitment.	1	2	3	4

ASK IN A LOOP WITH E8 WHERE E8_X= 3

E8a **What was stopping you from being able to meet requests for [INSERT E8 ITERATION]?**

WRITE IN		
Don't know	1	
Refused	2	

ASK IN A LOOP WITH E8 WHERE E8_X=3

E8b **Were any alternative opportunities provided to help meet this request?**

[INSERT E8 ITERATION]

WRITE IN		
No – no alternative opportunities provided	1	
Don't know	2	
Refused	3	

ASK IN A LOOP WITH E8 WHERE E8_X=1 OR 2

E9 **Do you feel that the overall impact was a cost or a benefit to your organisation?**

SINGLE CODE AT EACH.

	Cost	Benefit	Both	Neither	Don't know
Increases in working hours	1	2	5	3	4
Increases in pay	1	2	5	3	4
Explanations of payslips	1	2	5	3	4
Additional training	1	2	5	3	4
Skills development	1	2	5	3	4
Temporary Work	1	2	5	3	4
Help with securing a second job	1	2	5	3	4
Information on Universal Credit	1	2	5	3	4
Information on childcare	1	2	5	3	4
Confirmation that they have asked for more hours or training e.g. Universal Credit claimants may need proof of this as part of their Claimant Commitment.	1	2	5	3	4

ASK IF E1=1

E10 **Have you seen any of the communication products on GOV.UK for employers that explain what Universal Credit means for employers?**

ADD IF NECESSARY: **These products include guides for employers; Frequently Asked Questions, and Youtube videos.**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ALL WHO HAVE SEEN COMMUNICATION PRODUCTS (E10=1)

- E11 **Are these communication products on GOV.UK useful for you as an employer?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	

ASK ALL WHO HAVE SEEN COMMUNICATION PRODUCTS (E10=1)

- E12 **Is there anything you would like to have seen made available for employers or anything you would like to have seen more of?**
DO NOT READ OUT. SINGLE CODE.

Yes [please specify]	1	
No	2	
DO NOT READ OUT: Don't know	5	

IMPACT

THOSE AWARE OF EMPLOYEES CLAIMING UC (E6=1)

- E13 **Would you say the introduction of Universal Credit has had any impact on the costs to your organisation in terms of...?**
READ OUT. PROMPT AS NECESSARY ON SCALE. SINGLE CODE FOR EACH.

	Yes Increase in cost	Yes Decrease in cost	No No impact	Don't know	Not applicable
HR administration costs	1	2	3	4	5
HR administration workload	1	2	3	4	5
Recruitment costs	1	2	3	4	5
Training costs	1	2	3	4	5
Dealing with employee matters	1	2	3	4	5
Providing confirmation paperwork to/for employees	1	2	3	4	5
More information provided to the Government	1	2	3	4	5

ASK IN A LOOP WITH E13 WHERE E13_X=1 OR 2

E14 **Why do you think the introduction of Universal Credit has resulted in** [DS INSTRUCTION: INSERT E25 ANSWER e.g. an increase in HR administration costs]

WRITE IN		
Don't know	1	

THOSE AWARE OF EMPLOYEES CLAIMING UC (E6=1)

E15 **Would you say that the introduction of Universal Credit is having any impact upon the ability of your business to compete in the market?**

INTERVIEWER NOTE: IF RESPONDENT SAYS 'YES' PLEASE CLARIFY WHETHER IT IS A POSITIVE OR NEGATIVE IMPACT.

DO NOT READ OUT. SINGLE CODE.

Yes – positive impact	1	
Yes – negative impact	2	
Yes – both positive and negative impact	3	
No impact to my business	4	
Don't know	5	

IF UC POSITIVELY IMPACTED ON ABILITY TO COMPETE IN THE MARKET (E15=1 OR 3)

E16 **How has the introduction of Universal Credit impacted positively upon the ability of your business to compete in the market?**

DO NOT READ OUT. PROMPT TO PRECODE. MULTICODE.

More people looking for work	1	
Employees wanting to work more hours	2	
Other [please specify]	3	
Don't know	4	

IF UC NEGATIVELY IMPACTED ON ABILITY TO COMPETE IN THE MARKET (E15=2 OR 3)
 E16a **How has the introduction of Universal Credit impacted negatively upon the ability of your business to compete in the market?**

DO NOT READ OUT. PROMPT TO PRECODE. MULTICODE

Administrative burden (e.g. more paper work)	1	
Increase in employee pay	2	
Other [please specify]	3	
Don't know	4	

IF INTRODUCTION OF UC HAS NOT IMPACTED ON ABILITY TO COMPETE IN THE MARKET (E15=4/5)

E17 **Do you think it will have any impact in the future?**

DO NOT READ OUT. PROMPT TO PRECODE. SINGLE CODE.

Yes – positive impact	1	
Yes – negative impact	2	
Yes – both positive and negative impact	3	
No impact to my business	4	
Don't know	5	

ASK IF AWARE OF EMPLOYEES ON UC (E6=1)

E18 **Has the introduction of Universal Credit impacted on the level of interaction you have with government agencies?**

INTERVIEWER NOTE: IF RESPONDENT SAYS 'YES' CLARIFY WHETHER INTERACTION HAS INCREASED OR DECREASED.

DO NOT READ OUT. PROMPT TO PRECODE. SINGLE CODE.

Yes – interaction has increased	1	
Yes – interaction has decreased	2	
No – interaction has stayed the same	3	
DO NOT READ OUT: Don't know	4	

ASK IF AWARE OF UC (E1=1)

- E19 **Have you discussed Universal Credit with other employers outside of your organisation?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF AWARE OF UC (E1=1)

- E20 **Do you think the introduction of Universal Credit will change the working patterns that your business will offer?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

RECRUITING.

ASK ALL

- E21 **Over the last 12 months, have you tried to...?**
READ OUT. SINGLE CODE FOR EACH.

	Yes	No	Don't know
(IF RECRUITED D1=1) Find people prepared to take on short-term or casual work	1	2	3
(IF RECRUITED D1=1) Fill posts that would involve working fewer than 16 hours per week	1	2	3
(IF RECRUITED D1=1) Fill posts for 'longer' part time working involving 16 to 30 hours per week	1	2	3
(IF RECRUITED D1=1) Fill posts that involve working more than 30 hours per week	1	2	3
(IF RECRUITED D1=1) Find people prepared to take on jobs on zero hours contracts	1	2	3
Encourage existing staff to take on more hours as an alternative to external recruitment	1	2	3
Encourage existing staff to undertake training or develop new skills as an alternative to external recruitment	1	2	3

ASK IF USED ANY OF STRATEGIES AT E21 (ANY OF E21=1) ASK IN A LOOP WITH E21
E22 And over the last 12 months, were you able to?
DO NOT READ OUT. PROMPT TO PRECODE. SINGLE CODE FOR EACH.

	Yes In all cases	Yes In some cases	No In no cases	DO NOT READ OUT: Don't know
Find people prepared to take on short-term or casual work	1	2	3	4
Fill posts that would involve working fewer than 16 hours per week	1	2	3	4
Fill posts for 'longer' part time working involving 16 to 30 hours per week	1	2	3	4
Fill posts that involve working more than 30 hours per week	1	2	3	4
Find people prepared to take on jobs on zero hours contracts	1	2	3	4
Encourage existing staff to take on more hours as an alternative to external recruitment	1	2	3	4
Encourage existing staff to undertake training or develop new skills as an alternative to external recruitment	1	2	3	4

READ OUT TO ALL: I'm now going to ask you some questions about any contact you may have had with potential recruits in the last 6 months.

ASK ALL

E23 **Have you experienced an increase or decrease in enquiries from potential recruits for the following?**

READ OUT. SINGLE CODE FOR EACH.

	Increase	Decrease	No change	Don't know
Temporary vacancies	1	2	3	4
Short term hours	1	2	3	4
Full time working	1	2	3	4
Wanting to work with you as a second job	1	2	3	4
Wanting you to provide evidence that they have enquired about a job	1	2	3	4

IF AWARE OF UC (E1=1)

E24 **Have you encountered any concerns from potential recruits about the impact accepting a position may have on their Universal Credit entitlement? Has this come up..?**

READ OUT. SINGLE CODE.

Never	1	
Once or twice	2	
On several occasions	3	
Frequently	4	
Don't know	5	

ASK IF CONCERNS HAVE COME UP (E24=2-4)

E25 **And when this came up did you?**

READ OUT. SINGLE CODE.

Have the knowledge internally to provide information or reassurance to the candidate[s]	1	
Seek outside help on how to handle these queries and then pass this on to the candidate [s]	2	
Not discuss the issue with the candidate[s] at all	3	
Don't know	4	

ASK IF AWARE IF UC (E1=1)

E25b **Do you anticipate any of the following changes to your workforce structure plans due to Universal Credit moving forward?**

READ OUT. MULTICODE.

Offering longer PT hours	1	
More full-time contracts	2	
More flexible recruitment	3	
More progression/further training	4	
Anything else [Please specify]	5	
DO NOT READ OUT. Don't know	6	

E26 **DELETED**

E27 **THERE IS NO E27.**

E28 **DELETED**

E29 **DELETED**

E30 **THERE IS NO E30.**

E31 **DELETED**

E32 **DELETED**

F Experience of DWP/JCP Recruitment Initiatives

ASK ALL

- F1 **In the past 12 months, have you through the DWP or Jobcentre Plus...?**
READ OUT. SINGLE CODE FOR EACH.

ROTATE ORDER	Yes	No	DK
Received a payment or subsidy for recruiting an 18-24 year old who had previously been unemployed DO NOT READ OUT: YOUTH CONTRACT	1	2	3
'Tested' how well an individual would fit into your workplace through a Work Trial DO NOT READ OUT: WORK TRIALS	1	2	3
Provided a period of work experience to an individual who was unemployed DO NOT READ OUT: WORK EXPERIENCE	1	2	3
Worked with DWP or JCP on designing pre-employment training for individuals who are unemployed but looking to enter work in your sector. These might have been called [IF ENGLAND OR SCOTLAND: sector based work academies; IF WALES: Routeways to Work]	1	2	3
Received a payment or subsidy for recruiting a young disabled person with complex support needs. DO NOT READ OUT: WORK CHOICE	1	2	3

ASK IN A LOOP WITH F1 WHERE F1_X=1

- F2 **How did you get involved with it?**

ADD IF NECESSARY: I am referring to [INSERT F1 ANSWER]?

READ OUT. MULTICODE.

DWP or Jobcentre Plus proactively contacted your workplace about it	1
A local organisation working with the unemployed proactively got in touch about it	2
Your workplace contacted the DWP or Jobcentre Plus about it	3
Other [WRITE IN]	4
DO NOT READ OUT: Don't know	5

ASK IN A LOOP WITH F1 WHERE F1_X=1

- F3 **Overall, how satisfied are you with the involvement of DWP or Jobcentre Plus in this?**
Please use a scale of 1 to 10 where 1 is extremely dissatisfied and 10 is extremely satisfied. Please think only about when you used the service in the last 12 months.

DO NOT READ OUT. SINGLE CODE.

Extremely dissatisfied	Extremely satisfied	DK
------------------------	---------------------	----

Extremely dissatisfied										Extremely satisfied	DK
1	2	3	4	5	6	7	8	9	10	11	

F4 **THERE IS NO F4.**

F5 **THERE IS NO F5.**

F6 **THERE IS NO F6.**

G DWP Assistance with Workforce Management

ASK ALL

- G1 **In the last 12 months, have you had any of your employees or any potential recruits approach you with requests for support around accommodating complex needs such as...?**

READ OUT. SINGLE CODE AT EACH.

ROTATE.	Yes	No	Don't know
Caring responsibilities other than childcare	1	2	3
Childcare responsibilities and other facilities	1	2	3
Disability or long term health conditions	1	2	3
Debt problems	1	2	3
Addiction problems	1	2	3
Changing work patterns in the run up to retirement	1	2	3
Other complex needs [please specify]	1	2	3

ASK IN A LOOP WITH G1 WHERE G1_X=1

- G1a **Were you able to meet these requests?**

SINGLE CODE AT EACH.

	Yes - In all cases	Yes- In some cases	No - In no cases	Don't know
Caring responsibilities other than childcare	1	2	3	4
Childcare responsibilities and other facilities	1	2	3	4
Disability or long term health conditions	1	2	3	4
Debt problems	1	2	3	4
Addiction problems	1	2	3	4
Changing work patterns in the run up to retirement	1	2	3	4
Other complex needs [please specify]	1	2	3	4

G2 **THERE IS NO G2.**

G3 **THERE IS NO G3.**

G4 **THERE IS NO G4.**

G5 **THERE IS NO G5.**

H Child Maintenance

READ OUT TO ALL: Deduction from Earnings Order (DEO) is a way of collecting child maintenance payments direct from a person’s earnings. Under a DEO, an employer takes regular child maintenance payments direct from their employee’s earnings. This is paid to the Child Support Agency or Child Maintenance Scheme, who then transfer the payments to the parent or other person with the main day-to-day care of the child, and this can either be voluntary or enforced.

ASK ALL

H1 Do you currently have any employees who pay their Child maintenance through a DEO to either the Child Support Agency [CSA] or the Child Maintenance Scheme [CMS?]
DO NOT READ OUT. SINGLE CODE.

Yes CSA	1	
Yes CMS	2	
No	3	
Don't know	4	

H2 THERE IS NO H2.

ASK IF HAVE EMPLOYEES WHO PAY THEIR CHILD MAINTENANCE THROUGH DEO (H1=1 OR 2)

H3 Are you using the Employer Self Service portal to process your DEOs online?
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF NOT USING EMPLOYER SELF SERVICE PORTAL (H3=2)

H4 **Can I ask why you are not using the Employer Self Service portal to process your DEOs?**
READ OUT. MULTICODE.

I'm happy with my usual method of processing DEOs	1	
It's too time consuming to use the portal	2	
I don't have access to the internet	3	
I don't know how to use it	4	
I didn't know about it	5	
DO NOT READ OUT: Don't know	6	

ASK IF PAY DEOS (H1=1 OR 2)

H5 **Did you find the Welcome Pack about paying DEOs useful?**
INTERVIEWER NOTE: WHEN AN EMPLOYER IS SET UP FOR THE FIRST TIME WITH A DEDUCTIONS ORDER FOR THE CHILD MAINTENANCE SERVICE, A WELCOME PACK IS ISSUED IN THE POST

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Did not receive Welcome Pack	3	
Don't know	4	

IF DID NOT FIND WELCOME PACK USEFUL (H5=2)

H6 **Can I ask why you do not find the Welcome Pack useful?**

DO NOT READ OUT. PROMPT TO PRECODE. MULTICODE.

Too much information	1	
I use the Self-Service Portal	2	
I can never find the information I require	3	
Did not read the welcome pack	4	
Other (please specify)	5	
DO NOT READ OUT: Don't know	6	

ASK IF PAY DEOS (H1=1 OR 2)

H7 **Have you had any contact with the employment payment team?**
DO NOT READ OUT. SINGLE CODE.

ADD IF NECESSARY: The Employer Payment Team is the one stop shop for all employer related activity, they act as the single point of contact for our employers when administrating DEOs, dealing with any queries from employers about child maintenance.

Yes	1	
No	2	
Don't know	3	

ASK IF HAVE CONTACT WITH EMPLOYMENT PAYMENT TEAM (H7/1)

H8 **Overall, how satisfied are you with the explanations and instructions provided by the employment payment team? Please use a scale of 1 to 10 where 1 is extremely dissatisfied and 10 is extremely satisfied. Please think only about when you used the service in the last 12 months.**
DO NOT READ OUT. SINGLE CODE.

Extremely dissatisfied										Extremely satisfied										DK
1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	11

I Fit for work

11 **DELETED**
 12 **DELETED**

13 **THERE IS NO I3.**
 13a **DELETED**
 14 **DELETED**
 15 **THERE IS NO I5.**
 16 **DELETED**

ASK ALL

17 **Do you have your own in-house or contracted occupational health service?**
DO NOT READ OUT. SINGLE CODE.

Yes – in house occupational health service	1	
Yes – contracted occupational health service	2	
Yes – both in house and contracted occupational health service	3	
No	4	
Don't know	5	

ASK ALL

18 **Are you aware of...?**
READ OUT. SINGLE CODE AT EACH

	YES	NO	DON'T KNOW
_1 The Fit Note <i>INTERVIEWER NOTE: A FIT NOTE IS ISSUED BY A DOCTOR TO PROVIDE EVIDENCE OF THE ADVICE THEY HAVE GIVEN ABOUT A PERSON'S FITNESS FOR WORK.</i>	1	2	3
_2 Fit for Work <i>INTERVIEWER NOTE: THIS SERVICE WAS DISCONTINUED ON 15TH DECEMBER 2017; ADVICE AND GUIDANCE IS STILL AVAILABLE FROM FITFORWORK.ORG.</i>	1	2	3

- 19 ASK IF AWARE OF FIT NOTES (I8_1=1)
As part of your HR policy do you require a fit note to certify sickness absence lasting for more than 7 days?
 DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

- 110 ASK IF USE FIT NOTE TO CERTIFY SICK LEAVE (I9=1)
How do you use the advice on the fit note?
 DO NOT READ OUT. PROMPT TO PRECODE. MULTICODE.

As medical evidence for sick pay	1	
To make adjustments to support employee's return to work	2	
As guidance for an employee's return to work	3	
Other (please specify)	4	
Don't know	5	

- 111 ASK IF USE FIT NOTE TO CERTIFY SICK LEAVE (I9=1)
How useful do you find the advice about workplace reasonable adjustments on the fit note?
Please use a scale of 1 to 10 where 1 is not at all useful and 10 is very useful.
 DO NOT READ OUT. SINGLE CODE.

Not at all useful									Very useful		DK
1	2	3	4	5	6	7	8	9	10	11	

- 112 ASK IF AWARE OF FIT FOR WORK (I8_2=1)
Have you referred an employee to the Fit for Work assessment service within the last 18 months?
 DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF NOT REFERRED AN EMPLOYEE TO FIT FOR WORK (I12=2)

113 **Why have you not used the Fit for Work assessment service?**

DO NOT READ OUT. PROMPT TO PRECODE. MULTICODE.

Have our own in-house or contracted occupational health service	1	
Haven't had an employee who needed an occupational health assessment	2	
Didn't want to wait 4 weeks to refer	3	
Referral process was too difficult	4	
Didn't think it would be helpful	5	
Other (please specify)	6	
Don't know	7	

ASK IF HAVE OH SERVICE AND USED FFW SERVICE (I7=1 & I12=1)

114 **You said that you have your own in-house or contracted occupational health service.**

Which of the following are reasons why you used Fit for Work instead or in addition to your own in-house service...?

READ OUT. MULTI CODE.

It offered a more enhanced service than our in house occupational health service	1	
To verify impartially the approach that was already taken in-house	2	
It was a free service	3	
In house service only allows referrals at later stage	4	
The employee didn't want to use the in-house service	5	
Another reason (please specify)	6	
DO NOT READ OUT: Don't know	7	

J Older workers

READ OUT TO ALL: The UK has an ageing society. This demographic shift has also resulted in an ageing workforce, meaning that older workers are an increasingly important part of the labour market. Your responses to the following questions are extremely valuable to the DWP and we would like to remind you that they are completely anonymous and will not be linked to your organisation in any way.

ASK IF EMPLOY OVER 50 (B9=1)

J1 **What do you perceive to be the main benefits of having workers aged over 50 in your organisation?**

DO NOT READ OUT. MULTICODE.

The reliability of older workers	1	
The punctuality of older workers	2	
The experience of older workers	3	
Older workers mentor/provide on-job training to new workers	4	
Loyalty to the company	5	
Good customer service skills	6	
Good communication skills	7	
Good job specific skills	8	
Motivation/self-motivation of older workers	9	
Ability of older workers to cope with stress	10	
Older workers tend to be more even-tempered	11	
Productivity of older workers	12	
Other [please specify]	13	
No particular benefits	14	
DO NOT READ OUT: Don't know	15	

ASK IF EMPLOY OVER 50 (B9=1)

J2 **What, if any, do you perceive to be the main challenges of having workers aged over 50 in your organisation?**

DO NOT READ OUT. MULTICODE.

Out of date skills and qualifications	1	
Older workers are slow to learn new skills/tasks	2	
Older workers are stuck in their ways	3	
Older workers might retire soon/succession planning problems	4	
It is more difficult to manage older workers	5	
Accommodating caring responsibilities of older workers	6	
Accommodating flexible working requests from older workers	7	
Difficulty with physical aspects of the job	8	
Difficulty with cognitive aspects of the job	9	
Motivation of older workers	10	
Health related absence	11	
Productivity of older workers	12	
Other (please specify)	13	
No particular challenges	14	
Don't know	15	

ASK ALL

J3 **Do you currently monitor the age of candidates during recruitment?**

DO NOT READ OUT. SINGLE CODE.

READ OUT IF NECESSARY: AGE IS A PROTECTED CHARACTERISTIC JUST AS GENDER, SEXUAL ORIENTATION, RACE ETC THEREFORE IN ORDER TO PROVE THERE'S NO DISCRIMINATION IT IS GOOD PRACTICE TO MONITOR EACH STAGE OF RECRUITMENT PROCESS WHERE POSSIBLE; EVEN THOUGH THIS INFORMATION CAN NOT BE TAKEN INTO ACCOUNT WHEN DECIDING WHETHER OR NOT TO RECRUIT SOMEONE

Yes	1	
No	2	
Don't know	3	

J4 **THERE IS NO QUESTION J4**

ASK ALL

J4a **DWP are interested in what flexible or alternative working arrangements are available to help employees – who are approaching or considering retirement – to stay in work longer. So, which, if any, of the following do you offer to employees approaching or considering retirement? Do you offer the...?**

READ OUT. SINGLE CODE PER ROW.

ADD IF NECESSARY: BY 'APPROACHING AND CONSIDERING RETIREMENT' WE ARE REFERRING TO EMPLOYEES OVER 50 UP TO AND BEYOND NORMAL RETIREMENT AGE.

	Yes	No	DO NOT READ OUT: Would offer on a case-by-case basis	DO NOT READ OUT: Don't know
Opportunity to take a long break, such as a few months off, but then having the chance to come back to their job	1	2	3	4
Opportunity to retrain for a new role	1	2	3	4
Opportunity to take on a less demanding role	1	2	3	4
Opportunity to gradually reduce working hours	1	2	3	4

Opportunity for family or caring leave	1	2	3	4
Working from home	1	2	3	4
Flexitime	1	2	3	4

J5 ASK IF DON'T OFFER ANY OF THE MEASURES AT J4A (ALL ITERATIONS AT J4A=2 OR 4)
Is there anything in particular stopping you from having any of these policies in place to support later life working?

DO NOT READ OUT. PROMPT AS NECESSARY. MULTICODE.

Too costly	1	
Employees do not want to work longer	2	
There are not any benefits to our business	3	
We are concerned about the ability of older employees to continue working	4	
It is managed by line managers on a case-by-case basis	5	
Other (please specify)	6	
DO NOT READ OUT: Don't know	7	

J6 ASK ALL
Which, if any of the following, do you offer employees in general, regardless of their age?

READ OUT. SINGLE CODE PER ROW.

	Yes	No	DO NOT READ OUT: Would offer on a case-by-case basis	DO NOT READ OUT: Don't know
Opportunity to take a long break, such as a few months off, but then having the chance to come back to their job	1	2	3	4
Opportunity to retrain for a new role	1	2	3	4
Opportunity to take on a less demanding role	1	2	3	4
Opportunity to gradually reduce working hours	1	2	3	4

Opportunity for family or caring leave	1	2	3	4
Working from home	1	2	3	4
Flexitime	1	2	3	4

ASK ALL
 J6a **In the last 12 months, have you employed any carers in your organisation?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK ALL
 J7 **Do you offer any of the following working arrangements for carers in order to keep them in employment?**

READ OUT. MULTICODE.

The opportunity to take a long break, such as a few months off, but then having the chance to come back to their job	1	
The opportunity to retrain for a new role	2	
The opportunity to take on a less demanding role	3	
The opportunity to gradually reduce working hours	4	
The opportunity for family or caring leave	5	
Working from home	6	
Flexi – time	7	
Anything else (please specify)	8	
DO NOT READ OUT: Don't know	9	
DO NOT READ OUT: No – don't offer different working arrangements for carers	10	
DO NOT READ OUT: Do not employ any carers	11	

READ OUT TO ALL: I'd now like to ask you a quick question about pension matters.

ASK ALL

J8 **In the past 12 months, has this establishment...?**

READ OUT. SINGLE CODE FOR EACH.

	Yes	No	DK
Sought information on how to provide a workplace pension to employees	1	2	3
Sought information on the introduction of automatic enrolment ADD IF NECESSARY: <i>Workplace pension reforms started in 2012 and are happening in stages until 2018. This means that all employers will have to automatically enrol all eligible workers into a qualifying pension scheme. Eligible workers are those aged at least 22 and under state pension age and earning over £10,000 per year. Workers will have to opt out of the scheme if they want to and employers will have to make a minimum contribution into the scheme</i>	1	2	3
Provided information to workers about workplace pensions	1	2	3
Provided information to workers about the new flexibilities when drawing a pension	1	2	3

K Disadvantage Groups/ Disability

READ OUT TO ALL: Disadvantaged groups include homeless people, ex-offenders, people with drug/alcohol issues, people struggling with debt, those identified as being in Entrenched Worklessness [claiming out of work benefits for 3 out of 4 years], complex jobseekers, care leavers.

Some job seekers could have multiple barriers, and some could have former or historical issues such as a history of offending in the past that is still on record.

Your responses to the following questions are extremely valuable to the DWP and we would like to remind you that they are completely anonymous and will not be linked to your organisation in any way.

ASK ALL

K1 **Do you currently employ anybody considered to be from a ‘disadvantaged’ group?**
DO NOT READ OUT. SINGLE CODE.

INTERVIEWER NOTE: IF AN EMPLOYEE MEETS ONE OR MORE OF THESE CRITERIA – CODE AS ‘YES’.

REASSURANCE IF NEEDED: We understand it is not always possible to employ people who fall under these categories due the nature of some businesses.

Yes	1	
No	2	
Unable to employ people from these groups due to the nature of the business	3	
Don't know	4	

ASK THOSE WHO DO NOT EMPLOY PEOPLE FROM DISADVANTAGED GROUPS (K1=2)
 K2 **If you were recruiting, would any of the following help or encourage you to consider employing people considered to be from a 'disadvantaged' group?**
 READ OUT. MULTICODE.

Better understanding of the 'benefits' of employing people from this group	1	
Information on how to reach/engage with people from this group	2	
Hearing from other organisations who already employ people from this group	3	
Support from Jobcentre Plus for you as an employer	4	
In work support provided by the Jobcentre to the employee	5	
Mentoring support for individuals provided externally	6	
Buddying support from another company with a history of employing individuals with complex barriers	7	
Positive promotion of your company	8	
DO NOT READ OUT: None of the above	9	

READ OUT TO ALL: **Through the Disability Confident Campaign, the government is working with employers to remove barriers, increase understanding and ensure that disabled people have the opportunities to fulfil their potential and realise their aspirations. The campaign was launched in July 2013.**

ASK ALL
 K3 **Are you aware of the Disability Confident campaign?**
 DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

THOSE AWARE OF THE DISABILITY CONFIDENT CAMPAIGN (K3=1)

K4 **Has the Disability Confident campaign helped you to be more or less confident in recruiting disabled people?**

DO NOT READ OUT. SINGLE CODE.

More confident	1	
Less confident	2	
Not recruited since becoming aware of the campaign	3	
Don't know	4	

THOSE AWARE OF THE DISABILITY CONFIDENT CAMPAIGN (K3=1)

K5 **Has the Disability Confident campaign helped you to be more or less confident in supporting disabled people in work?**

DO NOT READ OUT. SINGLE CODE.

More confident	1	
Less confident	2	
Not recruited since becoming aware of the campaign	3	
Don't know	4	

ASK ALL

K6 **Were you aware before today that the DWP can provide employers with support through the Access to Work scheme?**

DO NOT READ OUT. SINGLE CODE.

ADD IF NECESSARY: The Access to work scheme aims to meet the costs involved in adjusting your workplace to enable the participation of an employee with a disability or long-term health condition, including mental health conditions

Yes	1	
No	2	
Don't know	3	

ASK ALL

K7 **Have you or your employee, through DWP, received support through the Access to Work scheme?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

L Mental Health

READ OUT TO ALL: DWP is interested in how employers manage the mental health of employees in their organisation. In this next section, mental health refers to a range of conditions such as depression, anxiety, stress, psychosis or schizophrenia.

ASK ALL

- L1A Does your company have policies/systems in place to support people with the following mental health conditions?**

READ OUT. SINGLE CODE FOR EACH.

	Yes	No	Don't know
Common mental health conditions [e.g. anxiety, depression]	1	2	3
Psychoses [e.g. schizophrenia, personality disorder]	1	2	3

ASK ALL

- L1 Which, if any of the below, do you offer to employees with a mental health condition? Please say yes or no to each statement. Do you offer...?**

READ OUT. SINGLE CODE FOR EACH.

	Yes	No	Don't know
Access to independent counselling or advice such as through the Employee Assistance Programme	1	2	3
Stress management training. ADD IF NECESSARY: Stress management training might include resilience training, stress recognition or techniques on how to manage stress	1	2	3
Access to mentoring	1	2	3
To change the type of task they have to do to relieve stress/pressure where appropriate	1	2	3
To change their working pattern – e.g. days of the week, start & finish times, working from home	1	2	3
To give permission to take time off at short notice for example to go to medical/therapy appointments	1	2	3
Adjustments through Access to Work	1	2	3
Other [please specify]	1	2	3

ASK ALL

L2 **Do you have a system in place for assessing and monitoring the mental wellbeing of employees?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

L3 **THERE IS NO L3.**

L4 **DELETED**

L5 **THERE IS NO L6.**

ASK ALL

L6 **To what degree do you as an employer agree with the following statements?**

READ OUT. SINGLE CODE FOR EACH.

	Agree strongly	Tend to agree	Neither agree nor disagree	Tend to disagree	Disagree strongly	DK
People with a mental health condition are as productive as everyone else	1	2	3	4	5	6
People with a mental health condition are harder to make adjustments for than those with physical health problems.	1	2	3	4	5	6
Having a mental health condition does not make a difference when considering an employee for promotion	1	2	3	4	5	6
Having a mental health condition does not make a difference when hiring a new person	1	2	3	4	5	6

M Section deleted

N SECTION DELETED

O THANK AND CLOSE

ASK ALL

- O1A **That is the end of my questions. Thank you very much for your time. Before we finish, do you have any additional comments about the topics discussed in the survey or any other employer issues?**

WRITE IN		
No further comments	1	

ASK ALL

- O1 **If we have any queries about any of your responses that arise during the analysis process, would it be OK to get back in touch with you about them?**
DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2
Don't know	3

ASK ALL

- O2 **And would it be OK for the DWP or agencies that it is working with to get in touch if they are conducting any other related research?**
DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2
Don't know	3

ASK THOSE WILLING (O1=1 OR O2=1)

- O3 **And is [insert number on sample] the best number for us to reach you on?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No – Write in new number	2	

RECORD RESPONDENT NAME AND JOB TITLE AND CHECK COMPANY NAME.

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

Reassurance letter;



Dear Sir/Madam,

DWP Employer Engagement Survey

I understand you were recently contacted by a representative of IFF Research about a research survey for the Department of Work and Pensions (DWP). I am writing to provide some background to the research.

DWP have commissioned IFF Research to conduct a survey of employers to understand employers' recruitment practices, views on key policy areas and experiences of using DWP services. This will enable the Government to meet the needs of employers better. It does not matter if you have had no dealings with DWP – your input will still be very valuable. The interview will take around 25 minutes.

IFF Research is an independent research company, operating under the Code of Conduct of the Market Research Society. Participation in this research is voluntary and 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 or your organisation.

You can call the Market Research Society, free of charge, on 0800 975 9596 to confirm IFF's credentials. If you would like to know more about the survey, you can call [REDACTED] or [REDACTED] at IFF Research on [REDACTED], or email [REDACTED] or [REDACTED].

If you would like to verify that DWP has commissioned the research, please call me, [REDACTED], on [REDACTED], or email me at [REDACTED].

Your contribution will provide valuable information that will help us to review our services. Thank you in advance for taking part.

Yours faithfully

[REDACTED]