Appendix B. Research materials

Online Survey: Home Page

Welcome!

Thank you in advance for assisting with this research for the Department of Work and Pensions (DWP).

You may know DWP primarily for the work that they do around the administration of state pensions and other benefits such as Universal Credit. They also have a remit that extends to a number of other areas that affect workplaces including supporting some of the most vulnerable in society to find and stay in work. By participating in this research you will help DWP to design and refine policies that assist employers and jobseekers throughout the COVID pandemic and beyond into recovery.

Please click 'Next' below to begin.

For more information on how your data will be used, you can read the survey privacy notice <u>here</u>.

Further information

The study is being administered by IFF Research on the DWP's behalf.

The survey will take around 15 minutes to complete and you can stop and start as many times as you like, without losing your place (just click on the link in your email to return to the last question you answered).

When completing the survey please only use the 'previous' and 'next' buttons at the bottom of the page, not the 'back' and 'forward' buttons in your browser.

Responses to this survey will be kept entirely confidential, in line with the Code of Conduct of the Market Research Society and General Data Protection Regulation (GDPR). You have a right to have a copy of your data, change your data, or withdraw from the research at any point. If you'd like to do this, you can consult our website at: iffresearch.com/gdpr.

If you have any questions, you can email IFF Research on DWPEmployerSurveyHelpdesk@iffresearch.com and/or DWP on employer.survey@dwp.gov.uk.

S Telephone screener (ASK ALL)

S1 **Good morning / afternoon. My name is NAME and I'm calling from IFF Research on behalf of the Government Department for Work and Pensions. Please can I speak to [IF HASCON=1: <CONTACT>] [IF HASCON=2: the person at your organisation who has most responsibility for people management / human resources]?**

ADD IF NECESSARY
We have been asked by the DWP to conduct research looking into workplace practices which will help to inform the policies that they put in place to support businesses and jobseekers – particularly given the ongoing challenges of the Covid pandemic.

Transferred	1	CONTINUE
Hard appointment	2	MAKE APPOINTMENT
Soft Appointment	3	
Engaged	4	CALL BACK
Refusal	5	CLOSE
Refusal – company policy	6	
Refusal – Taken part in recent survey	7	
Nobody at site able to answer questions	8	
Not available in deadline	9	
No reply / Answer phone	10	
Residential Number	11	
Dead line	12	
Company closed	13	
Request reassurance email	9	COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT (SEE APPENDIX FOR EMAIL TEXT)

S2 **Good morning / afternoon, my name is NAME, calling from IFF Research, an independent market research company. We're conducting a survey on behalf of the Government Department for Work and Pensions (DWP)**

This research is designed to help the DWP to design and refine policies that assist employers and jobseekers throughout the COVID pandemic and beyond into recovery.

The survey will take around 15 minutes to complete. Would now be a convenient time to take part?

[IF PILOT=1: As we are still in the early stages of research, I also have a few questions at the end about how you found the survey. These are just so we can check that the questions asked are relevant and clear.]

ADD IF NECESSARY: **Alongside the administration of the state pension and Universal Credit, the DWP has a wide remit that extends to other areas that affect workplaces including supporting some of the most vulnerable in society to find and stay in work.**

Continue	1	CONTINUE
Referred to someone else at organisation NAME_____ JOB TITLE_____	2	TRANSFER AND RE-INTRODUCE
Hard appointment	3	MAKE APPOINTMENT
Soft appointment	4	
Refusal	5	OFFER ONLINE SURVEY
Refusal – company policy	6	
Refusal – taken part in recent survey	7	
Not available in deadline	8	
Request reassurance email	9	COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT (SEE APPENDIX FOR EMAIL TEXT)

S3 **It's also possible to complete this survey online. Would you like me to send across the details of how to do that?**
SINGLE CODE

Yes	1	COLLECT EMAIL ADDRESS AND SEND INVITE EMAIL
No	2	THANK AND CLOSE

ASK ALL AGREEING TO TAKE PART (S2 = 1)

S4 **Before we begin, I need to read out a quick statement regarding GDPR legislation: All information collected will be treated in the strictest confidence. You have the right to a copy of your data, to change your data or to withdraw from the research at any point. If you'd like to do this, or find out more, you can consult our website at iffresearch.com/gdpr.**

In order to guarantee this, and as part of our quality control procedures, all interviews are recorded. Is that OK?

Yes – agree to continue	1	
Refuse to continue	2	THANK AND CLOSE

REASSURANCES TO USE IF NECESSARY
The interview will take 15-20 minutes to complete.
Please note that all data will be reported in aggregate form and your answers will not be reported to the DWP any way that would allow you to be identified.
If the respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:
- **MRS: Market Research Society on 0800 975 9596**

ASK ALL

S4 **How many people work at this organisation? Please include yourself and others on your payroll and any working proprietors or owners, but exclude any self-employed and outside contractor or agency staff.**
INTERVIEWER NOTE:
NON-EMPLOYEE TRAINERS AND EMPLOYEES UNDER 16 SHOULD BE <u>*EXCLUDED*</u>*.*
THOSE ON MATERNITY/PATERNITY OR LONG-TERM SICK SHOULD BE <u>*INCLUDED*</u>*.*
THOSE ON ZERO-HOUR CONTRACTS SHOULD BE <u>INCLUDED.</u>
PROBE FOR BEST ESTIMATE AND RECORD NUMBER.

WRITE IN		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW / REFUSE NUMBER OF EMPLOYEES (S5=1/2)

S4ran **Would you be able to estimate a range?**
DO NOT READ OUT. SINGLE CODE..
PROMPT IF NECESSARY

DS: CODE S4 TO RANGE

1	1	THANK AND CLOSE
2-4 staff	2	DEFINE QUOTAS FROM Q'AIRE.
5-9 staff	3	
10-24 staff	4	
25-49 staff	5	
50-99 staff	6	
100-249 staff	7	
250+ staff	8	
Don't know	9	TAKE FROM SAMPLE
Refused	10	TAKE FROM SAMPLE

ASK ALL

S5 **We have [**SIC DESCRIPTION from SAMPLE**] as a broad classification for your organisation. Does this sound about right?**
DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2

S6 **How would you describe the main business activity at this organisation?**

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 organisation?**
- **What exactly is made or done at this organisation?**

WRITE IN. TO BE CODED TO 4-DIGIT 2007 SIC.		
Don't know	1	Thank and close
Prefer not to say	2	Thank and close

ASK ALL

S7 **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	

S8 **And which region is the UK head office of your business/organisation located in?**
DO NOT READ OUT. SINGLE CODE

PROMPT IF NECESSARY

East Midlands	1	
East of England	2	
London	3	
North East	4	
North West	5	
South East	6	
South West	7	
West Midlands	8	
Yorkshire and the Humber	9	
Scotland	10	
Wales	11	
Don't know	12	
None of the above	13	THANK AND CLOSE

A Health is Everyone's Business (ASK ROUTES: A1, A2, C1)

READ TO ALL
These first questions are about how you manage the health and wellbeing of the employees in your organisation.

ASK ALL
A1 **Which of the following best describes your organisation?**
SINGLE CODE. READ OUT.

We take action as and when employee health and wellbeing becomes a problem	1
We take steps to identify and address employee health and wellbeing issues at the earliest possible opportunity	2
DO NOT READ OUT: Don't know	3

ASK ALL
A2 **Which, if any, of the following do you currently provide to prevent employee ill-health or improve the general health and wellbeing of your workforce?**
MULTI CODE. READ OUT.

Health and safety training or guidance	1	
Interventions to prevent common health conditions becoming a problem	2	
Training for line managers on ways to improve employee health and well-being	3	
Health and wellbeing promotion programmes to improve employees' physical activity or lifestyle	4	
An employee assistance programme (EAP) or staff welfare/counselling programmes provided by an external organisation	5	
Activities to encourage a supportive culture	6	
Other activities to prevent ill-health / improve wellbeing (SPECIFY)	7	
We currently don't provide anything	8	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Don't know	9	*DS: MAKE EXCLUSIVE CODE*

A3 **Thinking about health and safety, disability, and sick leave, how confident does your business feel in applying your legal responsibilities for employees?**
SINGLE CODE. READ OUT.

Very confident	1	
Fairly confident	2	
Neither confident nor unconfident	3	
Not very confident	4	
Not confident at all	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Prefer not to say	7	
DO NOT READ OUT: Unsure what the legal responsibilities are for my business	8	

IF NOT CONFIDENT APPLYING LEGAL RESPONSIBILITIES (A3 = 3,4,5)
A4 **Which of the following do you think would most help to increase the confidence of your business in applying these legal responsibilities?**
MULTI CODE. READ OUT.

Better signposting to information	1	
Better quality of information provided	2	
Training for managers	3	
Practical support and advice in applying legal responsibilities	4	
Something else (please specify)	5	*WRITE IN*
DO NOT READ OUT: Don't know	6	

IF NOT CONFIDENT APPLYING LEGAL RESPONSIBILITIES (A3 = 3,4,5)

A5 **Which of the following best describes the reason why you aren't confident in applying your legal responsibilities?**
SINGLE CODE. READ OUT. DS ROTATE CODES.

Don't know where to find the right information	1	
The available information is not very helpful	2	
A lack of expertise or practical support	3	
It is difficult to apply the legal responsibilities in this business	4	
Have not yet had to fulfil the legal responsibilities	5	
Something else (please specify)	6	*WRITE IN*
DO NOT READ OUT: Don't know	7	

ASK ALL

A6 **Which of the following types of support do you give your employees when they are unable to perform usual tasks due to ill health?**
MULTI CODE. READ OUT.

The ability to work remotely	1	
Changed duties	2	
Access to occupational health advice	3	
Reduced hours	4	
Access to Statutory Sick Pay	5	
Pay above Statutory Sick Pay	6	
Something else (please specify)	7	*WRITE IN*
None of these	8	
DO NOT READ OUT: Don't know	9	

ASK ALL

A7 **Which of the following does your business/organisation use to manage the return to work after long-term sickness absence?**
MULTI CODE. READ OUT.

Phased return to work	1	
Amended duties	2	
Altered hours	3	
Workplace adaptations	4	
Regular meetings to discuss how the employee is coping	5	
Develop return to work plans	6	
External, specialist support to manage the employees' return	7	
Referral to specialist treatment (for example, physiotherapy, counselling)	8	
Something else (please specify)	9	*WRITE IN*
My organisation does not have employees who are on long-term sickness absence	12	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Don't know	10	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: None of these	11	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

A8 **If your business/organisation wanted to find out more information on how to retain an employee with a long-term health condition, where would you look for advice?**
MULTI CODE. DO NOT READ OUT.

Internet search	1	
Professional/personal networks or contacts	2	
Legal sources	3	
Occupational health/Vocational rehabilitation professional or provider	4	
HR Team	5	
Other (please specify)	6	*WRITE IN*
No-one/nowhere	7	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Don't know	8	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

A9 **Have you recently searched for information online in relation to managing ill-health or disability at work?**
SINGLE CODE. DO NOT READ OUT.

Yes – in the last month	1	
Yes – in the last three months	2	
Yes – in the last six months	3	
Yes – in the last year	4	
No	5	GO TO A12
Don't know	6	GO TO A12

IF HAVE SEARCHED ONLINE FOR INFORMATION (A9=1-4)

A10 **What sources of online information on managing ill-health or disability at work have you used?**
MULTI CODE. DO NOT READ OUT.

Gov.uk	1	
Information from professional bodies	2	
Information from Charities	3	
HSE website	4	
ACAS website	5	
Something else (please specify)	6	*WRITE IN*
None of these	7	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Don't know	8	*DS: MAKE EXCLUSIVE CODE*

A11 **How helpful was the information on managing ill-health or disability at work that you found?**
SINGLE CODE. READ OUT.

Very helpful	1	
Quite helpful	2	
Neither helpful nor unhelpful	3	
Not very helpful	4	
Not at all helpful	5	
DO NOT READ OUT: Don't know	6	

ASK ALL

A12 **Does your business/organisation provide access to Occupational Health services or Vocational Rehabilitation services for your employees?**

IF NECESSARY: By Occupational Health we mean teams who focus on managing safety at work and keeping people well – mentally and physically. Occupational Health services can be provided by in-house teams or by external providers. By Vocational Rehabilitation services we mean services that help people overcome health barriers to maintaining work or returning to work after a period of absence.

Does your business…
SINGLE CODE. READ OUT.

Access support from an external provider on an 'as required' basis	1	
Have a long-term contract with an external provider	2	
Have in-house resource	3	
Use public sector bodies (for example, NHS Health at Work Service)	4	
Not currently utilise occupational health or vocational rehabilitation resources	5	
DO NOT READ OUT: Don't know	6	

ASK IF PROVIDES ACCESS TO OH/VR SERVICES (A12=1-4)

A13 **How satisfied are you with the Occupational Health services or vocational rehabilitation services that you use?**
SINGLE CODE. READ OUT.

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Prefer not to say	7	

ASK IF PROVIDES ACCESS TO OH/VR SERVICES (A12=1-4)

A14 **What are your reasons for providing Occupational Health services or Vocational Rehabilitation services for staff?**
MULTI CODE. DO NOT READ OUT.

Maintaining reputation	1	
Maintaining or increasing productivity	2	
Helping to satisfy legal obligations	3	
Helping recruitment or retention	4	
Helping to minimise cost	5	
Meeting employee's expectations	6	
To provide for staff with long-term illnesses	9	
Other (please specify)	7	*WRITE IN*
DO NOT READ OUT: Don't know	8	*DS: MAKE EXCLUSIVE CODE*

A15 **What has prevented your organisation from providing Occupational Health services or Vocational Rehabilitation services for staff?**
MULTI CODE. DO NOT READ OUT.

Cannot afford cost of providing services	1	
Hard to determine value for money	2	
Lack of cases	3	
Lack of understanding of OH	4	
It is beyond my remit as an employer	5	
Prefer informal approach	6	
There is no demand for these services within my organisation	10	
Other (please specify)	7	*WRITE IN*
DO NOT READ OUT: Don't know	8	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Prefer not to say	9	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

A16 **Are you aware of the benefits-in-kind tax exemptions for employee Occupational Health treatment payments?**
SINGLE CODE. DO NOT READ OUT.

ADD IF NECESSARY: By a benefit in kind tax exemption, we mean any non-cash benefit of monetary value that you provide for your employee. These benefits can also be referred to as notional pay, fringe benefits or perks

Yes	1	
No	2	
Don't know	3	

A17 **Do you provide any of the following forms of group protection insurance for your employees?**
MULTI CODE. READ OUT.

Group income protection	1	
Group life	2	
Group critical illness	3	
DO NOT READ OUT: Don't know	4	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: None of these	5	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Refused	6	*DS: MAKE EXCLUSIVE CODE*

IF DO NOT PROVIDE GROUP PROTECTION INSURANCE (A17=5)

A18 **What are your reasons for not providing group protection insurance for your employees?**

ADD IF NECESSARY: Group Income Protection (GIP) products help employers offer financial protection to employees and their families if they become too unwell to work, or in the event of their death. Employees can only get Group Income Protection (GIP) through their employer, usually as part of an employee benefits package. Products usually include access to some health and work benefits including OH services, vocational rehabilitation (VR) and often mental health support such as employee assistance programmes (EAPs). Group Income Protection (GIP) differs to Individual Income Protection which can be bought personally through an insurance broker or independent financial adviser (IFA), or in some cases, direct from a provider.

MULTI CODE. DO NOT READ OUT.

Cannot afford cost of providing services	1	
Hard to determine value for money	2	
Lack of cases	3	
Lack of understanding of OH	4	
It is beyond my remit as an employer	5	
Prefer informal approach	6	
Something else (please specify)	7	*WRITE IN*
DO NOT READ OUT: Don't know	8	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Prefer not to say	9	*DS: MAKE EXCLUSIVE CODE*

ASK ALL EXCEPT IF HAVE NO EMPLOYEES ON LONG-TERM SICKNESS ABSENCE (A7=12)

A19 **Which, if any, of these barriers does your business or organisation face in supporting employees on long-term sickness absences <u>return to work once they are well enough to do so</u>?**
MULTI CODE. READ OUT

A lack of expertise or specialist support	1	
Lack of time or staff resource	2	
Lack of flexibility in the way work is organised	3	
Employee engagement in the process	4	
A lack of capital to invest in support	5	
A lack of support from senior leaders	6	
The benefits of investing in retaining an employee don't warrant the investment	7	
Other barriers (please specify)	8	*WRITE IN*
We do not face any barriers	9	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Don't know	10	*DS: MAKE EXCLUSIVE CODE*

A20 **Which, if any, of these barriers does your business or organisation face in supporting disabled employees or employees with long-term health conditions <u>at work</u>?**
MULTI CODE. READ OUT.

A lack of expertise or specialist support	1	
Lack of time or staff resource	2	
Lack of flexibility in the way work is organised	3	
Employee engagement in the process	4	
A lack of capital to invest in support	5	
A lack of support from senior leaders	6	
The benefits of investing in retaining an employee don't warrant the investment	7	
Other (please specify)	8	*WRITE IN*
My organisation does not have disabled employees or employees with long-term health conditions	11	*DS: MAKE EXCLUSIVE CODE*
We do not face any barriers	9	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Don't know	10	*DS: MAKE EXCLUSIVE CODE*

ASK ALL
A21 **Do you collect and keep sickness absence data?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL
A22 **Has business productivity been negatively impacted by people working whilst ill in the last year?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL

A23 **Does your business have or plan to implement measures to prevent or reduce working while ill?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL

A24 **In response to a sickness absence of more than one week would you typically…**
MULTI CODE. READ OUT.

Hire temporary staff	1	
Allocate tasks to other employees	2	
Delay delivery of tasks associated with the absent employee	3	
Something else (please specify)	4	WRITE IN
DO NOT READ OUT: None of these	5	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Don't know	6	*DS: MAKE EXCLUSIVE CODE*

B 50 plus Choices (ASK ROUTES: C1, C2)

READ TO ALL
This next short section of questions is about people aged over 50 in your workforce. As people live and work longer this group are becoming an increasing policy interest.

ASK ALL
B1 **Do you currently employ anyone over the age of 50?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK IF EMPLOY ANYONE OVER THE AGE OF 50 (B1=1)
B2 **What proportion of your employees are aged 50+?**
WRITE IN PERCENTAGE.

WRITE IN %. DS: MAKE 0-100%		
Don't know	1	
Prefer not to say	2	

IF DON'T KNOW OR PREFER NOT TO SAY AT B2 (B2=1/2)

B3 **Could you estimate a range?**
DO NOT READ OUT. SINGLE CODE..

DS: CODE B2 TO RANGE

0-9%	1	
10-19%	2	
20-29%	3	
30-39%	4	
40-49%	5	
50-59%	6	
60-69%	7	
70-79%	8	
80-89%	9	
90-100%	10	
DO NOT READ OUT: Don't know	11	

ASK IF EMPLOY ANYONE OVER THE AGE OF 50 (B1=1)

B4 **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?** *SINGLE CODE PER ROW. READ OUT.*

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

	YES	NO	DNRO: Would offer on a case-by-case basis	Don't Know
_1 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
_2 Opportunity to retrain for a new role	1	2	3	4
_3 Opportunity to take on a less demanding role	1	2	3	4
_4 Opportunity to gradually reduce working hours	1	2	3	4
_5 Opportunity for family or caring leave	1	2	3	4
_6 Working from home	1	2	3	4
_7 Flexitime	1	2	3	4

ASK IF DON'T OFFER ANY FLEXIBLE WORKING ARRANGEMENTS (B4_1-7 = 2/3/4)

B5 **Is there anything in particular stopping you from having any of these policies in place to support later life working?**
DO NOT READ OUT. MULTI CODE.

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 manager on a case-by-case basis	5	
Other (please specify)	6	*WRITE IN*
DO NOT READ OUT: Don't know	7	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

B6 **Which, if any of the following, do you offer employees in general, regardless of their age?**
SINGLE CODE PER ROW. READ OUT.

	YES	NO	DNRO: Would offer on a case-by-case basis	Don't Know
_1 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
_2 Opportunity to retrain for a new role	1	2	3	4
_3 Opportunity to take on a less demanding role	1	2	3	4
_4 Opportunity to gradually reduce working hours	1	2	3	4
_5 Opportunity for family or caring leave	1	2	3	4
_6 Working from home	1	2	3	4
_7 Flexitime	1	2	3	4

ASK IF EMPLOY ANYONE OVER THE AGE OF 50 (B1=1)

B7 **What do you perceive to be the main benefits of having workers aged over 50 in your organisation?**
MULTI CODE. DO NOT READ OUT.

Reliability	1	
Punctuality	2	
Experience	3	
Mentor/provide on the job training to new workers	4	
Loyalty to company	5	
Good customer service skills	6	
Good communication skills	7	
Good job specific skills	8	
Motivation / self-motivation	9	
Ability to cope with stress	10	
Tend to be more even-tempered	11	
Productivity	12	
Other (please specify)	13	*WRITE IN*
No particular benefits	14	*DS: MAKE EXCLUSIVE CODE*
Don't know	15	*DS: MAKE EXCLUSIVE CODE*

ASK IF EMPLOY ANYONE OVER THE AGE OF 50 (B1=1)

B8 **What do you perceive to be the main challenges of having workers aged over 50 in your organisation?**
MULTI CODE. DO NOT READ OUT.

Out of date skills and qualifications	1	
Slow to learn new skills/tasks	2	
Stuck in their ways	3	
Might retire soon / succession planning problems	4	
More difficult to manage older workers	5	
Accommodating caring responsibilities	6	
Accommodating flexible working requests	7	
Difficulty with physical aspects	8	
Difficulty with cognitive aspects	9	
Motivation	10	
Health-related absence	11	
Productivity	12	
Other (please specify)	13	*WRITE IN*
No particular challenges	14	*DS: MAKE EXCLUSIVE CODE*
Don't know	15	*DS: MAKE EXCLUSIVE CODE*

C Fit Note (ASK ROUTES: A1, A2)

READ TO ALL
This next short section of questions is about your experience of Fit Notes. Fit Notes are issued by doctors to provide evidence to employers of the advice that they have given patients about their fitness for work.

ASK ALL
C1 **Before now, had you heard of the Fit Note?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL
C2 **What evidence of sickness, if any, do you require your employees to provide during sickness absence?**
SINGLE CODE. READ OUT.

Fit note required after day 7 of sickness absence	1	
Fit note required earlier than day 7 of sickness absence	2	
Isolation note required	3	
A Fitness for Work report from Allied Health Professions	4	
No fit note required but other medical evidence required	5	
No fit note required and no other medical evidence required	6	
Another approach (please specify)	7	*WRITE IN*
DO NOT READ OUT: Don't know	8	
DO NOT READ OUT: None of these	9	

ASK ALL

C3 **Over the past 12 months, have you ever been presented with a Fit Note from an employee where their doctor had stated that they 'may be fit for work' and provided advice on adjustments that might be needed to accommodate them?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK IF RECEIVED A MAYBE FIT FOR WORK FIT NOTE (C3=1)

C4 **How helpful have you found the adjustments suggested on these Fit Notes?**
SINGLE CODE. READ OUT.

Very helpful	1	
Quite helpful	2	
Neither helpful nor unhelpful	3	
Not very helpful	4	
Not at all helpful	5	
DO NOT READ OUT: Not given any suggested adjustments	6	
DO NOT READ OUT: Don't know	7	

ASK IF SUGGESTED ADJUSTMENTS HELPFUL (C4 = 1/2)

C1 **C5a Why have you found the adjustments suggested on these Fit Notes helpful?**

WRITE IN.		
Don't know	1	
Prefer not to say	2	

C2 **C5b Why have you found the adjustments suggested on these Fit Notes unhelpful?**

WRITE IN.		
Don't know	1	
Prefer not to say	2	

D Mental Health (ASK ROUTES: A1, A2)

READ TO ALL
This next section of questions is about mental health at work.

ASK ALL
D1 **Do you have systems in place for assessing and monitoring the mental wellbeing of employees?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL
D2 **Which, if any of the below, do you offer to employees with a mental health condition?**
MULTI CODE. READ OUT.

An employee assistance programme (EAP), or staff welfare/counselling programme provided by an external organisation	1	
Tailored mental health interventions in the workplace	2	
Access to occupational health services	3	
Workplace adjustments (for example, to workload, working pattern)	4	
Signposting to external support services	5	
Something else (please specify)	6	*WRITE IN*
We don't provide anything	7	
DO NOT READ OUT: Don't know	8	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Refused	9	*DS: MAKE EXCLUSIVE CODE*

ASK IF OFFER SUPPORT (D2=1-6)

D3 **Over the last 12 months, have you seen an increase in take up of the support that you offer to employees with a mental health condition?**

MULTI CODE. READ OUT.

Yes – because more employees are coming forward to take up the offer	1	
Yes – because we're providing more support	2	
Yes – because more employees are becoming eligible	3	
No	4	
We don't provide any interventions	5	
DO NOT READ OUT: Don't know	6	

ASK ALL

D4 **Do you think workplaces should provide mental health support for their employees?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

E Disability Confident (ASK ROUTES: A1, A2)

READ TO ALL
Next is a few questions about the employment of disabled people.

ASK ALL
E1 **Have you heard of the Disability Confident scheme?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

IF AWARE OF DISABILITY CONFIDENT SCHEME (E1=1)
E2 **Is your business or organisation a member of the Disability Confident scheme?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

IF MEMBER OF DISABILITY CONFIDENT SCHEME (E2=1)
E3 **What level is your membership of the Disability Confident scheme?**
SINGLE CODE. DO NOT READ OUT.

Level 1	1	
Level 2	2	
Level 3	3	
Don't know	4	

IF AWARE BUT NOT A MEMBER OF DISABILITY CONFIDENT SCHEME
(E1=1 AND E2=2)

E4 **For what reasons have you not joined the Disability Confident scheme?**
MULTI CODE. READ OUT.

Unsure how to apply	1	
Don't have the resources	2	
Don't think it is worth it	3	
Have other priorities	4	
Other (please specify)	5	*WRITE IN*
DO NOT READ OUT: Don't know	6	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

E5 **Thinking about your approach to recruitment, are you doing any of the following?**
MULTI CODE. READ OUT

Actively looking to attract and recruit disabled people (for example through advertising vacancies/other opportunities)	1	
Making adjustments for disabled people during the recruitment process, for example application form that is inclusive, offering interview adjustments	2	
Ensuring staff involved in recruitment process have appropriate disability equality awareness	3	
Offering work trials for disabled people	4	
Offering apprenticeships for disabled people	5	
Offering traineeships for disabled people	6	
Offering paid internships, supported internships (or both) for disabled people	7	
Accessing support from Jobcentre Plus, Work Choice providers or local disabled people's user led organisations (DPULOs)	8	
DO NOT READ OUT: Don't know	9	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: None of these	10	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Prefer not to say	11	*DS: MAKE EXCLUSIVE CODE*

E6 **Thinking about your approach to disabled employees/ staff who have a long term health condition, are you doing any of the following?**
MULTI CODE. READ OUT

Providing staff with specific training around disability	1	
Providing mentoring, coaching, buddying or other support networks for disabled employees	2	
Encouraging open discussions about disabilities and health conditions	3	
Providing occupational health service or Employee Assistance lines for disability concerns or issues	4	
Offering workplace adjustments	5	
Identifying/sharing good practices for recruiting and retaining disabled people within the organisation	6	
Identifying/sharing good practices for recruiting and retaining disabled people externally with other organisations	7	
DO NOT READ OUT: We do not currently employ any disabled people or those with a long-term health condition	8	
DO NOT READ OUT: Don't know	9	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: None of these	10	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Prefer not to say	11	*DS: MAKE EXCLUSIVE CODE*

F Access to Work (ASK ROUTES: A1, A2)

ASK ALL

F1 Were you aware before today that the DWP can provide employers with support through the Access to Work scheme?
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK IF AWARE OF THE ACCESS TO WORK SCHEME (F1=1)

F2 Have you or one of your employees received support from DWP through the Access to Work scheme?
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK IF AWARE OF ACCESS TO WORK BUT NOT HAD SUPPORT THROUGH IT (F2=2)

F3 What are the main reasons you haven't had support?
MULTI CODE. READ OUT.

No disabled employees	1	
Don't have the resources	2	
Other (please specify)	3	*WRITE IN*
DO NOT READ OUT: Don't know	4	*DS: MAKE EXCLUSIVE CODE*

G Voluntary Reporting Framework (ASK ROUTES: A1, A2)

ASK ALL EXCEPT IF ORGANISATION DOES NOT HAVE DISABLED EMPLOYEES OR EMPLOYEES WITH LONG-TERM HEALTH CONDITIONS (A20=11)

G1 **Does your organisation collect information on whether employees are disabled or have a long-term health condition?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL EXCEPT IF ORGANISATION DOES NOT HAVE DISABLED EMPLOYEES OR EMPLOYEES WITH LONG-TERM HEALTH CONDITIONS (A20=11)

G2 **Do you report on disability, mental health and wellbeing by using the Voluntary Reporting Framework?**

ADD IF NECESSARY: This is guidance that has been developed by the Government to help employers publish information about disability in their workplaces to encourage greater transparency on this issue.

SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK IF DO NOT RECORD (G1=2)

G3 **What is your reason for not <u>collecting information</u> on disability, mental health and wellbeing in the workplace?**

WRITE IN		
Don't know	1	
Prefer not to say	2	

ASK IF RECORD BUT DO NOT REPORT (G1=1 AND G2=2)

G4 **What is your reason for not reporting on disability, mental health and wellbeing in the workplace using the Voluntary Reporting Framework?**

WRITE IN		
Don't know	1	
Prefer not to say	2	

H Recruitment and skills (ASK ROUTES: B1, B2)

READ TO ALL
Next is a few questions about recruitment and skills.

ASK ALL
H1 **Has your organisation recruited or tried to recruit staff in the last 12 months?**
SINGLE CODE. DO NOT READ OUT.

Yes – we have recruited	1	
Yes – we have tried to recruit but have not managed to take on new staff	2	
No	3	
Don't know	4	

ASK ALL WHO HAVE RECRUITED / TRIED TO RECRUIT (H1 =1-2)
H2 **Has your organisation recruited or tried to recruit new staff using Jobcentre Plus in the last 12 months?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL WHO HAVE RECRUITED (H1=1)
H3 **Has anyone you have recruited in the past 12 months been a benefit claimant?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL WHO HAVE RECRUITED BENEFIT CLAIMANTS (H3=1)

H4 **You said you have recruited benefit claimants in the last 12 months. How well prepared for work have they been?**
SINGLE CODE. READ OUT.

Very well prepared	1	
Well prepared	2	
Poorly prepared	3	
Very poorly prepared	4	
DO NOT READ OUT: Don't know	5	
DO NOT READ OUT: Prefer not to say	6	

IF POORLY OR VERY POORLY PREPARED (H4=3-4)

H5 **In what ways have they been poorly prepared?**
MULTI CODE. READ OUT.

Lack required technical skills or competencies (for example technical or job specific skills, IT skills etc)	1	
Lack required soft/personal skills or competencies (for example problem solving, communication or team working skills etc)	2	
Poor literacy/numeracy skills	3	
Poor education	4	
Lack of common sense	5	
Poor attitude/personality or lack of motivation (for example poor work ethnic, punctuality, appearance, manners)	6	
Lack of working world/life experience or maturity (including general knowledge)	7	
DO NOT READ OUT: None of these	8	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Don't know	9	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Prefer not to say	10	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

H6 **Do you have any plans to recruit?**
SINGLE CODE. READ OUT.

Yes, recruiting at the moment	1	
Yes, plan to start recruiting in the next month	2	
Yes, plan to start recruiting within the next three months	3	
Yes, plan to start recruiting within the next six months	4	
Yes, plan to start recruiting after six months	5	
No plans to recruit	6	
DO NOT READ OUT: Don't know	7	

ASK ALL

H7 **When looking to fill a vacancy, do you generally first consider staff already on your payroll for promotion or do you recruit externally straight away?**
SINGLE CODE. DO NOT READ OUT.

First consider staff already on payroll	1	
Recruit externally straight away	2	
A mix of both	3	
Don't know	4	

ASK ALL WHO HAVE RECRUITED IN LAST 12 MONTHS (H1=1)

H8 **Over the last year, were there instances where you have tried to recruit but were unable to find a suitable candidate?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

IF TIMES WHERE TRIED TO RECRUIT BUT WERE UNABLE (H8=1) OR (H1=2)

H9 **What are the main reasons you have not been able to find a suitable candidate? Did they relate to…?**
MULTI CODE. READ OUT.

Low number of applicants generally	1	
Not enough people interested in doing this kind of job	2	
Too much competition from other employers	3	
Poor terms and conditions (for example, pay) offered for post	4	
Low number of applicants with the required skills	5	
Lack of work experience the company demands	6	
Lack of qualifications the company demands	7	
Low number of applicants with the required attitude, motivation or personality	8	
Poor career progression/lack of prospects	9	
Job entails shift work/unsociable hours	10	
Seasonal work	11	
Remote location/poor public transport	12	
Other (please specify)	13	*WRITE IN*
DO NOT READ OUT: Don't know	14	*DS: MAKE EXCLUSIVE CODE*

IF LACK OF SKILLS IS A REASON (H9=5)

H10 **As lack of skills is a reason you haven't been able to find a suitable candidate, exactly what skills were lacking?**
MULTI CODE. DO NOT READ OUT.

Lack required technical skills or competencies (for example technical or job specific skills, IT skills etc)	1	
Lack required soft/personal skills or competencies (for example problem solving, communication or team working skills etc)	2	
Poor literacy/numeracy skills	3	
Other skills (please specify)	4	WRITE IN
DO NOT READ OUT: Don't know	5	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

H11 **What are the main barriers to recruitment for your business/organisation?**

WRITE IN.		
Don't know	1	
Prefer not to say	2	

ASK ALL

H12 **Over the last year, have you had problems with retaining staff?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

IF HAD PROBLEMS WITH RETAINING STAFF (H12=1)

H13 **What are the main barriers to retention for your business or organisation?**
MULTI CODE. DO NOT READ OUT.

Poor career progression/lack of prospects	1	
Lack of training	2	
Poor terms and conditions (for example, pay)	3	
Job entails shift work/unsociable hours	4	
Jobs are temporary or seasonal	5	
Jobs offer limited or uncertain hours (for example, zero hour contracts)	6	
Jobs do not cater for flexible working	7	
Remote location/poor public transport	8	
Something else (please specify)	9	WRITE IN
DO NOT READ OUT: Don't know	10	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Prefer not to say	11	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

H14 **What additional support or guidance would help you retain staff?**

WRITE IN.		
Nothing – no additional support or guidance	1	
Don't know	2	
Prefer not to say	3	

ASK ALL

H15 **Do you expect your organisation's approach to recruitment to change over the next five years?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

H16 **In what ways would you expect your organisation's approach to recruitment to change over the next five years? For each of the following please state whether you expect to use it less, the same amount, more, or not at all.**
SINGLE CODE PER ROW. READ OUT.

	Use less	Use the same amount	Use more	Not use at all	Don't know
_1 Using online platforms to recruit	1	2	3	4	5
_2 Using recruitment agencies to recruit	1	2	3	4	5
_3 Using video or online interviews to recruit	1	2	3	4	5
_4 Using online tests to recruit	1	2	3	4	5
_5 Recruiting through educational establishments	1	2	3	4	5
_6 Using automated recruitment solutions such as artificial intelligence	1	2	3	4	5
_7 Using job fairs to recruit	1	2	3	4	5
_8 Using the Jobcentre network to recruit	1	2	3	4	5

I Employers' perceptions / disadvantaged groups (ASK ROUTES: B1, B2)

READ TO ALL
These next few questions relate to your experience of schemes run by the DWP or Jobcentre Plus (JCP).

ASK ALL
I1 **In the past 12 months, have you through the DWP or JCP…?**
MULTI CODE. READ OUT.

Received a payment or subsidy for recruiting an 18-24 year old who had previously been unemployed?	1	
'Tested' how well an individual would fit into your workplace through a Work Trial?	2	
Provided a period of work experience to an individual who was unemployed?	3	
Worked with DWP or JCP on designing pre-employment training for individuals who are unemployed but looking to enter work in your sector?	4	
Received a payment or subsidy for recruiting a young disabled person with complex support needs	5	
DO NOT READ OUT: Don't know	6	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT : None of these	7	*DS: MAKE EXCLUSIVE CODE*

ASK ALL
I2 **Do you currently employ anybody through any Government schemes?**
SINGLE CODE. DO NOT READ OUT.

IF NECESSARY: By government scheme I mean things like sector based work academies programme (SWAPs), work trials, traineeships and apprenticeships.

Yes	1	
No	2	
Don't know	3	

IF DO NOT EMPLOY ANYBODY ON GOVERNMENT SCHEMES (I2=2)

I3 **Why have you not employed anyone through any Government schemes?**
MULTI CODE. DO NOT READ OUT.

Increased 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	
I do not know enough about the Government schemes	9	*DS: MAKE EXCLUSIVE CODE*
I am not aware of any Government schemes	10	*DS: MAKE EXCLUSIVE CODE*
Other (please specify)	6	*WRITE IN*
DO NOT READ OUT: Don't know	7	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Prefer not to say	8	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

I4 **Before today, had you heard of the following?**
MULTI CODE. READ OUT.

	YES	NO	Don't Know
_1 Sector-based Work Academy Programmes (SWAPs)	1	2	3
_2 JCP/DWP Work trial programme	1	2	3
_3 Traineeships	1	2	3
_4 Apprenticeships	1	2	3

IF HAVE HEARD OF SWAPS, WORK TRIALS, TRAINEESHIPS OR APPRENTICESHIPS (I4_X=1)

I5 **Have you recruited through any of the following?**
MULTI CODE. READ OUT. DS – ONLY ASK ABOUT PROGRAMMES MENTIONED AT I4.

	YES	NO	Don't Know
_1 Sector-based Work Academy Programmes (SWAPs)	1	2	3
_2 JCP/DWP Work trial programme	1	2	3
_3 Traineeships	1	2	3
_4 Apprenticeships	1	2	3

IF HAVE RECRUITED THROUGH SWAPS, WORK TRIALS, TRAINEESHIPS OR APPRENTICESHIPS (I5_X=1)

I6 **Thinking about the individuals on these programmes, were these candidates' job-ready when they joined your organisation?**
MULTI CODE. READ OUT. DS: SHOW ONLY THOSE SELECTED AT I5.

	YES	NO	Don't Know
_1 Sector-based Work Academy Programmes (SWAPs)	1	2	3
_2 JCP/DWP Work trial programme	1	2	3
_3 Traineeships	1	2	3
_4 Apprenticeships	1	2	3

ASK ALL

I7 **How likely are you to make use of the following in the next 12 months on a scale of 1 to 5 where 1 is very unlikely and 5 is very likely?**
MULTI CODE. READ OUT. DS ONLY SHOW FOR THOSE THEY HAVE HEARD OF: IF I4_X=1

	Very unlikely				Very likely	Don't Know
_1 Sector-based Work Academy Programmes (SWAPs)	1	2	3	4	5	6
_2 JCP/DWP Work trial programme	1	2	3	4	5	6
_3 Traineeships	1	2	3	4	5	6
_4 Apprenticeships	1	2	3	4	5	6

IF UNLIKELY TO USE ANY SCHEME (I7_X=1-2)

I8   **Why are you unlikely to engage with [INSERT ITERATION TEXT]?**
DS REPEAT FOR ALL ITERATIONS AT I7_X=1-2

WRITE IN		
Don't know	1	
Prefer not to say	2	

J Employee progression (ASK ROUTES: B1, B2)

READ TO ALL
We now have a few questions about progression at work.

ASK ALL
J1 **Are you monitoring the earnings progression of your employees?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL
J2 **Do you have the following for all members of staff…**
SINGLE CODE. READ OUT.

	YES	NO	Don't Know
_1 Individualised progression and learning plans	1	2	3
_2 Mentoring	1	2	3
_3 Flexible working	1	2	3
_4 Shadowing and work experience	1	2	3
_5 Supporting professional development	1	2	3
_6 Other things to help people progress in work (please specify)	1 WRITE IN	2	3

ASK ALL
J3 **Is there a transparent progression pathway in your own company ensuring entry level jobs are a stepping stone to higher paid work?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

J4 **Do you encourage your employees to upskill/undertake learning activities (for example, time to access training courses)?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL
J5 **Do you have any HR or senior leadership-level responsibility for embedding progression of staff into working practice? If your organisation does not have a HR department, does someone at your organisation have formal responsibility for considering staff progression in your working practices?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL
J6 **Do you provide training courses for your employees?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

J7 **What additional support or guidance, if any, would help you progress staff?**
MULTI CODE. READ OUT.

Advice on how to offer career conversations and development discussions	1	
Possible funding pots that employers can draw on to support training and progression	2	
Clear signposting to advice and guidance support	3	
Link person within JCP that employers can approach	4	
Other (please specify)	5	*WRITE IN*
DO NOT READ OUT: None	6	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Don't know	7	*DS: MAKE EXCLUSIVE CODE*

K Interaction with DWP/JCP (ASK ROUTES: B1, C2)

K1 **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.**
MULTI CODE. READ OUT.

_1 Access to Work	1	
_2 Apprenticeships	2	
_3 Disability Confident	3	
_4 Inclusive recruitment support	4	
_5 Kickstart Scheme	5	
_6 Mentoring Circles	6	
_7 Positive Action	7	
_8 Reasonable Adjustments	8	
_9 Redundancy Support	9	
_10 Traineeships	10	
_11 Universal Credit	11	
_12 Workplace pensions	12	
_13 Sector based work academies programme (SWAPs)	13	
_14 Work experience	14	
_15 DWP Work trial programme	15	
_16 Advertising a job through DWP online services	16	
_17 Child maintenance	17	
_18 Other (please specify)	18	
DO NOT READ OUT: None of the above - no contact with DWP	19	
DO NOT READ OUT: Don't know	20	

IF MADE ANY CONTACT WITH DWP (K1_X=1)

K2 **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.** *SINGLE CODE.*

	Extremely dissatisfied							Extremely satisfied			Don't Know
_1 How satisfied were you with the way your query was dealt with	1	2	3	4	5	6	7	8	9	10	11

IF SATISFIED (K2_1=8-10)

K3 **Why did you provide this score for your satisfaction with the way your query was dealt with?**

WRITE IN.		
Don't know	1	
Prefer not to say	2	

IF DISSATISFIED (K2_1=1-3)

K4 **Why did you provide this score for your satisfaction with the way your query was dealt with?**

WRITE IN.		
Don't know	1	
Prefer not to say	2	

L Diversity (ASK ROUTES: B1, B2)

READ TO ALL
This next short section is about diversity in the workplace.

ASK ALL
L1 **Do you monitor the diversity of your workforce?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

IF MONITOR DIVERSITY OF WORKFORCE (L1=1)
L2 **Is this broken down by grade / level of seniority?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL
L3 **Do you actively seek to ensure your workforce is diverse in terms of personal characteristics (for example ethnicity, gender, class)?**
SINGLE CODE. READ OUT.

Yes, through internal regulations on recruitment	1	
Yes, through diverse recruitment panels	2	
No	3	
Other (please specify)	4	*WRITE IN*
DO NOT READ OUT: Don't know	5	
DO NOT READ OUT: Prefer not to say	6	

ASK ALL

L4 **What benefits, if any, do you see in employing a diverse workforce in terms of personal characteristics (for example ethnicity, gender, class)?**
MULTI CODE. DO NOT READ OUT.

No benefits	1	*DS: MAKE EXCLUSIVE CODE*
Increased innovation	2	
Enhanced productivity	3	
Improved company culture	4	
Greater employee retention	5	
Better understanding of your customers	6	
Wider talent pool to pick from	7	
Positive branding for your company/organisation	8	
DO NOT READ OUT: Don't know	9	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: None of these	10	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Prefer not to say	10	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

L5 **What barriers, if any, do you see in employing a diverse workforce in terms of personal characteristics (for example ethnicity, gender, class)?**
MULTI CODE. DO NOT READ OUT.

No barriers	1	*DS: MAKE EXCLUSIVE CODE*
Gaps in experience and/or qualifications	2	
Diverse individuals don't apply as often	3	
Our organisation is located in an area with a low BAME population	4	
Organisation is resistant to change	5	
Lack of technological facilities to cater for certain employees	6	
Language barriers	7	
Other (please specify)	8	*WRITE IN*
DO NOT READ OUT: Don't know	9	*DS: MAKE EXCLUSIVE CODE*

DO NOT READ OUT: Prefer not to say	10	*DS: MAKE EXCLUSIVE CODE*

M Disadvantaged groups (ASK ROUTES: B2, C2)

ASK ALL

M1 **In your organisation currently, which of the following applies for disadvantaged groups?**

ADD IF NECESSARY: By disadvantaged groups, we mean individuals who may be disadvantaged in the labour market, including those who are homeless, prison leavers, people with drug and/or alcohol issues, care leavers, or ex-armed forces.

MULTI CODE. READ OUT.

We receive applications from disadvantaged groups	1	
We interview people from disadvantaged groups	2	
We employ people from disadvantaged groups	3	
DO NOT READ OUT: Don't know	4	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: None of these	5	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

M2 **How many other businesses comparable to yours do you think are already helping people from disadvantaged groups find job opportunities?**
SINGLE CODE. READ OUT.

None	1	
Very few	2	
Some	3	
Most	4	
All	5	
DO NOT READ OUT: Don't know	6	

ASK ALL NOT CURRENTLY EMPLOYING PEOPLE FROM DISADVANTAGED GROUPS (M1=1/2/4/5)

M3 **What would help or encourage you to consider employing people from disadvantaged groups?**
MULTI CODE. READ OUT.

Better understanding of the 'benefits' of employing people from these groups	1	
Information on how to reach/engage with people from these groups	2	
Hearing from other organisations who already employ people from these groups	3	
Support from JCP for you as an employer	4	
In work support provided by the Jobcentre to the employee	5	
Mentoring support for the employee provided externally	6	
Buddying support from another company with a history of employing individuals with complex barriers	7	
Positive promotion of your company	8	
A financial subsidy	9	
DO NOT READ OUT: Don't know	10	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: None of these	11	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

M4 **Are there specific barriers that would make you less likely to employ someone from a disadvantaged group?**
MULTI CODE. READ OUT.

Criminal record	1	
Health condition	2	
Addiction	3	
No fixed address	4	
Access to tech/connectivity	5	
Lack of education/skills	6	
DO NOT READ OUT: Don't know	7	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: None of these	8	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Prefer not to say	9	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

M5 **Are there specific groups you would have a keen interest in supporting?**
MULTI CODE. READ OUT.

Homeless people	1	
Prison leavers	2	
People with drug/alcohol issues	3	
Care leavers	4	
Ex armed services	5	
DO NOT READ OUT: None of these	6	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: Don't know	7	*DS: MAKE EXCLUSIVE CODE*

N Employer benefits (ASK ROUTES: C1, C2)

ASK ALL

N1 **Do you offer any of the following fringe benefits to employees?**
MULTI CODE. READ OUT.

Accommodation/rent subsidies	1	
Access to savings schemes/affordable credit	2	
Affordable loans	3	
DO NOT READ OUT: Don't know	4	*DS: MAKE EXCLUSIVE CODE*
DO NOT READ OUT: None of these	5	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

N2 **Do you offer a savings scheme to staff where deductions are made via payroll?**
SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

O Workplace Pensions (ASK ROUTES: C1, C2)

READ TO ALL
Under the Pensions Act 2008 every employer in the UK must put certain staff into a workplace pension scheme and contribute toward it. This is called automatic enrolment. These questions are about the pension scheme offered at your workplace

ASK ALL
O1 **As part of your Automatic Enrolment duties you will have chosen a pension provider and scheme for your employees to save into. We would like to know more about why you chose the provider and scheme(s) that you offer.**

What factors did you take into consideration when you chose a pension provider and scheme for your employees? Please choose all that apply.
MULTI CODE. READ OUT.

The fees or costs on you (the employer)	1	
The fees or costs on your employees	2	
The ease or convenience of the provider or scheme(s)	3	
The value for money of the provider or scheme(s) for you	4	
The value for members/your employees of the provider or scheme(s)	5	
A previous relationship with the provider	6	
The investment outcomes of the scheme(s)	7	
The governance of the scheme(s)	8	
Advice from a professional body, colleagues or fellow employers (more formal advice)	9	
Advice from friends or families (less formal advice)	10	
Other (please specify)	11	*WRITE IN*
DO NOT READ OUT: Don't know	12	*DS: MAKE EXCLUSIVE CODE*

ASK ALL
O2 **Have you ever switched or thought about switching from your pension provider?**
SINGLE CODE. DO NOT READ OUT.

Yes – I have switched provider once	1	
Yes – I have switched provider more than once	2	
Yes – I have thought about switching but not done it	3	
No – I have not switched (but would know how to if I wanted)	4	
No – I have not switched and wouldn't know how to switch providers	5	
DO NOT READ OUT: Don't know	7	*DS: MAKE EXCLUSIVE CODE*

ASK ALL WHO HAVE SWITCHED PROVIDER (O2=1 OR 2)
O3 **What factors contributed to this decision to switch? Please choose all that apply:**
MULTI CODE. READ OUT.

The fees or costs on you (the employer)	1	
The fees or costs on your employees	2	
The ease or convenience of the provider or scheme(s)	3	
The value for money of the provider or scheme(s) for you	4	
The value for members/your employees of the provider or scheme(s)	5	
A previous relationship with the provider	6	
The investment outcomes of the scheme(s)	7	
The governance of the scheme(s)	8	
Advice from a professional body, colleagues or fellow employers (more formal advice)	9	
Advice from friends or families (less formal advice)	10	
Other (please specify)	11	*WRITE IN*
DO NOT READ OUT: Don't know	12	*DS: MAKE EXCLUSIVE CODE*

ASK ALL

O4 **Do you provide information or guidance for employees on any of the following:**
SINGLE CODE. READ OUT.

	YES	NO	Don't Know
_1 State Pension entitlement	1	2	3
_2 Workplace pensions / Auto-Enrolment	1	2	3
_3 Retirement income planning	1	2	3

ASK ALL WHO PROVIDE ANY ADVICE TO EMPLOYEES (ANY OF O4_X=1)

O5 **Have you offered this information or guidance to your employees in any of the following ways?**
MULTI-CODE. READ OUT.

_1 Mid-life MOT	1	
_2 Courses or workshops	2	
_3 Email	3	
_4 Referrals to external organisations	4	
Another way (please specify)	5	WRITE IN
DO NOT READ OUT: Don't know	6	*DS: MAKE EXCLUSIVE CODE*

P   Workplace pensions

ASK ALL

P1 **What type of pension scheme do you offer to new employees?**
SINGLE CODE. READ OUT.

Defined Contribution (money purchase scheme)	1	
Defined Benefit	2	
Other (please specify)	3	*WRITE IN*
DO NOT READ OUT: No pension scheme	4	
DO NOT READ OUT: Don't know	5	
DO NOT READ OUT: Prefer not to say	6	

IF OFFER DC PENSION SCHEME (O1=1)

P2 **Which of the following do you use to define pensionable pay for the majority of your employees:**
SINGLE CODE. READ OUT.

Auto-enrolment qualifying earnings i.e. between £6,240 and £50,000 per annum	1	
Total pay inc. overtime and bonuses	2	
Basic pay only excluding overtime and bonuses	3	
Basic pay + overtime but excluding bonuses	4	
Basic pay + bonuses but excluding overtime	5	
Other (please specify)	6	*WRITE IN*
DO NOT READ OUT: Don't know	7	
DO NOT READ OUT: Prefer not to say	8	

P3 **What would you say was the AVERAGE percentage of pensionable pay your organisation contributed in the last financial year, 2020/21?**
DS FORCE 0-20

WRITE IN.		
Don't know	1	
Prefer not to say	2	

IF DON'T KNOW EXACT NUMBER – PROMPT WITH RANGES

0-2%	1	
3-4%	2	
5-6%	3	
7-8%	4	
More than 8%	5	
Don't know	6	

ASK ALL

P4 **In the last financial year, have you automatically enrolled workers in any of the following categories into this scheme:**
SINGLE CODE. READ OUT.

	YES	NO	Don't Know
_1 Those aged 18-21	1	2	3
_2 Those earning under £10,000 a year / £830 a month / £195 a week	1	2	3
_3 Those aged above State Pension Age	1	2	3

R Closing (ASK ALL)

R1 **INTERVIEWER RECORD RESPONDENT DETAILS**

Name:	ALLOW REFUSED OPTION
Job title:	ALLOW REFUSED OPTION
Email address:	ALLOW REFUSED OPTION

ASK ALL

R2 **Thank you very much for taking the time to speak to me today. Would you be willing for IFF Research to re-contact you regarding this particular study, if we need to clarify any of the information you provided?**

DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2

ASK ALL

R3 **Would you be willing for DWP or agencies the Department is working with to re-contact you for other related studies?**
DO NOT READ OUT. SINGLE CODE.

Yes	1
No	2

ASK IF CONSENT FOR DWP RECONTACT AND USED GOV.UK FOR INFO (R3=1 AND A10=1)

R4 **In the survey you mentioned that you have used gov.uk for information about managing ill-health or disability at work. Would you be willing for this information to be shared with DWP?**
SINGLE CODE. DO NOT READ OUT.

Yes	1
No	2

R5 **And could I just check the best details to reach you on?**

E-mail address	
Telephone number	

THANK RESPONDENT AND CLOSE INTERVIEW

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.

References

Office for National Statistics (ONS) (2023) Labour market overview, UK - Office for National Statistics (ons.gov.uk), released 12 September 2023, ONS website, statistical bulletin.

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