

SYSTEM INFORMATION:

Date:

Time interview started:

Introduction

Good morning/afternoon/evening. My name is from Accent and I am carrying out research for the Work and Health Unit, a joint unit of the Department for Work and Pensions and the Department of Health and Social Care. The purpose of this project is to develop an understanding of the current health and wellbeing provision that you have in place for your staff, and to explore your thoughts on some schemes that the government might consider putting in place to help SMEs in this area in the future. INTERVIEWERS IF NEEDED EXPLAIN. Examples of health and wellbeing provision would be things like help with managing stress, encouraging healthy eating, free or subsidised health services etc.

Please may I speak to the person who makes decisions about employee benefits or employee health and wellbeing?

This is a *bona fide* market research exercise. It is being conducted under the Market Research Society Code of Conduct which means that any answers you give will be treated in confidence. This call may be recorded for quality control purposes.

Can I just ask you a couple of questions to check that you are eligible to take part in this research?

NOTE TO INTERVIEWER: SAMPLE SOURCE IS PURCHASED SAMPLE

INTCHECK. **INTERVIEWER:** PLEASE CONFIRM YOU HAVE ADVISED THE PARTICIPANT OF:

MRS Code of Conduct
Calls being recorded

INTCHECK2. **INTERVIEWER:** PLEASE CONFIRM YOU HAVE ASKED AND CHECKED THAT THE PARTICIPANT IS **NOT** TAKING THE INTERVIEW ON A MOBILE DEVICE AND/OR WHILE DRIVING OR OPERATING EQUIPMENT

Yes, it is safe for the participant to proceed
No, it isn't safe – we need to call back later **GO TO APPT SCREEN**

Scoping questions

For the purposes of administering the questionnaire and for analysis, we may collect demographic information. You do not have to answer any questions that you do not wish to and if you do you can withdraw your consent for us to process this information at any time. Any personal data collected over the course of this interview will be held securely and will not be shared with any third party unless you give permission (or unless we are legally required to do so). If you would like to see our privacy statement regarding this research, I can email it to you now.

Do you agree to proceeding with the interview on this basis?

Send privacy statement
Yes
No **THANK AND CLOSE**

Q1a. Could I just check what part of the UK you are based in?

- North East
- North West
- Yorkshire and The Humber
- East Midlands
- West Midlands
- East of England
- London
- South East
- South West
- Wales
- Scotland

Q1. Question removed

Q2. Including yourself, how many employees do you have on the payroll? Please include both full-time and part-time permanent employees. Please do not include contractors or agency staff or other temporary staff. **IF NECESSARY EXPLAIN:** Permanent employees have an indefinite contract whereby they are employed by the company until such time as the employer or the employee no longer wish to work there.

Number:.....
Don't know

IF DON'T KNOW, ASK FOR AN ESTIMATE. IF NO ESTIMATE, ASK FOR A REFERRAL TO COLLEAGUE – OTHERWISE THANK & CLOSE

IF <10 OR >250 **THANK & CLOSE**

Q3. Question removed

Q4. How would you describe your role in the business?

- Owner/Director/MD
- Company secretary
- Senior management
- HR manager
- Office manager
- Occupational health therapist/wellbeing professional
- Other (please specify)

Q5. How would you define the industry grouping your business operates in?

Agriculture, forestry and fishing
Mining and quarrying, Utilities; Waste Management and Remediation Activities
Manufacturing
Construction
Wholesale and retail trade; repair of motor vehicles and motorcycles
Transportation and storage
Accommodation and food service activities
Information and communication
Financial and insurance activities
Real estate activities
Professional, scientific and technical activities
Administrative and support service activities
Public administration and defence; compulsory social security
Education
Human health and social work activities
Arts, entertainment and recreation
Other service activities
Other - please specify _____

Q6. Which of the following best describes your company?

READ OUT.

Mainly seeking to make a profit (i.e. private sector)
A charity or voluntary sector organisation or a social enterprise
A local – government financed body
A central government financed body
Other, please specify _____

DO NOT READ OUT.

Private – Public Partnership (PPP)
Don't know

INTERVIEWER NOTE: IF CODE 1, USE “business” THROUGHOUT REST OF INTERVIEW. CODES 2-7: USE “organisation”

RECRUITMENT Thank you, I can confirm you are in scope for the survey. As I mentioned, we are carrying out an important research study for the Work and Health Unit, part of the Department for Work and Pensions and Department of Health and Social Care. I would be very grateful if you could spare another 20 minutes – either now or at a more convenient time – to run through some questions with me. You do not have to answer questions you do not wish to and you can terminate the interview at any point.

You do need to have some materials in front of you which I can either email to you now and we can carry on or I can email or post them to you and we can make an arrangement to talk at a convenient time for you.

INTERVIEWER: Completing the interview in real time must be your preferred option at all times.

email, now **SEND EMAIL THEN PROCEED**
cannot continue with interview now **SEND EMAIL THEN RECORD APPOINTMENT ON NEXT SCREEN**
do not have access to email **BRING UP APPOINTMENT/ADDRESS BOX**

no **ATTEMPT TO REASSURE & PERSUADE; IF STILL NO, THANK & CLOSE**
 continue without sending email (practice/design/completes)

Date: Time:

Name:

Address:

Email Address:

Tel No.....

Main Questionnaire

Can I check that you have your materials ready to refer to? These will have either been sent in the post or by email.

Yes, have materials– **PROCEED**

No – **GO TO APPOINTMENTS SCREEN AND RE-SCHEDULE, RE-SENDING MATERIALS**

Q7. Thinking about your employees, which of these best describes where they work?

Employees work entirely at your business/organisation’s premises

Employees mostly work from your business/organisation’s premises, but occasionally travel or work from home

Employees are based at your premises, and frequently travel or work from home

Employees mostly work offsite

Other – please specify _____

Q8. I am going to read out three types of occupation which is shown on Showcard 1:

1) Managers and professionals,

2) Technicians or skilled trades,

3) Low or unskilled occupations.

Please tell me how many of your employees are in each of these groups.

INTERVIEWER NOTE: READ OUT IF NECESSARY. PROMPT WITH EXAMPLES IF REQUIRED.

DP CHECK THAT TOTAL SUMS TO TOTAL STATED IN Q2, DP CONVERT TO PERCENTAGE IN RAW DATA/TABLES

DP: INCLUDE CALCULATOR SO THAT IT TOTALS AS THE THREE NUMBERS ARE ADDED

	INTERVIEWER PROMPTS	TYPE IN NUMBER OF EMPLOYEES
1. Managers or professionals	<p>Managers include directors and managers of internal departments/sections.</p> <p>Professional occupations usually require a degree or equivalent formal qualification:</p> <p>Includes:</p> <ul style="list-style-type: none"> • Programmers, software development and IT professionals • Accountants, solicitors, lawyers • Economists, financial project managers • Journalists, newspaper editors • Engineering professionals • Doctors, nurses, midwives, social workers 	

	INTERVIEWER PROMPTS	TYPE IN NUMBER OF EMPLOYEES
2. Technicians or skilled trades. These occupations require a substantial period of full-time training or further study.	Technicians include: <ul style="list-style-type: none"> • Graphic designers, photographers, writers • Estate agents, auctioneers • IT / science / engineering / lab technicians Skilled trades include: <ul style="list-style-type: none"> • Electricians, plumbers • Butchers, bakers, fishmongers • Vehicle technicians, mechanics & electricians • IT engineers • Florists • Chefs 	
3. Semi-and unskilled occupations. These include occupations that involve mostly routine tasks. Most do not require formal educational qualifications.	Include: <ul style="list-style-type: none"> • General admin/secretarial work • Sales and customer service • Caring work (nursery, ambulance staff, healthcare assistants) • Drivers/machine operators • Cleaners, packers, farm workers, postal workers • Hairdressers 	
Don't know		
Refused		

Q9. How many of your employees have a disability or a long-term health condition? INTERVIEWER EXPLAIN IF REQUIRED: This includes any physical or mental **impairment** that has a 'substantial' and 'long-term' negative effect on the employee's ability to do normal daily activities.

Enter number:.....
Don't know

Q10. Question removed

Q11. Which, if any, of the following does your business/organisation offer your employees? Please look at Showcard 2.

READ OUT. MULTICODE.

Flexible working regularly used by employees (e.g. working from home, term time working, compressed week, taking time off in lieu)

Employer contribution to employee pensions (above statutory requirements of 3% contribution)

More than 20 days paid annual leave (in addition to bank holidays)

Enhanced maternity and paternity pay above statutory levels (**EXPLAIN IF NECESSARY:** weekly rate for first six weeks is 90% of the employee's average weekly earnings, weekly rate for remaining weeks of 52 weeks is £140.98 or 90% of the employee's average weekly earnings, whichever is lower)

Occupational sick pay scheme, i.e. provide a contractual sick pay that is more generous than the statutory minimum (Statutory Sick Pay is £92.05 per week for up to 28 weeks)

None of these

Don't know

Current health and wellbeing provision

Q12. Question removed

Q13. We want to ask what you currently do to help your employees to protect or improve their health and wellbeing. Please look at Showcard 3. **Firstly thinking about support schemes, which are open to all your employees.** These could be schemes to improve the awareness of health risks in the organisation; schemes to help prevent, identify or manage common health risks; or things which generally aim to improve the health and wellbeing of your workforce, such as bicycle storage or shower facilities.

EXPLAIN IF NECESSARY:

This is about provision above and beyond your actions ensuring occupational health and safety, such as work areas assessment, health and safety training, injury prevention, e.g. proper use and adjustment of working equipment and furniture, ergonomic equipment.

Which of the following types of scheme have you made available to your employees in the last 12 months or make routinely available should the need arise? Please look at the table headed 'Support open to all employees' which we have sent you.

INTERVIEWER NOTE: THE FOLLOWING TABLES HAVE BEEN SUPPLIED TO THE PARTICIPANT IN ADVANCE SO NOW INVITE THEM TO TICK ALL THE BOXES THAT APPLY.

A. Support open to all employees		
Type of support	Examples	We currently provide this or have provided this in the last 12 months
Mental health support or training	Mental health awareness training; training for line managers on how to recognise and address mental health issues; confidential helpline for employees with mental health concerns.	<input type="checkbox"/>
Help with managing stress	Workshops or training to raise awareness about work-related stress; briefings about stress at work; employee stress survey; staff training to prevent bullying or harassment; line manager training on dealing with stress.	<input type="checkbox"/>
Schemes to encourage physical activity	Loans/discounts on bicycle purchases; free or subsidised gym membership; fitness classes at work; any measures to encourage running, cycling and walking.	<input type="checkbox"/>
Schemes to encourage healthy eating	Healthy food offered in the workplace /canteen; training or advice on how to eat well; weight loss advice or programmes.	<input type="checkbox"/>
Advice or support for employees to give up smoking	Promotional advice or material in the workplace; smoking cessation classes; help with accessing external smoking cessation programmes	<input type="checkbox"/>
Free or subsidised health services offered to all employees	Health screening, health checks, or free vaccination; health insurance	<input type="checkbox"/>
Employee assistance programme	Helpline and/or other services offered to all employees to provide confidential expert advice when needed; may cover wider health and wider wellbeing issues, such as financial.	<input type="checkbox"/>
Other activities, such as campaigns to raise awareness about healthy lifestyles	General advice, bulletins or posters on how to live healthily; workshops or seminars on healthy lifestyles; training for line managers on improving employee health and wellbeing	<input type="checkbox"/>

None of these

Q14. Now we would like to know what you currently do to help specific employees who have a health condition, either to help them get better or to better manage their condition in the workplace. Please look at Showcard 4.

EXPLAIN IF NECESSARY:

This is in addition to what you might already offer in terms of workplace accommodations or adjustments of these conditions, i.e. getting help and implementing aids and adaptations for modifying tasks as part of your responsibilities under the Equalities Act (2010).

Now please look at the table headed ‘Support offered only to employees with a known health condition’ and let me know which you currently provide and which you would provide if the need arose.

B. Support offered only to employees with a known health condition				
Type of support	Examples	We currently provide this or have in the last 12 months	We would certainly provide this if the need arose	We would not provide this
Independent expert advice for employees and line managers on how to manage a condition in the workplace	Such as via an Occupational Health service/Occupational Health advice.	<input type="checkbox"/>	<input type="checkbox"/>	
Free or subsidised access to psychological therapy	Cognitive behavioural therapy, counselling	<input type="checkbox"/>	<input type="checkbox"/>	
Free or subsidised access to rehabilitative services for physical health conditions	Physiotherapy.	<input type="checkbox"/>	<input type="checkbox"/>	
Access to programs to address specific problems	Programmes or services to tackle: mental health issues; eating disorders, weight management; addiction issues.	<input type="checkbox"/>	<input type="checkbox"/>	
Other forms of non-medical advice	Mentoring programmes; independent expert advice on health and wellbeing issues	<input type="checkbox"/>	<input type="checkbox"/>	

Q15. Which of the following do you regard as important health and wellbeing concerns that affect your business/organisation? They can be work-related issues or factors arising outside the business/organisation. Please select your top three from the following which you can see on Showcard 5:

- Common mental health problem, e.g. anxiety, depression
- Musculoskeletal conditions, e.g. muscle and joint problems such as back pain, repetitive strains or injuries, arthritis etc
- The way work is organised or managed, e.g. work-related stress, lack of work-life balance, quality of line management, work demands
- Low levels of physical activity, e.g. fitness, exercise
- Weight, e.g. overweight or obesity
- Addiction, e.g. smoking, alcohol, drugs
- Other

Health and Wellbeing incentives and options

READ OUT

We are now going to move on to talk about investments in employee health and wellbeing activity, which can reduce sickness absence, increase productivity, and reduce numbers of staff lost due to ill-health.

We would like you to consider a situation where you are offered additional help and support to invest in new schemes to improve employee health and wellbeing, such as those mentioned earlier. This help and support could take the form of additional advice or guidance, or an element of financial support, or both

We will ask you to consider a range of possible different support schemes targeted at employers like yourself, which each have 4 elements: the types of schemes that are supported, any advice made available to you, any financial support made available to you and any administrative requirements you would need to meet to access the support.

Please look at the examples that we sent through to you. I'd like to just quickly run through these with you so you can familiarise yourself with them.

INTERVIEWER READ OUT AND CHECK FOR COMPREHENSION

Starting with **Example A**

1. Types of schemes supported

The support would encourage either or both types of support schemes mentioned earlier:

- **Schemes open to all employees** - e.g. training and general support schemes
- **Schemes for employees with known health conditions** - e.g. expert-led support and condition management

INTERVIEWER READ OUT AND CHECK FOR COMPREHENSION

In Example B on the next slide

2. Advice available

A commonly cited barrier for employers to implement schemes to improve their staff health and wellbeing is not having expert **advice to understand staff health needs** or on how **to source or implement best-practice schemes** to address those needs.

If provided, the advice made available to you would take the form of a personal advisor or it would be provided as an online tool and resources.

INTERVIEWER READ OUT AND CHECK FOR COMPREHENSION

In Example C on the next slide

3. Financial support

There may also be **financial support** in the form of reimbursement of some of the costs you incurred when putting in place any scheme.

Both how much is reimbursed, and whether you would be able to receive an element of this upfront will vary across the options.

INTERVIEWER READ OUT AND CHECK FOR COMPREHENSION

In Example D on the next slide

4. Administrative requirements

Finally we will ask you how administrative requirements would affect your decisions to take up any scheme.

At a minimum, if receiving financial reimbursement, you would always be required to **provide proof of purchase**.

In addition to that you may be required to **submit a funding request** before booking training or support, or **provide some additional data**, such as data on sickness absence or staff uptake, or both.

We will now show you a series of hypothetical scenarios and ask you whether you might choose one of the options if they were available. Alternatively, if neither of the options would be of interest you can indicate you would continue as now.

There are no right or wrong answers. You will also find that there isn't always an option that has every feature you might like to see. We are interested in learning what is attractive to your business and the trade-offs that you might make in choosing between different schemes.

Q16. Choice 1 of 6. If offered the following options, which, if any, would your business/organisation choose?

- Option A
 - Option B
 - Neither/continue as now
-

Q17. Choice 2 of 6. If offered the following options, which, if any, would your business/organisation choose?

- Option A
 - Option B
 - Neither/continue as now
-

Q18. Choice 3 of 6. If offered the following options, which, if any, would your business/organisation choose?

- Option A
 - Option B
 - Neither/continue as now
-

Q19. Choice 4 of 6. If offered the following options, which, if any, would your business/organisation choose?

- Option A
 - Option B
 - Neither/continue as now
-

Q20. Choice 5 of 6. If offered the following options, which, if any, would your business/organisation choose?

- Option A
 - Option B
 - Neither/continue as now
-

Q21. Choice 6 of 6. If offered the following options, which, if any, would your business/organisation choose?

- Option A
 - Option B
 - Neither/continue as now
-

Q22. Which model best describes how decisions for investments in employee health and wellbeing are made in this organisation/business? READ OUT

- CEO/MD takes all the decisions
- HR lead makes recommendations for approval by the Board or a leadership team member
- HR lead takes spending decisions within an annually agreed HR budget
- HR lead takes decisions within a pre-determined budget for health and wellbeing
- Ad hoc decisions are made whenever the business case is strong enough
- Other (please specify)
- Don't know DO NOT READ OUT

Q23. If your business/organisation received health and wellbeing funding from government, what would you be most likely to use it for? READ OUT

To pay for the health and wellbeing activities that we already provide

To buy more of the services that we know are most relevant to our business/organisation

To provide health and wellbeing activities in areas that we haven't been able to afford so far

Don't know DO NOT READ OUT

Q24. I asked you earlier to tell us which type of support you have made available to your employees, or would do so if the need arose. Please look again at the table showing the types of support open to employees shown on Showcard 6. If additional money were to be offered by government as part of a scheme, which areas would you invest it in? Please select only your top three from those on the list:

READ OUT IF NECESSARY

Type of support	Examples	
Mental health support or training	Mental health awareness training; training for line managers on how to recognise and address mental health issues; confidential helpline for employees with mental health concerns.	<input type="checkbox"/>
Help with managing stress	Workshops or training to raise awareness about work-related stress; briefings about stress at work; employee stress survey; staff training to prevent bullying or harassment; line manager training on dealing with stress.	<input type="checkbox"/>
Schemes to encourage physical activity	Loans/discounts on bicycle purchases; free or subsidised gym membership; fitness classes at work; any measures to encourage running, cycling and walking.	<input type="checkbox"/>
Schemes to encourage healthy eating	Healthy food offered in the workplace /canteen; training or advice on how to eat well; weight loss advice or programmes.	<input type="checkbox"/>
Advice or support for employees to give up smoking	Promotional advice or material in the workplace; smoking cessation classes; help with accessing external smoking cessation programmes	<input type="checkbox"/>
Free or subsidised health services offered to all employees	Health screening, health checks, or free vaccination; health insurance	<input type="checkbox"/>
Employee assistance programme	Helpline and/or other services offered to all employees to provide confidential expert advice when needed; may cover wider health and wider wellbeing issues, such as financial.	<input type="checkbox"/>
Other activities, such as campaigns to raise awareness about healthy lifestyles	General advice, bulletins or posters on how to live healthily; workshops or seminars on healthy lifestyles; training for line managers on improving employee health and wellbeing	<input type="checkbox"/>
Independent expert advice for employees and line managers on how to manage a condition in the workplace	Such as an Occupational Health service/Occupational Health advice	<input type="checkbox"/>
Free or subsidised access to psychological therapy	Cognitive behavioural therapy, counselling	<input type="checkbox"/>

Free or subsidised access to rehabilitative services for physical health conditions	Physiotherapy.	<input type="checkbox"/>
Access to programs to address specific problems	Programmes or services to tackle: mental health issues; eating disorders, weight management; addiction issues.	<input type="checkbox"/>
Other forms of non-medical advice	Mentoring programmes; independent expert advice on health and wellbeing issues	<input type="checkbox"/>

Q25. DP RANDOMISE INCENTIVE AMOUNT BETWEEN £100 AND £200. In addition to putting in place single schemes, your business may consider taking a comprehensive and organisation-wide approach for improving employee health and wellbeing. If your business/organisation were to be given [INCENTIVE] per employee, how likely would your business/organisation be to opt into an action plan which required ongoing time commitment at all levels, including senior management time over a one-year period aimed at improving the health and wellbeing of your employees?

- Very likely
- Somewhat likely
- Somewhat unlikely
- Very unlikely
- Don't know

Q26. Question removed

Attitudinal Questions

Q27. Question removed

Q28. Question removed

Q29. Which, if any, of these barriers does your business/organisation face in supporting health and wellbeing support? Please look at Showcard 7. READ OUT IF NECESSARY

- a) We don't have the expertise or specialist support to know what health and wellbeing support to invest in
- b) We wouldn't know where to purchase high quality health and wellbeing support
- c) We don't have the time or resources to develop and implement health and wellbeing policies and interventions
- d) The way in which our work is organised does not allow flexibility to accommodate extra activities such as health and wellbeing training
- e) Our employees would not be interested in health and wellbeing initiatives
- f) We don't have the capital to invest in health and wellbeing support
- g) It doesn't fit with the priorities of our senior managers or organisational priorities
- h) The benefits of investing in health and wellbeing interventions don't warrant the investment
- i) None of these

Q30. Question removed

Thank you

Q31. Thank you very much, that was the last question. We really appreciate the time that you have given us today. Would you be willing to be contacted again, by Accent or our research partners at RAND Europe within the next three months:

A. for clarification purposes; or

B. to take part in a further telephone interview to explore in more depth your approach to health and wellbeing issues?

IF NECESSARY EXPLAIN: RAND Europe is a not-for-profit research organisation that helps to improve policy and decision making through research and analysis. They are working on behalf of the DWP.

Yes, for both clarification and a further interview

Yes, for clarification only

Yes, for a further interview only

No

Thank you. This research was conducted under the terms of the Market Research Society code of conduct and is completely confidential. If you would like to confirm my credentials or those of Accent, please call the MRS free on 0800 975 9596.

Please can I take a note of your name and where we can contact you for quality control purposes?

Name: [CATI: DP, IMPORT FROM ID]

Telephone: [CATI: DP, IMPORT FROM TELNUMBER]

Interviewer Confirmation

I confirm that this interview was conducted under the terms of the MRS code of conduct and is completely confidential

Yes

No

SYSTEM INFORMATION

Time interview completed:

INTERNAL USE ONLY: [Click here](#)

Online only	<input type="checkbox"/>			
CATI only	<input type="checkbox"/>	(DP: add QAX)		
CAPI/Tablet	<input type="checkbox"/>	(BCQs:) QAZ2	Paper showcard? Y <input type="checkbox"/> N <input type="checkbox"/>
CATI recruit for online/field	<input type="checkbox"/>	(BCQs:) QAZ3	
Field recruit for online/CATI	<input type="checkbox"/>	(BCQs:) QAZ1	
Recruit only (ie for qual)	<input type="checkbox"/>			

Grid style for mobiles: [click here for example](#)

GM 1 to force mobiles to show grid (for small grids)
GAR 1 to show vertical text for answer headings
GAR 2 to show vertical text for answer headings on mobile devices only

Questionnaire Style (default is 7): [Click here for details](#)

Choose base format:	Choose variations:
Accis3 <input type="checkbox"/>	Question and answer fonts (full list: https://fonts.google.com/) <input type="text"/>
Accis4 <input type="checkbox"/>	Header font <input type="text"/>
Accis5 <input type="checkbox"/>	Tick box style (1-6) <input type="checkbox"/>
Accis6 <input type="checkbox"/>	Next/previous button style (1-3) <input type="checkbox"/>
Accis7 <input type="checkbox"/>	Font colour (use HEX code http://html-color-codes.info/#HTML_Color_Picker) # <input type="text"/>
Accis8 <input type="checkbox"/>	

Other colours: Note that CLR1 and CLR6 change a number of different elements (to easily keep the colours consistent)

CLR1 # <input type="text"/>	Progress bar border, progress colour, button colour
CLR2 # <input type="text"/>	Progress bar background colour
CLR3 # <input type="text"/>	Page background colour
CLR4 # <input type="text"/>	Header background colour (if different from CLR1)
CLR5 # <input type="text"/>	Header font colour
CLR6 # <input type="text"/>	Border colour for selected checkbox and checkbox border colour when hovered over (if different from CLR1)
CLR7 # <input type="text"/>	Background colour for selected checkbox (if different from CLR1)
CLR8 # <input type="text"/>	Tick/circle colour for selected checkbox