The English and Welsh Civil and Social Justice Panel Survey (2012)
Wave Two Technical Report

October 2012
# Contents

1. Introduction ................................................................................................................. 2  
   1.1. Background and history ..................................................................................... 2  
   1.2. Overview of CSJPS ......................................................................................... 2  
   1.3. Structure of this report ..................................................................................... 3  

2. Sampling ....................................................................................................................... 5  
   2.1. Population and sample following rules ............................................................. 5  
   2.2. Wave two sampling procedures ....................................................................... 6  

3. Questionnaire Development and Piloting ................................................................. 9  
   3.1. Introduction .................................................................................................... 9  
   3.2. Questionnaire structure, length and interview procedures ......................... 9  
   3.3. Questionnaire programming ......................................................................... 13  
   3.4. Dress rehearsal pilot ..................................................................................... 13  

4. Fieldwork and Response Rates .................................................................................. 17  
   4.1 Preparation for fieldwork ................................................................................ 17  
   4.2 Fieldwork ....................................................................................................... 19  
   4.3 Response rates .............................................................................................. 21  

5. Data Processing and Weighting ............................................................................... 28  
   5.1. Editing and data validation ............................................................................. 28  
   5.2. Coding ......................................................................................................... 28  
   5.3. Derived variables ......................................................................................... 29  
   5.4. Weighting ................................................................................................... 29  
   5.5. Datasets ..................................................................................................... 31  

6. Panel Maintenance ..................................................................................................... 33  
   6.1. Introduction ................................................................................................ 33  
   6.2. Wave one measures .................................................................................. 33  
   6.3. Contact between waves .......................................................................... 33  

7. Appendices ............................................................................................................... 37
7.1 CSJPS Wave Two Questionnaires .................................................. 37
  7.1.1 CSJPS Wave 2 baseline: New households and individuals ...... 38
  7.1.2 Longitudinal households and individuals .............................. 247
  7.1.3 Follow-up sections for feed forward problems ...................... 459
7.2 Severity showcard ........................................................................ 570
7.3 First between wave keeping in touch letter and newsletter ........... 573
7.4 Second between wave keeping in touch letter and newsletter ....... 578
7.5 Advance letters ........................................................................... 583
1. Introduction
1. Introduction

1.1. Background and history

This report describes the design and conduct of the second wave of the English and Welsh Civil and Social Justice Panel Survey (CSJPS), conducted in 2011/2012. The study was conducted by Ipsos MORI on behalf of the Legal Services Research Centre (LSRC), the research arm of the Legal Services Commission (LSC). This report marks the seventh time the Civil and Social Justice Survey (CSJS) has been run, and is the first wave where follow-up interviews were attempted with respondents from a previous wave (a longitudinal design).

The English and Welsh Civil and Social Justice Survey (CSJS), as it was known before the 2010 survey, has been the primary means, since the study’s inception in 2001, by which the LSC informs itself about the need for, and the provision of, those legal aid services which it is required to promote. The CSJS allows the LSC to explore the general public’s experiences of ‘justiciable’ problems, and what strategies they employ to deal with them. Justiciable problems are problems of everyday life, often linked to social exclusion, which may have legal aspects and potential legal solutions. The survey helps the LSC to target legal aid funding on the basis of need.

The CSJS was first conducted in 2001 by the National Centre for Social Research (it was initially called the ‘National Periodic Survey of Justiciable Problems’); it was developed from the methodology of Genn’s *Paths to Justice* study1. The study was next conducted in 2004 by BMRB, and then continuously between 2006 and 2008 (inclusive) again by BMRB. The study underwent a number of amendments and refinements between 2001 and 2008, both in terms of content and methodology, in order to allow for new forms of analyses and for the introduction of new areas of study.

Between 2001 and 2008 the CSJS had a cross-sectional methodology. In 2010 the study moved to a longitudinal methodology, with a baseline that year and a follow-up interview conducted 18 months after the initial interview in 2011/12. As such the study was renamed the CSJPS.

1.2. Overview of CSJPS

A panel methodology was chosen for the 2010 study in order to allow for a number of new lines of analysis and enquiry. Specifically, a longitudinal design would allow for the collection of data for reported problems that are not concluded at the time of the initial interview (around 45% of reported problems). This in turn would allow for the consequences of problems to be explored. Furthermore, a panel methodology would allow for a more detailed and accurate picture of problem order, and of the temporal relationship between problems and more general life events. Finally, a panel methodology would allow novel findings that emerge to be revisited and explored more fully through interviews with the respondents concerned.

The main body of the questionnaire consisted first of a section to establish whether respondents had experienced eligible problems. This section was asked of all respondents, and identified which problems (from 15 problem categories) they had experienced within the reference period (the past 18 months). The problem categories were: consumer, employment, neighbours, housing (owned), housing (rented), money, debt, benefits, health, family, education, criminal justice, immigration, and other.

---

education, personal injury, clinical negligence, divorce/relationship breakdown, family problems related to relationship breakdown, violence, and social care. Second, those experiencing a problem (or problems) answered follow-up questions to identify problem outcomes, problem resolution strategies, and problem impact. Longitudinal respondents who had reported unresolved problems in their previous interview were asked a similar set of questions about these problems.

Wave one of the CSJPS delivered a nationally representative sample of the adult population (aged 16 and over) in England and Wales using a random probability sampling approach with the Postal Address File (PAF) as the sampling frame. At wave two as many of the same respondents were re-interviewed as possible, and, new respondents were added, using random sampling probability methods, to maintain the overall sample size. Both waves were administered using a face to face CAPI methodology. Fieldwork for wave two took place between 24 November 2011 and 28 May 2012; a total of 3,911 interviews were conducted. This followed wave one when 3,806 interviews were conducted from 12 June and 8 October 2010.

1.3. Structure of this report

The chapters which follow cover the procedures used in the setup and administration of the survey:

- Chapter 2 describes the sample design;
- Chapter 3 describes the questionnaire and conduct of the dress rehearsal pilot;
- Chapter 5 describes the preparation for fieldwork, the fieldwork procedures and the survey response rates;
- Chapter 6 describes the approach to data processing and weighting;
- Chapter 7 describes panel maintenance procedures.
2. Sampling
2. Sampling

2.1. Population and sample following rules

2.1.1 Wave one (2010)

The sample design for wave one of the CSJPS was based on a two-stage equal-probability sample of addresses, with interviews attempted with all adults at each address.

The target population for the survey was all adults aged 16 and over living in England and Wales. The CSJPS survey population differed to the CSJS survey population by its inclusion of 16/17 year olds (formerly the survey was of adults aged 18 and over), but in all other respects was the same.

Further details of the sampling procedures for the first wave of the study are provided in its technical report.

2.1.2 Wave two (2011/12)

The wave two sample included both longitudinal (interviewed at wave one) and freshly sampled individuals in order to maintain the overall sample size at 4,000 interviews. Respondents were hence sampled/included from several sources:

1. All respondents interviewed at wave one, who were still living in England and Wales, were eligible for a wave two interview, irrespective of whether they were living at their original wave one addresses. Movers were traced to their new addresses, providing within England and Wales. In practice only those who consented to be re-contacted for the study, or were living with others who gave this consent, were issued for fieldwork. These individuals are referred to as longitudinal sample or longitudinal individuals living in longitudinal households throughout this report.

2. Fresh “cross-sectional” addresses were sampled to maintain the size of the panel over time (termed fresh / cross-sectional addresses / respondents in this report). These addresses were selected from the same Primary Sampling Units (PSUs) as the PSUs from which the original longitudinal households were sampled. The sampling procedures for fresh addresses are described further below.

3. Any adults living with longitudinal individuals within England and Wales, not previously part of the survey’s sample, were also eligible for an interview. These individuals have been referred to as “top-up sample / individuals”. They include i) wave one non-responders; ii) adults who moved into longitudinal households, or similarly, adults living in households which became longitudinal households because a longitudinal respondent joined them; and iii) wave one householders who turned 16 between waves one and two.

The wave two sample can therefore be used to represent two populations. It includes firstly the population at wave one based on the wave one sample only (the population that can be used for longitudinal analysis); and secondly the wave two population based on wave one and wave two samples combined (the population used to make wave two cross-sectional estimates).

---

2.2. Wave two sampling procedures

2.2.1 Fresh addresses

The Post Office’s small user postcode address file (PAF) was used as the sampling frame for the survey. The Primary Sampling Units (PSUs) were selected in 2010 when the wave one sample was drawn. The PSUs were based on a frame of postcode sectors constructed such that each PSU contained a minimum of 1,000 addresses. Prior to selection the frame of PSUs was stratified by GOR, population density (in three equal-sized bands), housing tenure (in three bands), and the proportion of lone parents. A total of 194 PSUs were selected for wave one.

At wave two the sampling procedures were simply to select an agreed number of addresses (irrespective of the number of interviews achieved at wave one) in each PSU and issue these for fieldwork. The address selection was from an up-to-date PAF listing of the addresses in each PSU (i.e. postcode sector combination) after removing the addresses selected at wave one. The addresses were sampled using a systematic “1 in n” selection with a random start point after sorting the remaining addresses by postcode. Four addresses were selected in each PSU except in London where five addresses were selected to compensate for an expected lower response rate.

The in-field selection procedures at each address were the same as they were for wave one. Where a PAF address generated more than one household, one was selected by the interviewer at random using a Kish grid selection method. In each selected household, all individuals aged 16 and over were eligible for an interview.

2.2.2 Reserve sample

During the course of fieldwork it became apparent that insufficient interviews would be achieved to reach the planned sample size of 4,000 interviews overall. Therefore it was necessary to select reserve sample and issue this for fieldwork.

A reserve sample of PSUs had been selected in 2010 when the wave one sample was drawn. The reserve sample of PSUs was of equal size to the main sample, comprising 194 PSUs. The PSUs were selected using the same stratification and selection procedures as the main wave one PSUs. None of the reserve PSUs were used at wave one.

A total of 22 reserve PSUs were selected for the survey, using a systematic “1 in n” procedure with a random start and fixed interval, with the PSUs sorted in stratification order. Thirty addresses were then selected from each PSU, using the most up-to-date PAF address lists, and the same systematic method from the postcode-ordered list of addresses. The 660 addresses selected in this way comprised the reserve sample for the survey.

The in-field selection procedures for the reserve sample were the same as those described above for fresh addresses.

2.2.3 Selection of problems

A further selection process was carried out if respondents reported multiple problems eligible for further follow-up questions. The follow-up questions were fielded in two sections within the questionnaire, called the basic strategy and detailed strategy sections. A maximum of three problems could be followed up in the basic strategy section, and a single problem in the detailed strategy section. The selections were made automatically within the CAPI (computer assisted personal interviewing) interview programme. The rules of selection which applied were as follows:
1. If a longitudinal respondent reported problems at wave one, which were subsequently selected for more detailed follow-up during the wave one interview, and which respondents reported (in the basic strategy section) were unresolved at the time of the wave one interview, then these problems were prioritised for further follow-up (termed ‘fed-forward problems’). The maximum number of such problems reported by any single respondent was three. Therefore no further selection from these problems was required and if a respondent had three fed-forward problems then all three were followed up, leaving no space for the follow up of new problems.

2. A maximum of 30 new problems potentially eligible for more detailed follow-up could be identified by a single respondent. Irrespective of the number of these problems reported, only those above a set level of severity were eligible for further follow-up. Where necessary a random selection out of the eligible new problems was made so that a maximum of three problems (including both ‘old’ and ‘new’) were followed up in the basic strategy section.

3. The detailed strategy section was asked of up to one problem only. Eligible problems were all those selected for the basic strategy section (i.e. up to three). Priority for this section was assigned as follows: i) fed-forward problems which were selected for the detailed strategy at wave one; ii) any other fed-forward problem; or iii) a new problem. Random selections were made at steps ii) or iii) if necessary.

The procedures described above in relation to new problems were also used for fresh respondents and are the same as those used at wave one.
3. Questionnaire Development and Piloting
3. Questionnaire Development and Piloting

3.1. Introduction

The wave two questionnaire was adapted by the LSC and Ipsos MORI from the 2010 wave one questionnaire which itself was based on those from the 2006-2008 CSJS study. There were slightly different versions of the questionnaire for longitudinal and cross-sectional respondents. The main changes from the wave one questionnaire were to the longitudinal version: to incorporate fed-forward data, including following up ongoing problems from wave one, and dependent interviewing. In addition new policy questions were added to both. A dress rehearsal pilot was also carried out to allow further refinement of the questionnaires.

3.2. Questionnaire structure, length and interview procedures

The questionnaire consisted of seven sections (see appendix for the full questionnaire), which are illustrated in Figure 3.1. The longitudinal and cross-sectional versions had the same basic structure. Question naming conventions are shown in square brackets.

Figure 3.1: Questionnaire structure

Sec 1: Household Grid [H]  
(first respondent only)

Sec 2: Knowledge of rights and sources of advice [Q] (not proxies)

Sec 3: Problem identification and Characterisation [A]  
{Consumer/employment/neighbours/owned housing/rented housing/money/debt/benefits/education/personal injury/clinical negligence/divorce/family/violence/social care} RANDOM ORDER  
(proxies skip divorce and violence)

Has had problem?

Yes

Sec 4: Detailed loop questions about how problem acted upon [L]  
(asked of random 3 problems)

Sec 5: Detailed strategy questions [B/C/D]  
(asked of random 1 problem)

Sec 6: Demographics [X/SF]

Sec 7: Recontact questions [RC]

No

Note: Problems selected for B/C/D section are subset of problems selected for L section
Section 1 [H]: Household grid (administered to the first adult interviewed in the household)

- Collected basic demographic information about all individuals (including children under 16) in the household, and the relationships between them. In longitudinal households this was achieved by asking respondents to confirm previous details, and to add new people where necessary. Questions about the property applicable to the whole household were also asked in new households, including longitudinal households living at a new address.

Section 2 [Q]: Policy questions about knowledge of legal rights and sources of advice (not asked of proxy respondents)

Section 3 [A]: Problem identification and characterisation for each of 15 problem categories, maximum of two problems per problem type (proxy respondents not asked about relationship breakdown, family problems related to relationship breakdown or violence).

- Longitudinal respondents who identified problems which were unresolved at wave one were first asked whether they recalled the problem(s) and then the characterisation questions described below.

- All respondents were asked whether they had experienced a problem (or any further problems, in the case longitudinal respondents who had already been asked about one) in each of 15 problem categories in turn. The order of these was randomised. A reference period of 18 months, or since the last interview for longitudinal respondents, was used. The problem categories were:
  - Consumer,
  - Employment,
  - Neighbours,
  - Housing (owned),
  - Housing (rented),
  - Money,
  - Debt,
  - Benefits,
  - Education,
  - Personal injury,
  - Clinical negligence,
  - Divorce/relationship breakdown,
  - Family problems related to relationship breakdown,
  - Violence, and
  - Social care.

- In order to facilitate accurate recall of whether problems occurred within the reference period, interviewers were provided with calendars covering the 18 months prior to the fieldwork period.

- Where respondents had experienced a problem, they were immediately asked a short series of follow-up questions to determine the character of the problem, before moving on to the next problem category. These follow-up questions determined: what type of problem it was; what overall strategy the respondent used to sort the problem out; how
severe the problem was; and whether it was linked to any other problems already mentioned.

- For each of the 15 problem categories, respondents were asked the follow-up characterisation questions about up to two problems, where applicable (the "most recent" and "second most recent"). Where a respondent had experienced more than two problems within a given problem category, the questionnaire captured the details at the two most recent, and then the number of additional problems the respondent had experienced in the reference period (without asking for any further details).

  - The severity of the problem was determined via a ‘severity showcard’, a copy of which is included in the appendix. Respondents were asked to make a mark on a vertical line to represent how serious they perceived the problem to be. The line featured no numeric or other scale markings, but was bounded by ‘Most severe’ at the top, and ‘Least severe’ at the bottom. Two example problems were printed on the card to provide additional reference points (“being regularly physically assaulted by a partner” near the top of the line, and “purchasing a moderately expensive electrical item that proves to be faulty” near the bottom of the line).

  - Where respondents had experienced more than one problem, they marked the severity of subsequent problems on the same card, and were given the option of moving previous marks if, for instance, problems were re-appraised to be more (or less) serious on consideration of subsequent problems.

  - The numbers associated with points on the scale were kept hidden from the respondent until all problems had been identified on the card, following which the interviewer entered the numbers (ranging from 1 to 50) into the computer.

**Section 4 [L]: Basic strategy questions about each problem identified and how acted upon for up to three selected questions**

- Respondents were asked detailed questions about up to three problems (see section 2.3 for a description of the selection procedures) identified in section 3. Where appropriate, interviewers used the calendar provided to facilitate respondents’ recall of the sequence of events and associated dates.

**Section 5 [B/C/D]: Detailed strategy questions for up to one selected problem (not asked of proxy respondents)**

- Respondents were asked a further section of detailed questions about one of the problems selected for section 4. These questions were split into three main sections (B, C and D) which included a series of handling strategy and outcome questions (B), questions about any professional advisors/agencies consulted (C), and about failed attempts to get advice from professional advisors/agencies (D). Random selections out of the advisors reported were undertaken for sections C and D if necessary (these sections looped through questions about each advisor up to a maximum number of advisors).

**Section 6 [X/SF]: Demographics**

- A series of questions were asked covering a selection of demographics, use of technology, physical and mental health and personality. Where possible the questions were asked of longitudinal respondents in dependent interviewing format (i.e. last time you said; is this still the case; etc) to save time and increase the accuracy of reporting.

**Section 7 [RC]: Recontact questions**
To enable respondents to be contacted for the follow-up wave, respondents were asked to provide a variety of contact details and for their permission to be re-contacted.

### 3.2.1 Proxy interviews

Proxy interviews could be conducted with the partner of a respondent, providing they had lived together for the full survey reference period (the previous 18 months or since the wave one interview).

A proxy interview could not be the first interview in the household, and proxies skipped a number of sections, including the policy questions; relationship, family, divorce and violence problems; the detailed strategy section; and some of the demographics such as personality questions.

### 3.2.2 Interview length

The interviews were initially longer than planned and hence some questions were cut to reduce them. Around half of the interviews (1,946) were completed using the original version of the script; with an average interview length of 37 minutes. The shortened version averaged 34 minutes. The figures in the tables below are averages across both versions.

Interview length statistics for the longitudinal and cross-sectional interviews, and the length overall, are shown in table 3.1 below. The mean interview length was longer than the median, reflecting a skew in the distribution towards shorter lengths.

**Table 3.1: Interview length statistics (in minutes and seconds, MM:SS)**

<table>
<thead>
<tr>
<th>Interview / respondent type</th>
<th>Total number of interviews</th>
<th>Mean interview length</th>
<th>Median interview length</th>
</tr>
</thead>
<tbody>
<tr>
<td>Longitudinal</td>
<td>2,536</td>
<td>34:55</td>
<td>29:31</td>
</tr>
<tr>
<td>Cross-sectional</td>
<td>1,308</td>
<td>36:53</td>
<td>32:15</td>
</tr>
<tr>
<td>Overall</td>
<td>3,844</td>
<td>35:35</td>
<td>30:21</td>
</tr>
</tbody>
</table>

Table 3.2 shows the average lengths of the main sections of the questionnaire. The two respondent types (longitudinal and cross-sectional) had similar lengths for most of the sections, the notable exceptions being the household grid and demographics, where a number of questions did not need to be re-asked and the use of dependent interviewing to update the grid and several of the demographic questions saved some time.

**Table 3.2: Average interview lengths of questionnaire sections (MM:SS)**

<table>
<thead>
<tr>
<th>Section</th>
<th>Longitudinal</th>
<th>Cross-sectional</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>Mean</td>
</tr>
<tr>
<td>Household grid (H)</td>
<td>1,622</td>
<td>1:24</td>
</tr>
<tr>
<td>Knowledge of rights (Q)</td>
<td>2,480</td>
<td>8:10</td>
</tr>
<tr>
<td>Problem identification (A)</td>
<td>2,552</td>
<td>5:48</td>
</tr>
<tr>
<td>Loop problem follow-up (L)</td>
<td>797</td>
<td>13:16</td>
</tr>
<tr>
<td>Detailed strategy (B/C/D)</td>
<td>799</td>
<td>9:49</td>
</tr>
<tr>
<td>Demographics (X/SF)</td>
<td>2,567</td>
<td>10:06</td>
</tr>
</tbody>
</table>

3 Interviews with no start/end time have been excluded from all analyses; individual interviews of over 180 minutes; household grid interviews of over 30 minutes; and individual section lengths of over 60 minutes (all of which are likely to reflect completion in multiple sittings) have also been excluded.
3.3. Questionnaire programming

The questionnaire was programmed into the Quancept interviewing software by Ipsos MORI Data Processing and the script was thoroughly checked by Ipsos MORI researchers before being signed off. The cross-sectional and longitudinal versions were scripted into one programme and the differences between them handled by routing instructions or text substitutions to allow for differences in wording. This approach facilitated the production of a single datafile covering both types of respondent.

The household grid was scripted such that after completion by the first adult interviewed, interviewers would, on subsequent household visits, be presented with a screen displaying the names of the remaining eligible household members from which they could select and start an interview. This selection process also ensured that interviewers would be unable to complete the incorrect individual interview type with a particular respondent (i.e. cross-sectional or longitudinal).

Details of household members were downloaded at the end of each day’s interviewing, and uploaded before the start of each day’s interviewing, such that each interviewer had a fully up to date record of household members and completed interviews at all households. This enabled interviews to work between sample points where necessary, as well as allowing new interviewers to work reissued sample.

A comprehensive series of checks was carried out on the CAPI script. These included:

- A thorough check of all routing possibilities by running through the script in its entirety numerous times;
- Checking routing and randomisation by running off ‘dummy toplines’ and ‘dummy SPSS’ files, whereby several thousand ‘respondents’ are automatically routed through the script, their answers to questions being randomly allocated;
- Conducting a number of ‘mock interviews’, in which hypothetical responses to key questions were pre-determined, and entered into the script to check question wording, routing, and randomisation;
- A thorough ‘sense check’ of the script, in particular to identify any instances where errors of consistency, logic, or chronology had occurred.

3.4. Dress rehearsal pilot

3.4.1 Aims of the pilot

A full-scale pre-selected pilot was conducted two months prior to the start of the main survey fieldwork. The pilot was a full and comprehensive dress rehearsal test of all procedures and materials. The main aims of the pilot were to test:

- The contact procedures and contact sheet;
- The procedures tracing movers; and for interviewing at multiple households which split from their original households due to the movement of the original members;
- Fieldwork monitoring procedures, particularly in relation to keeping track of different types of respondent;
- The CAPI script – in particular the operation of data that was been fed-forward into the questionnaire from wave one;
- The advance letters, survey leaflets and likely response rates when the survey goes live;
The questionnaire for comprehension, content, duration.

3.4.2 Sample

The issued sample for the pilot included the addresses of respondents interviewed in the wave one pilot conducted 18 months earlier, and fresh addresses selected from the same areas (postcode sectors). A total of 121 addresses were issued, 45 of them longitudinal and 76 fresh. The longitudinal respondents received the same between-wave communications as the main sample respondents (see chapter 6), to encourage them to update their contact details between waves.

The sample was in the same five areas as the wave one pilot: Peterborough; Southend-on-Sea; South Tyneside; Selby; and Bournemouth. The areas were purposefully selected for the wave one pilot to provide a mix of areas and expected respondent types (high/low affluence; population density; housing stock; and some with high proportions of renters and lone parents). Table 3.3 below provides details of the areas selected, and the number of addresses of each type which were issued.

Table 3.3: Areas selected for pilot interviews.

<table>
<thead>
<tr>
<th>Area</th>
<th>Longitudinal / fresh addresses (N)</th>
<th>Population density</th>
<th>Housing stock</th>
<th>Deprivation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peterborough</td>
<td>7 / 17</td>
<td>Med/high density, suburban</td>
<td>Semi-detached</td>
<td>Top 10% most deprived</td>
</tr>
<tr>
<td>Southend-on-Sea</td>
<td>11 / 13</td>
<td>High density, urban</td>
<td>Terraced</td>
<td>Top 20% most deprived</td>
</tr>
<tr>
<td>South Tyneside</td>
<td>15 / 9</td>
<td>Med/low density, suburban</td>
<td>Semi-detached</td>
<td>Top 10% most deprived</td>
</tr>
<tr>
<td>Selby</td>
<td>8 / 16</td>
<td>Rural/village</td>
<td>Detached/semi-detached</td>
<td>Top 10% most affluent</td>
</tr>
<tr>
<td>Bournemouth</td>
<td>4 / 21</td>
<td>High density, urban</td>
<td>Terraced, semi-detached</td>
<td>Top 5% most deprived</td>
</tr>
</tbody>
</table>

3.4.3 Fieldwork

A full day briefing was conducted before the start of fieldwork, on 13 September 2011. Fieldwork ran from 14 September to 11 October. A total of 83 interviews were completed, including 43 longitudinal and 40 cross-sectional, across 59 households (33 longitudinal and 26 cross-sectional). The fieldwork procedures were the same as for the main stage of fieldwork, described in chapter 4. No proxy interviews were conducted.

No contacted longitudinal households were found to be ineligible and therefore the household response rate for the longitudinal sample was 73% (interviews achieved at 33 out of 45 issued households). The main reason for non-response was non-contact with mover households: six households were found to have moved and were returned untraced at the end of fieldwork.

The household response rate for the cross-sectional sample, with a 10% deadwood rate, was 38%. As interviewers were instructed to prioritise the longitudinal sample in the time they had available to work on the survey, the low response rate for this sample is likely to reflect the prioritisation of these addresses at the expense of the more extensive calling efforts required to make contact and secure interviews at fresh addresses.
3.4.4 Interviewer debrief and post-pilot revisions

On completion of the pilot, a debrief meeting was held, attended by researchers from both Ipsos MORI and the Legal Services Research Centre, as well as the interviewers who had worked on the pilot. This meeting allowed for a full discussion of how the fieldwork procedures, and questionnaire more generally, were working.

Prior to the debrief session, interviewers filled in an 'Interviewer feedback' questionnaire to guide discussions. This questionnaire allowed interviewers to provide open-ended feedback on: the survey generally; the contact procedures; the questionnaire; and the fieldwork materials.

The survey procedures were found to work well and hence only minor changes to the materials suggested by the interviewers were affected.

Several small revisions were also made to the questionnaires in light of interviewer feedback. These included small wording changes to some of the new policy questions; adding two new showcards to improve the flow of the interview; and implementation of a suggestion to allow respondents to update demographic answers fed-forward from wave one if the respondent said that these were incorrect.
4. Fieldwork and Response Rates
4. Fieldwork and Response Rates

4.1 Preparation for fieldwork

4.1.1 Interviewer briefings

Nine face-to-face briefings were held from 15 to 24 November 2011 with 164 interviewers, in eight locations around the country: London (2 briefings including a master briefing) Leeds, Bristol, Birmingham, Derby, Manchester, Cambridge and Guildford. A further 10 interviewers were briefed during the course of fieldwork.

Briefings were undertaken to ensure that the interviewers understood and were able to apply the fieldwork procedures and the questionnaires. The following topics were covered:

- **Overview and background to the survey.** This included an overview of the survey and information on its importance and the uses of the survey data. The background included a presentation by the LSRC covering the history and purpose of the survey; how data had been used previously to inform policy makers and change policy; and plans for how it would be used in the future.

- **Overview of fieldwork.** Interviewers were provided with general information about fieldwork including: the target number of achieved interviews, target response rates, the number of sample points issued and the number of individual addresses issued at each sample point. Key features of the fieldwork methodology were covered including the requirement to interview all people within each household, rules for proxy interviews, the call pattern, the use of incentives, and procedures for interviewing under-18s.

- **Contact procedures.** The full contact procedures, for both types of sample, were described in detail. The session included contact sheet practice scenarios and a demonstration of how to complete the electronic progress update in each situation.

- **Response rates.** A session on the importance of response rates and steps to maximise them was presented. The session covered the steps undertaken between waves to keep in touch with the sample; and exercises covering techniques to maximise the response from different types of respondent.

- **Tracing mobile respondents.** The procedures for tracing movers were covered in detail, including how to log mover tracing efforts.

- **The content of the questionnaire.** Interviewers were provided with an overview of the topics covered in the questionnaire and its overall structure; and interviewing procedures were described, including proxy interviews and the showcards.

In addition to the briefings interviewers required to complete and download two practice interviews, one before the briefing and another afterwards, and to complete the electronic monitoring information for the contact scenarios practiced during the briefings.
4.1.2 Fieldwork materials

Before fieldwork interviewers were provided with a pack containing materials providing additional information about the survey and the materials required for fieldwork. The fieldwork materials included:

- **Interviewer instructions.** Detailed instructions with comprehensive information about survey procedures to act as a reference for interviewers.

- **Advance letters and survey information leaflets.** Stamped (first class post) and addressed envelopes containing advance letters, survey leaflets about the survey and an unconditional incentive of a booklet of six first-class stamps (one letter was sent per household/address). Different versions of the letter and leaflet were printed for longitudinal and cross-sectional samples. Interviewers were also provided with a laminated copy of the advance letters and survey leaflets to present on the doorstep. Advance letters for addresses in Wales were printed double-sided with English text on one side and Welsh on the other.

- **Contact sheets** were pre-printed for each address. Additional information was printed on longitudinal household contact sheets to assist with making contact at these households (names, age, gender of previous respondents; date/time of previous interview(s); W1 outcome; and telephone contact details when available). The contact sheets guided interviewers through the contact procedure and were used to record an outcome for each address/individual. ‘Continuation sheets’ were used for households containing more than four adults.

- **Tracer and occupier letters,** and envelopes and stamps, were provided to assist with tracing movers via gatekeepers unwilling to provide contact details.

- **A laminated flowchart** of contact procedures for longitudinal households and procedures for tracing movers.

- **A laminated language card** was provided to help interviewers identify the language spoken by non-English speakers so that arrangements to interview in that language could be facilitated if possible.

- **Showcards.** Three sets of colour-coded showcards were provided; each set relating to a particular section of the questionnaire. The problem identification showcards contained tabs to make them easier to find as interviewers negotiated the random sequence of problems through the interview.

- **Severity showcards.** A number of ‘severity showcards’ were provided for interviewers and respondents to record the severity of problems identified.

- **Calendars.** Were provided for interviewers to mark the start of the reference period and help guide respondents through the sequence of the problems they identified.

- **Change of address cards** and business reply envelopes were provided to be left with respondents at the end of the interview.

- **Interviewer calling cards** for interviewers to leave at addresses should respondents be out at the time of a call.

- **Incentive vouchers.** Each respondent (except proxies) was paid a £5 high street voucher incentive on completion of an interview.
4.2 Fieldwork

Fieldwork was conducted between 24 November 2011 and 28 May 2012. A total of 3,911 interviews were completed. Some of the interviewer assignments were not started until January 2012: a number where the majority of the interviews had been completed late in the wave one fieldwork period were held back to maintain an 18 month between wave reference period for more of the sample. Fieldwork was also extended from an initial end date of the end of March to the end of May to maximise the time available to work the reserve sample issued in February including reissues to boost its response rate.

4.2.1 Contact procedures

The contact procedures were adopted from the 2010 survey, with adaptations made to incorporate the longitudinal elements. They were as follows:

1. Interviewers were instructed to post advance letters (one per household) at least three days before visiting each address. A book of six first-class stamps was enclosed with the advance letter, to encourage response, along with a full colour leaflet explaining the study in greater detail. Longitudinal and cross-sectional households were sent different versions of the letter and leaflet (see appendix).

2. Interviewers visited each address, initially to establish whether i) longitudinal respondents were still living there, or ii) in the case of fresh addresses, that they were occupied and residential. If a selected address consisted of several dwelling units interviewers selected one at random by using the ‘Kish grid’ pre-printed on contact sheets.

3. Interviewers were then required to make contact with a resident aged 16 or over and screen the household by establishing the number of adults (16+) living at the property. In longitudinal households interviewers were asked to prioritise the person who completed the household grid in wave one, or if they were not available, another longitudinal respondent, or failing that any adult aged 16+. Information about the number of adults was recorded on contact sheets and electronic monitoring systems (so that the size of the sample could be monitored) and efforts were made to complete interviews with each eligible person.

4. While market research guidelines do not require explicit parental consent to interview 16/17 year olds (although this is generally considered good practice), it was felt that this consent would be particularly appropriate for the CSJPS given the need to engage multiple adults in the survey over multiple waves. Signed consent where obtained was recorded on contact sheets.

5. Interviewers were instructed to make a minimum of eight calls (face to face visits) at each address, in order to interview all eligible people resident, before an outcome of ‘no contact’ could be recorded. Interviewers were also instructed to spread their calls to leave a gap of at least three weeks between the first and last call at each address. Of the eight calls made interviewers were required to make one call during the weekend, one call in the evening after 6pm and one further call which could be made at either the weekend or in the evening.

6. Interviews could be undertaken by proxy only with partners of the respondent provided they had been living together for the full 18 month reference period. Procedures were to allow a proxy interview only from the fourth household visit unless the sampled individual was away or otherwise unable to complete the
interview within the fieldwork period. A total of 113 proxy interviews were conducted (3% of all the interviews).

7. Household interpreters were permitted provided the person interpreting was aged over 16. A total of 22 interviews were completed in languages other than English; six in Welsh, five in Gujerati, three in Arabic, two in each of Bengali, Chinese and Punjabi, and one in each of Urdu and unspecified.

4.2.2 Survey incentives

As described above incentives were offered in the form of an unconditional booklet of six first class stamps (included with the advance letter, one per household), and in addition a conditional incentive of a £5 high street voucher was paid to each respondent (except proxies) on completion of an interview. This was the same incentive structure as was used in wave one and the latter stages of the 2006-08 surveys.

4.2.3 Monitoring fieldwork

Fieldwork progress was monitored in a number of ways. During fieldwork interviewers were required to update the Ipsos MORI ‘iProgress’ electronic survey management system each day. Information from this system was collated, along with questionnaire data and booked in contact sheets, into final or interim outcomes for each address within reporting systems. This allowed for real-time monitoring of the proportion of eligible addresses in the sample, extent of interviewer contact with addresses, the numbers of screened households and identified adults, mover households identified, and the number of calls and appointments made and interviews completed.

Interim deadlines were set during fieldwork, including numbers of achieved interviews and the timing of first visits, and progress was monitored against these targets. Interviewers were in regular contact with their regional managers and coordinators concerning any issues or queries, and under-performance was dealt with as necessary.

Interviewers also downloaded completed interviews on a daily basis to be collated into an automated SPSS file produced daily, which could be used for further monitoring and data checks (described in section 5.1). This information was used to ascertain key information about the interviews, such as numbers of problems being reported, overall problem incidence, and interview length.

4.2.5 Public contact during the survey

Respondents were provided with a freephone number and email address on all materials so that contact could be made with the research team at Ipsos MORI. Similarly, respondents could use these means of contact in order to opt out of the survey altogether or to inform the research team of any change of address.

In total 55 households contacted the research team to opt out of the survey (1.5% of issued addresses). While a number of respondents got in touch to ask for further information about the survey no formal complaints were received by the Ipsos MORI or LSC research teams.

Respondents also made contact with the research team between waves one and two, for example to give notice of address changes. The panel maintenance procedures and respondent contact between waves are described in chapter 6.
4.3 Response rates

A total of 3,692 households/addresses were issued for fieldwork, comprising 2,230 longitudinal sample households and 1,462 fresh cross-sectional sample addresses. The sections which follow outline the response rates and outcomes for each of these households/addresses.

4.3.1 Longitudinal sample

In total, 2,318 households took part in the first wave of the CSJPS. Of these, 88 households were not issued for fieldwork at wave two (3.7% of all wave one households), either because no-one within the household had agreed to be contacted again for the study at the end of their wave one interviews, or because the household had opted out in between survey waves. Of the remaining 2,230 households issued for fieldwork, 29 were classed as ineligible as all longitudinal respondents within them had died or emigrated. In addition, 89 new households were created to account for respondents who split from their original households, giving a total of 2,290 eligible households. Interviews were achieved at 1,708 of these households, giving a household response rate of 75%.

The response outcomes for the longitudinal sample are set out in table 4.1 below.

Table 4.1. Longitudinal survey response outcomes and response rate

<table>
<thead>
<tr>
<th></th>
<th>Issued</th>
<th>Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total issued households</strong></td>
<td>2,230</td>
<td>100</td>
</tr>
<tr>
<td>Ineligible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>deceased</td>
<td>29</td>
<td>1.3</td>
</tr>
<tr>
<td>moved out of England and Wales</td>
<td>6</td>
<td>0.3</td>
</tr>
<tr>
<td><strong>Additional 'split' households</strong></td>
<td>89</td>
<td>4.0</td>
</tr>
<tr>
<td><strong>Total eligible addresses</strong></td>
<td>2,290</td>
<td>100</td>
</tr>
<tr>
<td>Refusal</td>
<td>267</td>
<td>11.7</td>
</tr>
<tr>
<td>by phoning the office</td>
<td>29</td>
<td>1.3</td>
</tr>
<tr>
<td>at introduction (in person)</td>
<td>172</td>
<td>7.5</td>
</tr>
<tr>
<td>by proxy by another household member</td>
<td>36</td>
<td>1.6</td>
</tr>
<tr>
<td>during interview (interview incomplete)</td>
<td>8</td>
<td>0.3</td>
</tr>
<tr>
<td>broken appointment - no recontact</td>
<td>22</td>
<td>1.0</td>
</tr>
<tr>
<td>Other unproductive</td>
<td>103</td>
<td>4.5</td>
</tr>
<tr>
<td>away or in hospital throughout survey period</td>
<td>15</td>
<td>0.7</td>
</tr>
<tr>
<td>at home ill during survey period</td>
<td>19</td>
<td>0.8</td>
</tr>
<tr>
<td>contact made with eligible adult(s) but unable to interview (no outright refusal)</td>
<td>36</td>
<td>1.6</td>
</tr>
<tr>
<td>recorded as interview but no data</td>
<td>3</td>
<td>0.1</td>
</tr>
<tr>
<td>other unproductive</td>
<td>30</td>
<td>1.3</td>
</tr>
<tr>
<td>No contact</td>
<td>212</td>
<td>9.3</td>
</tr>
<tr>
<td>at issued address</td>
<td>70</td>
<td>3.1</td>
</tr>
<tr>
<td>mover household untraced</td>
<td>142</td>
<td>6.2</td>
</tr>
<tr>
<td><strong>Full interview in person</strong></td>
<td>1,708</td>
<td>74.6</td>
</tr>
</tbody>
</table>
**Individual response**

A total of 2,825 longitudinal respondents were living in the 1,708 successful households. Of these, 24 individuals were ineligible, leaving 2,801 eligible respondents. An interview was achieved with 2,604 of them, giving an individual level response rate of 93%. The successful households included 52 respondents who had refused recontact for the study (but someone else within their household had agreed so their households were able to be issued for fieldwork). Interviewers were instructed not to approach these individuals but they could be interviewed if they wanted to be; 18 of the 52 took part and the remaining 34 did not. These individuals all completed the cross-sectional version of the questionnaire as their data were not issued with the sample. Five other longitudinal respondents completed the cross-sectional version of the questionnaire for various reasons (interviewer error when completing the household grid etc), these are recorded separately in table 4.2 below.

The response outcomes for longitudinal individuals in successful households are set out in table 4.2 below.

**Table 4.2. Longitudinal sample individual outcomes (successful households)**

<table>
<thead>
<tr>
<th></th>
<th>Issued</th>
<th>Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
</tr>
<tr>
<td>Total individuals in successful households</td>
<td>2825</td>
<td>100</td>
</tr>
<tr>
<td>Ineligible</td>
<td></td>
<td></td>
</tr>
<tr>
<td>deceased</td>
<td>16</td>
<td>0.7</td>
</tr>
<tr>
<td>moved out of England and Wales</td>
<td>8</td>
<td>0.4</td>
</tr>
<tr>
<td>Total eligible respondents</td>
<td>2,801</td>
<td>100</td>
</tr>
<tr>
<td>Refusal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>at introduction (in person)</td>
<td>55</td>
<td>2.0</td>
</tr>
<tr>
<td>by proxy by another household member</td>
<td>39</td>
<td>1.4</td>
</tr>
<tr>
<td>during interview (interview incomplete)</td>
<td>1</td>
<td>0.0</td>
</tr>
<tr>
<td>broken appointment - no recontact</td>
<td>10</td>
<td>0.4</td>
</tr>
<tr>
<td>Other unproductive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>away or in hospital throughout survey period</td>
<td>14</td>
<td>0.5</td>
</tr>
<tr>
<td>at home ill during survey period</td>
<td>4</td>
<td>0.1</td>
</tr>
<tr>
<td>contact made but unable to interview (no outright refusal)</td>
<td>7</td>
<td>0.2</td>
</tr>
<tr>
<td>refused recontact at wave one, interviewers instructed not to approach for interview</td>
<td>34</td>
<td>1.2</td>
</tr>
<tr>
<td>other unproductive</td>
<td>7</td>
<td>0.2</td>
</tr>
<tr>
<td>No contact</td>
<td>26</td>
<td>0.9</td>
</tr>
<tr>
<td>Full interview</td>
<td>2,604</td>
<td>93.0</td>
</tr>
<tr>
<td>in person</td>
<td>2524</td>
<td>90.1</td>
</tr>
<tr>
<td>by proxy</td>
<td>57</td>
<td>2.0</td>
</tr>
<tr>
<td>in person or by proxy as 'cross-sectional' interview</td>
<td>23</td>
<td>0.8</td>
</tr>
</tbody>
</table>
**Mover households**

Interviewers also attempted to trace longitudinal households which had moved from their last known address. A total of 255 mover households were identified during fieldwork, 12% of all issued, eligible households. Of these (see table 4.3 below) just under half (44%) were traced and interviews were achieved at 30% of all mover households.

<table>
<thead>
<tr>
<th>Table 4.3. Mover household outcomes</th>
<th>Eligible</th>
<th>Movers</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Total eligible issued households</td>
<td>2,201</td>
<td>100</td>
</tr>
<tr>
<td>Total mover households identified, of which:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>whole household moved</td>
<td>255</td>
<td>11.6</td>
</tr>
<tr>
<td>&quot;split&quot; households (longitudinal respondents left original households)</td>
<td>166</td>
<td>7.5</td>
</tr>
<tr>
<td>Mover household untraced</td>
<td>142</td>
<td>6.5</td>
</tr>
<tr>
<td>Mover household traced, of which:</td>
<td>113</td>
<td>5.1</td>
</tr>
<tr>
<td>refused/other unproductive</td>
<td>37</td>
<td>1.7</td>
</tr>
<tr>
<td>full interview</td>
<td>76</td>
<td>3.5</td>
</tr>
</tbody>
</table>

**4.3.2 Fresh sample**

Fresh addresses were also issued in order to maintain the overall sample size at around 4,000 individual interviews. A total of 1,462 addresses were issued, comprising 802 ‘main sample’ addresses issued at the start of fieldwork and 660 reserve addresses. Overall 129 of these addresses were ineligible (deadwood), leaving 1,333 eligible addresses. An interview was achieved at 700 of the addresses, giving an overall household response rate of 53%. Table 4.4 shows the response outcomes for the refresher sample households.

Additional “top-up” interviews were conducted with adults who had not been interviewed before and were living in the same households as longitudinal respondents. A total of 244 of these individuals were successfully interviewed, 24 by proxy and 220 in person, out of a possible 631 additional adults living with longitudinal respondents. Out of the 244 interviewed, 96 were new to their households since wave one and 148 living there before; and of the 148 living there before 30 had turned 16 since the last interview and hence become eligible, and 118 were eligible wave one non-responders.
Table 4.4. Fresh sample survey response outcomes and response rate

<table>
<thead>
<tr>
<th></th>
<th>Issued</th>
<th>Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
</tr>
<tr>
<td>Total issued addresses</td>
<td>1,462</td>
<td>100</td>
</tr>
<tr>
<td>Ineligible (deadwood)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>non-residential property/communal establishment</td>
<td>129</td>
<td>8.8</td>
</tr>
<tr>
<td>not occupied as main residence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>not yet built/under construction/demolished/derelict</td>
<td>22</td>
<td>1.5</td>
</tr>
<tr>
<td>property vacant/empty</td>
<td>69</td>
<td>4.7</td>
</tr>
<tr>
<td>other ineligible</td>
<td>24</td>
<td>1.6</td>
</tr>
<tr>
<td>Total eligible addresses</td>
<td>1,333</td>
<td>100</td>
</tr>
<tr>
<td>Refusal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>by phoning the office</td>
<td>404</td>
<td>30.3</td>
</tr>
<tr>
<td>all information about address/DU/adults refused</td>
<td>135</td>
<td>10.1</td>
</tr>
<tr>
<td>at introduction (in person)</td>
<td>200</td>
<td>15.0</td>
</tr>
<tr>
<td>by proxy by another household member</td>
<td>8</td>
<td>0.6</td>
</tr>
<tr>
<td>during interview (interview incomplete)</td>
<td>11</td>
<td>0.8</td>
</tr>
<tr>
<td>broken appointment - no recontact</td>
<td>24</td>
<td>1.8</td>
</tr>
<tr>
<td>Other unproductive</td>
<td>93</td>
<td>7.0</td>
</tr>
<tr>
<td>away or in hospital throughout survey period</td>
<td>2</td>
<td>0.2</td>
</tr>
<tr>
<td>at home ill during survey period</td>
<td>4</td>
<td>0.3</td>
</tr>
<tr>
<td>physically/mentally unable to provide interview</td>
<td>6</td>
<td>0.5</td>
</tr>
<tr>
<td>unable to interview due to language difficulties</td>
<td>5</td>
<td>0.4</td>
</tr>
<tr>
<td>contact made with eligible adult(s) but unable to interview (no outright refusal)</td>
<td>51</td>
<td>3.8</td>
</tr>
<tr>
<td>other unproductive</td>
<td>25</td>
<td>1.9</td>
</tr>
<tr>
<td>No contact</td>
<td>136</td>
<td>10.2</td>
</tr>
<tr>
<td>Successful interviews</td>
<td>700</td>
<td>52.5</td>
</tr>
</tbody>
</table>

As table 4.5 below shows, the main sample had a higher household response rate (54%) than the reserve sample (51%). The main difference was a higher non-contact rate for the reserve sample (12% out of eligible addresses) than main sample (8% non-contact rate).

Table 4.5. Fresh sample main and reserve survey response outcomes and response rate

<table>
<thead>
<tr>
<th></th>
<th>Main sample</th>
<th>Reserve sample</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Issued</td>
<td>Eligible</td>
</tr>
<tr>
<td>Total issued addresses</td>
<td>802</td>
<td>100</td>
</tr>
<tr>
<td>Ineligible</td>
<td>65</td>
<td>8.1</td>
</tr>
<tr>
<td>Total eligible addresses</td>
<td>737</td>
<td>100</td>
</tr>
<tr>
<td>No contact</td>
<td>62</td>
<td>8.4</td>
</tr>
<tr>
<td>Refused</td>
<td>218</td>
<td>29.6</td>
</tr>
<tr>
<td>Other unproductive</td>
<td>62</td>
<td>8.4</td>
</tr>
<tr>
<td>Successful interviews</td>
<td>395</td>
<td>53.6</td>
</tr>
</tbody>
</table>
**Individual response**

There were a total of 1,318 eligible adults aged 16+ living within successful households (an average of 1.88 respondents per household). An interview was achieved with 1,063 of them, giving an individual response rate of 81%.

### Table 4.6. Fresh sample individual outcomes (successful households)

<table>
<thead>
<tr>
<th></th>
<th>Eligible N</th>
<th>Eligible %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total eligible individuals in successful households</td>
<td>1,318</td>
<td>100</td>
</tr>
<tr>
<td>Refusal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>at introduction (in person)</td>
<td>82</td>
<td>6.2</td>
</tr>
<tr>
<td>by proxy by another household member</td>
<td>85</td>
<td>6.4</td>
</tr>
<tr>
<td>broken appointment - no recontact</td>
<td>1</td>
<td>0.1</td>
</tr>
<tr>
<td>Other unproductive</td>
<td>43</td>
<td>3.3</td>
</tr>
<tr>
<td>away or in hospital throughout survey period</td>
<td>9</td>
<td>0.7</td>
</tr>
<tr>
<td>at home ill during survey period</td>
<td>1</td>
<td>0.1</td>
</tr>
<tr>
<td>physically/mentally unable to provide interview</td>
<td>1</td>
<td>0.1</td>
</tr>
<tr>
<td>contact made but unable to interview (no outright refusal)</td>
<td>12</td>
<td>0.9</td>
</tr>
<tr>
<td>other unproductive</td>
<td>20</td>
<td>1.5</td>
</tr>
<tr>
<td>No contact with selected person</td>
<td>44</td>
<td>3.3</td>
</tr>
<tr>
<td>Full interview</td>
<td>1,063</td>
<td>80.7</td>
</tr>
<tr>
<td>in person</td>
<td>1,038</td>
<td>78.8</td>
</tr>
<tr>
<td>by proxy</td>
<td>25</td>
<td>1.9</td>
</tr>
</tbody>
</table>

### 4.3.3 Comparisons with other longitudinal survey response rates

In this section the CSJPS response rates are contrasted with those of similar studies. It is important to contextualise any comparisons between surveys as their design features impact on the response rate, and there are few surveys with similar design features to the CSJPS. It is well documented that survey response rates have been declining over time, and that attrition is usually higher at the second wave of a longitudinal survey than at subsequent waves, meaning that comparisons with ongoing studies such as the Families and Children Study (FACS), which had its 10th wave in 2008, are not suitable. The survey population and survey content are also important design features which have an impact on the response rate, for example surveys of parents about their young children, such as the Millennium Cohort Study, can be expected to have higher response rates than general public surveys. The length of time between waves is a further important consideration as this has an impact on the proportion of the sample which can be expected to have moved between waves.

With these factors in mind the UK Household Longitudinal Study (UKHLS), also called Understanding Society, offers the closest comparison with the CSJPS. It has two general public samples: the main General Population sample (GP) and the Innovation Panel (IP) subsample. The survey has many of the features which tend to impact on response rates in common with the CSJPS:

- wave one was conducted recently (2008 for the IP or 2009-10 the UKHLS GP);
- they include interviews with all adults in each household (UKHLS has self-complete interviews with children in addition to this);
they have the same longitudinal following rules;

the interviews are of a similar length with proxy interviews permissible in certain circumstances; and

they are both considered a fairly ‘hard sell’ on the doorstep: the UKHLS covers a broad range of topics so can seem unfocused to respondents, while the CSJPS has had to adopt fairly generic branding (it is called the ‘Social Issues Study’ on the doorstep) in an attempt to persuade respondents that it is relevant to them but with a one-third incidence level of applicable rights problems many do not feel that it is.

The surveys do however differ in some important areas which could impact on the response rate:

UKHLS has a shorter one year follow-up period (rather than 18 months) which should translate into a lower mover rate beneficial for the response rate;

the Innovation Panel respondents are told that they are part of an experiment/pilot study which could be expected to dilute its perceived importance, and part of the wave two sample followed a mixed mode approach (telephone interviews were first attempted after which non-responders were followed up face-to-face); and

each wave of the main UKHLS survey has continuous fieldwork over a two year period and on a much larger scale (c.40,000 households per year across all its samples) which will bring considerable challenges to its management.

Table 4.4 below presents the fieldwork dates, issued sample sizes (addresses or households) and household response rates for the surveys at waves one and two. The response rates have been calculated in the same way: as the number of productive households (whether fully or partially productive) out of eligible households/addresses. The response rates across the three surveys are very similar.

<table>
<thead>
<tr>
<th>Wave one: CSJPS</th>
<th>Fieldwork dates</th>
<th>Issued addresses/</th>
<th>Household response rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jun-Sept 2010</td>
<td>4,074</td>
<td>61</td>
</tr>
<tr>
<td>Wave one: UKHLS GP sample</td>
<td>2009-10</td>
<td>49,915</td>
<td>57</td>
</tr>
<tr>
<td>Wave one: UKHLS IP</td>
<td>Jan-Apr 2008</td>
<td>2,760</td>
<td>59</td>
</tr>
<tr>
<td>Wave two: CSJPS longitudinal</td>
<td>Dec 11 – May 12</td>
<td>2,230</td>
<td>75</td>
</tr>
<tr>
<td>Wave two: UKHLS longitudinal GP sample</td>
<td>2010-11 Mar-Jun</td>
<td>26,035</td>
<td>77</td>
</tr>
<tr>
<td>Wave two: UKHLS longitudinal IP</td>
<td>2009</td>
<td>1,489</td>
<td>73</td>
</tr>
</tbody>
</table>

The individual-level adult response rates for the surveys were also of a similar level, at 91% for the UKHLS GP sample, 87% for the Innovation Panel and 93% for the CSJPS (all calculated as adult interviews including proxy interviews out of all adults in participating households).
5. Data Processing and Weighting
5. Data Processing and Weighting

5.1. Editing and data validation

5.1.1 Data checks and edits

Range, logic, and consistency checks were built into the CAPI script, and any inconsistencies were resolved by interviewers during the interviews. These checks included sense checks on household grid data, including logic checks on age/sex and the relationships between individuals (e.g. thresholds were set for minimum age differences between parents/grandparents and children, and where these were exceeded the interviewer was required to double-check respondents’ answers with them). Range and logic checks were also built into the start and end dates of problems identified during the interview to ensure, among other things, that part of each problem fell within the survey reference period.

In addition to the procedures described (in section 3.3) for ensuring that the CAPI interview script did not contain routing errors, a full routing check was undertaken within the first three weeks of fieldwork, using raw survey data in SPSS. An issue was picked up with one of the recontact questions and this was rectified.

Following completion of fieldwork further checks and edits of the data were carried out, including:

- Longitudinal respondents were validated to ensure that they had taken part before and had the correct reference number to allow their wave one and two data to be matched. Edits were made to the data and household grid information where necessary, for example where interviewers got in touch to indicate (or did so in the interview script) that they (or the respondent) had made a mistake when coding the household grid (the bulk of these edits took place during fieldwork);

- Every question in the SPSS data was checked to ensure the base size was consistent with the routing (filter) for that question. Questions were also checked to ensure that the don’t know/refused codes had been coded correctly and that the labelling was correct; and

- Agreed data conventions were applied to the data, including ensuring variable names matched the questionnaire, changing the wording of variable labels to the third person, specifying agreed values and labels for don’t know/refused responses, and specifying the variable types for analysis.

5.1.2 Quality assurance during fieldwork

A number of processes were undertaken during fieldwork to assure the quality of the data, including back-checking (via short telephone interviews with respondents) 10% of all interviews and interviewer supervision (as part of Ipsos MORI’s ongoing field quality processes).

5.2. Coding

All verbatim responses to other-specify and open-ended survey questions were provided to the LSRC, who carried out coding of the survey data. Coded data was then returned by the LSRC to Ipsos MORI to be included in the final datasets.
5.3. Derived variables

A number of derived variables were provided in the final dataset, including:

- Several variables were created to indicate the type of respondent (longitudinal, cross-sectional); how top-up individuals came to be in the sample (new to the household, wave one non-responders, or turned 16); the type of household (longitudinal, new household split from a longitudinal household, or refresher sample) and whether it had moved since wave one; and variables to indicate the status of movers out of and into longitudinal households since wave one.

- L62 – links between problems. A series of questions were asked after identification of each problem to ascertain whether it was linked to any others reported. As only the last problem identified by a respondent could be compared with all other problems reported, the remaining link variables were populated with data from later questions. Similarly, a single exhaustive set of all problem links was derived from this data.

- Probreport, probelig, probLselect and probBselect. This series of variables was derived to indicate the number of problems of each type reported, the number of problems of each type eligible for follow-up and the number of problems of each type selected for follow up in each of the follow-up sections.

- Problem type variables for the loop and detailed strategy sections: a number of variables were included to indicate which problems were covered in each of the looped follow-up sections, and whether these problems were fed forward problems from the previous wave (ongoing at that time) or new problems.

- Recontact variables. Variables were derived to indicate whether permission to recontact each respondent had been obtained, and whether respondents had provided the different forms of contact details requested to assist with making contact at the following wave.

- Where dependent interviewing (i.e. where respondents are asked to confirm or update a previous demographic status) was used in the demographic section, the relevant variables were updated with the new (or old, if unchanged) status of the respondents.

- Dx5curr, dx21 and dx36 – current employment status, marital status, and whether the respondent currently had a disability (derived from the most recent status captured across the survey reference period).

5.4. Weighting

The wave one responding sample consisted of 3,806 individuals. A total of 3,701 of were followed-up in wave two, as 105 wave one respondents were living in households where no-one had given permission to be re-contacted for a follow-up interview. These resulted in 2,604 successful Wave two interviews.

Two other groups were interviewed in wave two:

1. Secondary (“top-up”) sample members (people living with a wave one respondent) were also interviewed providing the wave one respondent was living in England and Wales.

2. A refresher sample was also issued. This consisted of two parts:
a. Additional addresses were drawn from within the wave one primary sampling units (PSUs; 4 addresses in each PSU or 5 in London PSUs)

b. A sample of 30 addresses in 22 additional reserve PSUs was also issued.

Two sets of weights were produced for analysis. A longitudinal weight was derived for the analysis of the longitudinal population, and a cross-sectional weight for analysis of the combined sample.

The method of calculating each of these weights is described below.

5.4.1 The longitudinal weight

Wave one data were scrutinized to identify variables which were related to wave two response propensity. Ineligible wave one respondents were removed from the dataset, and a logistic regression model was used to model propensity to respond to wave two.

Variables considered for inclusion in the logistic model included the variables used in the wave one weighting, several other variables descriptive of the respondent, and variables derived from respondents’ answers to wave one questions. The final list of variables chosen for use in the weighting scheme was the following:

Variables used in the Wave one weighting
Government Office Region
Age-group within sex
Number of adults in the household

Other variables obtained from responses to the Wave one questionnaire
The respondent’s wave one employment status
Whether the respondent had any children under 16 (or under 18 and in full-time education)
The respondent’s house-type
Whether or not the respondent reported any debt problems in wave one
Whether or not the respondent reported any neighbourhood problems in wave one
Whether or not the respondent reported knowledge about national debtlines in wave one
Whether or not the respondent reported knowledge about solicitors in Wave one

The first three variables above were chosen because they had been used in the Wave one weighting; the rest were chosen because they were found to be significant predictors of response in the regression model.

The original wave one interview weights of wave two responders were calibrated directly to the wave one totals on these variables to create a new weight. This was then scaled to have a mean of 1 to yield the final wave two longitudinal weight.

5.4.2 The wave two cross-sectional weight

The study population represented by the wave one sample consisted of the England and Wales adult (16 and over in 2010) household population. The target population for a future wave of a household panel survey is often taken to be the corresponding household population at the time of the next wave. However, this cannot be sampled simply by following up wave one respondents, as doing so would not allow sampling of new joiners to the population.

However, the wave two sample included a refresher sample of new households and also sampled new joiners to wave one households. The wave two cross-sectional sample therefore consisted of two distinct groups of respondents:
A. The 2,604 respondents who had been interviewed in wave one (and who therefore had a wave two longitudinal weight) and additional members of their household (244 additional respondents).

B. The refresher sample yielded 1,063 wave two responders.

The two groups were weighted separately and then merged together.

Group A was weighted using the weight share method which is often used in household panels. It is not usually possible to calculate the selection probabilities of new members of a longitudinal household; the weight share method allows unbiased estimation without calculating selection probabilities. The longitudinal weights of original household members are shared with new joiners (taking into account the number of household members at wave two who were original sample members, the number who were new joiners to the household, and the number who had turned 16 between waves one and two) to calculate a wave two weight.

The refresher sample, Group B, was weighted separately. Design weights were calculated to ensure that each member of the population had an approximately equal chance of contributing to the wave two combined sample, rather than an equal chance of contributing to the refresher sample. These probabilities cannot be calculated exactly but respondents at addresses where it was necessary in the field to select a single household out of multiple using a kish grid selection procedure were given a dwelling unit weight equal to the number of households at their address. The design weights were then calibrated to population totals on the variables: age within gender, GOR and household size. The population totals used were those the wave one sample weights were calibrated to (see the wave one technical report for their profiles).

A consequence is that the two samples were weighted to be representative of slightly different populations. Whereas Group B is representative of the entire adult 2011/12 household population, Group A is representative of a population that includes most, but not all, of this population. For example, an immigrant could be sampled via Group A provided they joined a wave one household, but other immigrants could not. The result is that the cross-sectional sample is weighted to the average of two populations. There is considerable overlap between these populations, so any differences between them are likely to be small.

5.5. Datasets

Three SPSS datasets were provided: wave two (W2) and wave one and two (W1W2) longitudinal datasets at the individual level and a wave one and two dataset at the problem level.

- The individual level datasets consisted of one case per respondent, a total of 3,911 cases were provided in the W2 file and 5,113 cases in the W1W2 file. The longitudinal file included respondents interviewed in both waves, or those interviewed only in wave one (wave two non-responders) or wave two (fresh cross-sectional individuals). These datasets contained the weights described above.

- A wave one and two longitudinal problem level dataset was provided, made up of a single case per problem reported (irrespective of whether the problem was eligible for further follow up questions). A total of 3,832 cases were provided in the file, with: 1,671 problems from wave one, 1,775 from wave two, and 386 problems which continued on after wave one and where data was hence captured at both waves.
6. Panel Maintenance
6. Panel Maintenance

6.1. Introduction

Panel maintenance activities were included in the design of the CSJPS to attempt to minimise attrition between waves. Attrition on longitudinal studies is caused by a number of factors including respondent movement and failure to track a respondent to a new address, being unsuccessful in contacting a respondent at a known address, and respondent refusal. The procedures described in this section were designed to counter each of these potential sources of attrition.

Ipsos MORI was responsible for the design and management of the CSJPS panel maintenance activities. The main tasks this involved were handling respondent contact between survey waves; the design, production and delivery of communications sent to respondents to maintain their engagement with the survey and to ask them to update their contact details; and logging and cleaning/preparing respondent contact details for survey mail-outs and wave two fieldwork.

6.2. Wave one measures

At the end of the wave one interview, respondents were asked for their permission to be contacted again to take part in the survey (95% gave this), and for their home telephone number (provided by 73%), mobile number (52%), email address (33%) and the contact details of up to two stable contacts (who might be contacted in the event of losing touch with a mobile respondent – this was only sought from those who did not say they were “not at all likely” to move house within the next year – and was obtained for 6% of the full sample). Each respondent was given a change of address card and freepost envelope to return in the event of a move.

The names and addresses of the respondents were cleaned during (to enable thank you letters to be sent) and after fieldwork and stored securely on Ipsos MORI's servers. The details were held in a database which was used to log any new information provided by respondents between survey waves. At the start of wave two the most up-to-date details were compiled at the household level, transferred to the live survey management database and issued to interviewers, along with freshly sampled addresses.

In addition, survey process data and respondent demographic details were issued to interviewers to help them contact and identify the correct respondents. These details included age and gender; the wave one outcome of all adults in the household; the date and time of the previous interview; and an indicator of the previous interview length.

6.3. Contact between waves

6.3.1 Thank you letters

Thank you letters were sent out, to each individual interviewed, in tranches during fieldwork (so that most respondents received a letter within a month of their interview). The letter thanked respondents for their contribution and made mention of the upcoming survey wave. Change of address cards and freepost envelopes were enclosed with the letters.
Additional means to find out more about the survey, or get in touch with the research team, were also provided on these (and all other) communications. These included a freephone telephone number, email address and survey website.

In an attempt to counter the potential adverse impact (at the next wave) of the longer-than-expected interviews recorded at the start of wave one fieldwork (before the interview script was changed to reduce this), all individuals with an interview of over 90 minutes were sent a version of the letter which mentioned this, along with a further £5 incentive voucher to thank them for their contribution. In order to avoid appearing to value some respondents’ contributions (with respect to long interviews) more than others, any other respondent in a household with a 90 minute interview, whose interview was 60 minutes or more, was also sent a further incentive. A total of 90 additional incentive vouchers were posted to respondents.

6.3.2 First survey newsletter

Two keeping in touch mailings, in the form of letters and survey newsletters providing some of the results, were sent to respondents between waves. The purpose of the mailings was to maintain respondents’ engagement with the survey and provide them with an opportunity to update their details. The mailings and letters were designed by Ipsos MORI while the LSRC wrote the content of the survey newsletters.

The first mailing was sent in March 2011, in the form of a cover letter, two page newsletter, and freepost tear-off slip to enable respondents to update their details. The main purposes of the first newsletter were to provide respondents with information about how their data had been used and allow them to update their contact details. The letters also informed respondents of the dates of the next wave and explained the purposes and importance of it. The materials are enclosed in the appendix.

6.3.3 Second survey newsletter

A second keeping in touch mailing was sent to respondents at the end of August 2011, around three months before wave two fieldwork was due to commence. This took the format of a cover letter with address/contact detail confirmation card on the back, a newsletter containing survey findings (sent to most but not all of the respondents – see below), and a freepost return envelope. The primary purpose of the second between wave mailing was to encourage response from respondents to confirm or update their contact details. Respondents were offered a £5 incentive voucher for responding (this was posted to all who did).

The second mailing also included an experiment, designed to gauge the impact of form of newsletter and update request on the likelihood that respondents would respond to the update request and wave two of the survey. Two versions of the keeping in touch request were trialled with random assignment: a confirmation card (which respondents were asked to return even if their details had not changed) and change of address card (to be returned only if details needed to be updated). A response was received from 24% of the respondents overall, made up of 34% of those sent a confirmation card and 13% of change of address respondents.

Three newsletter conditions were also assigned randomly (tailored, standard or no newsletter). For the newsletter experiment a series of newsletters were written, designed to foster engagement with the survey and appeal to different types of respondent based on their wave one demographics and experience of rights problems, and discussing the importance of the study and public knowledge of their rights (taking information from hypothetical scenarios from wave one). Finally, a ‘standard’ newsletter was designed to be as widely applicable as possible, featuring identical graphic design and layout to the others.
The newsletter experiment showed that not including a newsletter was as effective at eliciting a response to the update request as a tailored one. However the tailored newsletter was associated with the highest response rates at wave two. The results are elaborated in a separate paper.

Examples of the materials for the second mailing are enclosed in the appendix.

6.3.4 Survey website

A survey website was designed and maintained by Ipsos MORI to provide a means for respondents to obtain more information about the study. The web address (www.social-issues-study.com) was displayed on all survey materials. The website contained information for respondents such as the survey content; timings of each wave and how to update contact details; more in-depth background about the study; a publications list; and list of contacts for advice services. The content was updated periodically to reflect the stage of the survey.

Ipsos MORI also kept track of traffic to the website during and in between survey fieldwork. This suggests that only a small minority of respondents ever visited the site. From when the tracker was set up on the site (in April 2011 to measure traffic following the first keeping in touch mailing) to over a year later at the end of wave two fieldwork (May 2012) the site was visited by 233 different people across a total of 283 visits. However only a third of the visits were from within the UK. It is likely that the majority of views from outside the UK, and some of those from within it, were from non-respondents (or electronic indexing) who came across the site for other reasons. There is evidence to suggest that the website was more relevant to UK visitors as they viewed on average 3.5 pages per visit compared with an average of 1.9, and therefore we think it is reasonable to assume that the majority of UK visitors were respondents. A plausible estimate is that around 50 respondents looked at the website, 1% of all wave one/two respondents.

There were also increases in website traffic around the times the wave two advance letters were sent out, in November/December 2011 and January 2012, of up to 20 visits in a single day or 50 in a single month. There is less evidence of an impact when the keeping in touch mailings were sent out, in April and August 2011. The busiest months were November – January 2012 when wave two fieldwork was at its peak; half of all visits (141 out of 283) were over this period. Figure 6.1 below shows the website traffic in visits to the site per day.

Figure 6.1. Daily visits to the Social Issues website from April 2011 to May 2012

![Website traffic chart](chart.png)
Appendices
7. Appendices

7.1 CSJPS Wave Two Questionnaires
7.1.1 CSJPS Wave 2 baseline: New households and individuals

Household Grid

H1 [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
INTERVIEWER: RECORD NUMBER OF DWELLING UNITS AT ADDRESS FROM CONTACT SHEET.

NUMERIC 1-20

H2 [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
First, I'd like to ask a few questions about yourself and the people who live here.

Thinking of all members of your household and including yourself and any children, how many people live here regularly as members of this household?

NUMERIC 1-12

H3a [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
INTERVIEWER: ENTER SELECTED RESPONDENT’S FIRST NAME - ASK IF NECESSARY

OPEN

H3b etc. [If asking about the second or subsequent person in the household]
And what is the first name of the next person in your household?

OPEN

Note: The names entered in grid are used for text substitution in following questions (NAME).

Note: Sex, age and relationship to each other person in the household are asked about every other person in the household

H4a [If asking about the first person in the household]
INTERVIEWER: CODE THE SELECTED RESPONDENT’S SEX

1. Male
2. Female

H4b etc. [If asking about the second or subsequent person in the household]
INTERVIEWER: CODE (NAME’S) SEX – ASK IF NECESSARY

Male
Female

H5a [If asking about the first person in the household]
What is your date of birth?
IF REFUSE:
What was your age last birthday?
RESPONDENTS AGE MUST BE BETWEEN 16 AND 97

**NUMERIC 16-97**

Don’t Know
Refused

**H5b etc. [If asking about the second or subsequent person in the household]**

What is (NAME’s) date of birth?
IF REFUSE:
What was (NAME’s) age last birthday?

IF LESS THAN 1 YEAR, CODE 0

**NUMERIC 0-97**

Don’t Know
Refused

**H5checkb etc. [ASK IF H5a, b etc = DK or Ref]**

INTERVIEWER CODE: ASK IF NECESSARY
IS (NAME) AGE … READ OUT BANDS
IF NOT KNOWN, TRY TO GET BEST ESTIMATE

1. under 10 years
2. 10 to 15 years
3. 16 years to 25 years
4. 26 years to 35 years
5. 36 years to 45 years
6. 45 years to 65 years
7. 66 years and over
8. Don’t Know
9. Refused

**H6b etc [ASK IF ANY HOUSEHOLD MEMBERS AGED 16-78]**

Is (NAME) currently in full-time education?

1. Yes
2. No
3. Don’t know
4. Refused

**H7a1 [ASK OF HOUSEHOLD MEMBERS AGED 16+]**

May I check, do you have any children (of your own) aged under 16, or under 18 and in full-time education, who do not live with you in this household?

1. Yes
2. No
3. Don’t know
4. Refused
H7b1 etc. [ASK OF HOUSEHOLD MEMBERS AGED 16+]
[If asking about the second or subsequent person in the household]
And does (NAME) have any children (of their own) aged under 16, or under 18 and in full-time education, who do not live with [him/her] in this household?

1. Yes
2. No
3. Don't know
4. Refused

H8a1 [IF more than one person in household ask for each person]
And what is your relationship to (PERSON02 etc.)?
PROMPT OR CHECK IF NECESSARY: So, you are (PERSON02)'s …?
CODE ONE ONLY

1. Husband/Wife
2. Partner
3. Son/daughter (natural)
4. Adopted son/daughter
5. Foster child
6. Stepson/stepdaughter
7. Son-in-law/daughter-in-law
8. Mother/father (natural)
9. Adoptive mother/father
10. Foster mother/father
11. Step-parent
12. Parent-in-law
13. Brother/Sister (including step, foster and adopted)
14. Grandparent
15. Grandchild
16. Other relative
17. Other non relative
18. Don't Know
19. Refused

H8b1 etc. [IF more than one person in household ask for each person. Establish relationship with each other people in household]
[Programmed so that each inter-relationship is only asked once]
And what is (PERSON02's) relationship to (PERSON03 etc.)?
PROMPT OR CHECK IF NECESSARY: So (PERSON02) is (PERSON03 etc. )'s …?
CODE ONE ONLY

1. Husband/Wife
2. Partner
3. Son/daughter (natural)
4. Adopted son/daughter
5. Foster child
6. Stepson/stepdaughter
7. Son-in-law/daughter-in-law
8. Mother/father (natural)
9. Adoptive mother/father
10. Foster mother/father
11. Step-parent
12. Parent-in-law
13. Brother/Sister (including step, foster and adopted)
14. Grandparent
15. Grandchild
16. Other relative
17. Other non relative
18. Don’t Know
19. Refused

[ASK OF HOUSEHOLD MEMBERS AGES 16+ WHO ARE NOT LIVING WITH HUSBAND/WIFE AT H8A, B ETC]

H9a  [If asking about the first person in the household]
Can I just check what is your marital status?
READ OUT AND CODE FIRST TO APPLY

1. Single, that is never married
2. Co-habiting and never married
3. Married and living with (husband/wife)
4. Married, but separated from (husband/wife) and not co-habiting
5. Married, but separated from (husband/wife) and co-habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don’t Know
11. Refused

H9b etc  [If asking about the second or subsequent person in the household]
Can I just check what is (NAME’s) marital status?
READ OUT AND CODE FIRST TO APPLY

1. Single, that is never married
2. Co-habiting and never married
3. Married and living with (husband/wife)
4. Married, but separated from (husband/wife) and not co-habiting
5. Married, but separated from (husband/wife) and co-habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don’t Know
11. Refused

H10  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
Can I just check, is there anyone else you haven’t already mentioned living here regularly as a member of this household?
1. Yes
2. No
3. Don’t know
4. Refused

[ASK IF H10 = 1]
INTERVIEWER – YOU WILL NOW BE SENT BACK TO THE START OF THE GRID TO INCLUDE THIS PERSON

(Household level questions)

H11  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
ASK OR RECORD
SHOWCARD
Which of these best describes this accommodation?

1. Whole house or bungalow - detached
2. Whole house or bungalow – semi-detached
3. Whole house or bungalow – terrace/ end of terrace
4. Flat/ maisonette – purpose built
5. Flat/ maisonette – converted (excluding bedsit)
6. Flat/ maisonette – bedsit
7. Flat/ maisonette – in a commercial building (over shop/ hotel/ in office)
8. Caravan
9. Other mobile or temporary structure
10. Don’t know
11. Refused

H12  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
How many rooms does your household have use of in this accommodation, not including bathrooms or kitchens?

NUMERIC 1-50
Don’t Know
Refused

H13  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
Does your household share any of these rooms with anyone else who is not a member of your household?

1. Yes
2. No
3. Don’t know
4. Refused

H14  [ASK IF H13 = 1]
How many rooms are shared?

NUMERIC 1-50
Don’t Know
Refused

H15  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
Does your accommodation have central heating or storage heaters?
INTERVIEWER: IF ONLY IN SOME ROOMS OR NOT WORKING CODE YES

1. Yes
2. No
3. Don’t know
4. Refused
Individual questionnaire (new respondents not interviewed previously only)

SELECT RESPONDENT FOR INTERVIEW  
(IF NECESSARY YOU CAN MAKE CORRECTIONS ON THE NEXT SCREEN)  
Name 1 (age band) – Eligible for follow up/baseline interview/Not eligible  
Name 2 (age band) – Eligible for follow up/baseline interview/Not eligible  
Name 3 (age band) – Eligible for follow up/baseline interview/Not eligible  
Etc

Hx2 CHECK RESPONDENT’S OWN DETAILS AND RECORD ANY CORRECTIONS

Name X (gender, age)
1. No corrections  
2. Update name  
3. Update age (date of birth)  
4. Update gender

Hx2a IF Hx2 = 2  
RECORD TITLE, FIRST NAME AND SURNAME

Hx2b IF Hx2 = 3  
RECORD DATE OF BIRTH/ AGE

Hx2c IF Hx2 = 4  
RECORD GENDER  
1. Male  
2. Female

Proxies INTERVIEWER CODE WHETHER INTERVIEW BEING CONDUCTED IN PERSON OR BY PROXY FOR PARTNER  
1. In person  
2. By proxy

Sources of help questions (PROXIES SKIP Q32-QW3)

First of all I would like to ask you about sources of help about rights.

Q32 Which of these people or organisations do you know something about (For example, what they do)?  
SHOWCARD CODE ALL

1. Shelter  
2. Citizens Advice  
3. Consumer Direct  
4. Community Legal Advice  
5. National Debtline  
6. Solicitors  
7. Law Centres  
8. Financial Services Ombudsman

© 2013 Ipsos MORI.
Q33 Which of these people or organisations have you ever contacted?

SHOWCARD

CODE ALL

1. Shelter
2. Citizens Advice
3. Consumer Direct
4. Community Legal Advice
5. National Debtline
6. Solicitors
7. Law Centres
8. Financial Services Ombudsman
9. Local Government Ombudsman
10. Local council
11. None of these
12. Don’t know

Q34 Which of these people or organisations are within easy travelling distance of your home?

SHOWCARD

CODE ALL

1. Shelter
2. Citizens Advice
3. Consumer Direct
4. Community Legal Advice
5. National Debtline
6. Solicitors
7. Law Centres
8. Financial Services Ombudsman
9. Local Government Ombudsman
10. Local council
11. None of these
12. Don’t know

QW1 (ASK ALL, RANDOM ORDER, ASK RANDOM SELECTION OF SIX OF THE STATEMENTS)

SHOWCARD WITH AREAS OF LAW

Can you tell me in which of the areas on the card the following organisations provide advice or information? If you don’t know please say so.

QW1a Shelter PROBE FULLY Which others?

1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1b Citizens Advice PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1c Community Legal Advice PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1d Solicitors PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1e Law Centres PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1f An Ombudsman or regulator PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1g  Local council PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1h  Trade union PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1i  Legal expenses insurance advice line PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1j  MP PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1k GP PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1l Police PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1m Legal aid PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW2 [ASK ALL EXCEPT PROXIES]

QW2a And can you tell me how likely you think you would be to get a fair solution if you had a conflict with your employer?

READ OUT IF NECESSARY By ‘a fair solution’ we mean a final outcome which decided the conflict in a fair manner. This outcome might be achieved by you individually, or through use of an outside person, organisation, or court.

1. Very unlikely
2. Unlikely/
3. Neither unlikely nor likely
4. Likely
5. Very Likely
6. Don’t know
QW2b...had a conflict with a family member
1. Very unlikely
2. Unlikely/
3. Neither unlikely nor likely
4. Likely
5. Very Likely
6. Don’t know

QW2c...had a conflict with a neighbour
1. Very unlikely
2. Unlikely/
3. Neither unlikely nor likely
4. Likely
5. Very Likely
6. Don’t know

QW2d...had a land dispute
1. Very unlikely
2. Unlikely/
3. Neither unlikely nor likely
4. Likely
5. Very Likely
6. Don’t know

QW2e...had a business dispute
1. Very unlikely
2. Unlikely/
3. Neither unlikely nor likely
4. Likely
5. Very Likely
6. Don’t know

QW2f...became a victim of crime
1. Very unlikely
2. Unlikely/
3. Neither unlikely nor likely
4. Likely
5. Very Likely
6. Don’t know

The next question is about your views of people’s rights in different situations.

QW3 SHOWCARD
I’d like you to imagine an unmarried couple with no children who have been living together for (INSERT RANDOM SELECTION OF months/years). Say their relationship ends. Do you think that if the woman had been looking after the home and not earning, the she should have the right to financial support from the man?

1. Definitely should
2. Probably should
3. Probably should not
4. Definitely should not
5. DO NOT PROMPT Don’t know/no opinion
When relationships break down, parties are often encouraged to settle their disputes relating to financial issues or arrangements for any children using "Family Dispute Resolution", to avoid going to court.

**A1.** Have you heard of any of the following forms of Family Dispute Resolution for people to use after a couple divorces or separates? READ OUT, RANDOMISE ORDER OF STATEMENTS

**A1_1.** Mediation (in which both parties attempt to resolve issues relating to their separation with the assistance of a qualified family mediator)

1. Yes
2. No
3. Don’t know

**A1_2.** Collaborative Law (in which both party is represented by their own lawyer; and negotiations are conducted face to face in four-way meetings between the parties and their lawyers, with all parties agreeing not to go to court)

1. Yes
2. No
3. Don’t know

**A1_3.** Solicitor negotiation (in which solicitors act for their clients to broker a solution without going to court)

1. Yes
2. No
3. Don’t know

**[ASK FOR EACH STATEMENT ‘YES’ AT A1]**

**A2.** Where did you hear of these? DO NOT PROMPT

1. A solicitor
2. The Citizens Advice Bureaux or other advice agency
3. Family/friends
4. The media or Internet
5. Other (please specify)
Problem Identification and Characterisation

Problems to be presented in random order, but the following problems should be in groups in sequence: Finance group (Debt then Money) Family group (Divorce then violence then care)

Note that each respondent is asked the questions contained in this section with regards to their two most recent problems in each problem category. However, many respondents will not have experienced any problems in some categories, or may have only experienced one problem.

If the interview is being conducted by proxy the question text indicates substitute wording “your partner” or “their” etc. where applicable.

Reference period [18 months] is calculated from the month of interview – e.g. if interview taking place in May 2010, substitute ‘November 2008’.

SHOW CALENDAR

I would now like to ask you about different kinds of problems or disputes [you/your partner] might have had. Please only include problems or disputes [you have had yourself/your partner has had themselves], not situations where [you/your partner] helped somebody else with their problem.

INTERVIEWER: GIVE CALENDAR TO RESPONDENT AND MARK WHERE THE REFERENCE PERIOD BEGINS ((18 months ago)). We are only interested in problems or disputes [you’ve had/your partner has had] since [18 months ago], by which I mean problems that started since [18 months ago], or before then, but went on afterwards. Also, we are only interested in problems [you’ve/your partner has] experienced as an individual, not any experienced by [you/your partner’s] employer or by any business [you/they] run.

(CONSUMER)

A1con. SHOWCARD Problems or disputes to do with “RECEIVING FAULTY GOODS OR SERVICES”.

[IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]?

1. Yes
2. No
3. Don’t know
4. Refused

A2con. [ASK IF A1con = 1] SHOWCARD Thinking of the most recent (second most recent) problem or dispute, what type of goods or services were involved?
INTERVIEWER: PLEASE CHECK THE RESPONDENT IS REFERRING TO THE MOST RECENT PROBLEM
MULTICODE

Faulty Goods
1. High value household or personal items (e.g. computer, washing machine, furniture suite).
2. Cars, motorcycles, etc.

Faulty Services
3. Major building work, e.g. conservatory, new roof
4. Trades people (e.g. plumbers, electricians, painters and decorators)
5. Major repairs to cars, motorcycles, etc.
6. Holidays/Travel
7. Major disruption in the supply of utilities (e.g. water, electricity, gas, phone, internet)

A3con. [ASK IF A1con = 1]
And what was the value of the goods or services involved?
1. Under £100
2. £100 - £499
3. £500 - £999
4. £1,000 - £9,999
5. £10,000 - £49,999
6. £50,000 or more
7. Don’t know
8. Refused

L10con [ASK IF A1con = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE
1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46con [ASK IF A1con = 1]
SHOWCARD
SEVERITY SCALE
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem

4 See end of questionnaire for a definition of the problem descriptor
you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor]. Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62con

[ASK IF A1con = 1 and another problem identified] And was the [problem descriptor] linked to any other problem that you have already told me about? IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1con]

(ONCE TWO LOOPS COMPLETED)

L63con

[ASK IF A1con = 1] SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

1. Yes
2. No
3. Don’t know
4. Refused

L64con [ASK IF L63con = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know
EMPLOYMENT

A1emp

SHOWCARD
Next, problems or disputes to do with EMPLOYMENT, including pensions from employment.

[IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any problems or disputes of the type shown on this card since [18 months]?  
1. Yes  
2. No  
3. Don’t know  
4. Refused

A2emp [ASK IF A1emp = 1]

SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

1. Being sacked  
2. Being made redundant  
3. Being threatened with the sack  
4. Being unfairly rejected for a job interview / unfairly not selected following interview  
5. Getting pay or a pension to which you were entitled  
6. Other rights at work, e.g. maternity leave, sickness pay, holiday entitlement, working hours  
7. Changes to [your/their] terms and conditions of employment that made things worse  
8. Unsatisfactory or dangerous working conditions  
9. Unfair disciplinary procedures or other treatment  
10. A grievance (of [yours/theirs]) not being taken seriously or adequately dealt with  
11. Harassment at work

L10emp [ASK IF A1emp = 1]

SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing  
2. Entirely on my own  
3. With the help of family/friends  
4. With the help of an adviser/representative  
5. With the help of family/friends and an adviser/representative  
6. Family/friends sorted out (or are sorting out) the problem for me  
7. Adviser/representative sorted out (or is sorting out) the problem for me  
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me  
9. Don’t know

L46emp [ASK IF A1emp = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62emp [ASK IF A1emp = 1 and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

29. Consumer 1 – problem descriptor
30. Consumer 2 – problem descriptor
31. Employment 1 – problem descriptor
32. Employment 2 – problem descriptor
33. Neighbours 1 - etc
34. Neighbours 2
35. Owned housing 1
36. Owned housing 2
37. Rented housing 1
38. Rented housing 2
39. Money 1
40. Money 2
41. Debt 1
42. Debt 2
43. Education 1
44. Education 2
45. Personal injury 1
46. Personal injury 2
47. Clinical negligence 1
48. Clinical negligence 2
49. Divorce/relationship 1-1
50. Divorce/relationship 1-2
51. Divorce/relationship 2-1
52. Divorce/relationship 2-2
53. Violence 1
54. Violence 2
55. Care 1
56. Care 2

[RETURN ONCE TO A1emp]
(ONCE TWO LOOPS COMPLETED)
L63emp [ASK IF A1emp = 1] SHOWCARD
I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

5. Yes
6. No
7. Don't know
8. Refused

L64emp [ASK IF L63emp = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don't know
NEIGHBOURS

A1nei  
SHOWCARD
Next, problems or disputes to do with ANTI-SOCIAL BEHAVIOUR BY NEIGHBOURS, i.e. people who you know live in the immediate vicinity [IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any (other) problems of the type shown on this card since [18 months]?

(EXPLAIN IF NECESSARY - boundary disputes covered elsewhere)

1. Yes
2. No
3. Don’t know
4. Refused

A2nei  [ASK IF A1nei = 1]
SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

1. Regular and excessive noise
2. Threats or harassment
3. Violence
4. Damage to your property or garden
5. Other vandalism

A2ident  [ASK IF A1nei = 1]
“[Do you/does your partner] know the identity of the person/people who you have/had a problem with?”
MULTICODE

1. Yes
2. No
3. Don’t know

L10nei  [ASK IF A2ident = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know
L46

[ASK IF A2ident = 1]

SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62

[ASK IF A2ident = 1 and another problem identified]

And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 – etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1nei]

(ONCE TWO LOOPS COMPLETED)
L63nei  [ASK IF A2ident = 1]
SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

1. Yes
2. No
3. Don’t know
4. Refused

L64nei  [ASK IF L63nei = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know
OWNED HOUSING

A1own

SHOWCARD
Next, problems or disputes to do with OWNING OR BUYING RESIDENTIAL PROPERTY.

[IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]? Please don’t include not being able to get a mortgage because of lack of money.

1. Yes
2. No
3. Don’t know
4. Refused

A2own

[ASK IF A1own = 1]
SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

1. Planning permission or consent
2. Selling or buying property (e.g. misleading property survey, problems with lease)
3. Communal repairs or maintenance
4. Repossession of the home
5. Having several mortgage payments in arrears
6. Dealing with squatters
7. Boundaries or rights of way or access to your property
   (including passage of services (e.g. water, electricity, etc.) over other people’s land)
8. Damage caused by a problem (e.g. fire) on adjoining land

L10own

[ASK IF A1own = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46own

[ASK IF A1own = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor]. Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62own [ASK IF A1own = 1 and another problem identified] And was the [problem descriptor] linked to any other problem that you have already told me about? IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1own]

(ONCE TWO LOOPS COMPLETED)

L63own [ASK IF A1own = 1] SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

1. Yes
2. No
1. Don’t know
2. Refused

L64own [ASK IF L63own = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know
RENTED HOUSING

A1rent

SHOWCARD
Next, problems or disputes to do with LIVING IN RENTED ACCOMODATION.

[IF PROBLEM IDENTIFIED: Excluding anything you've already told me about], [have you/has your partner] had any (other) problems of the type shown on this card since [18 months]?

1. Yes
2. No
3. Don’t know
4. Refused

A2rent. [ASK IF A1rent = 1]

SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

Condition of accommodation
1. Unsafe living conditions
2. Other unsuitable conditions for yourself/family (e.g. overcrowding)
3. Getting the landlord to do repairs or maintain the property

Problems to do with money
4. Getting a deposit back
5. Being several rent payments in arrears

Eviction
6. Being evicted
7. Being threatened with eviction

Terms of lease or tenancy
8. Getting the landlord to provide other services under the terms of the lease or tenancy, such as furniture
9. Agreeing (with your landlord) on rent, council tax, housing benefit payments, pre-payment meters for utilities, or other terms of the lease or tenancy agreement
10. Getting your landlord to provide a written tenancy agreement (or statement of the main terms of the tenancy)
11. Transfer of lease or tenancy

Other problems
12. Harassment by your landlord
13. Flatmates not paying the rent or behaving in an anti-social manner
14. Boundaries or rights of way or access to your property

A3rent [ASK IF A2rent = 6 or 7]

SHOWCARD
Who was your landlord at this time?
SINGLE CODE

1. Local authority/council/new town development
2. Housing association or charitable trust
3. Employer (organisation) of a household member
4. Another organisation
5. Relative/friend (before you lived here) of a household member
6. Employer (individual) of a household member
7. Another individual private landlord (not a relative, friend or employer of a household member)
8. Don’t know
9. Refused

L10rent [ASK IF A1rent = 1]

SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?

SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46rent [ASK IF A1rent = 1]

SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].

Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62rent [ASK IF A1rent = 1 and another problem identified]

And was the [problem descriptor] linked to any other problem that you have already told me about?

IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1rent]

(ONCE TWO LOOPS COMPLETED)

L63rent  
[ASK IF A1rent = 1]
SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

1. Yes
2. No
3. Don’t know
4. Refused

L64rent  
[ASK IF L63rent = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

DEBT

A1debt  
SHOWCARD
Next, problems or disputes to do with DEBT.

[IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any (other) problems or disputes of
the type shown on this card since [18 months]? Please don’t include problems related to a business that [you were/your partner was] associated with.

(EXPLAIN IF NECESSARY - mortgage and rent arrears are dealt with elsewhere)

1. Yes
2. No
3. Don’t know
4. Refused

A2debt.  [ASK IF A1debt = 1]

SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, excluding business-related problems, which of these best describes it?

MULTICODE

1. Being behind with and unable to pay
   (a) Credit or store cards
   (b) Personal loans (including Home Collected Credit and Logbook loans, but excluding mortgages)
   (c) Hire Purchase or on-credit purchases
   (d) Utility bills (e.g. water, electricity, gas, phone, internet)
   (e) TV licence
   (f) Council tax, income tax or VAT
   (g) Court fines
2. Severe difficulties managing to pay money you owe(d) (including money owed to family or friends)
2. Unreasonable harassment from people or organisations to whom you owe(d) money

A3debt1  [ASK IF A2debt = 1(a)-(g)]

SHOWCARD
As a result of this problem, did any of the following things happen?

MULTICODE

1. Took out a consolidating loan
2. Agreed a debt repayment plan
3. Entered into an Individual Voluntary Agreement
4. Obtained a Debt Relief Order
5. Became personally bankrupt
6. Had County court judgment against you
7. Had any other Court Order made against [you/your partner]
8. Had Bailiffs or Debt Collectors take (or attempt to take) any property from you / your household
9. No, none of these
10. Don’t know

A3debt2  [ASK IF A2debt = 1b]

And can I just ask whether, at the time of taking the personal loan, [you were/your partner was] in a position to repay it?

1. Yes
2. No
3. Don’t know
4. Refused

**L10debt**  
[ASK IF A1DEBT = 1]  
SHOWCARD  
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?  
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

**L46debt**  
[ASK IF A1DEBT = 1]  
SEVERITY SCALE SHOWCARD  
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].  
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

**L62debt**  
[ASK IF A1DEBT = 1 and another problem identified]  
And was the [problem descriptor] linked to any other problem that you have already told me about?  
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1debt]

(ONCE TWO LOOPS COMPLETED)

L63debt  [ASK IF A1debt = 1]
SHOWCARD
I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

1. Yes
2. No
3. Don't know
4. Refused

L64debt  [ASK IF L63debt = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don't know
MONEY

A1mon
SHOWCARD
Next, problems or disputes to do with MONEY.

[IF PROBLEM IDENTIFIED: Excluding anything you've already told me about, [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]? Please don't include problems related to a business that [you were/your partner was] associated with.

1. Yes
2. No
3. Don't know
4. Refused

A2mon
[ASK IF A1mon = 1]
SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, excluding business-related problems, which of these best describes it?

MULTICODE

- Difficulty obtaining money
  1. Getting someone to pay money that they owe [you/your partner]
  2. Insurance companies unfairly rejecting claims
  3. Incorrect information about you leading to a refusal of credit
  4. Disagreement over the content of a will or the division of property after the death of a family member

- Poor financial advice/financial management
  5. Being given incorrect information or advice that led you to buy insurance, pensions, mortgages or other financial products
  6. Mismanagement of a pension fund to which [you/your partner] contributed resulting in financial loss
  7. Mismanagement by an investment manager (of an investment other than a pension) resulting in financial loss

- Other
  8. Incorrect or disputed (large) bills, excluding rent/mortgage payments
  9. Incorrect tax assessment, including council tax
  10. Repeated incorrect/excessive charges by banks or utilities

L10mon
[ASK IF A1mon = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?

SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. *Friends/family and a adviser/representative* sorted out (or are sorting out) the problem for me
9. Don’t know

**L46mon**

[ASK IF A1mon = 1]

SEVERITY SCALE SHOWCARD

Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].

Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

**L62mon**

[ASK IF A1mon = 1 and another problem identified]

And was the [problem descriptor] linked to any other problem that you have already told me about? IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 – etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2
[RETURN ONCE TO A1mon]

(ONCE TWO LOOPS COMPLETED)

L63mon  [ASK IF A1mon = 1]
SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

1. Yes
2. No
3. Don’t know
4. Refused

L64mon  [ASK IF L63mon = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

BENEFITS AND TAX CREDITS

A1ben  SHOWCARD
Next, problems or disputes to do with WELFARE BENEFITS, TAX CREDITS, STATE PENSIONS, STUDENT LOANS OR GRANTS.

[IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]?

1. Yes
2. No
3. Don’t know
4. Refused

A2ben  [ASK IF A1ben = 1]
SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

Your entitlement to:
1. Welfare benefits or tax credits (including council tax benefit, tax credits)
2. State pension/Pension credits
3. Student loans or grants

Error in assessed amount of (including under- and over-assessments):
4. Welfare benefits or tax credits (including council tax benefit, tax credits)
5. State pension/Pension credits
6. Student loans or grants
Processing:
7. Unreasonable time processing a claim/application

A3ben  [ASK IF A2ben = 4 - 6]
And did the problem concern an under-assessment payment or over-assessment of money to be paid to [you/your partner]?

1. Under-assessment
2. Over-assessment
3. Don’t know
4. Refused

L10ben  [ASK IF A1ben = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46ben  [ASK IF A1ben = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor]. Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62ben  [ASK IF A1ben = 1 and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1ben]

(ONCE TWO LOOPS COMPLETED)

L63ben [ASK IF A1ben = 1]
SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

1. Yes
2. No
3. Don’t know
4. Refused

L64ben [ASK IF L63ben = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

EDUCATION

A1proca. [ASK IF A1proca. not asked already]
Can I just confirm, how many children [do you/does your partner] have who are aged 18 or younger, including biological, foster, step and adopted children?

INTERVIEWER: INCLUDE ALL CHILDREN, REGARDLESS OF WHETHER THEY’VE BEEN MENTIONED PREVIOUSLY AS PART OF THE HOUSEHOLD GRID.

INCLUDE CHILDREN WHO DON’T LIVE IN THE HOUSEHOLD.

NUMERIC
Don’t know
Refused

A1edu. [ASK IF A1proca > 0 OR respondent aged <20]
if respondent aged 20+ SHOWCARD
if respondent aged <20 SHOWCARD
Since [18 months], [have you/has your partner] had any (other) problems or disputes to do with children who were under 16 at the time of the types shown on this card?

1. Yes
2. No
3. Don’t know
4. Refused

A2edu. [ASK IF A1edu = 1]
if respondent aged 20+ SHOWCARD
if respondent aged <20 SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

1. Difficulties obtaining a place at a school (you or) your children are eligible to attend
2. Difficulties with (you or) your children receiving an appropriate education (e.g. special needs)
3. (You or your) Children being unfairly excluded or suspended from school
4. A school not properly protecting (you or) your children from bullying
5. School or local authority action following repeated truancy or other unauthorised absence

No A3edu.

L10edu [ASK IF A1edu = 1] SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

**L46edu**  [ASK IF A1edu = 1]

**SEVERITY SCALE SHOWCARD**
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].

Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

**L62edu**  [ASK IF A1edu = 1 and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1emp]

(ONCE TWO LOOPS COMPLETED)

L63edu  [ASK IF A1edu = 1]
if respondent aged 20+ SHOWCARD
if respondent aged <20 SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

1. Yes
2. No
3. Don’t know
4. Refused

L64edu  [ASK IF L63edu = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

PERSONAL INJURY

A1inj. Excluding anything you’ve already told me about, [have you/has your partner] suffered any injury or health problem since [18 months], either as a result of an accident or as a result of poor working conditions?
MULTICODE

1. Yes – as a result of an accident
2. Yes – as a result of poor working conditions
3. No
4. Don’t know
5. Refused

A2inj.  [ASK IF A1inj = 1]
On how many occasions has this happened since [18 months]?
NUMERIC
Don’t know
Refused

A3inj.  [ASK IF A1inj = 1]
[If A2inj=1 add “When” else “The most recent (second most recent) time”] this happened, did [you/your partner] have to see a doctor or dentist or go to a hospital as a result of the injury or health problem?

1. Yes
2. No
3. Don’t know
4. Refused

A3injb. 
[ASK IF A1inj = 1]
[IF A2inj=1 add “When” else “The most recent (second most recent) time”] this happened, might any other person or organisation have been responsible or partly responsible for the accident? Such as a local authority for not maintaining the roads or pavements, or the owner of property for not ensuring it was safe
1. Yes
2. No
3. Don’t know
4. Refused

L10inj
[ASK IF A1inj = 1 and A3injb <> No]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE
1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46inj
[ASK IF A1inj = 1 and A3injb <> No]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.
PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62inj
[ASK IF A1inj = 1 and A3injb <> No and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES
1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[If A2inj > 1, then RETURN ONCE TO A3inj]
CLINICAL NEGLIGENCE

A1clin  [IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] suffered any injury or health problem as a result of negligent or wrong medical or dental treatment since [18 months]?

MULTICODE

1. Medical treatment
2. Dental treatment
3. None
4. Don’t know
5. Refused

A2clin  [ASK IF A1clin = 1 or 2]
On how many occasions has this happened since [18 months]?

NUMERIC
Don’t know
 Refused

A3clin  [ASK IF A1clin = 1 AND 2]
[If A2clin = 1 add “When”/ else “The most recent (second most recent) time”] this happened, was this to do with medical treatment or dental treatment?

1. Medical treatment
2. Dental treatment
3. Refused

[Display text on second loop and if A1clin = 1 or 2 (and not both)]
I would now like to ask about the second most recent time [you/your partner] suffered any injury or health problem as a result of negligent or wrong medical or dental treatment.

L10clin  [ASK IF A1clin = 1 or 2]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46clin  [ASK IF A1clin = 1 or 2]
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.

Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

**PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED** You may move problems you have already marked on the scale if you want to.

**INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.**

**L62clin**  
[ASK IF A1clin = 1 or 2 and another problem identified]  
And was the *[problem descriptor]* linked to any other problem that you have already told me about?  
IF YES, WHICH ONES

29. Consumer 1 – problem descriptor
30. Consumer 2 – problem descriptor
31. Employment 1 – problem descriptor
32. Employment 2 – problem descriptor
33. Neighbours 1 - etc
34. Neighbours 2
35. Owned housing 1
36. Owned housing 2
37. Rented housing 1
38. Rented housing 2
39. Money 1
40. Money 2
41. Debt 1
42. Debt 2
43. Education 1
44. Education 2
45. Personal injury 1
46. Personal injury 2
47. Clinical negligence 1
48. Clinical negligence 2
49. Divorce/relationship 1-1
50. Divorce/relationship 1-2
51. Divorce/relationship 2-1
52. Divorce/relationship 2-2
53. Violence 1
54. Violence 2
55. Care 1
56. Care 2

[If A2clin > 1, then RETURN ONCE TO A3clin]
Family problem identification problems

Proxies skip DIVORCE & DOMESTIC VIOLENCE sections

DIVORCE AND RELATIONSHIP BREAKDOWN – Proxies skip this section (skip to ‘CARE PROCEEDINGS’, A1proca)

A1div1. RELATIONSHIPS AND OTHER FAMILY MATTERS.
Next, problems or disputes to do with RELATIONSHIPS AND OTHER FAMILY MATTERS.

Can I just check, have you been involved in divorce proceedings (even if no divorce was obtained), separated from a spouse/civil partner or broken up with a partner you were living with since (18 months)?

1. Yes
2. No
3. Don’t know
4. Refused

A2div1a. [ASK IF A1div1 = 1]
SHOWCARD
(Thinking of the most recent time this happened) which of these is the best description?
SINGLE CODE.

1. Divorce proceedings
2. Formal separation from spouse
3. Dissolution of a formal Civil Partnership
4. Formal separation from a Civil Partner
5. Break-up with partner you were living with

A10div1. [ASK IF A1div1 = 1]
SHOWCARD
Which of these descriptions best indicates how you went (have gone) about sorting out the [break-up descriptor]?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me

A46div1. [ASK IF A1div1 = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [break-up descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem

\(^5\) See end of questionnaire for a definition of the break-up descriptor
you could face and the bottom represents the least serious – please mark where on the scale you would place the [break-up descriptor]. Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [break-up descriptor] WRITTEN NEXT TO THE SCALE.

A62div1 [ASK IF A1div1 = 1]
And was the [break-up descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – etc
3. Employment 1
4. Employment 2
5. Neighbours 1
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

A63div1. [IF A1div1 = 1]
[If two loops completed “I won’t be asking you for any more details, but] (And) did you experience any other divorce, partnership dissolution, separation or break-up apart from the one(s) you just told me about since [18 months]?

[then loop for “second most recent” BREAK-UP (A1div1) from A2div1 to A63div1]
A64div1. How many other divorces, partnership dissolutions, separations or break-ups have you had since (18 months), excluding the two you have just told me about?
RELATIONSHIP BREAKDOWN 2 – Proxies skip this section (skip to ‘CARE PROCEEDINGS’, A1proca)

A1div2. SHOWCARD
(Apart from problems that followed on from a divorce, dissolution of a civil partnership, separation or break-up that you have told me about) have you had any problems or disputes, connected to your children, a divorce, dissolution of a Civil Partnership, or separation from a spouse or partner, of the type shown on this card 18 months?

1. Yes
2. No
3. Don’t know
4. Refused

A3div2. [ASK IF A1div2 = 1]
Thinking of the most recent problem or dispute, who was the problem with?
1. Ex-husband/wife/Civil Partner
2. Ex-partner who you lived with
3. Ex-partner who you did not live with
4. A parent
5. A grandparent or other relative
6. Other (specify)

A2div2. [ASK IF A1div2 = 1]
SHOWCARD
And thinking of all the problems or disputes you have had with (A3div2) in the past 18 months, concerning your children or the break-up of your relationship, which of these best describes them?

1. Disagreement over the division of property, pensions, savings, investments, other assets, or debts
2. Difficulties obtaining maintenance from a former partner for yourself (excluding payments for children)
3. Difficulties agreeing to pay maintenance to a former partner (excluding payments for children)
4. Difficulties obtaining child support payments
5. Difficulties agreeing to pay child support payments
6. Difficulties with (residence) custody arrangements for children
7. Difficulties with (contact) access arrangements for children

A10div2. [ASK IF A1div2 = 1]
SHOWCARD
Which of these descriptions best indicates how you went (have gone) about sorting out the problem?
SINGLECODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. **Friends/family and a adviser/representative** sorted out (or are sorting out) the problem for me
9. Don’t know

**A46div2.**

[ASK IF A1div2 = 1]

SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

**A62div2**

[ASK IF A1div2 = 1]
And was the [problem descriptor] linked to any other problem that you have already told me about?

IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – etc
3. Employment 1
4. Employment 2
5. Neighbours 1
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2
A63div2. [IF A1div2 = 1]
SHOWCARD
[If two loops completed “I won’t be asking you for any more details, but] (And)
did you experience any other problems, apart from the one(s) you just told me
about, of this description since [18 months]?

[then loop for “second most recent” problem from A2div2 (first two questions in loop
reversed in order in this case) to A63div2]

A64div2. How many other problems or disputes of the kind shown on this card have you
had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know
DOMESTIC VIOLENCE – proxies skip this section

A1viol.

SHOWCARD
Have you had any problems of the type shown on this card since (18 months)?

1. Yes
2. No
3. Don’t know
4. Refused

A2viola. [ASK IF A1viol = 1]

SHOWCARD
Thinking of the most recent problem, which of these best describes it?
MAX OF 2, ONE OF 1-3 AND ONE OF 4-6

You
1. Suffering physical violence from a current partner, ex-partner or other family/household member
2. Suffering threats of physical violence from a current partner, ex-partner or other family/household member
3. Suffering other abuse from a current partner, ex-partner or other family/household member

Another adult or child in your household
4. Another adult or child suffering physical violence from a current partner, ex-partner or other family/household member
5. Another adult or child suffering threats of physical violence from a current partner, partner or other family/household member
6. Another adult or child suffering other abuse from a current partner, ex-partner or other family/household member

A2violb [ASK IF A2viola = 1 - 3]
Thinking of the abuse that you suffered, can I check which of your current partner, ex-partner or other family/household member was violent or abusive to you?
1. Current partner
2. Ex-partner
3. Other family member
4. Other household member
5. Don’t know
6. Refused

A2violc. [ASK IF A2viola = 4 - 6]
Which was the other person (or people) in your household who suffered violence or threats of violence?
INSERT PERSON NUMBERS

A2viold [ASK IF A2viola = 4 - 6]
Thinking of the abuse that another adult(s) or child(ren) in your household suffered. Can I check which of your current partner, ex-partner or other family/household member was violent or abusive?

1. Current partner
2. Ex-partner
3. Other family member
4. Other household member
5. Don’t know
6. Refused

**A2viol.**  
[ASK IF A1viol = 1]  
And would you describe the abuse against (you/other person in household) by this person as a one-off, infrequent or frequent?

1. One-off
2. Infrequent
3. Frequent
4. Don’t know
5. Refused

**A10viol.**  
[ASK IF A1viol = 1]  
SHOWCARD  
Which of these descriptions best indicates how you went (have gone) about sorting out the problem?

SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

**A46viol.**  
[ASK IF A1viol = 1]  
SEVERITY SCALE SHOWCARD  
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].  
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

**A62viol**  
[ASK IF A1viol = 1]  
And was the [problem descriptor] linked to any other problem that you have already told me about?

IF YES, WHICH ONES
1. Consumer 1 – problem descriptor
2. Consumer 2 – etc
3. Employment 1
4. Employment 2
5. Neighbours 1
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

A63viol  [IF A1viol = 1]
SHOWCARD
[If two loops completed “I won’t be asking you for any more details, but] (And) did you/another adult or child in your household experience any other problems of this description, apart from concerning (you/other adult or child) and (partner/ex-partner/family member/household member) since [18 months].

[then loop for “second most recent” problem from A2viol to A63viol]

A64viol
How many other problems of the kind shown on this card have you experienced since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

CARE PROCEEDINGS – proxies DO go through this section

A1proca.  [ASK IF A1proca. not asked already]
Can I just confirm, how many children do [you/does your partner] have who are aged 18 or younger, including biological, foster, step and adopted children?

INTERVIEWER: INCLUDE ALL CHILDREN, REGARDLESS OF WHETHER THEY’VE BEEN MENTIONED PREVIOUSLY AS PART OF THE HOUSEHOLD GRID.
INCLUDE CHILDREN WHO DON'T LIVE IN THE HOUSEHOLD.

**NUMERIC**
Don't know  
Refused

**A1procb.**  
[ASK IF A1proca>0]  
Can I just ask whether you have a family social worker?

1. Yes  
2. No  
3. Don't know  
4. Refused

**A1procc.**  
[ASK IF A1proca>0]  
SHOWCARD  
Since (18 months), [have you/has your partner] had any problems or disputes to do with children who were under 16 at the time of the types shown on this card?

1. Yes  
2. No  
3. Don’t know  
4. Refused

**A2proc.**  
[ASK IF A1procc = 1]  
SHOWCARD  
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?

1. Children being considered for inclusion on the Child Protection Register  
2. Children being considered for a Child Protection Plan  
3. Children being placed on the Child Protection Register  
4. Children being subject to a Child Protection Plan  
5. The possibility of children being taken into care  
6. Children being taken into care

**A10proc.**  
[ASK IF A1procc = 1]  
SHOWCARD  
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing  
2. Entirely on my own  
3. With the help of family/friends  
4. With the help of an adviser/representative  
5. With the help of family/friends and an adviser/representative  
6. Family/friends sorted out (or are sorting out) the problem for me  
7. Adviser/representative sorted out (or is sorting out) the problem for me  
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

**A63proc.** [IF A1procc = 1] SHOWCARD

SEVERITY SCALE SHOWCARD

Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].

Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

**A62proc** And was the [problem descriptor] linked to any other problem that you have already told me about?

IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – etc
3. Employment 1
4. Employment 2
5. Neighbours 1
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2
[If two loops completed “I won’t be asking you for any more details, but] (And) did [you/your partner] experience any other problems, apart from the one(s) you just told me about, of this description since [18 months]?

[then loop for “second most recent” problem from A2proc to A63proc]

**A64proc.** How many other problems or disputes of the kind shown on this card [have you had/has your partner had] since (18 months), excluding the two you have just told me about?

OPEN NUMERIC

1. Don’t know

**INTERVIEWER TO ENTER THE SEVERITY SCALE POINT INTO THE COMPUTER**

**A64x** [IF 1+ problem identified]

I am now going to enter the problem severity scale into the computer. The numbers are just so that I can record the scale position(s).

INTERVIEWER: CODE THE POSITION OF EACH PROBLEM MARKED ON THE SCALE (1-50)

[problem descriptor1] OPEN NUMERIC 1-50
[problem descriptor2] OPEN NUMERIC 1-50
Etc

**A65shrd** [IF 1+ problem identified]

I’d now like you to think about all the problems you have just told me about. Was anyone else aged 16 or over who is currently a member of your household affected by any of these problems? Which ones?

[Insert all problems mentioned previously]

None of these

**A65shrdn** [For each problem identified at A65shrd]

How many adults in the household were affected by [problem descriptor]?
(Initial problem identification loop questions:
Consumer, Employment, Neighbours [only if code 1 (yes) AT A2ident], Owned housing, Rented housing, Money, Debt, Benefits, Education, Personal injury [ only if not code 2 (no) at A3injb], Clinical negligence)⁶

Ask the a/l loop of three randomly selected problems, and of these, ask the detailed b loop for one randomly selected problem. Where the b loop is selected, it should follow on immediately after the a/l loop. Problems not eligible for follow-up should be excluded from the randomisation process and not be followed up – as defined above, and excluding problems scoring 47 or above on the respective severity question (l46) (i.e. the least severe problems should not be followed up).

See end of the questionnaire for [problem descriptor] text substitution definitions

I am now going to ask you some questions about how you went about dealing with [if respondent has identified 4+ problems in total add: some of] these problems. [if respondent has identified 4+ problems in total add: the problems for further follow-up have been selected at random by the computer.]

[First of all/Next], the [problem descriptor / break-up descriptor]

L4 Who was the other side in the [problem descriptor]?  
(PROMPT FOR CONSUMER: e.g. a shop, a garage, an individual)  
(PROMPT FOR EMPLOYMENT: e.g. [your/your partner's employer], a work colleague, someone you manage)  
(PROMPT FOR NEIGHBOURS: e.g. an individual neighbour, a family, a business)  
(PROMPT FOR OWNED HOUSING: e.g. a surveyor, a neighbour, a planning authority)  
(PROMPT FOR RENTED HOUSING: e.g. your landlord, a housemate)  
(PROMPT FOR MONEY: e.g. a bank, an insurance company, a friend)  
(PROMPT FOR DEBT: e.g. a bank, a money lender, a friend)  
(PROMPT FOR BENEFITS: e.g. a Jobcentre, a local authority)  
(PROMPT FOR EDUCATION: e.g. a school, a local authority)  
(PROMPTS FOR PERSONAL INJURY: If A1inj = 1: e.g. a local authority that maintains the roads, the owner of premises in which an accident occurs. If A1inj = 2: e.g. [your/your partner's employer], the owner of the place [you were/your partner was] working)  
(PROMPT FOR CLINICAL NEGLIGENCE: e.g. a doctor, a nurse, a hospital)  

OPEN

L5 Thinking about at the time the [problem descriptor] first started, would you say: SINGLE CODE. READ OUT.

- [You/your partner] thought the other side had done something wrong, or were at fault
- The other side thought [you/your partner] had done something wrong, or were at fault

⁶ (1) Divorce, (2) relationship breakdown and (3) care have complete sets of initial problem identification questions.
Or both, or neither.

1. [You/your partner] thought other side had done something wrong
2. Other side thought [you/your partner] had done something wrong
3. Both thought other had done something wrong
4. Neither thought other had done anything wrong
5. Don’t know

L6

[DO NOT ASK FOR FOLLOWING PROBLEM TYPES: Consumer] SHOWCARD
And [do you think you/did your partner think they] were being discriminated against on the basis of any of the things on this card? Just read out the letter which applies.
MULTICODE

1. No, none of these
2. Being discriminated against because of race
3. Being discriminated against because of gender
4. Being discriminated against because of disability
5. Being discriminated against because of sexual orientation
6. Being discriminated against because of age
7. Being discriminated against because of religion
8. Don’t know
9. Refused

L7

Was there ever any disagreement between [you/your partner] and the other side about what [you/your partner] or they should do/give/get in order to sort out the [problem descriptor]?
1. Yes
2. No
3. Don’t know
4. Refused

L8

[ASK IF L7 = 1]
Is there still a disagreement?
1. Yes
2. No
3. Don’t know
4. Refused

L9

And would you say this [problem descriptor] is now over or is it still ongoing?
PROBE FULLY.
1. now over
2. most likely now over
3. too early to say
4. ongoing
5. Don’t know
6. Refused

I’m now going to ask some questions about how [you/your partner] went about sorting out the problem.
L11 Did [you/your partner]/[have you/has your partner] use(d) the internet or any leaflet, booklet or book to help sort out the [problem descriptor]?  

IF YES, which one?  

SINGLE CODE  

1. Yes, the internet  
2. Yes, a leaflet, booklet or book  
3. No, neither  
4. Don't know  

L12 [ASK IF L10 = 4, 5, 7 or 8]  

SHOWCARD  

Which of these people or organisations best describes the advisers/representatives who helped (are helping) [you/your partner] sort out the problem?  

MULTICODE  

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’  

**Local Council**  

1. General Enquiries at your local council  
2. A council advice service  
3. Trading Standards  
4. Other Council Department
Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don't know

L13 [ASK IF L10 = 4, 5, 7 or 8 providing L12 not DK]

Did [you/your partner], personally, have to pay for any of the help [you/they] received from (any of these/this) adviser(s)?
1. Yes
2. No
3. Don't know
4. Refused

L14 [ASK IF L10 = 4, 5, 7 or 8 providing L12 not DK]

SHOWCARD

Did any of these pay for any of the help [you/your partner] received from (any of these/this) adviser(s)?
MULTICODE

1. Legal aid, Community Legal Service Fund, Legal Services Commission
2. An insurance company (or you through insurance premiums)
3. A Trade union or professional body (or you through subscription fees)
4. Your employer
5. A relative or friend
6. A no win, no fee agreement
7. A loan
8. Someone or something else (excluding advisers themselves)
9. None of these
10. Don't know

L15 SHOWCARD

And did [you/your partner (have you/they)] unsuccessfully try (tried) to get help from any of these people or organisations? Please tell me about particular advisors, rather than particular occasions.
MULTICODE
IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

**Other person or organisation**

11. Community group
12. Insurance company legal advice service
13. Police
14. Your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No/none of these
22. Don’t know

And can I check whether any of the following things happened (have happened) as part of the problem or sorting the problem out?

PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing. Please consider the options carefully.

MULTICODE

1. You contacted a regulator or ombudsman (e.g. Ofcom, Financial Ombudsman Service)
2. You or the other side contacted the police
3. You or the other side contacted, or were contacted by, a lawyer
4. You or the other side contacted, or were contacted by, a tribunal or court
5. You or the other side contacted a formal appeals service
6. You were contacted by a formal agent of the other side (e.g. debt collection agency)
7. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
8. A court or tribunal hearing took place
9. A court or tribunal made a decision about the problem
10. None of these
11. Don’t know
12. Refused

[ASK IF L16 = 1]
L16b Which regulator or ombudsman was it?
[OPEN] ALLOW DK

L17 [ASK IF L16 = 5]
And, was the formal appeals service operated by other side, or an independent service?
1. Operated by the other side
2. Independent
3. Don’t know
4. Refused

L18 [ASK IF L17 = 2]
And did the appeals service involve any ‘hearings’ - for example, where [you/your partner] had to appear before the appeals service to make your case?
1. Yes
2. No
3. Don’t know
4. Refused

L19 [ASK IF L17 = 2]
And did the appeals service make a decision about the problem?
1. Yes
2. No
3. Don’t know
4. Refused

L20 [ASK IF L16 = 6]
And, what sort of formal agent was it?
[OPEN] ALLOW DK

L21 [ASK IF L16 = 7]
And were any conciliation, mediation or arbitration sessions held?
1. Yes
2. No
3. Don’t know
4. Refused

L22 [ASK IF L16 = 8 or 9]
And, did [you/they], or somebody acting on [your/their] behalf, attend any court or tribunal hearings?
1. Yes
2. No
3. Don’t know
4. Refused

L23 [ASK IF L22 = 1]

Who?

[OPEN]

L24 [ASK IF L8 = 2]

SHOWCARD
You said earlier that [you/your partner] and the other side are no longer in disagreement. Which of these descriptions best describes how the disagreement **concluded**?

Tribunals have been known as the Appeals Service

CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.

1. A. Decision of a Court/Tribunal
2. B. Decision of a formal appeals service
3. C. Decision/action of an independent third party (e.g. the police, a regulator)
4. D. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. E. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. F. Agreement reached by you personally, with the other side
7. G. The other side acted independently to end the disagreement
8. H. You acted independently of the other side to end the disagreement
9. I. Agreement occurred without you or the other needing to do anything
10. Don’t know
11. Refused

L25 [ASK IF L8 = 2] And, to what extent would you say the disagreement concluded in [your/your partner’s] favour? PROBE FULLY

1. Mostly in [your/your partner’s] favour
2. Somewhat in [your/your partner’s] favour
3. Mostly not in [your/your partner’s] favour
4. Don’t know
5. Refused

L26 [ASK IF L9 = 1 or 2]

SHOWCARD
And you said earlier that the problem is [now over/most likely now over]. Which of these descriptions best describes how the problem **concluded**?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of a court/tribunal
2. Decision of a formal appeals service
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, personally, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don’t know
13. Refused

L27 [ASK IF L26 = 11]
You said earlier that the [problem descriptor] had concluded, but also that [you are/your partner is] still “putting up” with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.
1. Yes
2. No
3. Don’t know
4. Refused

L28 [ASK IF L27 = 1]
So, when you said that it had concluded, did you mean that it still exists, but [you are/your partner is] not expecting that you or anybody else will do anything about it in the future?
1. Yes
2. No
3. Don’t know
4. Refused

L29 [ASK IF L28 = 1]
Do you see a time in the future when the problem no longer exists?
1. Yes
2. No
3. Don’t know
4. Refused

L30 [IF problem concluded (L9 = 1 or 2), provided L28 not 2]
How satisfied [were/was you/your partner] with the outcome? PROBE FULLY
1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

L31 [ASK IF L9 = 1/2, provided L28 not 2]
How satisfied was the other side with the outcome? PROBE FULLY
1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

L32  [ASK IF L9 = 1/2, provided L28 not 2]
Is there anything [you/your partner] wish(es) [you/they] had known at the time
[you/they] experienced the [problem descriptor] that would have helped
[you/them] to deal with it?
1. Yes
2. No
3. Don’t know
4. Refused

L33  [ASK IF L32 = 1]
What do [you/they] wish [you/they] had known?
[OPEN]
DK

L34  [If problem concluded, provided L28 not 2]
Is there anything that [you/your partner] wish(es) [you/they] had done
differently about trying to sort out the problem?
1. Yes
2. No
3. Don’t know
4. Refused

L35  [ASK IF L34 = 1]
What do [you/they] wish [you/they] had done differently?
MULTICODE. DO NOT PROMPT:
1. Got advice / more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don’t know
12. Refused

L36  [ASK IF L8 = 1]
You said earlier that [you/your partner] had not reached agreement with the
other side about what [you/your partner] or they should do/give/get in order to
sort out the [problem descriptor]
Do you see a time when agreement will be reached?
1. Yes
2. No
3. Don’t know
4. Refused
L37 [ASK IF L36 = 1]
How long do you think it will be before [you reach/your partner reaches] agreement?
OPEN NUMERIC
1. Weeks
2. Months
3. Years
4. DK

L38 [ASK IF L9 = 3 or 4 (problem not over)]
Do you see a time when the [problem descriptor] will be over?
1. Yes
2. No
3. Don’t Know
4. Refused

L39 [ASK IF L38 = 1]
How long do you think it will be before [problem descriptor] will be over?
OPEN NUMERIC
1. Weeks
2. Months
3. Years
4. DK

L40 [ASK IF L9 = 3/4 OR L28 = 2]
Is there anything [you wish you/your partner wishes they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/Them] to deal with it?
1. Yes
2. No
3. Don’t know
4. Refused

L41 [ASK IF L40 = 1]
What do [you/they] wish [you/they] had known?
[OPEN]
DK

L42 [ASK IF L9 = 3/4 OR L28 = 2]
Is there anything that [you/they] wish [you/they] had done differently about trying to sort out the problem?
1. Yes
2. No
3. Don’t know
4. Refused

L43 [ASK IF L42 = 1]
What do [you/they] wish you had done differently?
[Open]
DK
L44  
[ASK IF L9 = 1 or 2]
And, how fair [do you/does your partner] think the outcome was to everybody concerned? PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don’t know

L45
And [are you/is your partner] happy with how things have turned out ["so far" if L9 not 1 or 2] with this [problem descriptor]?

1. Yes
2. No
3. Don’t know
4. Refused

L47
SHOWCARD
Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9. None of these
10. Don’t know

L48
SHOWCARD
Did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A drinking problem
5. A drug problem
6. Being harassed or verbally abused
7. Being assaulted or physically threatened
8. Damage to your property
9. Loss of confidence
10. Fear
11. None of these
12. Refused

L49
SHOWCARD
And did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

1. Breaking up with a partner
2. Damage to a family relationship
3. Having to move home
4. Becoming homeless
5. Having to change jobs
6. Becoming unemployed
7. Loss of income
8. Problems to do with your education
9. None of these
10. Refused

L51 SHOWCARD
Were any of the things on this card the cause, or part of the cause, of this [problem descriptor] arising? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A disability
5. A drink or drug problem
6. Loss or change of employment
7. Other problems at work
8. Moving home
9. Irregular income
10. A loss of income
11. Not having enough money
12. Breaking up with a partner
13. Death of a family member
14. Me or a family member being sent to prison
15. Violence aimed towards me
16. Being violent
17. Not knowing my or someone else’s rights
18. None of the above
19. Refused

L52 SHOWCARD
[ASK IF L12 = 1-20]
Do you feel that the help [you/your partner] received from [L12] led to improvements in any of the things on this card?

INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

1. Physical health
2. Levels of stress
3. Relationships
4. Levels of violence towards you/your property
5. Housing circumstances
6. Employment circumstances
7. Income
8. Confidence
9. Involvement in community
Thinking about the time the problem first started, to what extent did [you/your partner] understand [your/their] legal position - for example, what [your/their] legal rights were? PROBE FULLY

1. Completely
2. Mostly
3. Partly
4. Not at all
5. Don’t know
6. Refused

[ASK IF L54 = 3, 4, 5]

To what extent do [you/they] now understand what [your/their] legal position was? PROBE FULLY

1. Completely
2. Mostly
3. Partly
4. Not at all
5. Don’t know
6. Refused

[ASK IF L54 = 1 or 2 OR L55 = 1 or 2]

How did [you/your partner] come to understand where [you/they] stood, legally at the time the problem first started?

MULTICODE. DO NOT PROMPT

1. Talking to friends/family/colleagues
2. Talking to an advisor
3. Talking to the other side
4. Information from the internet
5. Information from a leaflet/booklet/book
6. Have had experience of similar problems
7. Other (specify)
8. Don’t know
9. Refused
L57  [ASK IF L54 = 1 or 2 OR L55 = 1 or 2]

Can you describe, briefly, what [your/your partner’s] legal position was?

[OPEN]

(proxies skip)

L53  What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?

CODE IN POUNDS, ALLOW ZERO DK

L58  Finally, can I ask when the [problem descriptor] began?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY

MONTH/YEAR

L59  [ASK IF L7 = 1]

And when did the disagreement [you/your partner] had about [problem descriptor] begin?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY

MONTH/YEAR

L60  [ASK IF L8 = 2]

And when did the disagreement [you/your partner] had about [problem descriptor] end?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY

MONTH/YEAR
L61  [ASK IF L9 = 1 or 2]
(And) when did the [problem descriptor] itself end?
Please tell me the month, and then the year. 
USE CALENDAR IF NECESSARY
MONTH/YEAR

L62a  In your own words, could you very briefly describe the problem?
OPE ENDED. ALLOW DK

L62b  [ASK IF L9 = 1 or 2]
And could you please describe how it ended?
OPEN. ALLOW DK
DIVORCE & DOMESTIC VIOLENCE sections (proxies skip)

[First of all/Next], the [problem descriptor / break-up descriptor]

A2div1b  [ASK IF A2div1a = 1-4]
When did [divorce proceedings/dissolution proceedings/separation] commence? Please tell me the month and then the year.

DATE
Don’t know
Refused

A3div1a.  [ASK IF A2div1a = 1 or 3]
Has the divorce been finalised?

1. Yes
2. No
3. Don’t know
4. Refused

A3div1b.  [ASK IF A2div1a = 2 or 4]
Has the period of separation ended?

1. Yes
2. No
3. Don’t know
4. Refused

A3div1c.  [ASK IF A3div1a =Yes or A3div1b = Yes]
When [was the divorce finalised / did the period of separation end]?  Please tell me the month and then the year.

DATE
Don’t know
Refused

A3div1d.  [ASK IF A2div1a = 5]
When did the break-up occur?  Please tell me the month and then the year.

DATE
Don’t know
Refused

A5div1a.  [ASK IF A2div1a = 5]
Thinking about when you broke up with your partner, who was it who first talked about/suggested or acted to end your relationship?

1. Respondent
2. Other side
3. Don’t know
4. Refused

A5div1b.  [ASK IF A2div1a = 1 or 3]
Who started these divorce/dissolution proceedings?

1. Respondent
2. Other side
3. Don’t know
4. Refused

A5div1c. [ASK IF A2div1a = 2 or 4]
Who first talked about/suggested a formal separation?

1. Respondent
2. Other side
3. Don’t know
4. Refused

A3div1e. [ASK IF A1div1 = 1]
SHOWCARD
As part of, or as a result of (divorce/separation/break-up), have you experienced any problems or disputes of the type shown on this card?

1. Yes
2. No
3. Don’t know
4. Refused

A3div1f. [ASK IF A3div1e = 1]
SHOWCARD
Which of these best describes them?

1. Disagreements over the division of property, pensions, savings, investments, other assets, or debts
2. Difficulties obtaining maintenance from a former partner for yourself (excluding payments for children)
3. Difficulties agreeing to pay maintenance to a former partner (excluding payments for children)
4. Difficulties obtaining child support payments
5. Difficulties agreeing to pay child support payments
6. Difficulties agreeing residence (custody) arrangements for children
7. Difficulties agreeing contact (access) arrangements for children

A7div1a. [ASK IF A3div1e = 2]
Was there ever any disagreement between you and your (partner/ex-partner) about whether or how to go about the (divorce/separation/break-up)?

1. Yes
2. No
3. Don’t know
4. Refused

A5div1d [ASK IF A3div1e = 1]
And thinking about these [problem descriptor], at the time they first started, would you say: [SINGLECODE]. READ OUT
• You thought your (partner/ex-partner) had done something wrong, or were at fault
• Your (partner/ex-partner) thought you had done something wrong, or were at fault
  Or both, or neither

1. You thought your partner had done something wrong
2. Your partner thought you had done something wrong
3. Both thought other had done something wrong
4. Neither thought other had done anything wrong
5. Don’t know

A7div1b.  [ASK IF A3div1e = 1][IF A3div1f = 1, automatically code A7div1 as 1] 
Was there ever any disagreement between you and the other side about what you or they should do/give/get to sort out the [problem descriptor]? 

1. Yes
2. No
3. Don’t know
4. Refused

A8div1.  [ASK IF A7div1a = 1 OR A7div1b = 1] 
Is there still a disagreement? 
1. Yes
2. No
3. Don’t know
4. Refused

A9div1.  [ASK IF A3div1e = 1]  
And is [problem descriptor] now over or still ongoing? 

1. now over
2. most likely now over
3. too early to say
4. ongoing
5. Don’t know
6. Refused

A11div1.   [ASK IF A1div1 = 1]  
And did you use the internet or any leaflet, booklet or book to help you sort out the [break-up descriptor] and the [problem descriptor]? 

1. Yes
2. No
3. Don’t know
4. Refused
A12div1. [ASK IF A10div1 = 4, 5, 7 or 8]

SHOWCARD
Which of these people or organisations best describes the advisers/representatives who helped (are helping) you sort out the problem?

MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body
8. Trade Union/Professional Body

   Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don’t know

A13div1. [ASK IF A10div1 = 4, 5, 7 or 8]

Did you, **personally**, have to pay for any of the help you received from (any of these/this) adviser(s)?
1. Yes
2. No
3. Don’t know
4. Refused

A14div1. [ASK IF A10div1 = 4, 5, 7 or 8]

SHOWCARD
Did any of these pay for any of the help you received from (any of these/this) adviser(s)?
MULTICODE

1. Legal aid, Community Legal Service Fund, Legal Services Commission
2. An Insurance company (or you through insurance premiums)
3. A Trade union or professional body (or you through subscription fees)
4. Your employer
5. A relative or friend
6. A no win, no fee agreement
7. A loan
8. Someone or something else (excluding advisers themselves)
9. None of these
10. Don’t know

A15div1. [ASK IF A1div1 = 1]

SHOWCARD
And did you **unsuccessfully** try to get help from any of these people or organisations?

MULTICODE

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor

20. Other person or organisation

21. No, none of these

22. Don’t know

A16div1. [ASK IF A1div1 = 1]
SHOWCARD
And can I check whether any of the following things happened (have happened) as part of the divorce/separation/break-up (and [problem descriptor])? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

1. [No option 1]
2. You or the other side contacted the police
3. You or the other side contacted, or were contacted by, a lawyer
4. You or the other side contacted, or were contacted by, a tribunal or court
5. You or the other side contacted, or were contacted by, the Child Support Agency
6. You were contacted by a formal agent of the other side (e.g. debt collection agency)
7. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
8. A court or tribunal hearing took place
9. A court or tribunal made a decision about the problem
10. None of these
11. Don’t know
12. Refused

A19div1. [ASK IF A16div11 = 5]
And did the Child Support Agency make a decision about the problem?

1. Yes
2. No
3. Don’t know
4. Refused

A20div1. [ASK IF A16div11 = 6]
And, what sort of formal agent was it?
[OPEN]. Allow DK
A21div1. [ASK IF A16div1 = 7]
And were any conciliation, mediation or arbitration sessions held?
1. Yes
2. No
3. Don’t know
4. Refused

A22div1. [ASK IF A16div1 = 8 or 9]
And, did you, or somebody acting on your behalf, attend any court or tribunal hearings?
1. Yes
2. No
3. Don’t know
4. Refused

A23div1. [ASK IF A22div1 = 1]
Who?

[OPEN]. Allow DK

A24div1. [ASK IF A8div1 = 2]
SHOWCARD
You said earlier that you and the other side are no longer in disagreement.
Which of these descriptions best describes how the disagreement concluded?
CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.
1. Decision of a Court/Tribunal
2. Decision of the Child Support Agency
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you personally, with the other side
7. The other side acted independently to end the disagreement
8. You acted independently of the other side to end the disagreement
9. Agreement occurred without you or the other needing to do anything
10. Don’t know
11. Refused

A25div1. [ASK IF A8div1 = 2]
And, to what extent would you say the disagreement concluded in your favour? PROBE FULLY
1. Mostly in my favour
2. Somewhat in my favour
3. Mostly not in my favour
4. Don't know
6. Refused

**A26div1.** [ASK IF A9div1 = 1 or 2]

SHOWCARD
And you said that the problem is now [over/most likely now over]. Which of these descriptions best describes how the [problem descriptor] concluded?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of court/tribunal
2. Decision of the Child Support Agency
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, **personally**, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don’t know
13. Refused

**A27div1** [ASK IF A26div1 = 11]

You said earlier that the [problem descriptor] had concluded, but also that you are still "putting up" with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes
5. No
6. Don’t know
7. Refused

**A28div1** [ASK IF A27div1 = 1]

So, when you said that it had concluded, did you mean that it still exists, but you are not expecting that you or anybody else will do anything about it in the future?

1. Yes
2. No
3. Don’t know
4. Refused

**A29div1** [ASK IF A28div1 = 1]

Do you see a time in the future when the problem no longer exists?

1. Yes
2. No
3. Don’t know
4. Refused

A30div1  [ASK IF problem concluded (A9div1 = 1 or 2), provided A28div1 not 2]
How satisfied were you with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A31div1  [ASK IF problem concluded, provided A28div1 not 2(including if it is missing)]
How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A32div1  [ASK IF problem concluded, provided A28div1 not 2(including if it is missing)]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

1. Yes
2. No
3. Don’t know
4. Refused

A33div1  [ASK IF A32div1 = 1]
What do you wish you had known?
[OPEN] DK

A34div1  [ASK IF problem concluded, provided A28div1 not 2(including if it is missing)]
Is there anything that you wish you had done differently about trying to sort out the problem?

1. Yes
2. No
3. Don’t know
4. Refused

A35div1  [ASK IF A34div1 = 1]
What do you wish you had done differently? DO NOT PROMPT. MUTLICODE

1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)  
10. Did nothing  
11. Don’t know  
12. Refused

A36div1  [ASK IF A8div1 = 1]
You said earlier that you had not reached agreement with the other side about what you or they should do/give/get in order to sort out the [break-up descriptor] and the [problem descriptor]. Do you see a time when agreement will be reached?

1. Yes  
2. No  
3. Don’t know  
4. Refused

A37div1  [ASK IF A36div1 = 1]
How long do you think it will be before you reach agreement?

NUMERIC  
1. Weeks  
2. Months  
3. Years  
4. DK

A38div1  [ASK IF A9div1 = 3/4 (problem not over)]
Do you see a time when the [problem descriptor] will be over?

1. Yes  
2. No  
3. Don’t know  
4. Refused

A39div1  [ASK IF A38div1 = 1]
How long do you think it will be before [problem descriptor] will be over?

NUMERIC  
1. Weeks  
2. Months  
3. Years  
4. DK

A40div1  [All not concluded A9div1 = 3/4 OR A28div1 =2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

1. Yes  
2. No  
3. Don’t know  
4. Refused
A41div1  [ASK IF A40div1 = 1]
What do you wish you had known?

[OPEN]
DK

A42div1  [All not concluded A9div1 = 3/4 OR A28div1 =2]
Is there anything that you wish you had done differently about trying to sort
out the problem?

1. Yes
2. No
3. Don’t know
4. Refused

A43div1  [ASK IF A42div1 = 1]
What do you wish you had done differently?

[OPEN]
DK

A44div1.  [ASK IF A9div1 = 1 or 2]
And, how fair do you think the outcome was to everybody concerned? PROBE
FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don’t know
6. Refused

A45div1  [ASK IF A1div1 = 1]
And are you happy with how things have turned out ["so far" if A9div1 not 1 or
2] with the [break up descriptor] and the [problem descriptor]?

1. Yes
2. No
3. Don’t know
4. Refused

A47div1  [ASK IF A1div1 = 1]
SHOWCARD
Which, if any, of the descriptions on this card best indicates the character of
the [break-up descriptor] and the [problem descriptor]? You can choose more
than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9. None of these
10. Don’t know

A48div1 SHOWCARD
Did or do you experience any of the things on this card as part of, or as a result of, this [break-up descriptor] and the [problem descriptor]? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A drinking problem
5. A drug problem
6. Being harassed or verbally abused
7. Being assaulted or physically threatened
8. Damage to your property
9. Loss of confidence
10. Fear
11. None of these
12. Refused

A49div1 SHOWCARD2
And did or do you experience any of the things on this card as part of, or as a result of, this [break-up descriptor] and the [problem descriptor]? Please just read out the numbers.

1. Breaking up with a partner other than the partner in question
2. Damage to a family relationship
3. Having to move home
4. Becoming homeless
5. Having to change jobs
6. Becoming unemployed
7. Loss of income
8. Problems to do with your education
9. None of these
10. Refused

A51div1 SHOWCARD
Did any of the things on this card contribute to this [break-up descriptor] and the [problem descriptor] arising? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A disability
5. A drink or drug problem
6. Loss or change of employment
7. Other problems at work
8. Moving home
9. Irregular income
10. A loss of income
11. Not having enough money
12. Breaking up with a partner
13. Death of a family member
14. Me or a family member being sent to prison
15. Violence aimed towards me
16. Being violent
17. Not knowing my or someone else’s rights
18. None of the above
19. Refused

A52div1  SHOWCARD
Do you feel that the help you received from [A12div1] led to improvements in any of the things on this card?
INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

1. A Physical health
2. B Levels of stress
3. C Relationships
4. D Levels of violence towards you/your property
5. E Housing circumstances
6. F Employment circumstances
7. G Income
8. H Confidence
9. I Involvement in community
10. None of these
11. Don’t know
12. Refused

A54div1.  [ASK IF A1div1 = 1]
Thinking about the time the problem first started, to what extent did you understand your legal position (for example, what your legal rights were)? PROBE FULLY

1. Completely
2. Mostly
3. Partly
4. Not at all
5. Don’t know
6. Refused

A55div1  [ASK IF A54div1 = 3, 4, 5]
To what extent do you now understand what your legal position was (at the time the problem first started)? PROBE FULLY

1. Completely
2. Mostly
3. Partly
4. Not at all
5. Don’t know
6. Refused
A56div1  [ASK IF A54div1 = 1 or 2 OR A55div1 = 1 or 2]

How did you come to understand where you stood, legally (at the time the problem first started)?

MULTICODE. DO NOT PROMPT

1. Talking to friends/family/colleagues
2. Talking to an advisor
3. Talking to the other side
4. Information from the internet
5. Information from a leaflet/booklet/book
6. Other (specify)
7. Don’t know
8. Refused

A57div1  [ASK IF A54div1 = 1 or 2 OR A55div1 = 1 or 2]

Can you describe, briefly, what your legal position was?

[OPEN]

A53div1  What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as the [break-up descriptor] and the [problem descriptor]?

CODE IN POUNDS, ALLOW ZERO

A58div1  [ASK IF A3div1e = 1]

Finally, can I ask when the [problem descriptor] began?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY

MONTH/YEAR
A59div1.  [ASK IF A7div1a = 1 OR A7div1b AND A3div1f <> 1]
And when did the disagreement you had about the
[divorce/dissolution/separation/break-up/problem descriptor – should have text from A2div1a, if A7div1a = yes; OR text from A3div1f, if A7div1b = yes] begin?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A60div1.  [ASK IF A8div1 = 2 AND A3div1f <> 1]
And when did the disagreement end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A61div1.  [ASK IF A9div1 = 1 or 2]
(And) when did the problem descriptor - text from A3div1f end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A62adiv    In your own words, could you very briefly describe the problem?
[OPEN]

A62bdiv   [ASK IF L9= 1 or 2]
And could you please describe how it ended?
[OPEN]
RELATIONSHIP BREAKDOWN 2 – proxies skip this section

[First of all/Next], the [problem descriptor / break-up descriptor]

A3div2b.  [ASK IF A3div2 = 1, 2, 3]
Can I just ask when did you split up with this ex-husband/wife/Civil partner/partner?
MONTH/YEAR – allow DK

A5div2.  [ASK IF A1div2 = 1]
Thinking about at the time [problem descriptor] first started, would you say: [SINGLECODE]. READ OUT.

- You thought your (A3div2) had done something wrong, or were at fault
- Your (A3div2) thought you had done something wrong, or were at fault
  Or both, or neither

1. You thought other side had done something wrong
2. Other side thought you had done something wrong
3. Both thought other had done something wrong
4. Neither thought other had done anything wrong
5. Don’t know

A7div2.  [ASK IF A1div2 = 1] [If A2div2 = 1, then code A7div2 as 1]
Was there ever any disagreement between you and the other side about what you or they should do/give/get in order to sort out the [problem descriptor]?
1. Yes
2. No
3. Don’t know
4. Refused

A8div2.  [ASK IF A7div2 = 1]
Is there still a disagreement?
1. Yes
2. No
3. Don’t know
4. Refused

A9div2.  [ASK IF A1div2 = 1]
And would you say this [problem descriptor] is now over or is it still ongoing?
PROBE FULLY
1. now over
2. most likely now over
3. too early to say
4. ongoing
5. Don’t know
6. Refused

A11div2.  [ASK IF A1div2 = 1]
And did you use the internet or any leaflet, booklet or book to help you sort out the [problem descriptor]?
5. Yes
6. No
7. Don't know
8. Refused

A12div2. [ASK IF A10div2 = 4, 5, 7 or 8]

SHOWCARD

Which of these people or organisations best describes the advisers/representatives who helped (are helping) you sort out the problem?

MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency
Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
15. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don’t know

A13div2. [ASK IF A10div2 = 4, 5, 7 or 8]
Did you, **personally**, have to pay for any of the help you received from (any of these/this) adviser(s)?
1. Yes
2. No
3. Don’t know
4. Refused

**A14div2. [ASK IF A10div2 = 4, 5, 7 or 8]**

SHOWCARD
Did any of these pay for any of the help you received from (any of these/this) adviser(s)?

1. Legal aid, Community Legal Service Fund, Legal Services Commission
2. An Insurance company (or you through insurance premiums)
3. A Trade union or professional body (or you through subscription fees)
4. Your employer
5. A relative or friend
6. A no win, no fee agreement
7. A loan
8. Someone or something else (excluding advisers themselves)
9. None of these
10. Don’t know

**A15div2. [ASK IF A1div2 = 1]**

SHOWCARD
And did you **unsuccessfully try** to get help from any of these people or organisations?

**MULTICODE**

**IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’**

**Local Council**

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards

4. Other Council Department

**Advice Agency**

5. Citizens Advice Bureau

6. Law Centre

7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor

10. Barrister

**Other person or organisation**

11. Community group

12. Insurance company legal advice service

13. Police

14. your employer
15. Doctor or other health worker

16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor

20. Other person or organisation

21. No, none of these

22. Don’t know

A16div2. [ASK IF A1div2 = 1]
SHOWCARD
And can I check whether any of the following things happened (have happened) as part of the problem or sorting the problem out? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

1. [No option 1]
2. You or the other side contacted the police
3. You or the other side contacted, or were contacted by, a lawyer
4. You or the other side contacted, or were contacted by, a tribunal or court
5. You or the other side contacted, or were contacted by, the Child Support Agency
6. You were contacted by a formal agent of the other side (e.g. debt collection agency)
7. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
8. A court or tribunal hearing took place
9. A court or tribunal made a decision about the problem
10. None of these
11. Don’t know
12. Refused

A19div24. [ASK IF A16div21 = 5]
And did the Child Support Agency make a decision about the problem?

1. Yes
2. No
3. Don’t know
4. Refused
A20div2. [ASK IF A16div2 = 6]
And, what sort of formal agent was it?

[OPEN] – allow DK

A21div2. [ASK IF A16div2 = 7]
And were any conciliation, mediation or arbitration sessions held?
1. Yes
2. No
3. Don’t know
4. Refused

A22div2. [ASK IF A16div2 = 8 or 9]
And, did you, or somebody acting on your behalf, attend any court or tribunal hearings?
1. Yes
2. No
3. Don’t know
4. Refused

A23div2. [ASK IF A22div2 = 1]

Who?

[OPEN] – allow DK

A24div2. [ASK IF A8div2 = 2]
SHOWCARD
You said earlier that you and the other side are no longer in disagreement. Which of these descriptions best describes how the disagreement concluded?
CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.

1. Decision of a Court/Tribunal
2. Decision by the Child Support Agency
3. Decision/action of an independent third party (e.g. the police)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you personally, with the other side
7. The other side acted independently to end the disagreement
8. You acted independently of the other side to end the disagreement
9. Agreement occurred without you or the other needing to do anything
10. Don’t know
11. Refused

A25div2. [ASK IF A8div2 = 2]

And, to what extent would you say the disagreement concluded in your favour? PROBE FULLY

1. Mostly in my favour
2. Somewhat in my favour
3. Mostly not in my favour
4. Don’t know
7. Refused

A26div2. [ASK IF A9div2 = 1 or 2]
SHOWCARD
And you said earlier that the problem is over. Which of these descriptions best describes how the problem concluded?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of a court/tribunal
2. Decision by the Child Support Agency
3. Decision/action of an independent third party (e.g. the police)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, personally, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don’t know
13. Refused

A27div2 [ASK IF A26div2 = 11]
You said earlier that the [problem descriptor] had concluded, but also that you are still "putting up" with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes
2. No
3. Don’t know
4. Refused

A28div2 [ASK IF A27div2 = 1]
So, when you said that it had concluded, did you mean that it still exists, but you are not expecting that you or anybody else will do anything about it in the future?

1. Yes
2. No
3. Don’t know
4. Refused
A29div2 [ASK IF A28div2 = 1]
Do you see a time in the future when the problem no longer exists?

1. Yes
2. No
3. Don’t know
4. Refused

A30div2 [ASK IF A9div1 = 1/2, provided A28div2 not 2]
How satisfied were you with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A31div2 [ASK IF A9div1 = 1/2, provided A28div2 not 2]
How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A32div2 [ASK IF problem concluded, provided A28div2 not 2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

1. Yes
2. No
3. Don’t know
4. Refused

A33div2 [ASK IF A32div2 = 1]
What do you wish you had known?

[OPEN]

A34div2 [ASK IF problem concluded, provided A28div2 not 2]
Is there anything that you wish you had done differently about trying to sort out the problem?

1. Yes
2. No
3. Don’t know
4. Refused

A35div2 [ASK IF A34div2 = 1]
What do you wish you had done differently? DO NOT PROMPT

1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don’t know
12. Refused

A36div2 [ASK IF A8div2 = 1]
You said earlier that you had not reached agreement with the other side about what you or they should do/give/get in order to sort out the [problem descriptor]
Do you see a time when agreement will be reached?

1. Yes
2. No
3. Don’t know
4. Refused

A37div2 [ASK IF A36div2 = 1]
How long do you think it will be before you reach agreement?
OPEN NUMERIC
29. Weeks
30. Months
31. Years
32. DK

A38div2 [ASK IF A9div2 >2 (problem not over)]
Do you see a time when the [problem descriptor] will be over?

1. Yes
2. No
3. Don’t know
4. Refused

A39div2 [ASK IF A38div2 = 1]
How long do you think it will be before [problem descriptor] will be over?

OPEN NUMERIC
1. Weeks
2. Months
3. Years
4. DK

A40div2 [ASK IF A9div2 = 3/4 OR A28div2 = 2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

1. Yes
2. No
3. Don’t know
4. Refused

A41div2  [ASK IF A40div2 = 1]
What do you wish you had known?
[OPEN] DK

A42div2  [ASK IF A9div2 = 3/4 OR A28div2 = 2]
Is there anything that you wish you had done differently about trying to sort
out the problem?
1. Yes
2. No
3. Don’t know
4. Refused

A43div2  [ASK IF A42div2 = 1]
What do you wish you had done differently?
[Open] DK

A44div2.  [ASK IF A9div2 = 1 or 2]
And, how fair do you think the outcome was to everybody concerned? PROBE
FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don’t know

A45div2.  [ASK IF A1div2 = 1]
And are you happy with how things have turned out [“so far” if A9div2 not 1 or
2] with this [problem descriptor]?

1. Yes
2. No
3. Don’t know
4. Refused

A47div2.  [ASK IF A1div2 = 1]
SHOWCARD
Which, if any, of the descriptions on this card best indicates the character of
[the problem]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the
   family/community)
9. None of these
10. Don’t know
A48div2 SHOWCARD
Did or do you experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A drinking problem
5. A drug problem
6. Being harassed or verbally abused
7. Being assaulted or physically threatened
8. Damage to your property
9. Loss of confidence
10. Fear
11. None of these
12. Refused

A49div2 SHOWCARD
And did or do you experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

1. Breaking up with a partner
2. Damage to a family relationship
3. Having to move home
4. Becoming homeless
5. Having to change jobs
6. Becoming unemployed
7. Loss of income
8. Problems to do with your education
9. None of these
10. Refused

A51div2 SHOWCARD
Did any of the things on this card contribute to this [problem descriptor] arising? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A disability
5. A drink or drug problem
6. Loss or change of employment
7. Other problems at work
8. Moving home
9. Irregular income
10. A loss of income
11. Not having enough money
12. Breaking up with a partner
13. Death of a family member
14. Me or a family member being sent to prison
15. Violence aimed towards me
16. Being violent
17. Not knowing my or someone else’s rights
18. None of the above
19. Refused

**A52div2**  
SHOWCARD  
Do you feel that the help you received from [A12div2] led to improvements in any of the things on this card?  
INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

1. Physical health
2. Levels of stress
3. Relationships
4. Levels of violence towards you/your property
5. Housing circumstances
6. Employment circumstances
7. Income
8. Confidence
9. Involvement in community
10. None of these
11. Don’t know
12. Refused

**A54div2.**  
[ASK IF A1div2 = 1]
Thinking about the time the problem **first started**, to what extent did you understand your **legal position** (for example, what your legal rights were)? PROBE FULLY

1. Completely
2. Mostly
3. Partly
4. Not at all
5. Don’t know
6. Refused

**A55div2**  
[ASK IF A54div2 = 3, 4, 5]

To what extent do you now understand what your legal position was (at the time the problem first started)? PROBE FULLY

1. Completely
2. Mostly
3. Partly
4. Not at all
5. Don’t know
6. Refused

**A56div2**  
[ASK IF A54div2 = 1 or 2 OR A55div2 = 1 or 2]
How did you come to understand where you stood, legally (at the time the problem first started)? DO NOT PROMPT

MUTLICODE

1. Talking to friends/family/colleagues
2. Talking to an advisor
3. Talking to the other side
4. Information from the internet
5. Information from a leaflet/booklet/book
6. Other (specify)
7. Don’t know
8. Refused

A57div2c [ASK IF A54div2 = 1 or 2 OR A55div2 = 1 or 2]

Can you describe, briefly, what your legal position was?

[OPEN]

[proxies skip]

A53div2 What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?
CODE IN POUNDS, ALLOW ZERO

A58div2. [ASK IF A1div2 = 1]

Finally, can I ask when the [problem descriptor] began?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY
MONTH/YEAR
A59div2.  [ASK IF A7div2 = 1]
And when did the disagreement you had about [problem descriptor] begin?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A60div2.  [ASK IF A8div2 = 2]
And when did the disagreement you had about [problem descriptor] end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A61div2.  [ASK IF A9div2 = 1 or 2]
(And) when did the [problem descriptor] itself end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A62adiv2  In your own words, could you very briefly describe the problem?
OPEN ENDED

A62bdiv2  [ASK IF L9 = 1 or 2]
And could you please describe how it ended?
OPEN ENDED
DOMESTIC VIOLENCE – proxies skip this section

[First of all/Next], the [problem descriptor / break-up descriptor]

A3viola. [ASK IF A1div1 = 1 AND (A2violb = 1 or 2 OR A2viold = 1 or 2)]
Was the person who was violent someone you earlier told me your relationship had broken down with since [18 months]?

1. Yes
2. No
3. Don’t know
4. Refused

A3violb [ASK IF A3viola = 1]
Which divorce/separation/break up?
[If only one divorce or break up, auto-code as 1]

1. Most recent
2. Second most recent
3. Third most recent
4. Fourth most recent
5. Fifth most recent

A3violc [ASK IF A1div2 = 1 AND (A3viola = 2)]
Was the person who was violent a person you told me you had a problem with concerning ([problem descriptor] from A2div2 section)?

1. Yes
2. No
3. Don’t know
4. Refused

A3viold [ASK IF A3violc = 1]
Which problem?
[If only one problem or break up, auto-code as 1]

1. Most recent
2. Second most recent
3. Third most recent
4. Fourth most recent
5. Fifth most recent

A3viole [ASK IF A1viol = 1 AND (A3viola = 2 OR A3violc = 2 OR neither A3viola and A3violc asked)]
Does the person who was violent live in this household?
1. Yes
2. No
3. Don’t know
4. Refused

A7viol2. [ASK IF A1viol = 1]
Was there ever any disagreement between you and the person who was violent about what you or they should do/give/get in order to end the [problem descriptor]?
1. Yes
2. No
3. Don’t know
4. Refused

A8viol2. [ASK IF A7viol = 1]
Is there still a disagreement?
1. Yes
2. No
3. Don’t know
4. Refused

A9viol. [ASK IF A1viol = 1]
And would you say this [problem descriptor] is now over or is it still ongoing?
PROBE FULLY
1. now over
2. most likely now over
3. too early to say
4. ongoing
5. Don’t know
6. Refused

A11viol. [ASK IF A1viol = 1]
And did you use the internet or any leaflet, booklet or book to help you sort out the [problem descriptor]?
SINGLECODE. IF YES, ask which one?

1. Yes, the internet
2. Yes, a leaflet, booklet or book
3. No, neither
4. Don’t know

A12viol. [ASK IF A10viol = 4, 5, 7 or 8]
SHOWCARD
Which of these people or organisations best describes the advisers/representatives who helped (are helping) you sort out the problem?
MULTICODE
IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister
Other person or organisation

11. Community group

12. Insurance company legal advice service

13. Police

14. your employer

15. Doctor or other health worker

16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor

20. Other person or organisation

21. Don’t know

A13viol. [ASK IF A10viol = 4, 5, 7 or 8]

Did you, personally, have to pay for any of the help you received from (any of these/this) adviser(s)?
1. Yes
2. No
3. Don’t know
4. Refused

A14viol. [ASK IF A10viol = 4, 5, 7 or 8]

SHOWCARD
Did any of these pay for any of the help you received from (any of these/this) adviser(s)?
MULTICODE

1. Legal aid, Community Legal Service Fund, Legal Services Commission
2. An Insurance company (or you through insurance premiums)  
3. A Trade union or professional body (or you through subscription fees)  
4. Your employer  
5. A relative or friend  
6. A no win, no fee agreement  
7. A loan  
8. Someone or something else (excluding advisers themselves)  
9. None of these  
10. Don't know

**A15viol.  [ASK IF A1viol = 1]**

SHOWCARD  
And [did [you/your partner (have you/they)] unsuccesfully try (tried) to get help from any of these people or organisations?  

MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

**Local Council**

1. General Enquiries at your local council  
2. A council advice service  
3. Trading Standards  
4. Other Council Department

**Advice Agency**

5. Citizens Advice Bureau  
6. Law Centre
7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor
10. Barrister

**Other person or organisation**

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No, none of these
22. Don’t know

A16viol.  [ASK IF A1viol = 1]
SHOWCARD
And can I check whether any of the following things happened (have happened) as part of the problem or sorting the problem out? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

1. [No first option]
2. You or the other side contacted the police
3. You or the other side contacted, or were contacted by, a lawyer
4. You or the other side contacted, or were contacted by, a tribunal or court
5. [No fifth option]
6. [No sixth option]
7. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
8. A court or tribunal hearing took place
9. A court or tribunal made a decision about the problem
10. None of these
11. Don’t know
12. Refused

A21viol.  [ASK IF A16viol = 7]
And were any conciliation, mediation or arbitration sessions held?

1. Yes
2. No
3. Don’t know
4. Refused

A22viol.  [ASK IF A16viol = 8 or 9]
And, did you, or somebody acting on your behalf, attend any court or tribunal hearings?

1. Yes
2. No
3. Don’t know
4. Refused

A23viol.  [ASK IF A22viol = 1]
Who?

[OPEN]

A26viol.  [ASK IF A9viol = 1 or 2]
SHOWCARD
And, which of these descriptions best describes how the problem concluded?
MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

MULTICODE

1. Decision of a court/tribunal
2. [No option 2]
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, personally, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don’t know
13. Refused

A27viol  [ASK IF A26viol = 11]
You said earlier that the [problem descriptor] had concluded, but also that you are still “putting up” with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes
2. No
3. Don’t know
4. Refused

A28viol  [ASK IF A27viol = 1]
So, when you said that it had concluded, did you mean that it still exists, but you are not expecting that you or anybody else will do anything about it in the future?

1. Yes
2. No
3. Don’t know
4. Refused

A29viol  [ASK IF A28viol = 1]
Do you see a time in the future when the problem no longer exists?

1. Yes
2. No
3. Don’t know
4. Refused

A30viol  [IF problem concluded (A9viol = 1 or 2), provided A28viol not 2]
How satisfied were you with the outcome? PROBE FULLY
1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A31violin [IF problem concluded, provided A28violin not 2]
How satisfied was the other side with the outcome? PROBE FULLY
1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A32violin [IF problem concluded, provided A28violin not 2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?
1. Yes
2. No
3. Don’t know
4. Refused

A33violin [ASK IF A32violin = 1]
What do you wish you had known? [OPEN]

A34violin [IF problem concluded, provided A28violin not 2]
Is there anything that you wish you had done differently about trying to sort out the problem?
1. Yes
2. No
3. Don’t know
4. Refused

A35violin [ASK IF A34violin = 1]
What do you wish you had done differently? DO NOT PROMPT MULTICODE.
1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don’t know
12. Refused

A36violin [ASK IF A8violin = 1]
You said earlier that you had not reached agreement with the other side about what you or they should do/give/get in order to sort out the [problem descriptor]
Do you see a time when agreement will be reached?

1. Yes
2. No
3. Don’t know
4. Refused

A37viol [ASK IF A36viol = 1]

How long do you think it will be before you reach agreement?

OPEN NUMERIC

1. Weeks
2. Months
3. Years
4. DK

A38viol [ASK IF A9viol = 3 (problem not over)]

Do you see a time when the [problem descriptor] will be over?

1. Yes
2. No
3. Don’t know
4. Refused

A39viol [ASK IF A38viol = 1]

How long do you think it will be before [problem descriptor] will be over?

OPEN NUMERIC

1. Weeks
2. Months
3. Years
4. DK

A40viol [ASK IF A9viol = 3/4 OR A28viol = 2]

Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

1. Yes
2. No
3. Don’t know
4. Refused

A41viol [ASK IF A40viol = 1]

What do you wish you had known?

[OPEN] DK

A42viol [ASK IF A9viol = 3/4 OR A28viol = 2]
Is there anything that you wish you had done differently about trying to sort out the problem?

1. Yes
2. No
3. Don’t know
4. Refused

A43viol  
[ASK IF A42viol = 1]

What do you wish you had done differently?

[OPEN] DK

A44viol.  
[ASK IF A9viol = 1 or 2]

And, how fair do you think the outcome was to everybody concerned? PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don’t

A45viol.  
[ASK IF A1viol = 1]

And are you happy with how things have turned out [“so far” if A9viol not 1 or 2] with this [problem descriptor]?

1. Yes
2. No
3. Don’t know
4. Refused

A47viol.  
[ASK IF A1viol = 1]

SHOWCARD

Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9. None of these
10. Don’t know

A48viol  
SHOWCARD

Did or do you experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A drinking problem
5. A drug problem
6. Being harassed or verbally abused
7. Being assaulted or physically threatened
8. Damage to your property
9. Loss of confidence
10. Fear
11. None of these
12. Refused

A49viol

SHOWCARD
And did or do you experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

1. Breaking up with a partner
2. Damage to a family relationship
3. Having to move home
4. Becoming homeless
5. Having to change jobs
6. Becoming unemployed
7. Loss of income
8. Problems to do with your education
9. None of these
10. Refused

A51viol

SHOWCARD
Did any of the things on this card contribute to this [problem descriptor] arising? Please just read out the numbers.

INTERVIEWER ENSURE RESPONDENT UNDERSTANDS THESE RELATE TO THEM

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A disability
5. A drink or drug problem
6. Loss or change of employment
7. Other problems at work
8. Moving home
9. Irregular income
10. A loss of income
11. Not having enough money
12. Breaking up with a partner
13. Death of a family member
14. Me or a family member being sent to prison
15. Violence aimed towards me
16. Being violent
17. Not knowing my or someone else’s rights
18. None of the above
19. Refused
[If any advisers at A12viol] Do you feel that the help you received from 
[A12viol] led to improvements in any of the things on this card? 
INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

1. Physical health
2. Levels of stress
3. Relationships
4. Levels of violence towards you/your property
5. Housing circumstances
6. Employment circumstances
7. Income
8. Confidence
9. Involvement in community
10. None of these
11. Don’t know
12. Refused

A54viol [ASK IF A1viol = 1] 
Thinking about the time the problem first started, to what extent did you understand your legal position (for example, what your legal rights were)? PROBE FULLY

1. Completely
2. Mostly
3. Partly
4. Not at all
5. Don’t know
6. Refused

A55viol [ASK IF A54viol = 3, 4, 5] 
To what extent do you now understand what your legal position was? PROBE FULLY

1. Completely
2. Mostly
3. Partly
4. Not at all
5. Don’t know
6. Refused

A56violb [ASK IF A54viol = 1 or 2 OR A55viol = 1 or 2] 
How did you come to understand where you stood, legally (at the time the problem first started)? DO NOT PROMPT

MULTICODE
1. Talking to friends/family/colleagues
2. Talking to an advisor
3. Talking to the other side
4. Information from the internet
5. Information from a leaflet/booklet/book
6. Other (specify)
7. Don’t know
8. Refused

A57violc  [ASK IF A54viol = 1 or 2 OR A55viol = 1 or 2]

Can you describe, briefly, what your legal position was?

[OPEN] DK

[proxies skip]

A53viol  What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?
CODE IN POUNDS, ALLOW ZERO

A58viol  [ASK IF A1viol = 1]

Finally, can I ask when the [problem descriptor] began?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY
MONTH/YEAR

A61viol  [ASK IF A9viol = 1 or 2]
(And) when did the problem end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A62aviol  In your own words, could you very briefly describe the problem?
OPEN ENDED
A62bviolent [ASK IF L9 = 1 or 2]
And could you please describe how it ended?
OPEN ENDED
CARE PROCEEDINGS – proxies DO go through this section

[First of all/Next], the [problem descriptor / break-up descriptor]

A4proc.  [ASK IF A1procc = 1]
Who was the other side in this [problem descriptor]? (PROMPT: e.g. a local authority)
OPEN

A6proc.  [ASK IF A1procc = 1]
SHOWCARD
And [do you think you were/did your partner think they were] being discriminated against on the basis of any of the things on this card? Just read out the number which applies.

1. No, none of these
2. Being discriminated against because of race
3. Being discriminated against because of your gender
4. Being discriminated against because of disability
5. Being discriminated against because of your sexual orientation
6. Being discriminated against because of your age
7. Being discriminated against because of your religion
8. Don’t know
9. Refused

A7proc.  [ASK IF A1procc = 1]
Was there ever any disagreement between [you/your partner] and the other side about what [you/your partner] or they should do/give/get in order to sort out the [problem descriptor]?
1. Yes
2. No
3. Don’t know
4. Refused

A8proc.  [ASK IF A7proc = 1]
Is there still a disagreement?

1. Yes
2. No
3. Don’t know
4. Refused

A9proc.  [ASK IF A1procc = 1]
And would you say this [problem descriptor] is now over or is it still ongoing?
PROBE FULLY
1. now over
2. most likely now over
3. too early to say
4. ongoing
5. Don’t know
6. Refused
A11proc.  [ASK IF A1procc = 1]

And did [you/your partner] use the internet or any leaflet, booklet or book to help sort out the [problem descriptor]?

IF YES, which one?

SINGLECODE

1. Yes, the internet
2. Yes, a leaflet, booklet or book
3. No, neither
4. Don't know

A12proc.  [ASK IF A10proc = 4, 5, 7 or 8]

SHOWCARD
Which of these people or organisations best describes the advisers/representatives who helped (are helping) [you/your partner] sort out the problem?

MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor

20. Other person or organisation

21. Don’t know

A13proc. [ASK IF A10proc = 4, 5, 7 or 8]

Did [you/your partner], personally, have to pay for any of the help [you/they] received from (any of these/this) adviser(s)?
1. Yes
2. No
3. Don’t know
4. Refused

A14proc. [ASK IF A10proc = 4, 5, 7 or 8]

SHOWCARD
Did any of these pay for any of the help [you/your partner] received from (any of these/this) adviser(s)?
MULTICODE
1. Legal aid, Community Legal Service Fund, Legal Services Commission
2. An Insurance company (or you through insurance premiums)
3. A Trade union or professional body (or you through subscription fees)
4. Your employer
5. A relative or friend
6. A no win, no fee agreement
7. A loan
8. Someone or something else (excluding advisers themselves)
9. None of these
10. Don’t know

A15proc. [ASK IF A1procc = 1]

SHOWCARD
And did [you/your partner] unsuccessfullty try to get help from any of these people or organisations?
MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer
9. Solicitor
10. Barrister

**Other person or organisation**

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No, none of these
22. Don’t know

**A16proc1. [ASK IF A1procc = 1]**

SHOWCARD

And can I check whether any of the following things happened (have happened) as part of the problem or sorting the problem out? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

1. [No option 1]
2. You or the other side contacted the police
3. You or the other side contacted, or were contacted by, a lawyer
4. You or the other side contacted, or were contacted by, a tribunal or court
5. [No option 5]
6. [No option 6]
7. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
8. A court or tribunal hearing took place
9. A court or tribunal made a decision about the problem
10. None of these
11. Don’t know
12. Refused

A21proc. [ASK IF A16proc = 7]
And were any conciliation, mediation or arbitration sessions held?
1. Yes
2. No
3. Don’t know
4. Refused

A22proc. [ASK IF A16proc = 8 or 9]
And, did [you/your partner], or somebody acting on [your/their] behalf, attend any court or tribunal hearings?
1. Yes
2. No
3. Don’t know
4. Refused

A23proc. [ASK IF A22proc = 1]
Who?
[OPEN]

A24proc. [ASK IF A8proc = 2]
SHOWCARD
You said earlier that [you/your partner] and the other side are no longer in disagreement. Which of these descriptions best describes how the disagreement concluded? (Prompt: Tribunals have been known as the Appeals Service)
CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.
1. Decision of a Court/Tribunal
2. [No option 2]
3. Decision/action of an independent third party (e.g. the police)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you personally, with the other side
7. The other side acted independently to end the disagreement
8. You acted independently of the other side to end the disagreement
9. Agreement occurred without you or the other needing to do anything
10. Don’t know
11. Refused

**A25proc.**  
[ASK IF A8proc = 2]  
And, to what extent would you say the disagreement concluded in [your/your partner’s] favour?  
PROBE FULLY

1. Mostly in [my/their] favour  
2. Somewhat in [my/their] favour  
3. Mostly not in [my/their] favour  
4. Don’t know  
5. Refused

**A26proc.**  
[ASK IF A9proc = 1 or 2]  
SHOWCARD  
And you said earlier that the problem is now [over/most likely now over]. Which of these descriptions best describes how the problem **concluded**?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of a court/tribunal  
2. [No option 2]  
3. Decision/action of an independent third party (e.g. the police, a regulator)  
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation  
5. Agreement reached through somebody who was acting for you (e.g. lawyer)  
6. Agreement reached by you, **personally**, with the other side  
7. The other side acted independently to sort out problem  
8. You acted independently of the other side to sort out problem  
9. The problem sorted itself out without you or the other side doing anything  
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)  
11. Just putting up with the problem.  
12. Don’t know  
13. Refused

**A27proc**  
[ASK IF A26proc = 11]  
You said earlier that the [problem descriptor] had concluded, but also that [you are/your partner is] still “putting up” with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes  
2. No  
3. Don’t know  
4. Refused

**A28proc**  
[ASK IF A27proc = 1]  
So, when you said that it had concluded, did you mean that it still exists, but [you are/your partner is] not expecting that you or anybody else will do anything about it in the future?
1. Yes
2. No
3. Don’t know
4. Refused

A29proc  [ASK IF A28proc = 1]
Do you see a time in the future when the problem no longer exists?

1. Yes
2. No
3. Don’t know
4. Refused

A30proc  [IF problem concluded (A9proc = 1 or 2), provided A28proc not 2]
How satisfied [were/was you/your partner] with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A31proc  [IF problem concluded, provided A28proc not 2]
How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A32proc  [IF problem concluded, provided A28proc not 2]
Is there anything [you/your partner] wish(es) [you/they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/them] to deal with it?

1. Yes
2. No
3. Don’t know
4. Refused

A33proc  [ASK IF A32proc = 1]
What do [you/they] wish [you/they] had known?

[OPEN]

A34proc  [IF problem concluded, provided A28proc not 2]
Is there anything that [you/your partner] wish(es) [you/they] had done differently about trying to sort out the problem?

1. Yes
2. No
3. Don’t know
4. Refused
A35proc  [ASK IF A34proc = 1]
What do [you/they] wish [you/they] had done differently?
MULTICODE. DO NOT PROMPT.

1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don’t know
12. Refused

A36proc  [ASK IF A8proc = 1]
You said earlier that [you/your partner] had not reached agreement with the other side about what [you/your partner] or they should do/give/get in order to sort out the [problem descriptor]
Do you see a time when agreement will be reached?

1. Yes
2. No
3. Don’t know
4. Refused

A37proc  [ASK IF A36proc = 1]
How long do you think it will be before [you reach/your partner reaches] agreement?
OPEN NUMERIC
1. Weeks
2. Months
3. Years
4. DK

A38proc  [ASK IF A9proc = 3 (problem not over)]
Do you see a time when the [problem descriptor] will be over?

1. Yes
2. No
3. Don’t know
4. Refused

A39proc  [ASK IF A38proc = 1]
How long do you think it will be before [problem descriptor] will be over?
OPEN NUMERIC
1. Weeks
2. Months
3. Years
4. DK

A40proc [ASK IF A9proc = 3/4 OR A28proc = 2]
Is there anything [you wish you/your partner wishes they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/them] to deal with it?

1. Yes
2. No
3. Don’t know
4. Refused

A41proc [ASK IF A40proc = 1]
What do [you/they] wish [you/they] had known?
[OPEN] DK

A42proc [ASK IF A9proc = 3/4 OR A28proc = 2]
Is there anything that [you wish you/your partner wishes they] had done differently about trying to sort out the problem?

1. Yes
2. No
3. Don’t know
4. Refused

A43proc [ASK IF A42proc = 1]
What do [you/they] wish you had done differently?

[Open]
DK

A44proc. [ASK IF A9proc = 1 or 2]
And, how fair [do you/does your partner] think the outcome was to everybody concerned? PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don’t know

A45proc. [ASK IF A1proc = 1]
And are [you/your partner] happy with how things have turned out [“so far” if A9proc not 1 or 2] with this [problem descriptor]?

1. Yes
2. No
3. Don’t know
4. Refused

A47proc. [ASK IF A1proc = 1]
SHOWCARD
Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9. None of these
10. Don’t know

A48proc SHOWCARD
Did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.
MULTICODE

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A drinking problem
5. A drug problem
6. Being harassed or verbally abused
7. Being assaulted or physically threatened
8. Damage to your property
9. Loss of confidence
10. Fear
11. None of these
12. Refused

A49proc SHOWCARD
And did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.
MULTICODE

1. Breaking up with a partner
2. Damage to a family relationship
3. Having to move home
4. Becoming homeless
5. Having to change jobs
6. Becoming unemployed
7. Loss of income
8. Problems to do with your education
9. None of these
10. Refused

A51proc SHOWCARD
Did any of the things on this card contribute to this [problem descriptor] arising? Please just read out the numbers.
1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A disability
5. A drink or drug problem
6. Loss or change of employment
7. Other problems at work
8. Moving home
9. Irregular income
10. A loss of income
11. Not having enough money
12. Breaking up with a partner
13. Death of a family member
14. Me or a family member being sent to prison
15. Violence aimed towards me
16. Being violent
17. Not knowing my or someone else’s rights
18. None of the above
19. Refused

A52proc

SHOWCARD

[ASK IF A12proc = 1-20]
Do you feel that the help [you/your partner] received from [A12viol] led to improvements in any of the things on this card?
INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

MULTICODE

1. Physical health
2. Levels of stress
3. Relationships
4. Levels of violence towards you/your property
5. Housing circumstances
6. Employment circumstances
7. Income
8. Confidence
9. Involvement in community
10. None of these
11. Don’t know
12. Refused

A54proc.

[ASK IF A1procc = 1]
Thinking about the time the problem first started, to what extent did [you/your partner] understand [your/their] legal position (for example, what [your/their] legal rights were)? PROBE FULLY

1. Completely
2. Mostly
3. Partly
4. Not at all
5. Don’t know
6. Refused
A55proc [ASK IF A54proc = 3, 4, 5]

To what extent [do you/do they] now understand what [your/their] legal position was (at the time the problem first started)? PROBE FULLY

1. Completely
2. Mostly
3. Partly
4. Not at all
5. Don’t know
6. Refused

A56proc [ASK IF A54proc = 1 or 2 OR A55proc = 1 or 2]

How did [you/they] come to understand where [you/they] stood, legally (at the time the problem first started)? MULTICODE. DO NOT PROMPT

1. Talking to friends/family/colleagues
2. Talking to an advisor
3. Talking to the other side
4. Information from the internet
5. Information from a leaflet/booklet/book
6. Other (specify)
7. Don’t know
8. Refused

A57proc [ASK IF A54proc = 1 or 2 OR A55proc = 1 or 2]

Can you describe, briefly, what [your/your partner’s] legal position was?

[OPEN] DK

[proxies skip]
A53proc What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]? CODE IN POUNDS, ALLOW ZERO

A58proc. [ASK IF A1procc = 1]

Finally, can I ask when the [problem descriptor] began?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY
MONTH/YEAR

A59proc. [ASK IF A7proc = 1]

And when did the disagreement [you/your partner] had about [problem descriptor] begin?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY
MONTH/YEAR

A60proc. [ASK IF A8proc = 2]

And when did the disagreement [you/your partner] had about [problem descriptor] end?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY
MONTH/YEAR

A61proc. [ASK IF A9proc = 1 or 2]

(And) when did the [problem descriptor] itself end?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY
MONTH/YEAR

A62aproc In your own words, could you very briefly describe the problem?

OPEN ENDED

A62bproc [ASK IF L9= 1 or 2]

And could you please describe how it ended?

OPEN ENDED
Detailed strategy – proxies skip this section (skip to demographics, X questions)

Section follows on directly after the initial problem characterisation section (L etc) for the same problem.

B1  [Ask all]
Thinking of this problem or dispute, when it first arose, did you think it would sort itself out without you taking any action?

1. Yes
2. No
3. Don’t know
4. Refused

B1b  [ASK IF B1 = 1]
Do you think you were right?

1. Yes
2. No
3. Don’t know
4. Refused

B1c  [Ask all]
When the problem first arose, how confident were you that you would be able to sort it out on your own, without help from anybody else? PROBE FULLY

1. Very confident
2. Quite confident
3. Not very confident
4. Not at all confident
5. Don’t know
6. Refused

(HELP SECTION)

B2  [Ask all]
Did you discuss the [problem descriptor] with family, friends or other people you knew, to help you sort it out? Please exclude anyone who had a job that involved advising about problems like yours.

1. Yes
2. No
3. Don’t know
4. Refused

B3  [ASK IF B2 = 1]
Who did you discuss it with? Remembering to exclude any people who had a job that involved advising about problems like yours.
MULTICODE.

1. Spouse/partner
2. Other relative
3. Friend
4. Work colleague
5. Somebody else I knew
6. Don’t know
7. Refused

B4  
**[ASK IF B2 = 1]**
SHOWCARDA.
Which of the following reasons describe why you chose to discuss your problem with [IF B3 SC ‘this’/IF B3 MC ‘these’] particular person/people, rather than other people you know?
MULTICODE

1. I trusted them
2. They have a similar outlook and values
3. They were who I normally talk to about problems
4. They were very knowledgeable
5. They always had time for me
6. They had previous experience of problems of this type
7. They know were to get help for problems of this type
8. They had relevant training (e.g. law)
9. None of these
10. Don’t know

B5  
**[ASK IF B2 = 1]**
SHOWCARDB
When you discussed the [problem descriptor] with [IF B3 SC ‘this’/IF B3 MC ‘these’] particular [IF B3 SC ‘person’/IF B3 MC ‘people’], what were you hoping they - i.e. [IF B3 SC ‘this’/IF B3 MC ‘these’] particular [IF B3 SC ‘person’/IF B3 MC ‘people’] - would do?
CODE ALL

Support

1. Talk the problem over with you
2. Give you moral support

Information/advice

3. Help you understand your rights / the different ways you could go about sorting out D. the problem
4. Help you understand anything that the other side said or any letters (or emails) you received
5. Tell you where you could get help to sort out the problem

Practical assistance

6. Get information or advice for you about the problem
7. Help you write letters or fill in forms
8. Write letters or fill in forms
9. Communicate with the other side
10. Negotiate with the other side
11. Sort the problem out for you
12. Give you financial support

Other
13. Other (specify)
14. Don’t know

**B6**

[ASK IF B2 = 1]
SHOWCARD
And what did they do?
CODE ALL
[IF CODE 8, but no CODE 9, then ask if any letters were to the other side, and if so, CODE 9]

**Support**

1. Talk the problem over with you
2. Give you moral support

**Information/advice**

3. Help you understand your rights / the different ways you could go about sorting out D. the problem
4. Help you understand anything that the other side said or any letters (or emails) you received
5. Tell you where you could get help to sort out the problem

**Practical assistance**

6. Get information or advice for you about the problem
7. Help you write letters or fill in forms
8. Write letters or fill in forms
9. Communicate with the other side
10. Negotiate with the other side
11. Sort the problem out for you
12. Give you financial support

**Other**

13. Other (specify)
14. Don’t know

**B7**

[ASK IF B6 = 6]
Do you know whether the [IF B3 SC ‘person’/IF B3 MC ‘people’] who got information/advice for you got it from
READ OUT. MULTICODE

1. The internet
2. A leaflet, booklet or book
3. From someone they knew
4. From someone or an organisation that provides information
5. DO NOT PROMPT Don’t know

**B8**

[ASK IF B7 = 4]
SHOWCARD
And, which of these people or organisations did they, rather than you, get information or advice from?
MULTICODE
IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

**Local Council**

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

**Advice Agency**

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor
10. Barrister

**Other person or organisation**

11. Community group

12. Insurance company legal advice service

13. Police

16. Your employer

15. Doctor or other health worker

16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor

20. Other person or organisation

21. Don’t know

**B9**

[Ask all]

Did you, personally, talk or write to the other side about the [problem descriptor]?

PROBE FULLY.

1. Yes, talked
2. Yes, wrote
3. Yes, talked and wrote
4. No, neither
5. Don’t know
6. Refused

**B10**

[ASK IF B9 = 1, 2 or 3]

SHOWCARD

What did you hope to achieve [IF B9 = 1 ‘talking’/IF B9 = 2 ‘writing’/IF B9 = 3 ‘talking and writing’] to the other side?

CODE ALL

1. Find out more about the problem
2. Explain what it was that I wanted
3. Prevent the problem getting worse / escalating
4. Sort out part of the problem
5. Sort out the problem
6. Other (specify)
7. Don’t know

B11  [ASK IF B9 = 1, 2 or 3]
SHOWCARD
And what did you achieve?
CODE ALL

1. Found out more about the problem.
2. Explained what it was that I wanted.
3. Prevented the problem getting worse / escalating
4. Sorted out part of the problem
5. Sorted out the problem
6. Other (specify)
7. Don’t know

B12  [ASK IF B9 = 4]
Did you, personally, try to talk or write to the other side about the [problem descriptor]?

1. Yes
2. No
3. Don’t know
4. Refused

B13  [ASK IF B12 = 1]
Why were you unable to talk or write to the other side?
[OPEN]

DK

B14  [ASK IF B9 = 4]
Did you, personally, receive any letters, emails or texts from the other side about the [problem descriptor]?

1. Yes
2. No
3. Don’t know
4. Refused

B15  [ASK IF B14 = 1]
What were the letters, emails or texts for?
PROBE FULLY
MULTICODE

1. Asked that I contact the other side
2. Asked that I do something
3. Told me that legal or other formal action might be taken against me
4. Other (specify)
5. Don’t know
6. Refused
B16  [ASK IF B14 = 1]
Did you reply to the letters, emails or texts?
If No, “Why not?” PROBE FULLY

1. Yes (I did reply)
2. (Respondent) didn’t get round to it.
3. (Respondent) did not want to reply.
4. Someone else replied on respondent’s behalf.
5. Don’t know
6. Refused

B17  [ASK IF B9 = 4 AND B14 = 2]
Did the other side try to talk or write to you, personally, about the [problem descriptor]?

1. Yes
2. No
3. Don’t know
4. Refused

B18  [ASK IF B17 = 1]
And why were they unable to talk or write to you?
PROBE FULLY

1. I did not accept/read their calls/letters/emails/texts
2. They did not know how to get in touch with me
3. Other (specify)
4. Don’t know
5. Refused

B19  [ASK IF B6 = 9]
SHOWCARD
You said earlier that [Descriptor from B3] communicated with the other side, what did they hope to achieve in doing so?
CODE ALL

1. Find out more about the problem
2. Explain what it was that I wanted
3. Prevent the problem getting worse / escalating
4. Sort out part of the problem
5. Sort out the problem
6. Other (specify)
7. Don’t know

B20  [ASK IF B6 = 9]
SHOWCARD
And what did they achieve?

1. Found out more about the problem.
2. Explained what it was that I wanted.
3. Prevented the problem getting worse / escalating
4. Sorted out part of the problem
5. Sorted out the problem
6. Other (specify)
7. Don’t know
B21  [Ask all]
[If B6 = 9 “Apart from anybody you have already told me about”] Did anybody
[If B6 = 9 “else”] apart from you talk to or write to the other side to help sort out
the [problem descriptor] whether you asked them to or not?

1. Yes
2. No
3. Don’t know
4. Refused

B22  [ASK IF B21 = 1]
Was it just one person?

1. Yes
2. No
3. Don’t know
4. Refused

B23  [ASK IF B22 = 1]
Was it somebody you had asked to help solve the problem?

1. Yes
2. No
3. Don’t know
4. Refused

B24  [ASK IF B22 = 2]
Were they all people who you had asked to help solve the problem?

1. Yes
2. No
3. Don’t know
4. Refused

B25  [ASK IF B23 = 2 OR B24 = 2]
[If B22 = 2 “Excluding anybody you asked to help solve the problem”]
Which of the following best describes the [If B22 = 1 “person”/else “people”]
who spoke to the other side about the problem? READ OUT.

1. A friend, relative or someone else you knew
2. Somebody else who was experiencing the problem
3. Somebody who is responsible for dealing with problems like this
4. Don’t know
5. Refused

B26  [ASK IF B23 = 2 OR B24 = 2]
SHOWCARD
And which of the following did they do?

1. Talk to the other side about the problem
2. Talk to the other side about rights and responsibilities
3. Request that the problem be sorted out
4. Negotiate to sort out the problem
5. Take formal action to sort out the problem
6. Don’t know
7. Refused

**B27**

 AUTOCOMPLETE FROM RELEVANT L/A7 LOOP QUESTION

Was there ever any disagreement between you and the other side about what you or they should do/give/get in order to sort out the problem?

1. Yes
2. No
3. Don’t know
4. Refused

**B28**

 [ASK IF B27 = 1]

SHOWCARD

Thinking of the dispute or problem as a whole, which description on this card best describes the level of disagreement between you and the other side?

1. Total disagreement
2. Partial disagreement
3. Little disagreement
4. Don’t know

(ADVICE SECTION)

**B29**

 [ASK IF B23 or B24 = 1]

SHOWCARD

You said that somebody [if B6=8 “other than family or friends”] that you asked to help sort out the [problem descriptor] had talked to the other side about it. Can you tell me which of these people or organisations it was that talked to the other side?

CODE ALL

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

**Local Council**

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

**Advice Agency**

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor
10. Barrister

**Other person or organisation**

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don't know
23. Refused

B30 [Ask all]

SHOWCARD

(And) I asked you earlier about whether you got help to sort out the [problem descriptor] from any of a list of people and organisations. Can you quickly confirm which [If no advisors at A/L12 “if any”] of these people or organisations you got help from?

(Display if A/L12 = 1-20) INTERVIEWER: RESPONDENT PREVIOUSLY SELECTED THE FOLLOWING ADVISERS, PROMPT IF NECESSARY

(DISPLAY CODES SELECTED AT A/L12 1-20)

CODE ALL

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre  
7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor  
10. Barrister

**Other person or organisation**

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. None of these  
22. Don’t know  
23. Refused  

B31  
[IF any advisor reported at B29 OR B30 (codes 1-20)]  
Did you get help from more than one of any type of person or organisation you have mentioned?  

1. Yes  
2. No  
3. Don’t know  
4. Refused  

[ASK IF B31 = 1]  

B32  
Can you tell me which one(s) and how many?  
DISPLAY ALL CODES SELECTED AT B29/30  
OPEN NUMERIC FOR EACH (20 numerical columns of data)  

B33  
[ASK IF B29 OR B30, code 7 > 0]  
Which ‘other advice agency(ies)’ did you get help from to sort out the [problem descriptor]?  
OPEN  
DK/CR  

B34  
[ASK IF B29 OR B30, item 20 > 0]  
Which ‘other’ person or organisation did you get help from to help you sort out the [problem descriptor]?
OPEN

DK/CR

B35  [IF number of advisers at B29 and B30 (combined) > 1]

In which order did you contact the people/organisations you have mentioned?

DISPLAY ALL CODES SELECTED AT B29/30, CODE AS 1, 2, 3 ETC

AUTOMATED CAPI ROUTING: IF ONLY ONE ADVISOR, CAPI SCRIPT AUTOMATICALLY SELECTS IT

B35a  [IF number of advisers at B29 and B30 (combined) >= 1]

How long after the problem started did you first get help from the [if more than one "first"] person/organisation you have mentioned?

DAYS/WEEKS/MONTHS/YEARS.DK

B35b  [IF number of advisers at B29 and B30 (combined) >= 1]

And after the problem started, what was the trigger for you getting help from the [if more than one “first”] person/organisation you have mentioned? OPEN. DK

B36  [ASK IF B6 = 5]

SHOWCARD
You said earlier that [If B3 = 1 “your spouse/partner”/If B3 = 2 “a relative”/If B3 = 3-4 “a B3”/If B3 = 5 “somebody you knew”/If B3 = 6/7 “family, friends or other people you knew “] suggested where you could get help about [the problem], was this any of the people or organisations on this card?

1. Yes
2. No
3. Don’t know
4. Refused

B37  [ASK IF B36 = 1]

SHOWCARD

Which one(s)?

CODE ALL

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency
Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don’t know
23. Refused

**B38**  
[ASK IF B36 = 2]

Can you tell me, then, where did they suggest you could get help?

PROBE FULLY

1. Book/pamphlet/etc
2. Internet/website
3. Other (specify)
4. Don’t know

**B39**  
[IF number of advisers at B29 and B30 (combined) > 1]

Overall, which of the people or organisations you got help from did the most to sort out the problem? Was it… READ OUT. DISPLAY ALL SELECTED AT B29/30

[LOOP C1 TO C24 FOR FIRST FOUR ADVISORS, IN THE ORDER THAT THE RESPONDENT CONTACTED THEM (BASED ON B35) OR ONCE IF ONE SELECTED AT B29/30]

I am now going to ask you for brief details of what help you obtained from [if B29/30>1 and <5 add ‘each of’] [if B29/30 >4 add ‘some of’] the people/organisations you have mentioned helped you.

**C1**  
SHOWCARD

What help did you **hope** to get from a(n) [advisor]?

CODE ALL
Support

1. Talk the problem over with you
2. Give you moral support

Information/advice

3. Help you understand your rights / the different ways you could go about sorting out the problem
4. Help you understand anything that the other side said or any letters (or emails) you received
5. Told you where you could get help to sort out the problem

Practical assistance

6. Got information or advice for you about the problem
7. Helped you write letters or fill in forms
8. Wrote letters or filled in forms
9. Communicated with the other side
10. Negotiated with the other side
11. Sorted the problem out for you
12. Give you financial support

Other

13. Other (specify)
14. Don’t know

C2

SHOWCARD
And what help did you get from [advisor]?
CODE ALL
[If CODE 8, but no CODE 9, then ask if any letters were to the other side, and if so, CODE 9]

Support
1. Talked the problem over
2. Gave you moral support

Information/advice
3. Helped you understand your rights / the different ways you could go about sorting out the problem
4. Helped you understand anything that the other side said or any letters (or emails) you received
5. Told you where you could get help to sort out the problem

Practical Support
6. Got information or advice for you about the problem
7. Helped you write letters or fill in forms
8. Wrote letters or filled in forms
9. Communicated with the other side
10. Negotiated with the other side
11. Sorted the problem out for you
12. Give you financial support

Other
13. Other (specify)

   None
8. None
9. Don't know

C3a  [ASK IF C2 = 5]

Did [advisor] suggest you get help from another person or organisation or from the internet, a booklet or something else?

MULTICODE

1. Person or organisation
2. Internet
3. Book, booklet, leaflet
4. Other

C3b  [ASK IF C3a = 1]

SHOWCARD

Which person or organisation did [advisor] suggest you get help from (prompt: on this card)?

CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

10. General Enquiries at your local council
11. A council advice service
12. Trading Standards
13. Other Council Department
Advice Agency

14. Citizens Advice Bureau
15. Law Centre
16. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor

20. Other person or organisation

21. None of these

22. Don’t know

23. Refused

C4 How much of the help that you needed to get from [advisor] did you get?

PROBE FULLY

1. All

2. Most

3. Some

4. None

5. Don’t know

C5 Would you describe the help that the [advisor] provided as being:

READ OUT

1. Entirely legal in nature

2. Mostly legal

3. Legal in part

4. Not legal

5. DO NOT PROMPT Don’t know

6. DO NOT PROMPT Refused
C6  And was the advisor at [advisor] a trained lawyer?

1. Yes
2. No
3. Don’t know
4. Refused

C7  [ASK IF [advisor] NOT 3,5,6,7,8,9,10]

[IF [advisor] = 3,5,6,7,8,9,10 then automatically code as 1]

And can I check that the [advisor] was not also the person or organisation that you had the problem/dispute with?

1. Advisor not other side
2. Advisor was other side
3. Don’t know
4. Refused

C8  How satisfied were you with the help you got from [advisor]?

If (dis)satisfied PROMPT “Were you extremely, very or somewhat (dis)satisfied?”

1. Extremely satisfied
2. Very satisfied
3. Somewhat satisfied
4. Somewhat dissatisfied
5. Very dissatisfied
6. Extremely dissatisfied
7. Don’t know

C10  How did you first find out about the [advisor]?

PROBE FULLY

1. Friend or family
2. Another person or organisation
3. Internet
4. Yellow pages
5. Newspaper/magazine/radio
6. Already knew about adviser
7. Other
8. Don’t know
9. Refused

**C12**

How did you first contact the [advisor]?  

PROBE FULLY

1. In person
2. Email/internet
3. Telephone
4. Post
5. Through someone else
6. Don’t know
7. Refused

**C13**

[ASK IF C12 code 1-5]

What other ways, if any, did you use to contact the [advisor]?

1. In person
2. Email/internet
3. Telephone
4. Post
5. Through someone else
6. None
7. Don’t know
8. Refused

C14 What would you say was the predominant method you used to communicate with the [advisor]?

1. In person
2. Email/internet
3. Telephone
4. Post
5. Through someone else
6. Don’t know

C15 Was the advisor at [advisor] a relative or friend you already knew?

1. Yes
2. No
3. Don’t know
4. Refused

C16 What was the main reason that you chose to get help from this type of advisor?

[OPEN] DK

C17 [ASK IF C12, C13 or C14 = 1]
When you went to meet the advisor at [advisor], how did you usually get there?

PROBE FULLY

1. By car/van
2. By public transport
3. Walked/cycled
4. Don’t know
5. Refused

C18 [ASK IF C13 or C14 = 1]

And how far did you have to travel to see them (each time)?

PROBE FOR AN EXACT NUMBER IN MILES

NUMERIC, ALLOW 0-500
Allow DK

C21

In total, about how much time did you spend speaking to [advisor], either on the phone or in person, [If C13=1 or C14=1 “excluding any time spent travelling to see them”]?

NUMERIC – HOURS/MINUTES
Allow DK

C22

Did you, personally, have to pay for any of the help you received from [advisor]?

1. Yes
2. No
3. Don’t know
4. Refused

C23

SHOWCARD

Did any of these pay for any of the help you received from [advisor]?

1. Legal aid, Community Legal Service Fund, Legal Services Commission
2. An Insurance company (or you through insurance premiums)
3. A Trade union or professional body (or you through subscription fees)
4. Your employer
5. A relative or friend
6. A no win, no fee agreement
7. A loan
8. Someone or something else (excluding advisers themselves)
9. None of these
10. Don’t know

C24

And finally, thinking about [advisor], which of these statements best describes the level of involvement that you wanted the advisor at [advisor] to have in making decisions about sorting out the [problem descriptor]?

READ OUT. SINGLE CODE

1. The advisor should make decisions and act to help me in the way they think best.
2. The advisor should describe all the options and their consequences, always recommend an option, and then let me choose what to do.
3. The advisor should describe all the options and their consequences, make a recommendation if I ask for one, and then let me choose what to do.
4. The advisor should only tell me, or recommend about what I ask, and always let me choose what to do.

(End of C1-C24 loop – loop back for 2nd, 3rd, 4th advisor)

[Ask all]

I also asked you earlier about whether you unsuccessfully tried to get help to sort out the [problem descriptor] from any of a list of people and organisations. You told me that you unsuccessfully tried to get help from (INSERT ANSWERS FROM L15/A15).

B41

[ASK IF L15/A15 = 20]

What type of other person or organisation was it?

[OPEN]
(Then loop from D1 to D10 for TWO random unsuccessful advisors, from L/A15, using L/A15 and B41 for text fill)

D1 [ASK IF any advisor at L/A15]

SHOWCARD
Which of these methods did you use to try to contact the [unsuccessful adviser]?
PROMPT IF NECESSARY.

1. By telephone
2. In person
3. In writing
4. By email/internet
5. In some other way (specify)
6. Don’t know
7. Refused

D2 [ASK IF any advisor at L/A15]

“Why were you unable to get help from [unsuccessful adviser]?”

1. Yes
2. No
3. Don’t know
4. Refused

(End of D1 to D10 loop)

(Internet and books section)

B43 [ASK ALL]
If any advisors identified at B29 OR B30 “Apart from what you have just told me about”) Did you try to use any of these sources to sort out this [problem descriptor] … READ OUT MULTICODE

1. The Internet
2. A leaflet, booklet or book
3. No, none of these
4. Don’t know/ can’t remember

B44 [ASK IF B43 = 1]
When you used the internet to help sort out this problem descriptor, what were you hoping to achieve?

**CODE ALL THAT APPLY**

1. Identify an appropriate source of advice
2. Find a telephone number for an adviser
3. Find details of an adviser to see in person
4. Obtain online information about my rights
5. Obtain online information about how to sort out the problem
6. Make use of online forms or documents
7. For an online service to sort out the problem for me
8. None of these
9. Don’t know
10. Refused

**B45 [ASK IF B43 = 1]**

SHOWCARD

And can I ask what you actually achieved when you used the internet to help sort out the problem?

**CODE ALL THAT APPLY**

1. I identified an appropriate source of advice
2. I found the telephone number for an adviser
3. I found the details of an adviser to see in person
4. I obtained some of the information about my rights that I was looking for
5. I obtained all of the information about my rights that I was looking for
6. I obtained some of the information about how to sort out the problem that I was looking for
7. I obtained all of the information about how to sort out the problem that I was looking for
8. An online service sorted out the problem for me
9. None of these
10. Don’t know
11. Refused
B46  [ASK IF B43 = 1]

What was the main website that you used when trying to sort out the problem?

[OPEN] DK

B47  [ASK IF B43 = 1]

And how did you find out about this website?

OPEN

B48  [ASK IF B43 = 2]

SHOWCARD

When you used a leaflet, booklet or book to help sort out this [problem descriptor], what were you hoping to get from it?

CODE ALL

1. Identify an appropriate source of advice
2. Find contact details for an advisor
3. Obtain information about my rights
4. Obtain information about how to sort out the problem
5. Other (specify)
6. None of these
7. Don’t know
8. Refused

B49  [ASK IFB43=2]

SHOWCARD

And can I ask what you actually got from a leaflet, booklet or book to help sort out the problem?

CODE ALL
1. Identified an appropriate source of advice
2. Found contact details for an advisor
3. Obtained information about my rights
4. Obtained information about how to sort out the problem
5. Other (specify)
6. None of these
7. Don’t know
8. Refused

B50  [ASK IF B43 = 1 or 2]

Thinking only about the time you spent using [If B43 = 1 “the internet”/If B43 = 2 “a leaflet, booklet or book/If B43 = 1&2 “the internet, a leaflet, booklet or book” to sort out the [problem descriptor], how much time would you say you spent on this in total.

NUMERICAL

HOURS/ MINUTES

Allow DK

(Resources and Negative Advice Section)

B51  SHOWCARD

And apart from anything you have told me about already, did you/have you personally do/done any of the things on this card as part of trying to sort out the problem?

1. Think about your options
2. Obtain information
3. Collect/obtain evidence
4. None of the above
B52b [ASK IF B51 = 2]

And where did you obtain information from?

[OPEN]

B53

And thinking about the [problem descriptor] as a whole, did any advice or information that you obtained to help sort out the [problem descriptor] suggest that you would be unlikely to obtain your objectives in trying to sort it out?

1. Yes
2. No
3. Don’t know
4. Refused

B54

And again thinking about the [problem descriptor] as a whole can you tell me in total, including everything that you did to sort out [problem descriptor], how much time you spent/ have spent trying to sort it out?

NUMERICAL

Weeks/days/HOURS/MINUTES

Allow DK

B55

And thinking about the [problem descriptor] as a whole, which of you or the other side would you say had more resources to address the problem?
PROMPT: By resources I mean money, access to specialist help, etc

1. Respondent had more resources
2. Other side had more resources
3. Don’t know
4. Refused

And could you look at the various things (on the screen) that you did to sort out the [problem descriptor] and tell me what order they first happened?

SHOW SCREEN (ONLY INCLUDE OPTIONS THAT HAVE BEEN IDENTIFIED)

1. obtain information [B51=2]
2. obtain evidence [B51=3]
3. discuss with family/friends [B2=1]
4. contact other side [B9=1,2,3 or B12=1 or B14=1]
5. Obtain independent help [any advisor at B29 or B30 and C7=1,3 on any occasion]
6. Obtain help from the other side [If C7=2 on any occasion]
7. unsuccessfully try to obtain independent help [and advisor at L/A15]

(Reasons section)

[ASK IF (B2 = 2) and (B9 = 4 or B12 = 2) and (B21 = 2 or (B21 = 1 and (B23 = 2 or B24 = 2))) and (no advisers identified at B30, L15, A15) and (B43 = 3) and ((B51 = 1 or 4) AND B51 not equal to 2 or 3)]

Why didn’t you do anything to try to resolve the [problem descriptor]?

PROBE FULLY

1. No dispute with anybody/thought other side was right
2. Problem resolved without needing to doing anything
3. Did not think it was important enough
4. Thought it would take too much time
5. Thought it would cost too much
6. Thought it would be too stressful
7. Thought it would damage relationship with other side
8. Was scared to do anything
9. Didn’t know what to do
10. Didn’t think it would make any difference to the outcome
11. Other (specify)
12. Don’t know
13. Refused
B57some  [ASK IF (no advisors identified at B29 OR B30 OR L15 OR A15) and (B6 not 6 to 11) and (B57none not already asked)]

Why didn’t you do more to try to resolve the [problem descriptor] than you have told me about?

PROBE FULLY

1. Did all that was needed to resolve the problem
2. Did not think it was important enough
4. Thought it would take too much time
5. Thought it would cost too much
6. Thought it would be too stressful
7. Thought it would damage relationship with other side
8. Was scared to do anything more
9. Didn’t know what else to do
10. Didn’t think it would make any difference to the outcome
11. Other (specify)
12. Don’t know
13. Refused

(Question for no successful advice from independent adviser group)

B58  [ASK IF (no advisors identified at B29 OR B30, or if C7 = 2 for all advisors) AND (no advisors identified at L15 or A15)]

[If B57none or B57some asked already: “In particular”] Why didn’t you try to get help from an independent advisor about [problem descriptor]?

PROBE FULLY

1. No dispute with anybody/thought other side was right
2. Problem resolved without need to get advice
3. Did not think needed advice
4. Did not think problem important enough
5. Thought it would take too much time
6. Thought it would cost too much
7. Advisers were too far away  
8. Thought it would be too stressful  
9. Thought it would damage relationship with other side  
10. Was scared to get advice  
11. Didn't know where/how to get advice  
12. Didn't think it would make any difference to the outcome  
13. Had tried seeking advice before and not found it useful  
14. Other (specify)  
15. Don't know  
16. Refused  

B59  [ASK IF no advisors identified at B29 OR B30 OR L15 OR A15]  
Did you consider getting help from an independent advisor at any time?  

1. Yes  
2. No  
3. Don't know  
4. Refused  

B60  [ASK IF B59 = 1]  
SHOWCARD  
What sort of independent advisor?  
CODE ALL  

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council  

17. General Enquiries at your local council  
18. A council advice service  
19. Trading Standards  
20. Other Council Department
**Advice Agency**

21. Citizens Advice Bureau  
22. Law Centre  
23. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor  
10. Barrister

**Other person or organisation**

11. Community group  
12. Insurance company legal advice service  
13. Police  
14. your employer  
15. Doctor or other health worker  
16. ACAS  
17. Jobcentre  
18. Social worker
19. MP or local councillor

20. Other person or organisation

21. None of these

22. Don’t know

23. Refused

B61  [If any advisors identified at L15 or A15]

You earlier said you **unsuccessfully tried to get help** from [L15/A15/B41]. Why didn’t you keep trying to get help from them [IF NO ADVISORS AT L12: or get help from another source]?

PROBE FULLY

1. Problem resolved without need keep trying
2. Did not think problem important enough
3. Thought it would take too much time
4. Thought it would cost too much
5. Advisers were too far away
6. Thought it would be too stressful
7. Thought it would damage relationship with other side
8. Was scared to get advice
9. Didn’t know where else to get advice
10. Didn’t think it would make any difference to the outcome
11. Other (specify)
12. Don’t know
13. Refused

B62  [ASK IF C6 = 1 for any advisor identified]

Why did you get help from a lawyer?

[OPEN]
B63  [ASK IF C6 = 2 for all advisors identified – i.e. all 4 C loops]

Why didn’t you try to get help from a lawyer?

[OPEN]

B64  [ASK IF (B29 or B30 = 5-7) AND (NOT (B29 OR B30 = 9))]

Why did you choose to get help from an advice agency, rather than a solicitors’ firm?

[OPEN]

B65  [Ask if any advisors identified at B29 OR B30, AND C7 = 1 for any advisor identified]

Why didn’t you deal with the problem yourself, without getting help from an independent advisor?

[OPEN]

B66  [ASK IF (no advisors identified at B29 or B30) AND (B57none not already asked)]

Why didn’t you just do nothing to try to resolve the problem?

[OPEN]

(Regrets, etc. questions are in the outcome section)

B67  [ASK IF no advisers at B29 or 30]

Do you now wish you had got independent advice to sort out the [problem descriptor]?

1. Yes
2. No
3. Don’t know
4. Refused

B68  [ASK IF B67 = 1]

Where do you now wish you had got advice or help from?
ADVISOR SHOWCARD
CODE ALL

B68why1  [Ask if B68 not 2]
Why do you wish you had done that? PROBE FULLY

1. Problem was less serious than I thought
2. Problem was more serious than I thought
3. Didn’t need to do as much as did
4. Needed to do more than did
5. Would have got a better outcome
6. Other (specify)
7. Don’t know

B68why2  [ASK IF B68 = 2]
Why do you now wish you had got some advice or information?

1. Problem was more serious than I thought
2. Found I couldn’t handle it alone
3. Other side would have taken me more seriously
4. Would have got a better outcome
5. It would have been less stressful
6. Problem would have been resolved sooner
7. Other (specify)
8. Don’t know

B69  [ASK IF B68 = 2]
Where do you now wish you had got advice or help from?
SHOWCARD
CODE ALL

B57a to B69a to be asked if L9/A9 = 3 or 4 (UNCONCLUDED SECTION)

B57astrat  SHOWCARD
You told me earlier that the [problem descriptor] is not yet over. Thinking ahead, which of these descriptions is most likely to describe how you will finally end up trying to sort it out?

1. Do nothing to sort out problem
2. Sort problem out entirely on my own
3. Sort problem out with the help of family/friends
4. Sort problem out with the help of an adviser/representative
5. Sort problem out with the help of family/friends and an adviser/representative
6. Family/friends will sort out the problem for me
7. Adviser/representative will sort out the problem for me
8. Friends/family and an adviser/representative will sort out the problem for me
9. Don’t know
B57anone

[Interviewer: Ask if (no advisors identified at B29 OR B30 OR L15 OR A15) and (B6 not 6 to 11) and (B57astrat = 1, 2, 3)]

Why are you not intending to do more to try to resolve the [problem descriptor]?

PROBE FULLY

1. No dispute with anybody/think other side is right
2. Problem will resolve without need to doing anything
3. Do not think it is important enough
4. It would take too much time
5. It would cost too much
6. It would be too stressful
7. It would damage relationship with other side
8. Scared to do anything
9. Don’t know what to do
10. Don’t think it would make any difference to the outcome
11. Other (specify)
12. Don’t know
13. Refused

B58a

[ASK IF (no advisors identified at B29 OR B30, or if C7 = 2 for all advisors) AND (no advisors identified at L15 or A15) AND (B57astrat = 1, 2, 3, 6)]

[If B57anone asked already: “In particular”] Why are you not intending to get help from an independent advisor about [problem descriptor]?

PROBE FULLY

1. No dispute with anybody/think other side was right
2. Problem will resolve without need to get advice
3. Do not think needed advice
1. Do not think problem important enough
2. It would take too much time
3. It would cost too much
4. Advisers too far away
5. It would be too stressful
6. It would damage relationship with other side
7. Scared to get advice
8. Don’t know where/how to get advice
9. Don’t think it would make any difference to the outcome
10. Have tried seeking advice before and not found it useful
11. Other (specify)
12. Don’t know
13. Refused

**B59a**  
(IF (no advisors identified at B29 OR B30 OR L15 OR A15) AND  
(B57astrat = 1, 2, 3, 6)) Have you considered getting help from an  
independent advisor at any time?

1. Yes  
2. No  
3. Don't know  
4. Refused

**B60a**  
[ASK IF B59a = 1]

SHOWCARD

What sort of independent advisor?

CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL  
DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

**Local Council**

24. General Enquiries at your local council  
25. A council advice service  
26. Trading Standards  
27. Other Council Department

**Advice Agency**

28. Citizens Advice Bureau  
29. Law Centre  
30. Other independent advice agency
Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don’t know
23. Refused

B60b [ASK IF (no advisors identified at B29 OR B30 OR L15 OR A15) AND (B57 astrat = 4, 5, 7, 8)]

SHOWCARD

What sort of independent advisor are you expecting to help you sort out [problem descriptor]?

CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

31. General Enquiries at your local council
32. A council advice service
33. Trading Standards
34. Other Council Department

Advice Agency

35. Citizens Advice Bureau
36. Law Centre
37. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body
Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don’t know
23. Refused
Objectives

Claimants who have taken action [B70-83. ASK If B5=6-11 OR B9=1-3 OR B12=1 OR B16=1 OR (any advisor mentioned at B29 or B30 or L/A15) OR B51=2-3]

B70 I now want to ask you a few questions about what you were trying to do in relation to this [problem descriptor].

Thinking back to when you first decided to do something about the problem, what was your objective?

1. To get money
2. To get property
3. To retain money
4. To retain property
5. Non-money objective (specify)
6. No objective
7. Don't know
8. Refused

B71 [ASK IF B70 = 1 or 3]
Was the money a lump sum or regular payments?

1. Lump sum
2. Regular payments
3. Both
4. Don't know
5. Refused

B72 [ASK IF B71 = 1 or 3]
What was the amount of the lump sum?
NUMERICAL - CODE IN POUNDS
Don't know
Refused

B73 [ASK IF B71 = 2 or 3]
What was the amount of the regular payments? Please give a monthly amount.
NUMERICAL - CODE IN POUNDS
Don't know
Refused

B74 [ASK IF B71 = 2 or 3]
How many months were the regular payments going to last for?

NUMERICAL
For the foreseeable future
Don't know
Refused

B75 [ASK IF B70 = 2 or 4]
What was the NET value of the property?
NUMERICAL - CODE IN POUNDS
Don't know
Refused
B76  

[ASK IF B70 = 1-5 AND L/A9 = 1 - 2]

Would you say that you achieved your objectives  

…READ OUT:

1. Completely 
2. In part 
3. Not at all 
4. Or is it too early to say? 
5. Don't know
Individual demographics – ask all including proxies

[ASK ALL]
Now I would like to ask you a few questions about [your/your partner’s] circumstances

TENURE

X1 SHOWCARD
In which of these ways [do you/does your partner] occupy this accommodation?
Please give an answer from this card

1. Own it outright
2. Buying it with the help of a mortgage or loan
3. Pay part rent and part mortgage (shared ownership)
4. Rent it
5. Pay board
6. Live here rent free (including rent free in relative’s/friend’s property; excluding squatting)
7. Squatting
8. Don’t Know
9. Refused

X2 [ASK IF X1 = 3 - 6]
SHOWCARD
Who is [your/your partner’s] landlord?

1. Council/ local authority
2. Other registered social landlord (e.g. Housing Association)
3. Employer (organisation) of a household member
4. Another organisation
5. Relative/friend (before you lived here) of a household member
6. Employer (individual) of a household member
7. Another individual private landlord (not a relative, friend or employer of a household member)
8. Don’t know
9. Refused

TRANSPORT

X3 Do you/does your partner] own or have regular use of any of the following…
READ OUT
1. Car or light van
2. Motor cycle, moped or scooter
3. Other type of motor vehicle
4. None of these
5. Don’t know
6. Refused

INFORMATION TECHNOLOGY

X4 Which, if any, of the following [do you/does your partner] have access, at home or elsewhere, to for personal use?

READ OUT …
(CODE YES/NO/DK FOR EACH)

A fixed line telephone
A mobile telephone
Broadband Internet access
Other internet access
Cable, satellite or digital TV
XW4a  [ASK ALL EXCEPT PROXIES]
How much of the information found on the Internet overall do you think is reliable?

1. None of it
2. A small portion of it
3. About half of it
4. Most of it
5. All of it
6. Don’t know

XW4b  [ASK ALL]
How would you rate [your/your partner’s] ability to use the Internet?

1. Excellent
2. Good
3. Fair
4. Poor
5. Bad
6. DO NOT PROMPT Don’t use the internet

XW4c  [ASK IF XW4b NOT 6]
Which of the following [do you/does your partner] do on the Internet?
(RANDOMISE ORDER OF STATEMENTS, collect yes or no for each)

- Online shopping
- Using social networking sites (e.g. Facebook, Twitter, MySpace)
- Playing games
- Downloading or streaming television, films or music
- Reading news/current affairs
- Paying bills or banking
- Finding information for work or study
- Finding health information
- Send/receive emails
- Maintaining a website or blog

EMPLOYMENT

ASK THOSE AGED 18+

X5  SHOWCARD
Which of the following best describes what [you were /your partner was] doing at the beginning of [Start of reference period – 18 months ago]?

SINGLE CODE. CODE FIRST TO APPLY

IF ON NEW DEAL, CODE ‘ON A GOVERNMENT PROGRAMME’ RATHER THAN UNEMPLOYED

SHOW CALENDAR IF NECESSARY

1. In full-time education (or on holiday from full-time education)
2. In paid employment or self-employed (or temporarily away)
3. On a Government scheme for employment training
4. Doing unpaid work for a business that you/he/she own(s), or that a relative owns
5. Waiting to take up paid work already obtained
6. Looking for paid work or a Government training scheme
7. Intending to look for work but prevented by temporary sickness or injury (up to 6 months)
8. Permanently unable to work because of long-term sickness or disability (6 months or longer)
9. Wholly retired from paid work
10. Looking after home or family
11. Caring for a sick, elderly or disabled person
12. Doing something else (specify)
13. Don’t Know
14. Refused

ASK THOSE AGED 18+

X6
[ASK IF X5 = 1-12]
And when had [you/your partner] been [insert answer from X5] prior to [start of reference period]? PROBE FULLY FOR MONTH/YEAR.
ENTER DATE (MONTH AND YEAR)
ALLOW DK

ASK THOSE AGED 18+

X7
[ASK IF X5 = 1-12]
Can I just check, [have you/has your partner] been [insert answer from X5] continuously during the period between the beginning of [start of reference period] and this last week?

1. Yes
2. No
3. Don’t know
4. Refused

X8
[ASK IF X7 = 2] AND ASK THOSE AGED 18+
When did [you/your partner] stop [IF X6=1-3,8,9: being] [insert answer from X5]?
SHOW CALENDAR IF NECESSARY.
ENTER DATE (month and year)
ALLOW DK

ASK THOSE AGED 18+

X9
[ASK IF X7 = 2]
SHOWCARD
And what [were you/was your partner] doing immediately following [insert date from X8/X11 if on subsequent loop/ if X8/11 DK add (If X5/previous X9 = 1-3,8,9 add “being”) insert activity from X5/previous X9 loop]?
SINGLE CODE. CODE FIRST TO APPLY.

IF ON NEW DEAL, CODE AS BEING ‘ON A GOVERNMENT PROGRAMME’ RATHER THAN UNEMPLOYED.

1. In full-time education (or on holiday from full-time education)
2. In paid employment or self-employed (or temporarily away)
3. On a Government scheme for employment training
4. Doing unpaid work for a business that you/he/she own(s), or that a relative owns
5. Waiting to take up paid work already obtained
6. Looking for paid work or a Government training scheme
7. Intending to look for work but prevented by temporary sickness or injury (up to 6 months)
8. Permanently unable to work because of long-term sickness or disability (6 months or longer)
9. Wholly retired from paid work
10. Looking after home or family
11. Caring for a sick, elderly or disabled person
12. Doing something else (specify)
13. Don’t Know
14. Refused

ASK THOSE AGED 18+

X10. [ASK IF X7 = 2 AND X9 = 1-12]
And [have you/has your partner] been [insert answer from X9] continuously since you started [insert answer from X9] and this last week?

   1. Yes
   2. No
   3. Don’t know
   4. Refused

ASK THOSE AGED 18+

X11. [ASK IF X10 = 2 AND X9 = 2]
When did [you/your partner] stop [IF X9=1-3,8,9: being] [insert answer from X9]? SHOW CALENDAR IF NECESSARY.
ENTER DATE (month and year)
ALLOW DK

REPEAT EMPLOYMENT QUESTIONS X9-X11 UNTIL REACH CURRENT ACTIVITY

X11a [ASK IF X10 = 1 AND X9 = 2]
[Do you/does your partner] currently work full or part time?
IF NECESSARY PROMPT WITH: BY FULL TIME I MEAN WORKING LESS, ON AVERAGE, THAN A FULL WORKING WEEK"

   1. Full time
   2. Part time
   3. Don’t know
   4. Refused

X12. [ASK IF AGED 18+ AND NO EMPOLYMENT RECORDED – X5, X9 & loops NOT codes 2,5,9]
Can I just check [have you/has your partner] EVER had a paid job, apart from any temporary work?

   1. Yes
   2. No
   3. Don’t know
   4. Refused

X13. [ASK IF ANY EMPLOYMENT RECORDED (i.e. if X12 not asked or X12 = yes)]
Have you/has your partner] ever worked as one of the following: READ OUT (CODE ALL THAT APPLY)

1. A lawyer
2. In an organisation that provides legal advice
3. A law teacher
4. A police or community support officer
5. In the armed forces
6. None of these

DK

X14

[ASK IF RESPONDENT HAS PARTNER/SPouse – H9a = 2,3,5,7,9]

Have/has you/your partner/spouse ever worked as one of the following: READ OUT. (CODE ALL THAT APPLY)

1. A lawyer
2. In an organisation that provides legal advice
3. A law teacher
4. A police or community support officer
5. In the armed forces

DK

X15

[ASK IF ANY EMPLOYMENT RECORDED (including X12)]

SHOWCARD

I would now like to ask about [your/your partner’s] [current/most recent] job.

Can I just check, which of the categories on this card best describes the sort of work [you/they] do?

1. Modern professional occupations
   *such as:* teacher - nurse - physiotherapist - social worker - welfare officer - artist - musician - police officer (sergeant or above) - software designer

2. Clerical and intermediate occupations
   *such as:* secretary - personal assistant - clerical worker - office clerk - call centre agent - nursing auxiliary - nursery nurse

3. Senior managers or administrators
   (usually responsible for planning, organising and co-ordinating work and for finance)
   *such as:* finance manager - chief executive

4. Technical and craft occupations
   *such as:* motor mechanic - fitter - inspector - plumber - printer - tool maker - electrician - gardener - train driver

5. Semi-routine manual and service occupations
   *such as:* postal worker - machine operative - security guard - caretaker - farm worker - catering assistant - receptionist - sales assistant

6. Routine manual and service occupations
   *such as:* HGV driver - van driver - cleaner - porter - packer - sewing machinist - messenger - labourer - waiter / waitress - bar staff
7. Middle or junior managers
such as: office manager - retail manager - bank manager -
restaurant manager - warehouse manager - publican

8. Traditional professional occupations
such as: accountant - solicitor - medical practitioner - scientist -
civil / mechanical engineer

9. Other (specify)
10. Don’t know
11. Refused

CARE

X16. [ASK IF more than one person in household]
May I check, is there anyone living with you who is sick, disabled or elderly
whom [you look/your partner looks] after or give[s] special help to, other than in a
professional capacity?
CODE NO IF GIVES FINANCIAL HELP ONLY

1. Yes
2. No
3. Don’t know
4. Refused

FAMILY CIRCUMSTANCES

X17. [ASK ALL]
Can I just check, what was [your/partner’s] marital status at the beginning
of [start of reference period]? Were [you/they] …?

READ OUT AND CODE FIRST TO APPLY. USE CALENDAR IF
NECESSARY.

1. Single, that is never married
2. Co-habiting and never married
3. Married/in Civil Partnership and living with (husband/wife)
4. Married/in Civil Partnership, but separated from (husband/wife) and not
co-habiting
5. Married/in Civil Partnership, but separated from (husband/wife) and co-
habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don’t know
11. Refused
X18  [ASK IF X17 = 2-9]
Prior to [start of reference period] when had [you/your partner] been [insert answer from X17]. PROBE FULLY FOR MONTH/YEAR
INSERT MONTH AND YEAR

X19  Did [your/your partner’s] marital status change in the period between the start of [start of reference period] and now?

1. Yes
2. No
3. Don’t know
4. Refused

X20  [ASK IF X19=1 AND X17 = 1-9]
SHOW CALENDAR IF NECESSARY
When did [you/they] stop being [insert answer from X17]?
Allow DK

SEPARATE SCREENS FOR MONTH AND YEAR

X21  [ASK IF X19=1 AND X17 = 1-9]
What was [your/their] marital status immediately following [insert month and year from X20/ if X20 DK add (If X17/previous X21 = 1,3-9 add "being") insert activity from X17/previous X21 loop]?

1. Single, that is never married
2. Co-habiting and never married
3. Married/in Civil Partnership and living with (husband/wife)
4. Married/in Civil Partnership, but separated from (husband/wife) and not co-habiting
5. Married/in Civil Partnership, but separated from (husband/wife) and co-habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don’t Know
11. Refused

X22  [ASK IF X19=1 AND X17 = 1-9]
Did [your/your partner’s] marital status change again at all in the period between [insert month and year from X20] and now?

1. Yes
2. No
3. Don’t know
4. Refused

X23  [ASK IF X22=1 AND X21 = 1-9]
When did [you/they] stop being [insert answer from X21]?
SHOW CALENDAR IF NECESSARY
SEPARATE SCREENS FOR MONTH AND YEAR
REPEAT FAMILY CIRCUMSTANCES QUESTIONS X21- X23 UNTIL REACH CURRENT MARITAL STATUS, I.E. X22 = NO

X24  [IF FINAL MARITAL STATUS IS COHABITING – codes 2,5,7,9]
And, can I just check, [do you/does your partner] have any plans to get married in the next two years?
1. Yes
2. No
3. Don’t know
4. Refused

X25  [IF FINAL MARITAL IS NOT MARRIED AND NOT COHABITING – CODES 1,6,8 – SKIP QUESTION FOR PROXIES]
And are you currently engaged to be married?
1. Yes
2. No
3. Don’t know
4. Refused

X27  [ASK IF current marital status is cohabiting or married/civil partnership and living with spouse (codes 2, 3)]
Can I just ask whether you or your partner have seriously suggested the idea of (divorce/dissolution or) separation within the last six months?

A3  [ASK IF NEVER MARRIED (MARITAL STATUS NOT CODES 1,2)]
Regardless of [your/their] current marital status, [have you/has your partner] been divorced since 1996?
1. Yes
2. No
3. Refused

A4  Regardless of [your/their] current marital status, [have you/has your partner] been separated from a cohabiting relationship since 1996?
1. Yes
2. No
3. Refused

A4a  [ASK IF A4 = YES]
Did it involve a child of the relationship?
1. Yes
2. No
3. Refused

A4b  [ASK IF A4a = NO]
Had [you/your partner] been living together for more than two years?
1. Yes
2. No
3. Refused

QUALIFICATIONS

X28 SHOWCARD
[Do you/does your partner] have any of the qualifications listed on this card?
1. Yes
2. No
3. Don’t Know
4. Refused

X29 [ASK IF X28 = 1]
SHOWCARD
Starting from the top of this list, please look down the list of qualifications and
tell me the letter of the first one you come to that [you have/your partner has] passed.
1. Higher degree, eg MSc, MA, MBA, PhD
2. First degree/ Postgraduate Diplomas/ PGCE/
   Professional qualifications at degree level
   NVQ/SVQ Level 4 or 5
3. Diplomas in higher education/ HNC/ HND/ BTEC higher/
   Teaching, nursing or medical qualifications below degree level/
   RSA Higher Diploma
4. A/AS levels/ SCE higher/ Scottish Certificate 6th Year Studies
   NVQ level 3/ BTEC National
   City and Guilds Advanced/
   RSA Advanced Diploma
5. Trade Apprenticeships
6. O level/ GCSE Grades A*-C/ SCE Standard/ Ordinary Grades 1-3/
   NVQ level 2/ BTEC first/ general diploma
   City and Guilds Craft/ Ordinary/ RSA Diploma
7. O level/GCSE grade D-G/ SCE Standard/Ordinary grades below 3
   NVQ level 1/ BTEC first/ general certificate
   City and Guilds Part I/ RSA Stage 1-3
8. Other
9. None of these
10. Don’t Know
11. Refused

X30 [ASK IF X29 = 1, 2, 3 or 4]
[Have you/has your partner] ever studied law?
1. Yes
2. No
3. Don’t know
4. Refused

BENEFITS / TAX CREDITS

X31 SHOWCARD
[Do you/Does your partner] get any of these in [your/ their] own right? Just read out the letters that apply.
MULTICODE OK
INTERVIEWER: ADD IF NECESSARY – THAT IS WHERE YOU/YOUR PARTNER ARE THE NAMED RECIPIENT

1. Unemployment related benefits, or National Insurance Credits
2. Income support (not as an unemployed person)
3. Sickness or Disability benefits (not including tax credits)
4. State Pension
5. Family related benefits (excluding Child Benefit and tax credits)
6. Child benefit
7. Cold weather payment
8. Housing, or Council tax benefits
9. Tax credits
10. Other (specify)
11. None of these
12. Don't Know
13. Refused

HEALTH

X32 I would now like to ask you a few questions about [your/your partner’s] health.

Did [you/they] have a long-standing illness, disability or infirmity at the beginning of [start of reference period]? By long-standing I mean anything that troubled [you/then] over a period of time or that was likely to affect [you/them] over a period of time?

1. Yes
2. No
3. Don't know
4. Refused

X33 [ASK IF X32 = 1]
And when did [you/they] have this long standing illness, disability or infirmity prior to [start of reference period]? PROBE FULLY FOR MONTH/YEAR

RECORD START MONTH/ YEAR

X34 [ASK IF X32 = 1]
And [do you/does your partner] still have this long standing illness, disability or infirmity?

1. Yes
2. No
3. Don’t know
4. Refused
X35  [ASK IF X34 = 2]
When did this illness, disability or infirmity end?
Allow DK

RECORD END MONTH/ YEAR

X36  [ASK IF X32 = 2 OR X34 = 2]
And [have you/has your partner] had any [other] long standing illness, disability or infirmity between [If X32 = 2 or X35 = DK add “18 months” / If X34 = 2 add X35] and now?

a. Yes
b. No
c. Don’t know
d. Refused

X37  [ASK IF X36 = 1]
When did this other illness, disability or infirmity start?

RECORD START MONTH/ YEAR
Allow DK

REPEAT HEALTH QUESTIONS X35-X37 UNTIL REACH MONTH OF INTERVIEW

X38  [ASK IF X32 = 1 or X36 = 1]
[Are you/is your partner] officially registered as being disabled?

1. Yes
2. No
3. Don’t know
4. Refused

[ASK ALL]

X39  [ASK IF X39 = 1]
[Have you/has your partner] suffered from stress, depression or some other kind of mental health problem since [start of reference period]?

1. Yes
2. No
3. Don’t know
4. Refused

X40  [ASK IF X39 = 1]
Have [you/they] seen a counsellor, doctor or nurse, because [you/they] were or thought [you/they] might be suffering from stress, depression, or some other kind of mental health problem since [start of reference period]?

1. Yes
2. No
3. Don’t know
4. Refused

X41  [ASK IF X39 = 1]
SHOWCARD
On all occasions when [you have/your partner has] suffered from these types of problems, which kinds of problems have doctors said [you/they] were suffering from? Please just read out the letters on this card.

1. A. Stress
2. B. Depression (including post-natal)
3. C. Anxiety/panic attacks
4. D. Manic depression/bipolar disorder
5. E. Other mental illness or mental health problem
6. Never saw doctor
7. Doctor didn’t say what it was
8. Don’t know
9. Refused

X42 [ASK IF ILLNESS, DISABILITY, INIRMITY IDENTIFIED OR S39 = 1]
Since, [start of reference period] [have you/has your partner] had any problems or disputes of the kind shown on this card?

1. Yes
2. No
3. Don’t know
4. Refused

SHOWCARD

Care relating to mental health
Mental health treatment or care you received in hospital
Mental health treatment or care you received after leaving hospital
Other mental health treatment or care you received

Admission/discharge from hospital in connection with mental health
Problems with the manner of admission to hospital for mental health problems
Problems obtaining a discharge from hospital for mental health problems
Problems with restrictions or conditions of discharge from hospital for mental health problems

HEALTH MEASURE SCALE – PROXIES SKIP AHEAD TO X49, ETHNICITY

I would now like to ask you a series of questions about how your health has been, in general over the last few weeks.

INTERVIEWER EXPLAIN IF NECESSARY – these questions may not seem relevant to you, but there is a lot of interest in how health and personality issues relate to other life problems people face. The questions are just a standard way of measuring some aspects of health and personality

SF1 In general, would you say your health is:

READ OUT

1. Excellent
2. Very good
3. Good
4. Fair
5. Poor
6. Don’t know
7. Refused

The following questions are about activities you might do during a typical day.

SF2 Does you health limit you in moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf?

IF YES: Is that a little or a lot?

1. Yes, limited a lot
2. Yes, limited a little
3. No, not limited at all
4. Don’t know
5. Refused

SF3 Does your health limit you if you are attempting to climb several flights of stairs?

IF YES: Is that a little or a lot?

1. Yes, limited a lot
2. Yes, limited a little
3. No, not limited at all
4. Don’t know
5. Refused

SF4 SHOWCARD
During the past 4 weeks, how much of the time have you accomplished less than you would have liked with your work or other regular daily activities as a result of your physical health?

1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

SF5 SHOWCARD
During the past 4 weeks, how much of the time were you limited in the kind of work or other activities you did as a result of your physical health?

1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

SF6 SHOWCARD
During the past 4 weeks, how much of the time have you accomplished less than you would have liked with your work or other regular daily activities as a result of any emotional problems, such as feeling depressed or anxious?

1. All of the time  
2. Most of the time  
3. Some of the time  
4. A little of the time  
5. None of the time  
6. Don’t know  
7. Refused

SF7 SHOWCARD
During the past 4 weeks, how much of the time did you do work or other activities less carefully than usual as a result of any emotional problems, such as feeling depressed or anxious?

1. All of the time  
2. Most of the time  
3. Some of the time  
4. A little of the time  
5. None of the time  
6. Don’t know  
7. Refused

SF8 SHOWCARD
During the past 4 weeks, how much, if at all, did pain interfere with your normal work, including both work outside the home and housework? Please take your answer from the card.

1. Not at all  
2. A little bit  
3. Moderately  
4. Quite a bit  
5. Extremely  
6. Don’t know  
7. Refused

The next questions are about how you feel and how things have been with you during the past 4 weeks. For each question, please give the one answer that comes closest to the way you have been feeling.

INTERVIEWER EXPLAIN IF NECESSARY – these questions may not seem relevant to you, but there is a lot of interest in how health and personality issues relate to other life problems people face. The questions are just a standard way of measuring some aspects of health and personality

SF9 SHOWCARD
How much of the time during the past 4 weeks have you felt calm and peaceful?

1. All of the time  
2. Most of the time  
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

SF10 SHOWCARD
How much of the time during the past 4 weeks did you have a lot of energy?

1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

SF11 SHOWCARD
How much of the time during the past 4 weeks have you felt downhearted and depressed?

1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

SF12 SHOWCARD
During the past 4 weeks, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting friends, relatives, etc)?

1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

I am now going to show you a series of statements that you may or may not feel describe your personality. We are asking these questions to see how the way people see themselves relates to their experience of problems.

For each of the following statements please tell me how well you think they describe your personality.

ASK THE FOLLOWING QUESTIONS AS A LOOP – NO PROXY ANSWERS

X43 SHOWCARD
I see myself as someone who...

RANDOM ORDER
…is anxious, easily upset
…is open to new experiences, complex
…is calm, emotionally stable
…is conventional, uncreative
…completes tasks successfully
…knows how to get things done
…has little to contribute
…misjudges situations
…believes that my success depends on ability rather than luck
…believes that unfortunate events occur because of bad luck
…believes that the world is controlled by a few powerful people
…believe in the power of fate

1. Agree strongly
2. Agree a little
3. Neither agree nor disagree
4. Disagree a little
5. Disagree strongly
6. Don’t know
7. Refused

I am now going to read out a few statements, please tell me how much you agree or disagree with each one, taking your answer from this card. Please be open and honest when answering.

**X44** SHOWCARD
In most ways my life is close to my ideal.

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don’t know
9. Refused

**X45** SHOWCARD
The conditions of my life are excellent.

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don’t know
9. Refused

**X46** SHOWCARD
I am satisfied with my life.

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don’t know
9. Refused

X47 SHOWCARD
So far I have got the important things I want in life.

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don’t know
9. Refused

X48 SHOWCARD
If I could live my life over, I would change almost nothing

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don’t know
9. Refused

ETHNICITY / CITIZENSHIP / LANGUAGE

X49 SHOWCARD
To which of these ethnic groups do you consider [you belong /your partner belongs]?

1. White English/ Welsh/ Scottish/ Northern Irish/ British
2. White Irish
3. White Gypsy or Irish traveller
4. Any other white background
5. Mixed White and Black Caribbean
6. Mixed White and Black African
7. Mixed White and Asian
8. Mixed Any other mixed/ multiple ethnic background
9. Asian/Asian British Indian
10. Asian/Asian British Pakistani
11. Asian/Asian British Bangladeshi
12. Asian/Asian British Chinese
13. Asian/Asian British Any other Asian background
14. Black/Black British African
15. Black/Black British Caribbean
16. Black/Black British Any other black background
17. Other ethnic group Arab
18. Other ethnic group Any other ethnic group

X50 What language [do you/does your partner] normally speak at home?

1. English
2. Arabic
3. Bengali
4. Cantonese
5. French
6. Greek
7. Gujarati
8. Hindi
9. Polish
10. Punjabi
11. Somali
12. Turkish
13. Urdu
14. Welsh
15. Other (specify)
16. Don’t know
17. Refused

X51 And, can I just check, in which country [were you/was your partner] born?

1. England
2. Scotland
3. Wales
4. Northern Ireland
5. Ireland (Republic)
6. Other (specify)
7. Don’t know
8. Refused

[ASK IF X51 CODE 5 OR 6]

X52 And in which year did [you/your partner] come to live in the UK?

NUMERIC (1907 – 2007)
Don’t know
Refused

INCOME

I’m now going to ask you about [your/your partner’s] income. I only need to know an approximate amount, to see if this influences people’s experiences of problems.

X53 SHOWCARD
Please can you look at this card and tell me which letter represents [your/your partner’s] TOTAL PERSONAL INCOME from all sources BEFORE tax and other deductions. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.
### OVERALL HOUSEHOLD INCOME

Looking at this card, please can you tell me your **OVERALL HOUSEHOLD INCOME** from all sources **BEFORE** tax and other deductions. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

<table>
<thead>
<tr>
<th>Annual</th>
<th>Weekly</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Under £2,500</td>
<td>Under £50</td>
<td>Under £200</td>
</tr>
<tr>
<td>B. £2,500 - £4,999</td>
<td>£50 - £99</td>
<td>£200 - £399</td>
</tr>
<tr>
<td>C. £5,000 - £9,999</td>
<td>£100 - £199</td>
<td>£400 - £829</td>
</tr>
<tr>
<td>D. £10,000 - £14,999</td>
<td>£200 - £289</td>
<td>£830 -</td>
</tr>
<tr>
<td>E. £15,000 - £19,999</td>
<td>£290 - £389</td>
<td>£1,250 -</td>
</tr>
<tr>
<td>F. £20,000 - £24,999</td>
<td>£390 - £489</td>
<td>£1,650 -</td>
</tr>
<tr>
<td>G. £25,000 - £29,999</td>
<td>£490 - £579</td>
<td>£2,100 -</td>
</tr>
<tr>
<td>H. £30,000 - £34,999</td>
<td>£580 - £679</td>
<td>£2,500 -</td>
</tr>
<tr>
<td>I. £35,000 - £39,999</td>
<td>£680 - £769</td>
<td>£2,900 -</td>
</tr>
<tr>
<td>J. £40,000 - £44,999</td>
<td>£770 - £869</td>
<td>£3,350 -</td>
</tr>
<tr>
<td>K. £45,000 - £49,999</td>
<td>£870 - £969</td>
<td>£3,750 -</td>
</tr>
<tr>
<td>L. £50,000 or more</td>
<td>£970 or more</td>
<td>£4,150 or more</td>
</tr>
</tbody>
</table>

**SPONTANEOUS**: Nothing/No work or scheme

Don’t Know

Refused

© 2013 Ipsos MORI
Refused

RELIGION

**X55**  
**SHOWCARD**  
Which of these religious groups [do you/does your partner] belong to, if any?  

1. No religion, atheist or agnostic  
2. Christian (including Church of England, Catholic, Protestant, and all other Christian denominations)  
3. Muslim  
4. Hindu  
5. Sikh  
6. Jewish  
7. Buddhist  
8. Other (not specified)  
9. No religion/none of these  
10. Don’t know  
11. Refused

CRIME

**X56**  
**SHOWCARD**  
Since [start of reference period], [have you/has your partner] been the victim of any of the offences detailed on this card?  

1. Theft or attempted theft  
2. Burglary or attempted burglary  
3. Robbery/mugging or attempted robbery/mugging  
4. Criminal damage/vandalism to your property or Attempted criminal damage/vandalism to your property  
5. Assault or attempted assault  
6. Other (specify)  
7. None of these  
8. Don’t Know  
9. Refused

**X57**  
**[ASK IF X56 = 1-6]**  
Since [start of reference period], how many times have [you/they] been a victim of [crime type X56]? DK  

**REPEAT X57 FOR EACH ANSWER GIVEN AT X56**

**X58a**  
And in the last 12 months, [have you/has your partner] had any contact with the police? Remember, everything you tell me is confidential and will only be used for research purposes.  

1. Yes  
2. No  
3. Don’t know  
4. Refused

**X58b**  
**[ASK IF X58a = 1]**
What was this for? DO NOT PROMPT. MULTICODE OK.

1. A chat with a police officer
2. A group meeting
3. Neighbourhood watch
4. Through work/ business
5. Licence application or renewal
6. To hand in lost/ stolen property
7. To report an accident
8. To reporting suspicious behaviour
9. To report anti-social behaviour / local problems
10. To report a crime
11. As a witness to a crime or incident
12. As part of a police enquiry
13. Stopped in car or on foot
14. Arrested
15. Other
16. Don’t know
17. Refused

X59a I’m now going to read out a few descriptions about the amounts of alcohol that people drink, and I’d like you to say which one fits [you/your partner] best. Would you say [you/your partner]: READ OUT.

1. Do not drink
2. Hardly drink(s) at all
3. Drink(s) a little
4. Drink(s) a moderate amount
5. Drink(s) quite a lot
6. or Drink(s) Heavily?
7. [DO NOT READ OUT] Don’t know
8. [DO NOT READ OUT] Refused

X60 [Do you/does your partner] have a will (PROMPT: to set out what should happen to [your/their] belongings when [you/they] die)?

1. Yes
2. No
3. Don’t know
4. Refused

X61 As a child [were you/was your partner] ever in foster care, state care, a children’s home, an orphanage or other out-of-home care?

1. Yes
2. No
3. Don’t know
4. Refused
INSURANCE

X61b [Do you/does your partner] have any insurance that covers the cost of legal advice or taking legal action if needed? Such insurance can be an add-on to household or motor insurance.

1. Yes, legal advice
2. Yes, legal action
3. Yes, both
4. No, neither
5. DK
6. REF

X61c [Do you/does your partner] have any memberships or associations that include a free legal helpline if you need legal advice?

1. Yes
2. No
3. DK
4. REF

ATTITUDES – SKIP FOR PROXIES

I'm now going to read out a few statements about justice in Britain. Please tell me how much you agree or disagree with each one.

X62 SHOWCARD
If you went to court with a problem, you would be confident of getting a fair hearing.

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don't know
7. Refused

X63 SHOWCARD
Lawyers are not affordable for people on low incomes

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don't know
7. Refused

X64 SHOWCARD
Courts are an important way for ordinary people to enforce their rights

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don’t know
7. Refused

X65 SHOWCARD
You should follow laws even when you believe it would be better not to.

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don’t know
7. Refused

X66 SHOWCARD
People should resolve their problems within their family or community, not by using lawyers or courts

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don’t know
7. Refused

NOW ASK RECONTACT QUESTIONS
Text for [problem descriptor] text substitutions

Proxy versions noted in [ ] (text after "/" is for proxies)

[Problem descriptor] text substitutions will be based on the problem identification & characterisation section answered directly prior to the problem identification loop questions

Where a single response has been selected substitute the relevant text for the selected code (2\textsuperscript{nd} column).

Where two+ responses have been selected substitute all up to a maximum of three – take the first response in the substitution from the 2\textsuperscript{nd} column, and subsequent text from column 3. Do not substitute the same text twice, e.g. if A2con1 & 2 selected.

<table>
<thead>
<tr>
<th>CONSUMER</th>
<th>SINGLE CODE</th>
<th>MC – 2\textsuperscript{nd}/3\textsuperscript{rd} SUB</th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2con = 1 or 2 sub</td>
<td>problem with faulty goods</td>
<td>and faulty goods</td>
</tr>
<tr>
<td>if A2con = 3 sub</td>
<td>problem with building work</td>
<td>and building work</td>
</tr>
<tr>
<td>if A2con = 4 sub</td>
<td>problem with tradespeople</td>
<td>and tradespeople</td>
</tr>
<tr>
<td>if A2con = 5 sub</td>
<td>problem with major repairs</td>
<td>and major repairs</td>
</tr>
<tr>
<td>if A2con = 6 sub</td>
<td>problem with holidays or travel</td>
<td>and holidays or travel</td>
</tr>
<tr>
<td>if A2con = 7 sub</td>
<td>problem with utilities</td>
<td>and utilities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EMPLOYMENT</th>
<th>SINGLE CODE</th>
<th>MC – 2\textsuperscript{nd}/3\textsuperscript{rd} SUB</th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2emp = 1 or 2 sub</td>
<td>problem with losing [your/a] job</td>
<td>and losing [your/a] job</td>
</tr>
<tr>
<td>if A2emp = 3 sub</td>
<td>problem with being threatened with the sack</td>
<td>and being threatened with the sack</td>
</tr>
<tr>
<td>if A2emp = 4 sub</td>
<td>problem with a job interview</td>
<td>and a job interview</td>
</tr>
<tr>
<td>if A2emp = 5 sub</td>
<td>problem with pensions</td>
<td>and pensions</td>
</tr>
<tr>
<td>if A2emp = 6 sub</td>
<td>problem with rights at work</td>
<td>and rights at work</td>
</tr>
<tr>
<td>if A2emp = 7 sub</td>
<td>problem with changes to job conditions</td>
<td>and changes to job conditions</td>
</tr>
<tr>
<td>if A2emp = 8 sub</td>
<td>problem with poor working conditions</td>
<td>and poor working conditions</td>
</tr>
<tr>
<td>if A2emp = 9 sub</td>
<td>problem with disciplinary procedures</td>
<td>and disciplinary procedures</td>
</tr>
<tr>
<td>if A2emp = 7 sub</td>
<td>problem with work grievances</td>
<td>and work grievances</td>
</tr>
<tr>
<td>if A2emp = 7 sub</td>
<td>problem with harassment at work</td>
<td>and harassment at work</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NEIGHBOURS</th>
<th>SINGLE CODE</th>
<th>MC – 2\textsuperscript{nd}/3\textsuperscript{rd} SUB</th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2nei = 1 sub</td>
<td>problem with noisy neighbours</td>
<td>and noisy neighbours</td>
</tr>
<tr>
<td>if A2nei = 2 sub</td>
<td>problem with threats or harassment</td>
<td>and threats or harassment</td>
</tr>
<tr>
<td>if A2nei = 3 sub</td>
<td>problem with violent neighbours</td>
<td>and violent neighbours</td>
</tr>
<tr>
<td>if A2nei = 4 sub</td>
<td>problem with damage to property</td>
<td>and damage to property</td>
</tr>
<tr>
<td>if A2nei = 5 sub</td>
<td>problem with vandalism</td>
<td>and vandalism</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OWNED HOUSING</th>
<th>SINGLE CODE</th>
<th>MC – 2\textsuperscript{nd}/3\textsuperscript{rd} SUB</th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2emp = 1 sub</td>
<td>problem with planning permission</td>
<td>and planning permission</td>
</tr>
<tr>
<td>if A2emp = 2 sub</td>
<td>problem with selling or buying property</td>
<td>and selling or buying property</td>
</tr>
<tr>
<td>if A2emp = 3 sub</td>
<td>problem with communal repairs or maintenance</td>
<td>and communal repairs or maintenance</td>
</tr>
<tr>
<td>if A2emp = 4 sub</td>
<td>problem with repossession of</td>
<td>and repossession of</td>
</tr>
<tr>
<td>A2emp</td>
<td>Problem Description</td>
<td>A2emp</td>
</tr>
<tr>
<td>-------</td>
<td>--------------------</td>
<td>-------</td>
</tr>
<tr>
<td>5</td>
<td>problem with mortgage payments</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>problem with boundaries or access</td>
<td>8</td>
</tr>
<tr>
<td>1-2</td>
<td>problem with the condition of accommodation</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>problem with the deposit</td>
<td>5</td>
</tr>
<tr>
<td>6-7</td>
<td>problem with eviction</td>
<td>8-11</td>
</tr>
<tr>
<td>12</td>
<td>problem with harassment by landlord</td>
<td>13</td>
</tr>
<tr>
<td>14</td>
<td>problem with boundaries or rights of way</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>problem with money owed [to you/]</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>problem with refusal of credit</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>problem with poor financial advice</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>problem with mismanagement of investments</td>
<td>8</td>
</tr>
<tr>
<td>9</td>
<td>problem with tax assessment</td>
<td>10</td>
</tr>
<tr>
<td>11</td>
<td>problem with terms of lease or tenancy</td>
<td>12</td>
</tr>
<tr>
<td>13</td>
<td>problem with flatmates</td>
<td>14</td>
</tr>
<tr>
<td>15</td>
<td>problem with poor financial advice</td>
<td>16</td>
</tr>
<tr>
<td>17</td>
<td>problem with mismanagement of investments</td>
<td>18</td>
</tr>
<tr>
<td>19</td>
<td>problem with tax assessment</td>
<td>20</td>
</tr>
<tr>
<td>21</td>
<td>problem with credit or store cards</td>
<td>22</td>
</tr>
<tr>
<td>23</td>
<td>problem with hire/credit purchase</td>
<td>24</td>
</tr>
<tr>
<td>25</td>
<td>problem with TV license</td>
<td>26</td>
</tr>
<tr>
<td>27</td>
<td>problem with court fines</td>
<td>28</td>
</tr>
<tr>
<td>29</td>
<td>problem with harassment from debtors</td>
<td></td>
</tr>
</tbody>
</table>

### RENTED HOUSING

<table>
<thead>
<tr>
<th>A2emp</th>
<th>Problem Description</th>
<th>A2emp</th>
<th>Problem Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2</td>
<td>problem with the condition of accommodation</td>
<td></td>
<td>problem with the condition of accommodation</td>
</tr>
<tr>
<td>3</td>
<td>problem with house repairs</td>
<td></td>
<td>problem with house repairs</td>
</tr>
<tr>
<td>4</td>
<td>problem with the deposit</td>
<td></td>
<td>problem with the deposit</td>
</tr>
<tr>
<td>5</td>
<td>problem with paying the rent</td>
<td></td>
<td>problem with paying the rent</td>
</tr>
<tr>
<td>6-7</td>
<td>problem with eviction</td>
<td></td>
<td>problem with eviction</td>
</tr>
<tr>
<td>8-11</td>
<td>problem with terms of lease or tenancy</td>
<td></td>
<td>problem with terms of lease or tenancy</td>
</tr>
<tr>
<td>12</td>
<td>problem with harassment by landlord</td>
<td></td>
<td>problem with harassment by landlord</td>
</tr>
<tr>
<td>13</td>
<td>problem with flatmates</td>
<td></td>
<td>problem with flatmates</td>
</tr>
<tr>
<td>14</td>
<td>problem with boundaries or rights of way</td>
<td></td>
<td>problem with boundaries or rights of way</td>
</tr>
</tbody>
</table>

### MONEY

<table>
<thead>
<tr>
<th>A2mon</th>
<th>Problem Description</th>
<th>A2mon</th>
<th>Problem Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>problem with money owed [to you/]</td>
<td></td>
<td>problem with money owed [to you/]</td>
</tr>
<tr>
<td>2</td>
<td>problem with insurance company claims</td>
<td></td>
<td>problem with insurance company claims</td>
</tr>
<tr>
<td>3</td>
<td>problem with refusal of credit</td>
<td></td>
<td>problem with refusal of credit</td>
</tr>
<tr>
<td>4</td>
<td>problem with the content of a will</td>
<td></td>
<td>problem with the content of a will</td>
</tr>
<tr>
<td>5</td>
<td>problem with poor financial advice</td>
<td></td>
<td>problem with poor financial advice</td>
</tr>
<tr>
<td>6</td>
<td>problem with mismanagement of a pension fund</td>
<td></td>
<td>problem with mismanagement of a pension fund</td>
</tr>
<tr>
<td>7</td>
<td>problem with mismanagement of investments</td>
<td></td>
<td>problem with mismanagement of investments</td>
</tr>
<tr>
<td>8</td>
<td>problem with bills</td>
<td></td>
<td>problem with bills</td>
</tr>
<tr>
<td>9</td>
<td>problem with tax assessment</td>
<td></td>
<td>problem with tax assessment</td>
</tr>
<tr>
<td>10</td>
<td>problem with bank/utility charges</td>
<td></td>
<td>problem with bank/utility charges</td>
</tr>
</tbody>
</table>

### DEBT

<table>
<thead>
<tr>
<th>A2debt</th>
<th>Problem Description</th>
<th>A2debt</th>
<th>Problem Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>problem with credit or store cards</td>
<td></td>
<td>problem with credit or store cards</td>
</tr>
<tr>
<td>2</td>
<td>problem with personal loans</td>
<td></td>
<td>problem with personal loans</td>
</tr>
<tr>
<td>3</td>
<td>problem with hire/credit purchase</td>
<td></td>
<td>problem with hire/credit purchase</td>
</tr>
<tr>
<td>4</td>
<td>problem with utility bills</td>
<td></td>
<td>problem with utility bills</td>
</tr>
<tr>
<td>5</td>
<td>problem with TV license</td>
<td></td>
<td>problem with TV license</td>
</tr>
<tr>
<td>6</td>
<td>problem with tax</td>
<td></td>
<td>problem with tax</td>
</tr>
<tr>
<td>7</td>
<td>problem with court fines</td>
<td></td>
<td>problem with court fines</td>
</tr>
<tr>
<td>8</td>
<td>severe difficulties repaying money</td>
<td></td>
<td>severe difficulties repaying money</td>
</tr>
<tr>
<td>9</td>
<td>problem with harassment from debtors</td>
<td></td>
<td>problem with harassment from debtors</td>
</tr>
</tbody>
</table>

### BENEFITS AND TAX

<p>| | |
| | |
| | |</p>
<table>
<thead>
<tr>
<th>CREDITS</th>
<th>if A2ben = 1/4 sub</th>
<th>problem with welfare benefits or tax credits and welfare benefits or tax credits</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>if A2ben = 2/5 sub</td>
<td>problem with state pension/pension credits and state pension/pension credits</td>
</tr>
<tr>
<td></td>
<td>if A2ben = 3/6 sub</td>
<td>problem with student loans or grants and student loans or grants</td>
</tr>
<tr>
<td></td>
<td>if A2ben = 7 sub</td>
<td>problem with time taken to process a claim and time taken to process a claim</td>
</tr>
</tbody>
</table>

| EDUCATION                       | if A2edu = 1 sub  | problem with getting school places and getting school places                     |
|                                 | if A2edu = 2 sub  | problem with access to appropriate education and access to appropriate education |
|                                 | if A2edu = 3 sub  | problem with exclusion from school and exclusion from school                    |
|                                 | if A2edu = 4 sub  | problem with bullying and bullying                                               |
|                                 | if A2edu = 5 sub  | problem with truancy and truancy                                                 |

| PERSONAL INJURY                 | if A2inj = 1 sub  | problem with injury due to an accident and an accident                           |
|                                 | if A2inj = 2 sub  | problem with injury due to working conditions and working conditions             |

| CLINICAL NEGLIGENCE             | if A2mon = 1 sub  | health problems due to negligent medical treatment and medical treatment         |
|                                 | if A2mon = 2 sub  | health problems due to negligent dental treatment and dental treatment           |

| FAMILY PROBLEMS                | if A3div1f = 1 sub| disagreements over money or assets and over money or assets                      |
|                                 | if A3div1f = 2/3 | difficulties over maintenance payments (not for children) and with maintenance payments (not for children) |
|                                 | if A3div1f = 4/5 | difficulties over child support payments and with child support payments         |
|                                 | if A3div1f = 6/7 | difficulties over custody or access arrangements and over children’s custody or access arrangements |

| RELATIONSHIP BREAKDOWN 2       | If A2div2=1       | disagreement over assets/money and assets/money                                 |
|                                 | If A2div2=2/3     | difficulty over maintenance and maintenance                                       |
|                                 | If A2div2=4/5     | difficulty over child support and child support                                   |
|                                 | If A2div2=6/7     | difficulty with custody/access arrangements and custody/access arrangements       |

<p>| DOMESTIC VIOLENCE              |</p>
<table>
<thead>
<tr>
<th>If A2viola = 1-3 sub</th>
<th>Problem with violence against yourself and someone else</th>
</tr>
</thead>
<tbody>
<tr>
<td>If A2viola = 4-6 sub</td>
<td>Problem with violence against someone else as above</td>
</tr>
</tbody>
</table>

**CARE PROCEEDINGS**

<table>
<thead>
<tr>
<th>If A2proc = 1/3 sub</th>
<th>problem with the child protection register and the child protection register</th>
</tr>
</thead>
<tbody>
<tr>
<td>If A2proc = 2/4 sub</td>
<td>problem with the child protection plan and the child protection plan</td>
</tr>
<tr>
<td>If A2proc = 5/6 sub</td>
<td>problem with children being taken into care and children being taken into care</td>
</tr>
</tbody>
</table>

**Text for [break-up descriptor] text substitutions (applies to divorce section)**

<table>
<thead>
<tr>
<th>DIVORCE (BREAK-UP DESCRIPTOR)</th>
<th>SINGLE CODE ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>If A2div1a = 1/3 sub</td>
<td>Divorce</td>
</tr>
<tr>
<td>If A2div1a = 2/4 sub</td>
<td>formal separation</td>
</tr>
<tr>
<td>If A2div1a = 5 sub</td>
<td>break-up</td>
</tr>
</tbody>
</table>
7.1.2 Longitudinal households and individuals

Household Grid

Hx
SELECT PERSON TO INTERVIEW
(IF NECESSARY YOU CAN MAKE CORRECTIONS ON THE NEXT SCREEN)

Name 1 (age band) – Eligible for follow up/baseline interview/Not eligible
Name 2 (age band) – Eligible for follow up/baseline interview/Not eligible
Name 3 (age band) – Eligible for follow up/baseline interview/Not eligible
Add new person aged 16+

Hx1
[If Hx = add new person aged 16+]
What is your first name?

Hx2
[If Hx = existing person selected]
CHECK RESPONDENT’S OWN DETAILS AND RECORD ANY CORRECTIONS:

1. No corrections
2. Update name
3. Update age (date of birth)
4. Update gender

Hx2a
[If Hx2 = 2]
RECORD TITLE, FIRST NAME AND SURNAME
OPEN

Hx2b
[If Hx2 = 3]
RECORD DATE OF BIRTH/ AGE

Hx2c
[If Hx2 = 4]
RECORD GENDER
1. Male
2. Female

H1a
[ASK FIRST HOUSEHOLD RESPONDENT AND NOT SPLIT HOUSEHOLD ONLY]
Have there been any changes to the people living in the household since we last spoke in [MONTH YEAR]?

PROMPT WITH NAMES IF NECESSARY
Name 1 (age band)
Name 2 (age band)
Name 3 (age band)

1. No
2. Yes

(IF NO, SKIP TO QW1)
H1b  [If H1a = Yes]

Are any household members who were living here in [MONTH YEAR] no longer living here? IF YES Which ones?

1. No (all still living here)]
2. Name 1 (age band)
3. Name 2 (age band)
4. Name 3 (age band)
[OR IF HOUSEHOLD IS SPLIT ADDRESS]
Do any of the people you were living with in [MONTH YEAR] live here? IF YES Which ones?
1. No (just respondent)
2. Name 1 (age band) etc

H1ba
[SKIP FOR SPLIT HOUSEHOLDS, OR If H1b <> 1 – scroll through each eligible for interview (from sample) person selected at H1b]
RECORD THE CURRENT STATUS OF HOUSEHOLD MEMBER - PROBE WHERE NECESSARY TO DETERMINE MOST APPROPRIATE CATEGORY

Name (age band)
1 Absent / Temporarily away (e.g. at boarding school, in hospital, working away, on holiday/travelling)
2 In prison
3 Not resident, having moved
4 SPONTANEOUS ONLY: Deceased

H1bb
[If H1ba = 1]
RECORD CURRENT LOCATION AND WHEN EXPECTED BACK. ATTEMPT INTERVIEW AT LATER DATE IF FEASIBLE TO DO SO.

H1bc
[If H1ba = 3 and eligible for follow up interview]
RECORD NEW ADDRESS DETAILS (MOVER ELIGIBLE FOR FOLLOW UP)

H1c
[ASK IF SPLIT ADDRESS OR IF H1a = Yes]
And are there new members of the household?
1. No
2. Yes

H3
[If H1c = Yes]
What is the first name of the first new person in your household? OPEN

H3b etc household?
And what is the name of the second new person in your household?
OPEN
(RUN GRID FOR NEW HOUSEHOLD MEMBER(S))

16+)]
H4a
INTERVIEWER: CODE THE SELECTED RESPONDENT’S SEX
3. Male
4. Female

H4b etc. household]
[If asking about the first or subsequent new person in the household]
INTERVIEWER: CODE (NAME’S) SEX – ASK IF NECESSARY
Male
Female
H5a

[If the respondent is new to the household (Hx = Add new person 16+)]

What is your date of birth?
IF REFUSE:
What was your age last birthday?

RESPONDENTS AGE MUST BE BETWEEN 16 AND 97

NUMERIC 16-97
Don’t Know
Refused

H5b etc.

[If asking about the first or subsequent new person in the household]

What is (NAME’s) date of birth?
IF REFUSE:
What was (NAME’s) age last birthday?

IF LESS THAN 1 YEAR, CODE 0

NUMERIC 0-97
Don’t Know
Refused

H5checkb etc.

[ASK IF H5a, b etc = DK or Ref]

INTERVIEWER CODE: ASK IF NECESSARY
IS (NAME) AGE … READ OUT BANDS
IF NOT KNOWN, TRY TO GET BEST ESTIMATE

10. under 10 years
11. 10 to 15 years
12. 16 years to 25 years
13. 26 years to 35 years
14. 36 years to 45 years
15. 45 years to 65 years
16. 66 years and over
17. Don’t Know
18. Refused

H6b etc

[ASK IF ANY HOUSEHOLD MEMBERS AGED 16-78]

Is (NAME) currently in full-time education?

5. Yes
6. No
7. Don’t know
8. Refused

H7a1

[ASK OF HOUSEHOLD MEMBERS AGED 16+]

May I check, do you have any children (of your own) aged under 16, or under 18 and in full-time education, who do not live with you in this household?

5. Yes
6. No
7. Don’t know
8. Refused

H7b1 etc.  
[ASK OF HOUSEHOLD MEMBERS AGED 16+]
[If asking about the first or subsequent new person in the household]
And does (NAME) have any children (of their own) aged under 16, or under 18 and in full-time education, who do not live with [him/her] in this household?

5. Yes
6. No
7. Don’t know
8. Refused

H8a1  
[IF more than one person in household ask for each new person]  
And what is your relationship to (PERSON02 etc.)?
PROMPT OR CHECK IF NECESSARY: So, you are (PERSON02)'s …?
CODE ONE ONLY

20. Husband/Wife
21. Partner
22. Son/daughter (natural)
23. Adopted son/daughter
24. Foster child
25. Stepson/stepdaughter
26. Son-in-law/daughter-in-law
27. Mother/father (natural)
28. Adoptive mother/father
29. Foster mother/father
30. Step-parent
31. Parent-in-law
32. Brother/Sister (including step, foster and adopted)
33. Grandparent
34. Grandchild
35. Other relative
36. Other non relative
37. Don’t Know
38. Refused

H8b1 etc.  
[IF more than one person in household ask for each new person.  
Establish relationship with each other people in household]
And what is (PERSON02's) relationship to (PERSON03 etc.)?
PROMPT OR CHECK IF NECESSARY: So (PERSON02) is (PERSON03 etc.)'s …?
CODE ONE ONLY

20. Husband/Wife
21. Partner
22. Son/daughter (natural)
23. Adopted son/daughter
24. Foster child
25. Stepson/stepdaughter
26. Son-in-law/daughter-in-law
27. Mother/father (natural)
28. Adoptive mother/father
29. Foster mother/father
30. Step-parent
31. Parent-in-law
32. Brother/Sister (including step, foster and adopted)
33. Grandparent
34. Grandchild
35. Other relative
36. Other non relative
37. Don’t Know
38. Refused

[ASK OF HOUSEHOLD MEMBERS AGES 16+ WHO ARE NOT LIVING WITH HUSBAND/WIFE AT H8A, B ETC]

H9a  [If asking about the first new person in the household]
Can I just check what is your marital status?
READ OUT AND CODE FIRST TO APPLY

12. Single, that is never married
13. Co-habiting and never married
14. Married and living with (husband/wife)
15. Married, but separated from (husband/wife) and not co-habiting
16. Married, but separated from (husband/wife) and co-habiting
17. Divorced and not co-habiting
18. Divorced and co-habiting
19. Widowed and not co-habiting
20. Widowed and co-habiting
21. Don’t Know
22. Refused

[ASK OF HOUSEHOLD MEMBERS AGES 16+ WHO ARE NOT LIVING WITH HUSBAND/WIFE AT H8A, B ETC]

H9b etc  [If asking about the first or subsequent new person in the household]
Can I just check what is (NAME’s) marital status?
READ OUT AND CODE FIRST TO APPLY

12. Single, that is never married
13. Co-habiting and never married
14. Married and living with (husband/wife)
15. Married, but separated from (husband/wife) and not co-habiting
16. Married, but separated from (husband/wife) and co-habiting
17. Divorced and not co-habiting
18. Divorced and co-habiting
19. Widowed and not co-habiting
20. Widowed and co-habiting
21. Don’t Know
22. Refused

H10  [ASK FIRST HOUSEHOLD RESPONDENT ONLY]
Can I just check, is there anyone else living here who was not living here last time?
5. Yes
6. No
7. Don’t know  
8. Refused

[ASK IF H10 = 1]
INTERVIEWER – YOU WILL NOW BE SENT BACK TO THE START OF THE GRID FOR THIS PERSON

(Household level questions – ASK IF THE HOUSEHOLD IS LIVING AT A NEW ADDRESS)

H11  
[ASK FIRST HOUSEHOLD RESPONDENT IN NEW/MOVER/SPLIT HOUSEHOLDS]
ASK OR RECORD SHOWCARD
Which of these best describes this accommodation?

12. Whole house or bungalow - detached
13. Whole house or bungalow – semi-detached
14. Whole house or bungalow – terrace/ end of terrace
15. Flat/ maisonette – purpose built
16. Flat/ maisonette – converted (excluding bedsit)
17. Flat/ maisonette – bedsit
18. Flat/ maisonette – in a commercial building (over shop/ hotel/ in office)
19. Caravan
20. Other mobile or temporary structure
21. Don’t know
22. Refused

H12  
[ASK FIRST HOUSEHOLD RESPONDENT IN NEW/MOVER/SPLIT HOUSEHOLDS ONLY]
How many rooms does your household have use of in this accommodation, not including bathrooms or kitchens?

NUMERIC 1-50
Don’t Know
Refused

H13  
[ASK FIRST HOUSEHOLD RESPONDENT IN NEW/MOVER/SPLIT HOUSEHOLDS ONLY]
Does your household share any of these rooms with anyone else who is not a member of your household?

5. Yes
6. No
7. Don’t know
8. Refused

H14  
[ASK IF H13 = 1]
How many rooms are shared?

NUMERIC 1-50
Don’t Know
Refused
H15 [ASK FIRST HOUSEHOLD RESPONDENT IN NEW/MOVER/SPLIT HOUSEHOLDS ONLY]

Does your accommodation have central heating or storage heaters?
INTERVIEWER: IF ONLY IN SOME ROOMS OR NOT WORKING CODE

YES

5. Yes
6. No
7. Don't know
8. Refused
Individual questionnaire (longitudinal respondents only)

SELECT RESPONDENT FOR INTERVIEW
(IF NECESSARY YOU CAN MAKE CORRECTIONS ON THE NEXT SCREEN)

Name 1 (age band) – Eligible for follow up/baseline interview/Not eligible
Name 2 (age band) – Eligible for follow up/baseline interview/Not eligible
Name 3 (age band) – Eligible for follow up/baseline interview/Not eligible
Etc

Hx2 CHECK RESPONDENT’S OWN DETAILS AND RECORD ANY CORRECTIONS

Name X (gender, age)
5. No corrections
6. Update name
7. Update age (date of birth)
8. Update gender

Hx2a IF Hx2 = 2
RECORD TITLE, FIRST NAME AND SURNAME

Hx2b IF Hx2 = 3
RECORD DATE OF BIRTH/ AGE

Hx2c IF Hx2 = 4
RECORD GENDER
3. Male
4. Female

Proxies INTERVIEWER CODE WHETHER INTERVIEW BEING CONDUCTED IN PERSON OR BY PROXY FOR PARTNER
3. In person
4. By proxy

Sources of help questions (PROXIES SKIP Q32-QW3)

First of all I would like to ask you about sources of help about rights.

Q32 SHOWCARD
Which of these people or organisations do you know something about (For example, what they do)?
CODE ALL

1. Shelter
2. Citizens Advice
3. Consumer Direct
4. Community Legal Advice
5. National Debtline
6. Solicitors
7. Law Centres
8. Financial Services Ombudsman
9. Local Government Ombudsman
10. Local council
11. None of these
12. Don’t know

Q33 SHOWCARD
Which of these people or organisations have you ever contacted?
CODE ALL

1. Shelter
2. Citizens Advice
3. Consumer Direct
4. Community Legal Advice
5. National Debtline
6. Solicitors
7. Law Centres
8. Financial Services Ombudsman
9. Local Government Ombudsman
10. Local council
11. None of these
12. Don’t know

Q34 SHOWCARD
Which of these people or organisations are within easy travelling distance of your home?

1. Shelter
2. Citizens Advice
3. Consumer Direct
4. Community Legal Advice
5. National Debtline
6. Solicitors
7. Law Centres
8. Financial Services Ombudsman
9. Local Government Ombudsman
10. Local council
11. None of these
12. Don’t know

QW1 (ASK ALL, RANDOM ORDER, ASK RANDOM SELECTION OF SIX OF THE STATEMENTS)
SHOWCARD WITH AREAS OF LAW
Can you tell me in which of the areas on the card the following organisations provide advice or information? If you don’t know please say so.

QW1a Shelter PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

**QW1b**  Citizens Advice PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

**QW1c**  Community Legal Advice PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

**QW1d**  Solicitors PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

**QW1e**  Law Centres PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

**QW1f**  An Ombudsman or regulator PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1g Local council PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1h Trade union PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1i Legal expenses insurance advice line PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1j MP PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know
QW1k  GP PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1l  Police PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW1m  Legal aid PROBE FULLY Which others?
1. Consumer problems
2. Employment problems
3. Neighbours problems
4. Problems with housing
5. Money or debt problems
6. Welfare benefits problems
7. Personal injury or clinical negligence
8. Divorce or problems related to relationship breakdown
9. Domestic violence
10. Don’t know

QW2  [ASK ALL EXCEPT PROXIES]

QW2a  And can you tell me how likely you think you would be to get a fair solution if you had a conflict with your employer?

READ OUT IF NECESSARY By ‘a fair solution’ we mean a final outcome which decided the conflict in a fair manner. This outcome might be achieved by you individually, or through use of an outside person, organisation, or court.

7. Very unlikely
8. Unlikely/
9. Neither unlikely nor likely
10. Likely
11. Very Likely
12. Don’t know

QW2b  ...had a conflict with a family member
7. Very unlikely
8. Unlikely/
9. Neither unlikely nor likely
10. Likely
11. Very Likely
12. Don’t know

**QW2c...had a conflict with a neighbour**
7. Very unlikely
8. Unlikely/
9. Neither unlikely nor likely
10. Likely
11. Very Likely
12. Don’t know

**QW2d...had a land dispute**
7. Very unlikely
8. Unlikely/
9. Neither unlikely nor likely
10. Likely
11. Very Likely
12. Don’t know

**QW2e...had a business dispute**
7. Very unlikely
8. Unlikely/
9. Neither unlikely nor likely
10. Likely
11. Very Likely
12. Don’t know

**QW2f...became a victim of crime**
7. Very unlikely
8. Unlikely/
9. Neither unlikely nor likely
10. Likely
11. Very Likely
12. Don’t know

The next question is about your views of people’s rights in different situations.

**QW3**
I'd like you to imagine an unmarried couple with no children who have been living together for (INSERT RANDOM SELECTION OF months/years). Say their relationship ends. Do you think that if the woman had been looking after the home and not earning, the she should have the right to financial support from the man?

6. Definitely should
7. Probably should
8. Probably should not
9. Definitely should not
10. DO NOT PROMPT Don’t know/no opinion
When relationships break down, parties are often encouraged to settle their disputes relating to financial issues or arrangements for any children using "Family Dispute Resolution", to avoid going to court.

**A1.** Have you heard of any of the following forms of Family Dispute Resolution for people to use after a couple divorces or separates?

READ OUT, RANDOMISE ORDER OF STATEMENTS

**A1_1.** Mediation (in which both parties attempt to resolve issues relating to their separation with the assistance of a qualified family mediator)

4. Yes
5. No
6. Don’t know

**A1_2.** Collaborative Law (in which both party is represented by their own lawyer; and negotiations are conducted face to face in four-way meetings between the parties and their lawyers, with all parties agreeing not to go to court)

4. Yes
5. No
6. Don’t know

**A1_3.** Solicitor negotiation (in which solicitors act for their clients to broker a solution without going to court)

4. Yes
5. No
6. Don’t know

[ASK FOR EACH STATEMENT ‘YES’ AT A1]

**A2.** Where did you hear of these?

DO NOT PROMPT

6. A solicitor
7. The Citizens Advice Bureaux or other advice agency
8. Family/friends
9. The media or Internet
10. Other (please specify)
Feed Forward Problem Identification and Characterisation

Problems which were not yet concluded at the previous wave are followed up briefly in this section. Problems eligible for this section are presented in random order.

PROXIES:
- Respondents cannot go from proxy to proxy (if the last interview was proxy this section can only be asked if this interview is in person)
- Violence is skipped for proxies

[ASK if problemcount = 1-3]
I would now like to ask you some questions about problems [you/your partner] told us about the last time we spoke to you, which were ongoing at the time.

LlistFF [ASK IF L1prob_X = 1-30]
In the previous interview [you/your partner] told us about [INSERT] [IF L1prob <> 19-22 ADD: to do with] [ADD TEXTSUB Lident FOR ALL] PROMPT IF NECESSARY: [you/your partner] told us last time that this problem began in MONTH/YEAR
1. Continue (respondent recognises problem)
2. Respondent does not recall problem [SKIP TO NEXT PROBLEM OR SECTION]

L10FF [ASK IF LlistFF = 1]
SHOWCARD
[IF L10 <> -1 ADD: Previously [you/your partner] told us that (INSERT ANSWER FROM APPLICABLE L/A10 REPHRASED).] Looking at the card,

If consumer (L1prob = 1-2): a problem with faulty good or services
If employment (L1prob = 3-4): an employment problem or dispute
If neighbours (L1prob = 5-6): a problem or dispute with anti-social neighbours
If owned housing (L1prob = 7-8): a problem or dispute relating to OWNING OR BUYING RESIDENTIAL PROPERTY
If rented housing (L1prob = 9-10): a problem or dispute relating to LIVING IN RENTED ACCOMODATION
If debt (L1prob = 11-12): a problem or dispute about debt
If money (L1prob = 13-14): a problem or dispute about money
If benefits (L1prob = 15-16): a problem or dispute about benefits
If education (L1prob = 17-18): a problem or dispute relating to children under 16
If personal injury (L1prob = 19-20): a problem or dispute relating to an injury or health problem
If clinical negligence (L1prob = 21-22): a problem or dispute to do with an injury or health problem as a result of negligent or wrong
If divorce (L1prob = 23-24): a problem or dispute related to [INSERT Ldiv]
If a problem related to relationship breakdown (L1prob = 25-26): a problem or dispute related to a break-up
If violence (L1prob = 27-28): a problem or dispute
If care (L1prob = 29-30): a problem or dispute

7 If consumer (L1prob = 1-2): a problem with faulty good or services
If employment (L1prob = 3-4): an employment problem or dispute
If neighbours (L1prob = 5-6): a problem or dispute with anti-social neighbours
If owned housing (L1prob = 7-8): a problem or dispute relating to OWNING OR BUYING RESIDENTIAL PROPERTY
If rented housing (L1prob = 9-10): a problem or dispute relating to LIVING IN RENTED ACCOMODATION
If debt (L1prob = 11-12): a problem or dispute about debt
If money (L1prob = 13-14): a problem or dispute about money
If benefits (L1prob = 15-16): a problem or dispute about benefits
If education (L1prob = 17-18): a problem or dispute relating to children under 16
If personal injury (L1prob = 19-20): a problem or dispute relating to an injury or health problem
If clinical negligence (L1prob = 21-22): a problem or dispute to do with an injury or health problem as a result of negligent or wrong
If divorce (L1prob = 23-24): a problem or dispute related to [INSERT Ldiv]
If a problem related to relationship breakdown (L1prob = 25-26): a problem or dispute related to a break-up
If violence (L1prob = 27-28): a problem or dispute
If care (L1prob = 29-30): a problem or dispute

8 Rephrasing for codes:
1. [you/they] were doing nothing to sort out the problem
2. [you/they] were sorting the problem out entirely on [your/their] own
can you tell me which now best indicates how [you/your partner] went about sorting out the problem?

SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46FF [ASK IF LlistFF = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

REPEAT IF L1prob_2/3 = 1-30

3. [you/they] were sorting the problem out with the help of family/friends
4. [you/they] were sorting the problem out with the help of an adviser/representative
5. [you/they] were sorting the problem out with the help of family/friends and an adviser/representative
6. family/friends were sorting out the problem for [you/your partner]
7. an adviser/representative was sorting out the problem for [you/your partner]
8. friends/family and an adviser/representative were sorting out the problem for [you/your partner]
9. See end of questionnaire for a definition of the problem descriptor
Problem Identification and Characterisation (new problems)

Problems to be presented in random order, but the following problems should be in groups in sequence: Finance group (Debt then Money) Family group (Divorce then violence then care)

Note that each respondent is asked the questions contained in this section with regards to their two most recent problems in each problem category. However, many respondents will not have experienced any problems in some categories, or may have only experienced one problem.

If the interview is being conducted by proxy the question text indicates substitute wording "your partner" or "their" etc. where applicable.

Reference period [18 months] is calculated from the month of interview – e.g. if interview taking place in May 2010, substitute ‘November 2008’.

SHOW CALENDAR

I would now like to ask you about [IF RESPONDENT HAD PROBLEMS ELIGIBLE FOR FEED-FORWARD ADD: any new, ELSE ADD: different kinds of] problems or disputes [you/your partner] might have had since we last spoke to you. Please only include problems or disputes [you have had yourself/your partner has had themselves], not situations where [you/your partner] helped somebody else with their problem.

INTERVIEWER: GIVE CALENDAR TO RESPONDENT AND MARK WHERE THE REFERENCE PERIOD BEGINS ([18 months ago]).

We are only interested in problems or disputes [you’ve had/your partner has had] since we spoke to you in [MONTH/DATE OF INTERVIEW], by which I mean problems that started since [MONTH/DATE], or before then, but went on afterwards. Also, we are only interested in problems [you’ve/your partner has] experienced as an individual, not any experienced by [you/your partner’s] employer or by any business [you/they] run.

(CONSUMER)

A1con. SHOWCARD

Problems or disputes to do with “RECEIVING FAULTY GOODS OR SERVICES”.
[IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]?

5. Yes
6. No
7. Don’t know
8. Refused

A1connch [ASK IF A1con = 2]

Can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing this type of problem in the next 18 months?
SCORE FROM 0-100

A2con.  
[ASK IF A1con = 1]
SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, what type of goods or services were involved?
INTERVIEWER: PLEASE CHECK THE RESPONDENT IS REFERRING TO THE MOST RECENT PROBLEM
MULTICODE
Faulty Goods
8. High value household or personal items (e.g. computer, washing machine, furniture suite).
9. Cars, motorcycles, etc.

Faulty Services
10. Major building work, e.g. conservatory, new roof
11. Trades people (e.g. plumbers, electricians, painters and decorators)
12. Major repairs to cars, motorcycles, etc.
13. Holidays/Travel
14. Major disruption in the supply of utilities (e.g. water, electricity, gas, phone, internet)

A3con.  
[ASK IF A1con = 1]
And what was the value of the goods or services involved?
9. Under £100
10. £100 - £499
11. £500 - £999
12. £1,000 - £9,999
13. £10,000 - £49,999
14. £50,000 or more
15. Don’t know
16. Refused

L10con  
[ASK IF A1con = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE
1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know
L46con  [ASK IF A1con = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor\textsuperscript{10}] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62con  [ASK IF A1con = 1 and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

57. Consumer 1 – problem descriptor
58. Consumer 2 – problem descriptor
59. Employment 1 – problem descriptor
60. Employment 2 – problem descriptor
61. Neighbours 1 - etc
62. Neighbours 2
63. Owned housing 1
64. Owned housing 2
65. Rented housing 1
66. Rented housing 2
67. Money 1
68. Money 2
69. Debt 1
70. Debt 2
71. Education 1
72. Education 2
73. Personal injury 1
74. Personal injury 2
75. Clinical negligence 1
76. Clinical negligence 2
77. Divorce/relationship 1-1
78. Divorce/relationship 1-2
79. Divorce/relationship 2-1
80. Divorce/relationship 2-2
81. Violence 1
82. Violence 2
83. Care 1
84. Care 2

[RETURN ONCE TO A1con]

\textsuperscript{10} See end of questionnaire for a definition of the problem descriptor
L63con [ASK IF A1con = 1] SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

9. Yes
10. No
11. Don’t know
12. Refused

L64con [ASK IF L63con = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

A1conch [ASK IF A1con = 1]
And can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing further problems of this kind in the next 18 months?
SCORE FROM 0-100

EMPLOYMENT

A1emp SHOWCARD
Next, problems or disputes to do with EMPLOYMENT, including pensions from employment.

[IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any problems or disputes of the type shown on this card since [18 months]?
5. Yes
6. No
7. Don’t know
8. Refused

A1empnch [ASK IF A1emp = 2]
Can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing this type of problem in the next 18 months?
SCORE FROM 0-100

A2emp [ASK IF A1emp = 1] SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE
12. Being sacked
13. Being made redundant
14. Being threatened with the sack
15. Being unfairly rejected for a job interview / unfairly not selected following interview
16. Getting pay or a pension to which you were entitled
17. Other rights at work, e.g. maternity leave, sickness pay, holiday entitlement, working hours
18. Changes to [your/their] terms and conditions of employment that made things worse
19. Unsatisfactory or dangerous working conditions
20. Unfair disciplinary procedures or other treatment
21. A grievance (of [yours/their]) not being taken seriously or adequately dealt with
22. Harassment at work

L10emp  [ASK IF A1emp = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46emp  [ASK IF A1emp = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62emp  [ASK IF A1emp = 1 and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES
85. Consumer 1 – problem descriptor
86. Consumer 2 – problem descriptor
87. Employment 1 – problem descriptor
88. Employment 2 – problem descriptor
89. Neighbours 1 - etc
90. Neighbours 2
91. Owned housing 1
92. Owned housing 2
93. Rented housing 1
94. Rented housing 2
95. Money 1
96. Money 2
97. Debt 1
98. Debt 2
99. Education 1
100. Education 2
101. Personal injury 1
102. Personal injury 2
103. Clinical negligence 1
104. Clinical negligence 2
105. Divorce/relationship 1-1
106. Divorce/relationship 1-2
107. Divorce/relationship 2-1
108. Divorce/relationship 2-2
109. Violence 1
110. Violence 2
111. Care 1
112. Care 2

[RETURN ONCE TO A1emp]

(ONCE TWO LOOPS COMPLETED)

L63emp  [ASK IF A1emp = 1]
SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

13. Yes
14. No
15. Don’t know
16. Refused

L64emp  [ASK IF L63emp = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

A1empch  [ASK IF A1emp = 1]
And can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing further problems of this kind in the next 18 months?

SCORE FROM 0-100
NEIGHBOURS

A1nei  SHOWCARD
Next, problems or disputes to do with ANTI-SOCIAL BEHAVIOUR BY NEIGHBOURS, i.e. people who you know live in the immediate vicinity [IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any (other) problems of the type shown on this card since [18 months]?

(EXPLAIN IF NECESSARY - boundary disputes covered elsewhere)

5. Yes
6. No
7. Don’t know
8. Refused

A1neinch  [ASK IF A1nei = 2]
Can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing this type of problem in the next 18 months?

SCORE FROM 0-100

A2nei  [ASK IF A1nei = 1]
SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?

MULTICODE

6. Regular and excessive noise
7. Threats or harassment
8. Violence
9. Damage to your property or garden
10. Other vandalism

A2ident  [ASK IF A1nei = 1]
“[Do you/does your partner] know the identity of the person/people who you have/had a problem with?”

MULTICODE

4. Yes
5. No
6. Don’t know

L10nei  [ASK IF A2ident = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?

SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family and a adviser/representative* sorted out (or are sorting out) the problem for me
9. Don’t know

L46 nei

[ASK IF A2ident = 1]

SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.

Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62 nei

[ASK IF A2ident = 1 and another problem identified]

And was the *[problem descriptor]* linked to any other problem that you have already told me about?

IF YES, WHICH ONES

29. Consumer 1 – problem descriptor
30. Consumer 2 – problem descriptor
31. Employment 1 – problem descriptor
32. Employment 2 – problem descriptor
33. Neighbours 1 – etc
34. Neighbours 2
35. Owned housing 1
36. Owned housing 2
37. Rented housing 1
38. Rented housing 2
39. Money 1
40. Money 2
41. Debt 1
42. Debt 2
43. Education 1
44. Education 2
45. Personal injury 1
46. Personal injury 2
47. Clinical negligence 1
48. Clinical negligence 2
49. Divorce/relationship 1-1
50. Divorce/relationship 1-2
51. Divorce/relationship 2-1
52. Divorce/relationship 2-2
53. Violence 1
54. Violence 2
55. Care 1
56. Care 2

[RETURN ONCE TO A1nei]

(ONCE TWO LOOPS COMPLETED)

L63nei  
[ASK IF A2ident = 1]
SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

5. Yes
6. No
7. Don’t know
8. Refused

L64nei  
[ASK IF L63nei = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

A1neich  
[ASK IF A1nei = 1]
And can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing further problems of this kind in the next 18 months?

SCORE FROM 0-100

OWNED HOUSING

A1own  
SHOWCARD
Next, problems or disputes to do with OWNING OR BUYING RESIDENTIAL PROPERTY.

[IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]? Please don’t include not being able to get a mortgage because of lack of money.

5. Yes
6. No
7. Don’t know
8. Refused

A1ownnch  
[ASK IF A1own = 2]
Can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing this type of problem in the next 18 months?

SCORE FROM 0-100

A2own  
[ASK IF A1own = 1]
SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?

MULTICODE

8. Planning permission or consent
9. Selling or buying property (e.g. misleading property survey, problems with lease)
10. Communal repairs or maintenance
11. Repossession of the home
12. Having several mortgage payments in arrears
13. Dealing with squatters
14. Boundaries or rights of way or access to your property
   (including passage of services (e.g. water, electricity, etc.) over other people’s land)
8. Damage caused by a problem (e.g. fire) on adjoining land

L10own  [ASK IF A1own = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46own  [ASK IF A1own = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62own  [ASK IF A1own = 1 and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES
29. Consumer 1 – problem descriptor
30. Consumer 2 – problem descriptor
31. Employment 1 – problem descriptor
32. Employment 2 – problem descriptor
33. Neighbours 1 - etc
34. Neighbours 2
35. Owned housing 1
36. Owned housing 2
37. Rented housing 1
38. Rented housing 2
39. Money 1
40. Money 2
41. Debt 1
42. Debt 2
43. Education 1
44. Education 2
45. Personal injury 1
46. Personal injury 2
47. Clinical negligence 1
48. Clinical negligence 2
49. Divorce/relationship 1-1
50. Divorce/relationship 1-2
51. Divorce/relationship 2-1
52. Divorce/relationship 2-2
53. Violence 1
54. Violence 2
55. Care 1
56. Care 2

[RETURN ONCE TO A1own]

(ONCE TWO LOOPS COMPLETED)

L63own [ASK IF A1own = 1]
SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

1. Yes
2. No
3. Don’t know
4. Refused

L64own [ASK IF L63own = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

A1ownch [ASK IF A1own = 1]
And can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing further problems of this kind in the next 18 months?
SCORE FROM 0-100

RENTED HOUSING

A1rent

SHOWCARD

Next, problems or disputes to do with LIVING IN RENTED ACCOMODATION.

[IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any (other) problems of the type shown on this card since [18 months]?

5. Yes
6. No
7. Don’t know
8. Refused

A1rentnch [ASK IF A1rent = 2]

Can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing this type of problem in the next 18 months?

SCORE FROM 0-100

A2rent. [ASK IF A1rent = 1]

SHOWCARD

Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?

MULTICODE

Condition of accommodation
15. Unsafe living conditions
16. Other unsuitable conditions for yourself/family (e.g. overcrowding)
17. Getting the landlord to do repairs or maintain the property

Problems to do with money
18. Getting a deposit back
19. Being several rent payments in arrears

Eviction
20. Being evicted
21. Being threatened with eviction

Terms of lease or tenancy
22. Getting the landlord to provide other services under the terms of the lease or tenancy, such as furniture
23. Agreeing (with your landlord) on rent, council tax, housing benefit payments, pre-payment meters for utilities, or other terms of the lease or tenancy agreement
24. Getting your landlord to provide a written tenancy agreement (or statement of the main terms of the tenancy)
25. Transfer of lease or tenancy

Other problems
26. Harassment by your landlord
27. Flatmates not paying the rent or behaving in an anti-social manner
28. Boundaries or rights of way or access to your property

A3rent [ASK IF A2rent = 6 or 7] SHOWCARD
Who was your landlord at this time?
SINGLE CODE

10. Local authority/council/new town development
11. Housing association or charitable trust
12. Employer (organisation) of a household member
13. Another organisation
14. Relative/friend (before you lived here) of a household member
15. Employer (individual) of a household member
16. Another individual private landlord (not a relative, friend or employer of a household member)
17. Don't know
18. Refused

L10rent [ASK IF A1rent = 1] SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don't know

L46rent [ASK IF A1rent = 1] SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62rent [ASK IF A1rent = 1 and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

29. Consumer 1 – problem descriptor
30. Consumer 2 – problem descriptor
31. Employment 1 – problem descriptor
32. Employment 2 – problem descriptor
33. Neighbours 1 - etc
34. Neighbours 2
35. Owned housing 1
36. Owned housing 2
37. Rented housing 1
38. Rented housing 2
39. Money 1
40. Money 2
41. Debt 1
42. Debt 2
43. Education 1
44. Education 2
45. Personal injury 1
46. Personal injury 2
47. Clinical negligence 1
48. Clinical negligence 2
49. Divorce/relationship 1-1
50. Divorce/relationship 1-2
51. Divorce/relationship 2-1
52. Divorce/relationship 2-2
53. Violence 1
54. Violence 2
55. Care 1
56. Care 2

[RETURN ONCE TO A1rent]

(ONCE TWO LOOPS COMPLETED)

L63rent [ASK IF A1rent = 1]
SHOWCARD
I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

5. Yes
6. No
7. Don't know
8. Refused

L64rent [ASK IF L63rent = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

A1rentch  [ASK IF A1rent = 1]
And can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing further problems of this kind in the next 18 months?

SCORE FROM 0-100
DEBT

A1debt SHOWCARD
Next, problems or disputes to do with DEBT.

[IF PROBLEM IDENTIFIED: Excluding anything you've already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]? Please don't include problems related to a business that [you were/your partner was] associated with.

(EXPLAIN IF NECESSARY - mortgage and rent arrears are dealt with elsewhere)

5. Yes
6. No
7. Don't know
8. Refused

A1debtnc [ASK IF A1debt = 2]
Can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing this type of problem in the next 18 months?

SCORE FROM 0-100

A2debt. [ASK IF A1debt = 1]
SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, excluding business-related problems, which of these best describes it?
MULTICODE

1. Being behind with and unable to pay
   (a) Credit or store cards
   (b) Personal loans (including Home Collected Credit and Logbook loans, but excluding mortgages)
   (c) Hire Purchase or on-credit purchases
   (d) Utility bills (e.g. water, electricity, gas, phone, internet)
   (e) TV licence
   (f) Council tax, income tax or VAT
   (g) Court fines
2. Severe difficulties managing to pay money you owe(d) (including money owed to family or friends)
3. Unreasonable harassment from people or organisations to whom you owe(d) money

A3debt1 [ASK IF A2debt = 1(a)-(g)]
SHOWCARD
As a result of this problem, did any of the following things happen? MULTICODE
11. Took out a consolidating loan
12. Agreed a debt repayment plan
13. Entered into an Individual Voluntary Agreement
14. Obtained a Debt Relief Order
15. Became personally bankrupt
16. Had County court judgment against you
17. Had any other Court Order made against [you/your partner]
18. Had Bailiffs or Debt Collectors take (or attempt to take) any property from you / your household
19. No, none of these
20. Don’t know

A3debt2  [ASK IF A2debt = 1b]
And can I just ask whether, at the time of taking the personal loan, [you were/your partner was] in a position to repay it?
1. Yes
2. No
3. Don’t know
4. Refused

L10debt  [ASK IF A1DEBT = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46debt  [ASK IF A1DEBT = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.
L62debt [ASK IF A1DEBT = 1 and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

29. Consumer 1 – problem descriptor
30. Consumer 2 – problem descriptor
31. Employment 1 – problem descriptor
32. Employment 2 – problem descriptor
33. Neighbours 1 - etc
34. Neighbours 2
35. Owned housing 1
36. Owned housing 2
37. Rented housing 1
38. Rented housing 2
39. Money 1
40. Money 2
41. Debt 1
42. Debt 2
43. Education 1
44. Education 2
45. Personal injury 1
46. Personal injury 2
47. Clinical negligence 1
48. Clinical negligence 2
49. Divorce/relationship 1-1
50. Divorce/relationship 1-2
51. Divorce/relationship 2-1
52. Divorce/relationship 2-2
53. Violence 1
54. Violence 2
55. Care 1
56. Care 2

[RETURN ONCE TO A1debt]

(ONCE TWO LOOPS COMPLETED)

L63debt [ASK IF A1debt = 1]
SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

1. Yes
2. No
3. Don’t know
4. Refused

L64debt [ASK IF L63debt = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

A1debtc [ASK IF A1debtc = 1]
And can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing further problems of this kind in the next 18 months?
SCORE FROM 0-100

MONEY

A1mon
SHOWCARD
Next, problems or disputes to do with MONEY.

[IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]? Please don’t include problems related to a business that [you were/your partner was] associated with.
5. Yes
6. No
7. Don’t know
8. Refused

A1monnch [ASK IF A1mon = 2]
Can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing this type of problem in the next 18 months?
SCORE FROM 0-100

A2mon [ASK IF A1mon = 1]
SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, excluding business-related problems, which of these best describes it?
MULTICODE

Difficulty obtaining money
11. Getting someone to pay money that they owe [you/your partner]
12. Insurance companies unfairly rejecting claims
13. Incorrect information about you leading to a refusal of credit
14. Disagreement over the content of a will or the division of property after the death of a family member

Poor financial advice/financial management
15. Being given incorrect information or advice that led you to buy insurance, pensions, mortgages or other financial products
16. Mismanagement of a pension fund to which [you/your partner] contributed resulting in financial loss
17. Mismanagement by an investment manager (of an investment other than a pension) resulting in financial loss

Other
18. Incorrect or disputed (large) bills, excluding rent/mortgage payments
19. Incorrect tax assessment, including council tax
20. Repeated incorrect/excessive charges by banks or utilities
L10mon  [ASK IF A1mon = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46mon  [ASK IF A1mon = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62mon  [ASK IF A1mon = 1 and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

29. Consumer 1 – problem descriptor
30. Consumer 2 – problem descriptor
31. Employment 1 – problem descriptor
32. Employment 2 – problem descriptor
33. Neighbours 1 – etc
34. Neighbours 2
35. Owned housing 1
36. Owned housing 2
37. Rented housing 1
38. Rented housing 2
39. Money 1
40. Money 2
41. Debt 1
42. Debt 2
43. Education 1
44. Education 2
45. Personal injury 1
46. Personal injury 2
47. Clinical negligence 1
48. Clinical negligence 2
49. Divorce/relationship 1-1
50. Divorce/relationship 1-2
51. Divorce/relationship 2-1
52. Divorce/relationship 2-2
53. Violence 1
54. Violence 2
55. Care 1
56. Care 2

[RETURN ONCE TO A1mon]

(ONCE TWO LOOPS COMPLETED)

L63mon [ASK IF A1mon = 1]
SHOWCARD
I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

5. Yes
6. No
7. Don't know
8. Refused

L64mon [ASK IF L63mon = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don't know

A1monch [ASK IF A1mon = 1]
And can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing further problems of this kind in the next 18 months?

SCORE FROM 0-100

BENEFITS AND TAX CREDITS

A1ben
SHOWCARD
Next, problems or disputes to do with WELFARE BENEFITS, TAX CREDITS, STATE PENSIONS, STUDENT LOANS OR GRANTS.

[IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]?

5. Yes
6. No
7. Don’t know
8. Refused
A1bennch  [ASK IF A1ben = 2]
Can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing this type of problem in the next 18 months?

SCORE FROM 0-100

A2ben  [ASK IF A1ben = 1]
SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

Your entitlement to:
7. Welfare benefits or tax credits (including council tax benefit, tax credits)
8. State pension/Pension credits
9. Student loans or grants

Error in assessed amount of (including under- and over-assessments):
10. Welfare benefits or tax credits (including council tax benefit, tax credits)
11. State pension/Pension credits
12. Student loans or grants

Processing:
7. Unreasonable time processing a claim/application

A3ben  [ASK IF A2ben = 4 - 6]
And did the problem concern an under-assessment payment or over-assessment of money to be paid to [you/your partner]?

5. Under-assessment
6. Over-assessment
7. Don’t know
8. Refused

L10ben  [ASK IF A1ben = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46ben  [ASK IF A1ben = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].

Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

And was the [problem descriptor] linked to any other problem that you have already told me about?

IF YES, WHICH ONES

29. Consumer 1 – problem descriptor
30. Consumer 2 – problem descriptor
31. Employment 1 – problem descriptor
32. Employment 2 – problem descriptor
33. Neighbours 1 - etc
34. Neighbours 2
35. Owned housing 1
36. Owned housing 2
37. Rented housing 1
38. Rented housing 2
39. Money 1
40. Money 2
41. Debt 1
42. Debt 2
43. Education 1
44. Education 2
45. Personal injury 1
46. Personal injury 2
47. Clinical negligence 1
48. Clinical negligence 2
49. Divorce/relationship 1-1
50. Divorce/relationship 1-2
51. Divorce/relationship 2-1
52. Divorce/relationship 2-2
53. Violence 1
54. Violence 2
55. Care 1
56. Care 2

[RETURN ONCE TO A1ben]

(ONCE TWO LOOPS COMPLETED)

[ASK IF A1ben = 1]
SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

5. Yes
6. No
7. Don’t know
8. Refused

L64ben [ASK IF L63ben = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

A1bench [ASK IF A1ben = 1]
And can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing further problems of this kind in the next 18 months?

SCORE FROM 0-100
EDUCATION

**A1proca.**  
[ASK IF A1proca. not asked already]  
Can I just confirm, how many children [do you/does your partner] have who are aged 18 or younger, including biological, foster, step and adopted children?

**INTERVIEWER:** INCLUDE ALL CHILDREN, REGARDLESS OF WHETHER THEY'VE BEEN MENTIONED PREVIOUSLY AS PART OF THE HOUSEHOLD GRID.

INCLUDE CHILDREN WHO DON'T LIVE IN THE HOUSEHOLD.

**NUMERIC**  
Don't know  
Refused

**A1procanch**  
[ASK IF A1proca = 2]  
Can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing this type of problem in the next 18 months?

**SCORE FROM 0-100**

**A1edu.**  
[ASK IF A1proca > 0 OR respondent aged <20]  
if respondent aged 20+ SHOWCARD  
if respondent aged <20 SHOWCARD  
Since [18 months], [have you/has your partner] had any (other) problems or disputes to do with children who were under 16 at the time of the types shown on this card?

5. Yes  
6. No  
7. Don’t know  
8. Refused

**A2edu.**  
[ASK IF A1edu = 1]  
if respondent aged 20+ SHOWCARD  
if respondent aged <20 SHOWCARD  
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?  
**MULTICODE**

6. Difficulties obtaining a place at a school (you or) your children are eligible to attend  
7. Difficulties with (you or) your children receiving an appropriate education (e.g. special needs)  
8. (You or your) Children being unfairly excluded or suspended from school  
9. A school not properly protecting (you or) your children from bullying  
10. School or local authority action following repeated truancy or other unauthorised absence

**No A3edu.**
L10edu  [ASK IF A1edu = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46edu  [ASK IF A1edu = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62edu  [ASK IF A1edu = 1 and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

29. Consumer 1 – problem descriptor
30. Consumer 2 – problem descriptor
31. Employment 1 – problem descriptor
32. Employment 2 – problem descriptor
33. Neighbours 1 - etc
34. Neighbours 2
35. Owned housing 1
36. Owned housing 2
37. Rented housing 1
38. Rented housing 2
39. Money 1
40. Money 2
41. Debt 1
42. Debt 2
43. Education 1
44. Education 2
45. Personal injury 1
46. Personal injury 2
47. Clinical negligence 1
48. Clinical negligence 2
49. Divorce/relationship 1-1
50. Divorce/relationship 1-2
51. Divorce/relationship 2-1
52. Divorce/relationship 2-2
53. Violence 1
54. Violence 2
55. Care 1
56. Care 2

[RETURN ONCE TO A1emp]

(ONCE TWO LOOPS COMPLETED)

L63edu  [ASK IF A1edu = 1]
if respondent aged 20+ SHOWCARD
if respondent aged <20 SHOWCARD
I won’t be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

5. Yes
6. No
7. Don’t know
8. Refused

L64edu  [ASK IF L63edu = 1]
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

A1educh  [ASK IF A1con = 1]
And can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing further problems of this kind in the next 18 months?
SCORE FROM 0-100

PERSONAL INJURY

A1inj. Excluding anything you’ve already told me about, [have you/has your partner] suffered any injury or health problem since [18 months], either as a result of an accident or as a result of poor working conditions?
MULTICODE

6. Yes – as a result of an accident
7. Yes – as a result of poor working conditions
8. No
9. Don’t know
10. Refused

**A1inj**

[ASK IF A1inj = 2]
Can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing this type of problem in the next 18 months?

SCORE FROM 0-100

**A2inj.**

[ASK IF A1inj = 1]
On how many occasions has this happened since [18 months]?

**NUMERIC**
Don’t know
Refused

**A3inj.**

[ASK IF A1inj = 1]
[If A2inj=1 add “When” else “The most recent (second most recent) time”] this happened, did [you/your partner] have to see a doctor or dentist or go to a hospital as a result of the injury or health problem?

5. Yes
6. No
7. Don’t know
8. Refused

**A3injb.**

[ASK IF A1inj = 1]
[IF A2inj=1 add “When” else “The most recent (second most recent) time”] this happened, might any other person or organisation have been responsible or partly responsible for the accident? Such as a local authority for not maintaining the roads or pavements, or the owner of property for not ensuring it was safe?

5. Yes
6. No
7. Don’t know
8. Refused

**L10inj**

[ASK IF A1inj = 1 and A3injb <> No]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?

**SINGLE CODE**

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and an adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know
L46inj  [ASK IF A1inj = 1 and A3injb <> No]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62inj  [ASK IF A1inj = 1 and A3injb <> No and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

57. Consumer 1 – problem descriptor
58. Consumer 2 – problem descriptor
59. Employment 1 – problem descriptor
60. Employment 2 – problem descriptor
61. Neighbours 1 - etc
62. Neighbours 2
63. Owned housing 1
64. Owned housing 2
65. Rented housing 1
66. Rented housing 2
67. Money 1
68. Money 2
69. Debt 1
70. Debt 2
71. Education 1
72. Education 2
73. Personal injury 1
74. Personal injury 2
75. Clinical negligence 1
76. Clinical negligence 2
77. Divorce/relationship 1-1
78. Divorce/relationship 1-2
79. Divorce/relationship 2-1
80. Divorce/relationship 2-2
81. Violence 1
82. Violence 2
83. Care 1
84. Care 2

[If A2inj > 1, then RETURN ONCE TO A3inja]

A1injch  [ASK IF A1inj = 1]
And can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing further problems of this kind in the next 18 months?

SCORE FROM 0-100

**CLINICAL NEGLIGENCE**

A1clin  
[IF PROBLEM IDENTIFIED: Excluding anything you’ve already told me about, have you/has your partner] suffered any injury or health problem as a result of negligent or wrong medical or dental treatment since [18 months]?

MULTICODE

6. Medical treatment
7. Dental treatment
8. None
9. Don’t know
10. Refused

A1clinnch  
[ASK IF A1clin = 2]  
Can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing this type of problem in the next 18 months?

SCORE FROM 0-100

A2clin  
[ASK IF A1clin = 1 or 2]  
On how many occasions has this happened since [18 months]?

**NUMERIC**

Don’t know
Refused

A3clin  
[ASK IF A1clin = 1 AND 2]  
[If A2clin = 1 add “When”/ else “The most recent (second most recent) time”] this happened, was this to do with medical treatment or dental treatment?

4. Medical treatment
5. Dental treatment
6. Refused

[Display text on second loop and if A1clin = 1 or 2 (and not both)] I would now like to ask about the second most recent time [you/your partner] suffered any injury or health problem as a result of negligent or wrong medical or dental treatment.

L10clin  
[ASK IF A1clin = 1 or 2]  
SHOWCARD  
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?

SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

L46clin

[ASK IF A1clin = 1 or 2]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole — and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious — please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62clin

[ASK IF A1clin = 1 or 2 and another problem identified]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

85. Consumer 1 – problem descriptor
86. Consumer 2 – problem descriptor
87. Employment 1 – problem descriptor
88. Employment 2 – problem descriptor
89. Neighbours 1 - etc
90. Neighbours 2
91. Owned housing 1
92. Owned housing 2
93. Rented housing 1
94. Rented housing 2
95. Money 1
96. Money 2
97. Debt 1
98. Debt 2
99. Education 1
100. Education 2
101. Personal injury 1
102. Personal injury 2
103. Clinical negligence 1
104. Clinical negligence 2
105. Divorce/relationship 1-1
106. Divorce/relationship 1-2
107. Divorce/relationship 2-1
108. Divorce/relationship 2-2
109. Violence 1
110. Violence 2
111. Care 1
112. Care 2

[If A2clin > 1, then RETURN ONCE TO A3clin]

A1clin ≤ [ASK IF A1clin = 1]
And can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing further problems of this kind in the next 18 months?

SCORE FROM 0-100
Family problem identification problems

*Proxies skip DIVORCE & DOMESTIC VIOLENCE sections*

DIVORCE AND RELATIONSHIP BREAKDOWN – Proxies skip this section (skip to ‘CARE PROCEEDINGS’, A1proca)

A1div1. RELATIONSHIPS AND OTHER FAMILY MATTERS.
Next, problems or disputes to do with RELATIONSHIPS AND OTHER FAMILY MATTERS.

Can I just check, have you been involved in divorce proceedings (even if no divorce was obtained), separated from a spouse/civil partner or broken up with a partner you were living with since (18 months)?

5. Yes
6. No
7. Don’t know
8. Refused

A2div1a. [ASK IF A1div1 = 1] SHOWCARD
(Thinking of the most recent time this happened) which of these is the best description?
SINGLE CODE.

6. Divorce proceedings
7. Formal separation from spouse
8. Dissolution of a formal Civil Partnership
9. Formal separation from a Civil Partner
10. Break-up with partner you were living with

A10div1. [ASK IF A1div1 = 1] SHOWCARD
Which of these descriptions best indicates how you went (have gone) about sorting out the [break-up descriptor]?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me

A46div1. [ASK IF A1div1 = 1] SEVERITY SCALE SHOWCARD
Thinking about the [break-up descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem

---

11 See end of questionnaire for a definition of the break-up descriptor
you could face and the bottom represents the least serious – please mark where on the scale you would place the [break-up descriptor]. Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [break-up descriptor] WRITTEN NEXT TO THE SCALE.

A62div1

[ASK IF A1div1 = 1]
And was the [break-up descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

29. Consumer 1 – problem descriptor
30. Consumer 2 – etc
31. Employment 1
32. Employment 2
33. Neighbours 1
34. Neighbours 2
35. Owned housing 1
36. Owned housing 2
37. Rented housing 1
38. Rented housing 2
39. Money 1
40. Money 2
41. Debt 1
42. Debt 2
43. Education 1
44. Education 2
45. Personal injury 1
46. Personal injury 2
47. Clinical negligence 1
48. Clinical negligence 2
49. Divorce/relationship 1-1
50. Divorce/relationship 1-2
51. Divorce/relationship 2-1
52. Divorce/relationship 2-2
53. Violence 1
54. Violence 2
55. Care 1
56. Care 2

A63div1.  [IF A1div1 = 1]
[If two loops completed “I won’t be asking you for any more details, but] (And) did you experience any other divorce, partnership dissolution, separation or break-up apart from the one(s) you just told me about since [18 months]?

[then loop for “second most recent” BREAK-UP (A1div1) from A2div1 to A63div1]
A64div1. How many other divorces, partnership dissolutions, separations or break-ups have you had since (18 months), excluding the two you have just told me about?
RELATIONSHIP BREAKDOWN 2 – Proxies skip this section (skip to ‘CARE PROCEEDINGS’, A1proca)

A1div2. SHOWCARD
(Apart from problems that followed on from a divorce, dissolution of a civil partnership, separation or break-up that you have told me about) have you had any problems or disputes, connected to your children, a divorce, dissolution of a Civil Partnership, or separation from a spouse or partner, of the type shown on this card 18 months?

5. Yes
6. No
7. Don’t know
8. Refused

A1div2nch [ASK IF A1div2 = 2]
Can you tell me on a scale for 0 to 100 what you think the chances are of you experiencing this type of problem in the next 18 months?

SCORE FROM 0-100

A3div2. [ASK IF A1div2 = 1]
Thinking of the most recent problem or dispute, who was the problem with?
7. Ex-husband/wife/Civil Partner
8. Ex-partner who you lived with
9. Ex-partner who you did not live with
10. A parent
11. A grandparent or other relative
12. Other (specify)

A2div2. [ASK IF A1div2 = 1]
SHOWCARD
And thinking of all the problems or disputes you have had with (A3div2) in the past 18 months, concerning your children or the break-up of your relationship, which of these best describes them?

8. Disagreement over the division of property, pensions, savings, investments, other assets, or debts
9. Difficulties obtaining maintenance from a former partner for yourself (excluding payments for children)
10. Difficulties agreeing to pay maintenance to a former partner (excluding payments for children)
11. Difficulties obtaining child support payments
12. Difficulties agreeing to pay child support payments
13. Difficulties with (residence) custody arrangements for children
14. Difficulties with (contact) access arrangements for children

A10div2. [ASK IF A1div2 = 1]
SHOWCARD
Which of these descriptions best indicates how you went (have gone) about sorting out the problem?
SINGLECODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

A46div2. [ASK IF A1div2 = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

A62div2 [ASK IF A1div2 = 1]
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

29. Consumer 1 – problem descriptor
30. Consumer 2 – etc
31. Employment 1
32. Employment 2
33. Neighbours 1
34. Neighbours 2
35. Owned housing 1
36. Owned housing 2
37. Rented housing 1
38. Rented housing 2
39. Money 1
40. Money 2
41. Debt 1
42. Debt 2
43. Education 1
44. Education 2
45. Personal injury 1
46. Personal injury 2
47. Clinical negligence 1
48. Clinical negligence 2
49. Divorce/relationship 1-1
50. Divorce/relationship 1-2
51. Divorce/relationship 2-1
52. Divorce/relationship 2-2
53. Violence 1
54. Violence 2
55. Care 1
56. Care 2

A63div2. [IF A1div2 = 1]
SHOWCARD
[If two loops completed “I won’t be asking you for any more details, but] (And)
did you experience any other problems, apart from the one(s) you just told me
about, of this description since [18 months]?

[then loop for “second most recent” problem from A2div2 (first two questions in loop
reversed in order in this case) to A63div2]

A64div2. How many other problems or disputes of the kind shown on this card have you
had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

A1div2ch [ASK IF A1div2 = 1]
And can you tell me on a scale for 0 to 100 what you think the chances are of
you experiencing further problems of this kind in the next 18 months?
SCORE FROM 0-100

DOMESTIC VIOLENCE – proxies skip this section

A1viol. SHOWCARD
Have you had any problems of the type shown on this card since (18
months)?

5. Yes
6. No
7. Don’t know
8. Refused

A2viola. [ASK IF A1viol = 1]
SHOWCARD
Thinking of the most recent problem, which of these best describes it?
MAX OF 2, ONE OF 1-3 AND ONE OF 4-6

You
7. Suffering physical violence from a current partner, ex-partner or other
family/household member
8. Suffering threats of physical violence from a current partner, ex-partner or
other family/household member
9. Suffering other abuse from a current partner, ex-partner or other
family/household member

Another adult or child in your household
10. Another adult or child suffering physical violence from a current partner,
ex-partner or other family/household member
11. Another adult or child suffering threats of physical violence from a current
partner, partner or other family/household member
12. Another adult or child suffering other abuse from a current partner, ex-partner or other family/household member

A2violb. [ASK IF A2viola = 1 - 3]
Thinking of the abuse that you suffered, can I check which of your current partner, ex-partner or other family/household member was violent or abusive to you?
7. Current partner
8. Ex-partner
9. Other family member
10. Other household member
11. Don’t know
12. Refused

A2violc. [ASK IF A2viola = 4 - 6]
Which was the other person (or people) in your household who suffered violence or threats of violence?
INSERT PERSON NUMBERS

A2viold. [ASK IF A2viola = 4 - 6]
Thinking of the abuse that another adult(s) or child(ren) in your household suffered. Can I check which of your current partner, ex-partner or other family/household member was violent or abusive?
7. Current partner
8. Ex-partner
9. Other family member
10. Other household member
11. Don’t know
12. Refused

A2viol. [ASK IF A1viol = 1]
And would you describe the abuse against (you/other person in household) by this person as a one-off, infrequent or frequent?
6. One-off
7. Infrequent
8. Frequent
9. Don’t know
10. Refused

A10viol. [ASK IF A1viol = 1]
SHOWCARD
Which of these descriptions best indicates how you went (have gone) about sorting out the problem?
SINGLE CODE
1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or is sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. *Friends/family and a adviser/representative* sorted out (or are sorting out) the problem for me
9. Don’t know

**A46viol.**

**[ASK IF A1viol = 1]**

SEVERITY SCALE SHOWCARD

Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].

Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

**A62viol**

**[ASK IF A1viol = 1]**

And was the [problem descriptor] linked to any other problem that you have already told me about?

IF YES, WHICH ONES

1. Consumer 1 - problem descriptor
2. Consumer 2 – etc
3. Employment 1
4. Employment 2
5. Neighbours 1
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2
A63viol

[IF A1viol = 1]
SHOWCARD
[If two loops completed “I won’t be asking you for any more details, but] (And)
did you/another adult or child in your household experience any other
problems of this description, apart from concerning (you/other adult or child)
and (partner/ex-partner/family member/household member) since [18 months].

[then loop for “second most recent” problem from A2viol to A63viol]

A64viol
How many other problems of the kind shown on this card have you
experienced since (18 months), excluding the two you have just told me
about?
OPEN NUMERIC
1. Don’t know

CARE PROCEEDINGS – proxies DO go through this section

A1proca.  [ASK IF A1proca. not asked already]
Can I just confirm, how many children do [you/does your partner] have who
are aged 18 or younger, including biological, foster, step and adopted
children?

INTERVIEWER: INCLUDE ALL CHILDREN, REGARDLESS OF WHETHER
THEY’VE BEEN MENTIONED PREVIOUSLY AS PART OF THE
HOUSEHOLD GRID.

INCLUDE CHILDREN WHO DON’T LIVE IN THE HOUSEHOLD.

NUMERIC
Don’t know
Refused

A1procb.  [ASK IF A1proca>0]
Can I just ask whether you have a family social worker?

5. Yes
6. No
7. Don’t know
8. Refused

A1procc.  [ASK IF A1proca>0]
SHOWCARD
Since (18 months), [have you/has your partner] had any problems or disputes
to do with children who were under 16 at the time of the types shown on this
card?

5. Yes
6. No
7. Don’t know
8. Refused

A2proc.  [ASK IF A1procc = 1]
SHOWCARD
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?

7. Children being considered for inclusion on the Child Protection Register
8. Children being considered for a Child Protection Plan
9. Children being placed on the Child Protection Register
10. Children being subject to a Child Protection Plan
11. The possibility of children being taken into care
12. Children being taken into care

A10proc. [ASK IF A1procc = 1]
SHOWCARD
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of family/friends
4. With the help of an adviser/representative
5. With the help of family/friends and an adviser/representative
6. Family/friends sorted out (or are sorting out) the problem for me
7. Adviser/representative sorted out (or is sorting out) the problem for me
8. Friends/family and a adviser/representative sorted out (or are sorting out) the problem for me
9. Don’t know

A46proc. [ASK IF A1procc = 1]
SEVERITY SCALE SHOWCARD
Thinking about the [problem descriptor] as a whole – and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the [problem descriptor].
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

A62proc
And was the [problem descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

29. Consumer 1 – problem descriptor
30. Consumer 2 – etc
31. Employment 1
32. Employment 2
33. Neighbours 1
34. Neighbours 2
35. Owned housing 1
36. Owned housing 2
37. Rented housing 1
38. Rented housing 2
39. Money 1
40. Money 2
41. Debt 1
42. Debt 2
43. Education 1
44. Education 2
45. Personal injury 1
46. Personal injury 2
47. Clinical negligence 1
48. Clinical negligence 2
49. Divorce/relationship 1-1
50. Divorce/relationship 1-2
51. Divorce/relationship 2-1
52. Divorce/relationship 2-2
53. Violence 1
54. Violence 2
55. Care 1
56. Care 2

A63proc. [IF A1procc = 1]
SHOWCARD
[If two loops completed "I won’t be asking you for any more details, but] (And)
did [you/your partner] experience any other problems, apart from the one(s)
you just told me about, of this description since [18 months]?

[then loop for “second most recent” problem from A2proc to A63proc]

A64proc. How many other problems or disputes of the kind shown on this card [have
you had/has your partner had] since (18 months), excluding the two you have
just told me about?
OPEN NUMERIC
1. Don’t know

INTERVIEWER TO ENTER THE SEVERITY SCALE POINT INTO THE COMPUTER

A64x (A64xFF for feed forward problems) [IF 1+ problem identified]
I am now going to enter the problem severity scale into the computer. The
numbers are just so that I can record the scale position(s).

INTERVIEWER: CODE THE POSITION OF EACH PROBLEM MARKED ON
THE SCALE (1-50)

[fed forward problems entered first] OPEN NUMERIC 1-50
[problem descriptor1] OPEN NUMERIC 1-50
[problem descriptor2] OPEN NUMERIC 1-50
Etc

A65shrd (A65shrdFF for feed forward problems) [IF 1+ problem identified]
I’d now like you to think about all the problems you have just told me about. Was anyone else aged 16 or over who is currently a member of your household affected by any of these problems? Which ones?

[Insert all problems mentioned previously]
None of these

**A65shrdn (A65shrdnFF for feed forward problems)**

[For each problem identified at A65shrd]

How many adults in the household were affected by [problem descriptor]?
(Initial problem identification loop questions for new problems: Consumer, Employment, Neighbours [only if code 1 (yes) AT A2ident], Owned housing, Rented housing, Money, Debt, Benefits, Education, Personal injury [only if not code 2 (no) at A3injb], Clinical negligence)\(^{12}\)

Ask the a/l loop of three randomly selected problems, and of these, ask the detailed b loop for one randomly selected problem. Priority for both the l and b sections should be given to selection of feed-forward problems, these are eligible for follow-up irrespective of severity score, and should be asked first. If eligible, the feed-forward problem which went through the b section last time should go through this section again. Where the b loop is selected, it should follow on immediately after the a/l loop.

New problems not eligible for follow-up should be excluded from the randomisation process and not be followed up – as defined above, and excluding problems scoring 47 or above on the respective severity question (l46) (i.e. the least severe new problems should not be followed up).

See end of the questionnaire for [problem descriptor] text substitution definitions

Refer to the document ‘CSJPS W2 L and B sections for feed forward problems’ for questions applicable to feed-forward problems

I am now going to ask you some questions about how you went about dealing with [if respondent has identified 4+ problems in total add: some of] these problems. [if respondent has identified 4+ problems in total add: the problems for further follow-up have been selected at random by the computer.]

[First of all/Next], the [problem descriptor / break-up descriptor]

L4
Who was the other side in the [problem descriptor]?  
(PROMPT FOR CONSUMER: e.g. a shop, a garage, an individual)  
(PROMPT FOR EMPLOYMENT: e.g. [your/your partner's employer], a work colleague, someone you manage)  
(PROMPT FOR NEIGHBOURS: e.g. an individual neighbour, a family, a business)  
(PROMPT FOR OWNED HOUSING: e.g. a surveyor, a neighbour, a planning authority)  
(PROMPT FOR RENTED HOUSING: e.g. your landlord, a housemate)  
(PROMPT FOR MONEY: e.g. a bank, an insurance company, a friend)  
(PROMPT FOR DEBT: e.g. a bank, a money lender, a friend)  
(PROMPT FOR BENEFITS: e.g. a Jobcentre, a local authority)  
(PROMPT FOR EDUCATION: e.g. a school, a local authority)  
(PROMPTS FOR PERSONAL INJURY: If A1inj = 1: e.g. a local authority that maintains the roads, the owner of premises in which an accident occurs. If A1inj = 2: e.g. [your/your partner's employer], the owner of the place [you were/your partner was] working)  
(PROMPT FOR CLINICAL NEGLIGENCE: e.g. a doctor, a nurse, a hospital)  

OPEN

L5
Thinking about at the time the [problem descriptor] first started, would you say: SINGLE CODE. READ OUT.

\(^{12}\) (1) Divorce, (2) relationship breakdown and (3) care have complete sets of initial problem identification questions.
• [You/your partner] thought the other side had done something wrong, or were at fault
• The other side thought [you/your partner] had done something wrong, or were at fault
  Or both, or neither.

1. [You/your partner] thought other side had done something wrong
2. Other side thought [you/your partner] had done something wrong
3. Both thought other had done something wrong
4. Neither thought other had done anything wrong
5. Don’t know

L6

[DO NOT ASK FOR FOLLOWING PROBLEM TYPES: Consumer]
SHOWCARD
And [do you think you/did your partner think they] were being discriminated against on the basis of any of the things on this card? Just read out the letter which applies.
MULTICODE

10. No, none of these
11. Being discriminated against because of race
12. Being discriminated against because of gender
13. Being discriminated against because of disability
14. Being discriminated against because of sexual orientation
15. Being discriminated against because of age
16. Being discriminated against because of religion
17. Don’t know
18. Refused

L7

Was there ever any disagreement between [you/your partner] and the other side about what [you/your partner] or they should do/give/get in order to sort out the [problem descriptor]?
5. Yes
6. No
7. Don’t know
8. Refused

L8

[ASK IF L7 = 1]
Is there still a disagreement?
7. Yes
2. No
3. Don’t know
4. Refused

L9

And would you say this [problem descriptor] is now over or is it still ongoing?
PROBE FULLY.
1. now over
8. most likely now over
9. too early to say
10. ongoing
11. Don’t know
12. Refused
I’m now going to ask some questions about how [you/your partner] went about sorting out the problem.

L11 Did [you/your partner]/[have you/has your partner] use(d) the internet or any leaflet, booklet or book to help sort out the [problem descriptor]?

IF YES, which one?

SINGLE CODE

5. Yes, the internet
6. Yes, a leaflet, booklet or book
7. No, neither
8. Don’t know

L12 [ASK IF L10 = 4, 5, 7 or 8]

SHOWCARD

Which of these people or organisations best describes the advisers/representatives who helped (are helping) [you/your partner] sort out the problem?

MULTICODE

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

**Advice Agency**

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor
10. Barrister

**Other person or organisation**

11. Community group
12. Insurance company legal advice service
13. Police
17. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don’t know

L13 [ASK IF L10 = 4, 5, 7 or 8]

Did [you/your partner], **personally**, have to pay for any of the help [you/they] received from (any of these/this) adviser(s)?

5. Yes
6. No
7. Don't know
8. Refused

L14 [ASK IF L10 = 4, 5, 7 or 8]

SHOWCARD

Did any of these pay for any of the help [you/your partner] received from (any of these/this) adviser(s)?

MULTICODE

11. Legal aid, Community Legal Service Fund, Legal Services Commission
12. An Insurance company (or you through insurance premiums)
13. A Trade union or professional body (or you through subscription fees)
14. Your employer
15. A relative or friend
16. A no win, no fee agreement
17. A loan
18. Someone or something else (excluding advisers themselves)
19. None of these
20. Don’t know

L15 SHOWCARD
And did [you/your partner (have you/they)] **unsuccessfully try (tried)** to get help from any of these people or organisations? Please tell me about particular advisors, rather than particular occasions.

MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

**Local Council**

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

**Advice Agency**

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body
Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. Your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No/none of these
22. Don’t know

And can I check whether any of the following things happened (have happened) as part of the problem or sorting the problem out?

PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing. Please consider the options carefully.
MULTICODE
13. You contacted a regulator or ombudsman (e.g. Ofcom, Financial Ombudsman Service)
14. You or the other side contacted the police
15. You or the other side contacted, or were contacted by, a lawyer
16. You or the other side contacted, or were contacted by, a tribunal or court
17. You or the other side contacted a formal appeals service
18. You were contacted by a formal agent of the other side (e.g. debt collection agency)
19. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
20. A court or tribunal hearing took place
21. A court or tribunal made a decision about the problem
22. None of these
23. Don’t know
24. Refused

[ASK IF L16 = 1]

L16b Which regulator or ombudsman was it?
[OPEN] ALLOW DK

L17 [ASK IF L16 = 5]
And, was the formal appeals service operated by other side, or an independent service?
5. Operated by the other side
6. Independent
7. Don’t know
8. Refused

L18 [ASK IF L17 = 2]
And did the appeals service involve any ‘hearings’ - for example, where [you/your partner] had to appear before the appeals service to make your case?
5. Yes
6. No
7. Don’t know
8. Refused

L19 [ASK IF L17 = 2]
And did the appeals service make a decision about the problem?
5. Yes
6. No
7. Don’t know
8. Refused

L20 [ASK IF L16 = 6]
And, what sort of formal agent was it?
[OPEN] ALLOW DK

L21 [ASK IF L16 = 7]
And were any conciliation, mediation or arbitration sessions held?
5. Yes
6. No
7. Don’t know
8. Refused
L22  [ASK IF L16 = 8 or 9]  
And, did [you/they], or somebody acting on [your/their] behalf, attend any court or tribunal hearings?  
8. Yes  
9. No  
10. Don’t know  
11. Refused  

L23  [ASK IF L22 = 1]  
Who?  
[OPEN]  

L24  [ASK IF L8 = 2]  
SHOWCARD  
You said earlier that [you/your partner] and the other side are no longer in disagreement. Which of these descriptions best describes how the disagreement concluded?  
Tribunals have been known as the Appeals Service  
CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.  
1. A. Decision of a Court/Tribunal  
2. B. Decision of a formal appeals service  
3. C. Decision/action of an independent third party (e.g. the police, a regulator)  
4. D. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation  
5. E. Agreement reached through somebody who was acting for you (e.g. lawyer)  
6. F. Agreement reached by you personally, with the other side  
7. G. The other side acted independently to end the disagreement  
8. H. You acted independently of the other side to end the disagreement  
9. I. Agreement occurred without you or the other needing to do anything  
10. Don’t know  
11. Refused  

L25  [ASK IF L8 = 2]  And, to what extent would you say the disagreement concluded in [your/your partner’s] favour? PROBE FULLY  
1. Mostly in [your/your partner’s] favour  
2. Somewhat in [your/your partner’s] favour  
3. Mostly not in [your/your partner’s] favour  
4. Don’t know  
12. Refused  

L26  [ASK IF L9 = 1 or 2]  
SHOWCARD
And you said earlier that the problem is [now over/most likely now over]. Which of these descriptions best describes how the problem concluded?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of a court/tribunal
2. Decision of a formal appeals service
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, personally, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don’t know
13. Refused

L27  
[ASK IF L26 = 11]  
You said earlier that the [problem descriptor] had concluded, but also that [you are/your partner is] still “putting up” with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.
1. Yes
2. No
3. Don’t know
4. Refused

L28  
[ASK IF L27 = 1]  
So, when you said that it had concluded, did you mean that it still exists, but [you are/your partner is] not expecting that you or anybody else will do anything about it in the future?
1. Yes
2. No
3. Don’t know
4. Refused

L29  
[ASK IF L28 = 1]  
Do you see a time in the future when the problem no longer exists?
5. Yes
6. No
7. Don’t know
8. Refused

L30  
[IF problem concluded (L9 = 1 or 2), provided L28 not 2]  
How satisfied [were/was you/your partner] with the outcome? PROBE FULLY
1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

L31  [ASK IF L9 = 1/2, provided L28 not 2]
How satisfied was the other side with the outcome? PROBE FULLY
   1. Very satisfied
   2. Somewhat satisfied
   3. Somewhat dissatisfied
   4. Very dissatisfied
   5. Don’t know

L32  [ASK IF L9 = 1/2, provided L28 not 2]
Is there anything [you/your partner] wish(es) [you/they] had known at the time
[you/they] experienced the [problem descriptor] that would have helped
[you/them] to deal with it?
   5. Yes
   6. No
   7. Don’t know
   8. Refused

L33  [ASK IF L32 = 1]
What do [you/they] wish [you/they] had known?
[OPEN]
DK

L34  [If problem concluded, provided L28 not 2]
Is there anything that [you/your partner] wish(es) [you/they] had done
differently about trying to sort out the problem?
   5. Yes
   6. No
   7. Don’t know
   8. Refused

L35  [ASK IF L34 = 1]
What do [you/they] wish [you/they] had done differently?
MULTICODE. DO NOT PROMPT.

   1. Got advice / more advice or advice elsewhere
   2. Got advice sooner
   3. Acted (in general) sooner
   4. Tried harder / been more resolved or assertive
   5. Not get advice
   6. Avoided the problem
   7. Used a formal process / used formal process sooner
   8. Got information / more information
   9. Other (specify)
   10. Did nothing
   11. Don’t know
   12. Refused

L36  [ASK IF L8 = 1]
You said earlier that [you/your partner] had not reached agreement with the
other side about what [you/your partner] or they should do/give/get in order to
sort out the [problem descriptor]
Do you see a time when agreement will be reached?
8. Yes
9. No
10. Don’t know
11. Refused

L37
[ASK IF L36=1]
How long do you think it will be before [you reach/your partner reaches] agreement?
OPEN NUMERIC
5. Weeks
6. Months
7. Years
8. DK

L38
[ASK IF L9 =3 (problem not over)]
Do you see a time when the [problem descriptor] will be over?
5. Yes
6. No
7. Don’t Know
8. Refused

L39
[ASK IF L38 = 1]
How long do you think it will be before [problem descriptor] will be over?
OPEN NUMERIC
5. Weeks
6. Months
7. Years
8. DK

L40
[ASK IF L9 = 3/4 OR L28 =2]
Is there anything [you wish you/your partner wishes they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/them] to deal with it?
5. Yes
6. No
7. Don’t know
8. Refused

L41
[ASK IF L40 = 1]
What do [you/they] wish [you/they] had known?
[OPEN]
DK

L42
[ASK IF L9 = 3/4 OR L28 =2]
Is there anything that [you/they] wish [you/they] had done differently about trying to sort out the problem?
5. Yes
6. No
L43

[ASK IF L42 = 1]
What do [you/they] wish you had done differently? 
[Open]
DK

L44

[ASK IF L9 = 1 or 2]
And, how fair [do you/does your partner] think the outcome was to everybody concerned? PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don’t know

L45
And [are you/is your partner] happy with how things have turned out ["so far" if L9 not 1 or 2] with this [problem descriptor]?

5. Yes
6. No
7. Don’t know
8. Refused

L47
SHOWCARD
Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9. None of these
10. Don’t know

L48
SHOWCARD
Did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

13. Physical ill health
14. Stress related ill health
15. Other mental ill health
16. A drinking problem
17. A drug problem
18. Being harassed or verbally abused
19. Being assaulted or physically threatened
20. Damage to your property
21. Loss of confidence
22. Fear
23. None of these
24. Refused

L49 SHOWCARD
And did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

11. Breaking up with a partner
12. Damage to a family relationship
13. Having to move home
14. Becoming homeless
15. Having to change jobs
16. Becoming unemployed
17. Loss of income
18. Problems to do with your education
19. None of these
20. Refused

L51 SHOWCARD
Were any of the things on this card the cause, or part of the cause, of this [problem descriptor] arising? Please just read out the numbers.

20. Physical ill health
21. Stress related ill health
22. Other mental ill health
23. A disability
24. A drink or drug problem
25. Loss or change of employment
26. Other problems at work
27. Moving home
28. Irregular income
29. A loss of income
30. Not having enough money
31. Breaking up with a partner
32. Death of a family member
33. Me or a family member being sent to prison
34. Violence aimed towards me
35. Being violent
36. Not knowing my or someone else’s rights
37. None of the above
38. Refused

L52 SHOWCARD
[ASK IF L12 = 1-20]
Do you feel that the help [you/your partner] received from [L12] led to improvements in any of the things on this card?

INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

13. Physical health
14. Levels of stress
15. Relationships
16. Levels of violence towards you/your property
17. Housing circumstances
18. Employment circumstances
19. Income
20. Confidence
21. Involvement in community
22. None of these
23. Don’t know
24. Refused

**L54**

Thinking about the time the problem first started, to what extent did [you/your partner] understand [your/their] legal position - for example, what [your/their] legal rights were? PROBE FULLY

7. Completely
8. Mostly
9. Partly
10. Not at all
11. Don’t know
12. Refused

**L55** [ASK IF L54 = 3, 4, 5]

To what extent do [you/they] now understand what [your/their] legal position was? PROBE FULLY

7. Completely
8. Mostly
9. Partly
10. Not at all
11. Don’t know
12. Refused

**L56** [ASK IF L54 = 1 or 2 OR L55 = 1 or 2]

How did [you/your partner] come to understand where [you/they] stood, legally at the time the problem first started?

MULTICODE. DO NOT PROMPT

10. Talking to friends/family/colleagues
11. Talking to an advisor
12. Talking to the other side
13. Information from the internet  
15. Have had experience of similar problems  
16. Other (specify)  
17. Don't know  
18. Refused

L57  **[ASK IF L54 = 1 OR L55 = 1 OR 2]**  
Can you describe, briefly, what [your/your partner's] legal position was?

[OPEN]

**[proxies skip]**

L53  What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?

CODE IN POUNDS, ALLOW ZERO DK

L58  Finally, can I ask when the [problem descriptor] began?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY

MONTH/YEAR

L59  **[ASK IF L7 = 1]**  
And when did the disagreement [you/your partner] had about [problem descriptor] begin?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY

MONTH/YEAR
L60  [ASK IF L8 = 2]
And when did the disagreement [you/your partner] had about [problem descriptor] end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

L61  [ASK IF L9 = 1 or 2]
(And) when did the [problem descriptor] itself end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

L62a In your own words, could you very briefly describe the problem?
OPE ENDED. ALLOW DK

L62b  [ASK IF L9 = 1 or 2]
And could you please describe how it ended?
OPEN. ALLOW DK
DIVORCE & DOMESTIC VIOLENCE sections (proxies skip)

[First of all/Next], the [problem descriptor / break-up descriptor]

A2div1b  [ASK IF A2div1a = 1-4]
When did [divorce proceedings/dissolution proceedings/separation] commence? Please tell me the month and then the year.

DATE
Don’t know
Refused

A3div1a.  [ASK IF A2div1a = 1 or 3]
Has the divorce been finalised?

5. Yes
6. No
7. Don’t know
8. Refused

A3div1b.  [ASK IF A2div1a = 2 or 4]
Has the period of separation ended?

5. Yes
6. No
7. Don’t know
8. Refused

A3div1c.  [ASK IF A3div1a =Yes or A3div1b = Yes]
When [was the divorce finalised / did the period of separation end]?
Please tell me the month and then the year.

DATE
3. Don’t know
4. Refused

A3div1d.  [ASK IF A2div1a = 5]
When did the break-up occur?
Please tell me the month and then the year.

DATE
3. Don’t know
4. Refused

A5div1a.  [ASK IF A2div1a = 5]
Thinking about when you broke up with your partner, who was it who first talked about/suggested or acted to end your relationship?

5. Respondent
6. Other side
7. Don’t know
8. Refused

A5div1b.  [ASK IF A2div1a = 1 or 3]
Who started these divorce/dissolution proceedings?

5. Respondent
6. Other side
7. Don’t know
8. Refused

A5div1c. [ASK IF A2div1a = 2 or 4]
Who first talked about/suggested a formal separation?

5. Respondent
6. Other side
7. Don’t know
8. Refused

A3div1e. [ASK IF A1div1 = 1]
SHOWCARD
As part of, or as a result of (divorce/separation/break-up), have you experienced any problems or disputes of the type shown on this card?

5. Yes
6. No
7. Don’t know
8. Refused

A3div1f. [ASK IF A3div1e = 1]
SHOWCARD
Which of these best describes them?

8. Disagreements over the division of property, pensions, savings, investments, other assets, or debts
9. Difficulties obtaining maintenance from a former partner for yourself (excluding payments for children)
10. Difficulties agreeing to pay maintenance to a former partner (excluding payments for children)
11. Difficulties obtaining child support payments
12. Difficulties agreeing to pay child support payments
13. Difficulties agreeing residence (custody) arrangements for children
14. Difficulties agreeing contact (access) arrangements for children

A7div1a. [ASK IF A3div1e = 2]
Was there ever any disagreement between you and your (partner/ex-partner) about whether or how to go about the (divorce/separation/break-up)?

5. Yes
6. No
7. Don’t know
8. Refused

A5div1d [ASK IF A3div1e = 1]
And thinking about these [problem descriptor], at the time they first started, would you say: [SINGLECODE]. READ OUT
• You thought your (partner/ex-partner) had done something wrong, or were at fault
• Your (partner/ex-partner) thought you had done something wrong, or were at fault
  Or both, or neither

  1. You thought your partner had done something wrong
  2. Your partner thought you had done something wrong
  3. Both thought other had done something wrong
  4. Neither thought other had done anything wrong
  5. Don’t know

A7div1b.  [ASK IF A3div1e = 1][If A3div1f = 1, automatically code A7div1 as 1]
Was there ever any disagreement between you and the other side about what you or they should do/give/get to sort out the [problem descriptor]?  

  5. Yes
  6. No
  7. Don’t know
  8. Refused

A8div1.  [ASK IF A7div1a = 1 OR A7div1b = 1]
Is there still a disagreement?  

  7. Yes
  2. No
  3. Don’t know
  4. Refused

A9div1.  [ASK IF A3div1e = 1]
And is [problem descriptor] now over or still ongoing?  

  1. now over
  8. most likely now over
  9. too early to say
  10. ongoing
  11. Don’t know
  12. Refused

A11div1.  [ASK IF A1div1 = 1]
And did you use the internet or any leaflet, booklet or book to help you sort out the [break-up descriptor] and the [problem descriptor]?  

  9. Yes
  10. No
  11. Don’t know
  12. Refused
A12div1. [ASK IF A10div1 = 4, 5, 7 or 8]

SHOWCARD
Which of these people or organisations best describes the advisers/representatives who helped (are helping) you sort out the problem?

MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body
8. Trade Union/Professional Body

**Lawyer**

9. Solicitor
10. Barrister

**Other person or organisation**

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don’t know

**A13div1.** [ASK IF A10div1 = 4, 5, 7 or 8]

Did you, **personally**, have to pay for any of the help you received from (any of these/this) adviser(s)?
5. Yes
6. No
7. Don’t know
8. Refused

A14div1.  [ASK IF A10div1 = 4, 5, 7 or 8]

SHOWCARD
Did any of these pay for any of the help you received from (any of these/this) adviser(s)?
MULTICODE

11. Legal aid, Community Legal Service Fund, Legal Services Commission
12. An Insurance company (or you through insurance premiums)
13. A Trade union or professional body (or you through subscription fees)
14. Your employer
15. A relative or friend
16. A no win, no fee agreement
17. A loan
18. Someone or something else (excluding advisers themselves)
19. None of these
20. Don’t know

A15div1.  [ASK IF A1div1 = 1]

SHOWCARD
And did you unsuccessfuly try to get help from any of these people or organisations?
MULTICODE

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No, none of these
22. Don’t know

A16div1. [ASK IF A1div1 = 1]
SHOWCARD
And can I check whether any of the following things happened (have happened) as part of the divorce/separation/break-up (and [problem descriptor])? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

13. [No option 1]
14. You or the other side contacted the police
15. You or the other side contacted, or were contacted by, a lawyer
16. You or the other side contacted, or were contacted by, a tribunal or court
17. You or the other side contacted, or were contacted by, the Child Support Agency
18. You were contacted by a formal agent of the other side (e.g. debt collection agency)
19. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
20. A court or tribunal hearing took place
21. A court or tribunal made a decision about the problem
22. None of these
23. Don’t know
24. Refused

A19div1. [ASK IF A16div11 = 5]
And did the Child Support Agency make a decision about the problem?

5. Yes
6. No
7. Don’t know
8. Refused

A20div1. [ASK IF A16div11 = 6]
And, what sort of formal agent was it?
[OPEN]. Allow DK
A21div1. [ASK IF A16div1 = 7]

And were any conciliation, mediation or arbitration sessions held?

5. Yes
6. No
7. Don’t know
8. Refused

A22div1. [ASK IF A16div1 = 8 or 9]

And, did you, or somebody acting on your behalf, attend any court or tribunal hearings?

5. Yes
6. No
7. Don’t know
8. Refused

A23div1. [ASK IF A22div1 = 1]

Who?

[OPEN]. Allow DK

A24div1. [ASK IF A8div1 = 2]

SHOWCARD
You said earlier that you and the other side are no longer in disagreement. Which of these descriptions best describes how the disagreement concluded?

CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.

1. Decision of a Court/Tribunal
2. Decision of the Child Support Agency
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you personally, with the other side
7. The other side acted independently to end the disagreement
8. You acted independently of the other side to end the disagreement
9. Agreement occurred without you or the other needing to do anything
10. Don’t know
11. Refused

A25div1. [ASK IF A8div1 = 2]

And, to what extent would you say the disagreement concluded in your favour? PROBE FULLY

1. Mostly in my favour
2. Somewhat in my favour
3. Mostly not in my favour
4. Don’t know
13. Refused

**A26div1.** [ASK IF A9div1 = 1 or 2]
SHOWCARD
And you said that the problem is now [over/most likely now over]. Which of these descriptions best describes how the [problem descriptor] concluded?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of court/tribunal
2. Decision of the Child Support Agency
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, personally, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don’t know
13. Refused

**A27div1** [ASK IF A26div1 = 11]
You said earlier that the [problem descriptor] had concluded, but also that you are still "putting up" with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes
12. No
13. Don’t know
14. Refused

**A28div1** [ASK IF A27div1 = 1]
So, when you said that it had concluded, did you mean that it still exists, but you are not expecting that you or anybody else will do anything about it in the future?

1. Yes
5. No
6. Don’t know
7. Refused

**A29div1** [ASK IF A28div1 = 1]
Do you see a time in the future when the problem no longer exists?

6. Yes
7. No
8. Don’t know
9. Refused

A30div1  [ASK IF problem concluded (A9div1 = 1 or 2), provided A28div1 not 2]
How satisfied were you with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A31div1  [ASK IF problem concluded, provided A28div1 not 2]
How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
10. Don’t know

A32div1  [ASK IF problem concluded, provided A28div1 not 2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

5. Yes
6. No
7. Don’t know
8. Refused

A33div1  [ASK IF A32div1 = 1]
What do you wish you had known?
[OPEN] DK

A34div1  [ASK IF problem concluded, provided A28div1 not 2]
Is there anything that you wish you had done differently about trying to sort out the problem?

5. Yes
6. No
7. Don’t know
8. Refused

A35div1  [ASK IF A34div1 = 1]
What do you wish you had done differently? DO NOT PROMPT. MUTLICODE

1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don’t know
12. Refused

A36div1  [ASK IF A8div1 = 1]
You said earlier that you had not reached agreement with the other side about what you or they should do/give/get in order to sort out the [break-up descriptor] and the [problem descriptor]. Do you see a time when agreement will be reached?

5. Yes
6. No
7. Don’t know
8. Refused

A37div1  [ASK IF A36div1 = 1]
How long do you think it will be before you reach agreement?

NUMERIC

5. Weeks
6. Months
7. Years
8. DK

A38div1  [ASK IF A9div1 = 3/4 (problem not over)]
Do you see a time when the [problem descriptor] will be over?

5. Yes
6. No
7. Don’t know
8. Refused

A39div1  [ASK IF A38div1 = 1]
How long do you think it will be before [problem descriptor] will be over?

NUMERIC

5. Weeks
6. Months
7. Years
8. DK

A40div1  [All not concluded A9div1 = 3/4 OR A28div1 =2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

5. Yes
6. No
7. Don’t know
8. Refused

A41div1  [ASK IF A40div1 = 1]
What do you wish you had known?
A42div1  [All not concluded A9div1 = 3/4 OR A28div1 =2]
Is there anything that you wish you had done differently about trying to sort out the problem?

5. Yes
6. No
7. Don’t know
8. Refused

A43div1  [ASK IF A42div1 = 1]
What do you wish you had done differently?

[OPEN]
DK

A44div1.  [ASK IF A9div1 = 1 or 2]
And, how fair do you think the outcome was to everybody concerned? PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don’t know
6. Refused

A45div1  [ASK IF A1div1 = 1]
And are you happy with how things have turned out [“so far” if A9div1 not 1 or 2] with the [break up descriptor] and the [problem descriptor]?

5. Yes
6. No
7. Don’t know
8. Refused

A47div1  [ASK IF A1div1 = 1]
SHOWCARD
Which, if any, of the descriptions on this card best indicates the character of the [break-up descriptor] and the [problem descriptor]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9. None of these  
10. Don’t know

**A48div1 SHOWCARD**  
Did or do you experience any of the things on this card as part of, or as a result of, this [break-up descriptor] and the [problem descriptor]? Please just read out the numbers.

13. Physical ill health  
14. Stress related ill health  
15. Other mental ill health  
16. A drinking problem  
17. A drug problem  
18. Being harassed or verbally abused  
19. Being assaulted or physically threatened  
20. Damage to your property  
21. Loss of confidence  
22. Fear  
23. None of these  
24. Refused

**A49div1 SHOWCARD2**  
And did or do you experience any of the things on this card as part of, or as a result of, this [break-up descriptor] and the [problem descriptor]? Please just read out the numbers.

11. Breaking up with a partner other than the partner in question  
12. Damage to a family relationship  
13. Having to move home  
14. Becoming homeless  
15. Having to change jobs  
16. Becoming unemployed  
17. Loss of income  
18. Problems to do with your education  
19. None of these  
20. Refused

**A51div1 SHOWCARD**  
Did any of the things on this card contribute to this [break-up descriptor] and the [problem descriptor] arising? Please just read out the numbers.

20. Physical ill health  
21. Stress related ill health  
22. Other mental ill health  
23. A disability  
24. A drink or drug problem  
25. Loss or change of employment  
26. Other problems at work  
27. Moving home  
28. Irregular income  
29. A loss of income  
30. Not having enough money  
31. Breaking up with a partner  
32. Death of a family member  
33. Me or a family member being sent to prison
34. Violence aimed towards me
35. Being violent
36. Not knowing my or someone else’s rights
37. None of the above
38. Refused

**A52div1** SHOWCARD
Do you feel that the help you received from [A12div1] led to improvements in any of the things on this card?
INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

13. A Physical health
14. B Levels of stress
15. C Relationships
16. D Levels of violence towards you/your property
17. E Housing circumstances
18. F Employment circumstances
19. G Income
20. H Confidence
21. I Involvement in community
22. None of these
23. Don’t know
24. Refused

**A54div1.**  [ASK IF A1div1 = 1]
Thinking about the time the problem first started, to what extent did you understand your legal position (for example, what your legal rights were)? PROBE FULLY

7. Completely
8. Mostly
9. Partly
10. Not at all
11. Don’t know
12. Refused

**A55div1**  [ASK IF A54div1 = 3, 4, 5]
To what extent do you now understand what your legal position was (at the time the problem first started)? PROBE FULLY

7. Completely
8. Mostly
9. Partly
10. Not at all
11. Don’t know
12. Refused

**A56div1**  [ASK IF A54div1 = 1 or 2 OR A55div1 = 1 or 2]
How did you come to understand where you stood, legally (at the time the problem first started)?

MULTICODE. DO NOT PROMPT

9. Talking to friends/family/colleagues
10. Talking to an advisor
11. Talking to the other side
12. Information from the internet
13. Information from a leaflet/booklet/book
14. Other (specify)
15. Don’t know
16. Refused

A57div1  [ASK IF A54div1 = 1 or 2 OR A55div1 = 1 or 2]

Can you describe, briefly, what your legal position was?

[OPEN]

A53div1  What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as the [break-up descriptor] and the [problem descriptor]?

CODE IN POUNDS, ALLOW ZERO

A58div1  [ASK IF A3div1e = 1]

Finally, can I ask when the [problem descriptor] began?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY

MONTH/YEAR

A59div1.  [ASK IF A7div1a = 1 OR A7div1b AND A3div1f <> 1]
And when did the disagreement you had about the divorce/dissolution/separation/break-up/problem descriptor – should have text from A2div1a, if A7div1a = yes; OR text from A3div1f, if A7div1b = yes] begin? Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A60div1. [ASK IF A8div1 = 2 AND A3div1f <> 1]
And when did the disagreement end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A61div1. [ASK IF A9div1 = 1 or 2]
(And) when did the [problem descriptor - text from A3div1f] end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A62adiv
In your own words, could you very briefly describe the problem?
[OPEN]

A62bdiv [ASK IF L9= 1 or 2]
And could you please describe how it ended?
[OPEN]
RELATIONSHIP BREAKDOWN 2 – proxies skip this section

[First of all/Next], the [problem descriptor / break-up descriptor]

A3div2b.  [ASK IF A3div2 = 1, 2, 3]
Can I just ask when did you split up with this ex-husband/wife/Civil partner/partner?
MONTH/YEAR – allow DK

A5div2.  [ASK IF A1div2 = 1]
Thinking about at the time [problem descriptor] first started, would you say: [SINGLECODE]. READ OUT.

- You thought your (A3div2) had done something wrong, or were at fault
- Your (A3div2) thought you had done something wrong, or were at fault
  Or both, or neither

1. You thought other side had done something wrong
2. Other side thought you had done something wrong
3. Both thought other had done something wrong
4. Neither thought other had done anything wrong
5. Don’t know

A7div2.  [ASK IF A1div2 = 1] [If A2div2 = 1, then code A7div2 as 1]
Was there ever any disagreement between you and the other side about what you or they should do/give/get in order to sort out the [problem descriptor]?
5. Yes
6. No
7. Don’t know
8. Refused

A8div2.  [ASK IF A7div2 = 1]
Is there still a disagreement?
7. Yes
2. No
3. Don’t know
4. Refused

A9div2.  [ASK IF A1div2 = 1]
And would you say this [problem descriptor] is now over or is it still ongoing?
PROBE FULLY
1. now over
8. most likely now over
9. too early to say
10. ongoing
11. Don’t know
12. Refused

A11div2.  [ASK IF A1div2 = 1]
And did you use the internet or any leaflet, booklet or book to help you sort out the [problem descriptor]?
13. Yes
14. No
15. Don't know
16. Refused

A12div2. [ASK IF A10div2 = 4, 5, 7 or 8]

SHOWCARD

Which of these people or organisations best describes the
advisers/representatives who helped (are helping) you sort out the problem?

MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL
DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency
Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
18. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don’t know

A13div2. [ASK IF A10div2 = 4, 5, 7 or 8]
Did you, **personally**, have to pay for any of the help you received from (any of these/this) adviser(s)?
5. Yes
6. No
7. Don’t know
8. Refused

A14div2. [ASK IF A10div2 = 4, 5, 7 or 8]

**SHOWCARD**
Did any of these pay for any of the help you received from (any of these/this) adviser(s)?

11. Legal aid, Community Legal Service Fund, Legal Services Commission
12. An Insurance company (or you through insurance premiums)
13. A Trade union or professional body (or you through subscription fees)
14. Your employer
15. A relative or friend
16. A no win, no fee agreement
17. A loan
18. Someone or something else (excluding advisers themselves)
19. None of these
20. Don’t know

A15div2. [ASK IF A1div2 = 1]

**SHOWCARD**
And did you **unsuccessfully try** to get help from any of these people or organisations?

**MULTICODE**

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

**Local Council**

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards

4. Other Council Department

**Advice Agency**

5. Citizens Advice Bureau

6. Law Centre

7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor

10. Barrister

**Other person or organisation**

11. Community group

12. Insurance company legal advice service

13. Police

14. your employer
15. Doctor or other health worker

16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor

20. Other person or organisation

21. No, none of these

22. Don’t know

A16div2. [ASK IF A1div2 = 1]

SHOWCARD
And can I check whether any of the following things happened (have happened) as part of the problem or sorting the problem out? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]

CODE ALL

13. [No option 1]
14. You or the other side contacted the police
15. You or the other side contacted, or were contacted by, a lawyer
16. You or the other side contacted, or were contacted by, a tribunal or court
17. You or the other side contacted, or were contacted by, the Child Support Agency
18. You were contacted by a formal agent of the other side (e.g. debt collection agency)
19. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
20. A court or tribunal hearing took place
21. A court or tribunal made a decision about the problem
22. None of these
23. Don’t know
24. Refused

A19div24. [ASK IF A16div21 = 5]

And did the Child Support Agency make a decision about the problem?

5. Yes
6. No
7. Don’t know
8. Refused
A20div2. [ASK IF A16div2 = 6]
And, what sort of formal agent was it?

[OPEN] – allow DK

A21div2. [ASK IF A16div2 = 7]
And were any conciliation, mediation or arbitration sessions held?
5. Yes
6. No
7. Don’t know
8. Refused

A22div2. [ASK IF A16div2 = 8 or 9]
And, did you, or somebody acting on your behalf, attend any court or tribunal hearings?
5. Yes
6. No
7. Don’t know
8. Refused

A23div2. [ASK IF A22div2 = 1]

Who?

[OPEN] – allow DK

A24div2. [ASK IF A8div2 = 2]
SHOWCARD
You said earlier that you and the other side are no longer in disagreement.
Which of these descriptions best describes how the disagreement concluded?
CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.

1. Decision of a Court/Tribunal
2. Decision by the Child Support Agency
3. Decision/action of an independent third party (e.g. the police)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you personally, with the other side
7. The other side acted independently to end the disagreement
8. You acted independently of the other side to end the disagreement
9. Agreement occurred without you or the other needing to do anything
10. Don’t know
11. Refused

A25div2. [ASK IF A8div2 = 2]
And, to what extent would you say the disagreement concluded in your favour? PROBE FULLY

1. Mostly in my favour
2. Somewhat in my favour
3. Mostly not in my favour
4. Don’t know
14. Refused

A26div2. [ASK IF A9div2 = 1 or 2]
SHOWCARD
And you said earlier that the problem is over. Which of these descriptions best describes how the problem concluded?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of a court/tribunal
2. Decision by the Child Support Agency
3. Decision/action of an independent third party (e.g. the police)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, personally, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don’t know
13. Refused

A27div2 [ASK IF A26div2 = 11]
You said earlier that the [problem descriptor] had concluded, but also that you are still "putting up" with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes
5. No
6. Don’t know
7. Refused

A28div2 [ASK IF A27div2 = 1]
So, when you said that it had concluded, did you mean that it still exists, but you are not expecting that you or anybody else will do anything about it in the future?

1. Yes
2. No
3. Don’t know
4. Refused
A29div2 [ASK IF A28div2 = 1]
Do you see a time in the future when the problem no longer exists?
   6. Yes
   7. No
   8. Don’t know
   9. Refused

A30div2 [ASK IF A9div1 = 1/2, provided A28div2 not 2]
How satisfied were you with the outcome? PROBE FULLY
   1. Very satisfied
   2. Somewhat satisfied
   3. Somewhat dissatisfied
   4. Very dissatisfied
      5. Don’t know

A31div2 [ASK IF A9div1 = 1/2, provided A28div2 not 2]
How satisfied was the other side with the outcome? PROBE FULLY
   1. Very satisfied
   2. Somewhat satisfied
   3. Somewhat dissatisfied
   4. Very dissatisfied
   10. Don’t know

A32div2 [ASK IF problem concluded, provided A28div2 not 2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?
   5. Yes
   6. No
   7. Don’t know
   8. Refused

A33div2 [ASK IF A32div2 = 1]
What do you wish you had known?
[OPEN]

A34div2 [ASK IF problem concluded, provided A28div2 not 2]
Is there anything that you wish you had done differently about trying to sort out the problem?
   5. Yes
   6. No
   7. Don’t know
   8. Refused

A35div2 [ASK IF A34div2 = 1]
What do you wish you had done differently? DO NOT PROMPT
   1. Got advice / Got more advice or advice elsewhere
   2. Got advice sooner
   3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don’t know
12. Refused

A36div2 [ASK IF A8div2 = 1]
You said earlier that you had not reached agreement with the other side about what you or they should do/give/get in order to sort out the [problem descriptor]
Do you see a time when agreement will be reached?

1. Yes
2. No
3. Don’t know
4. Refused

A37div2 [ASK IF A36div2 = 1]
How long do you think it will be before you reach agreement?
OPEN NUMERIC
29. Weeks
30. Months
31. Years
32. DK

A38div2 [ASK IF A9div2 >2 (problem not over)]
Do you see a time when the [problem descriptor] will be over?

5. Yes
6. No
7. Don’t know
8. Refused

A39div2 [ASK IF A38div2 = 1]
How long do you think it will be before [problem descriptor] will be over?
OPEN NUMERIC
5. Weeks
6. Months
7. Years
8. DK

A40div2 [ASK IF A9div2 = 3/4 OR A28div2 = 2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

5. Yes
6. No
7. Don’t know
8. Refused

A41div2  [ASK IF A40div2 = 1]
What do you wish you had known?
[OPEN] DK

A42div2  [ASK IF A9div2 = 3/4 OR A28div2 = 2]
Is there anything that you wish you had done differently about trying to sort
out the problem?
113. Yes
114. No
115. Don’t know
116. Refused

A43div2  [ASK IF A42div2 = 1]
What do you wish you had done differently?
[Open] DK

A44div2.  [ASK IF A9div2 = 1 or 2]
And, how fair do you think the outcome was to everybody concerned? PROBE
FULLY
1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don’t know

A45div2.  [ASK IF A1div2 = 1]
And are you happy with how things have turned out [“so far” if A9div2 not 1 or
2] with this [problem descriptor]?
5. Yes
6. No
7. Don’t know
8. Refused

A47div2.  [ASK IF A1div2 = 1]
SHOWCARD
Which, if any, of the descriptions on this card best indicates the character of
[the problem]? You can choose more than one option, or none.
1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the
family/community)
9. None of these
10. Don’t know
A48div2  SHOWCARD
Did or do you experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

13. Physical ill health
14. Stress related ill health
15. Other mental ill health
16. A drinking problem
17. A drug problem
18. Being harassed or verbally abused
19. Being assaulted or physically threatened
20. Damage to your property
21. Loss of confidence
22. Fear
23. None of these
24. Refused

A49div2  SHOWCARD2
And did or do you experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

11. Breaking up with a partner
12. Damage to a family relationship
13. Having to move home
14. Becoming homeless
15. Having to change jobs
16. Becoming unemployed
17. Loss of income
18. Problems to do with your education
19. None of these
20. Refused

A51div2  SHOWCARD
Did any of the things on this card contribute to this [problem descriptor] arising? Please just read out the numbers.

20. Physical ill health
21. Stress related ill health
22. Other mental ill health
23. A disability
24. A drink or drug problem
25. Loss or change of employment
26. Other problems at work
27. Moving home
28. Irregular income
29. A loss of income
30. Not having enough money
31. Breaking up with a partner
32. Death of a family member
33. Me or a family member being sent to prison
34. Violence aimed towards me
35. Being violent
36. Not knowing my or someone else’s rights
37. None of the above
38. Refused

**A52div2** SHOWCARD
Do you feel that the help you received from [A12div2] led to improvements in any of the things on this card?
INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

13. Physical health
14. Levels of stress
15. Relationships
16. Levels of violence towards you/your property
17. Housing circumstances
18. Employment circumstances
19. Income
20. Confidence
21. Involvement in community
22. None of these
23. Don’t know
24. Refused

**A54div2.** [ASK IF A1div2 = 1]
Thinking about the time the problem first started, to what extent did you understand your legal position (for example, what your legal rights were)? PROBE FULLY

7. Completely
8. Mostly
9. Partly
10. Not at all
11. Don’t know
12. Refused

**A55div2** [ASK IF A54div2 = 3, 4, 5]
To what extent do you now understand what your legal position was (at the time the problem first started)? PROBE FULLY

7. Completely
8. Mostly
9. Partly
10. Not at all
11. Don’t know
12. Refused

**A56div2** [ASK IF A54div2 = 1 or 2 OR A55div2 = 1 or 2]
How did you come to understand where you stood, legally (at the time the problem first started)? DO NOT PROMPT

MULTICODE

9. Talking to friends/family/colleagues
10. Talking to an advisor
11. Talking to the other side
12. Information from the internet
13. Information from a leaflet/booklet/book
14. Other (specify)
15. Don’t know
16. Refused

A57div2c [ASK IF A54div2 = 1 or 2 OR A55div2 = 1 or 2]

Can you describe, briefly, what your legal position was?

[OPEN]

[proxies skip]

A53div2 What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?
CODE IN POUNDS, ALLOW ZERO

A58div2. [ASK IF A1div2 = 1]

Finally, can I ask when the [problem descriptor] began?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY
MONTH/YEAR
A59div2. [ASK IF A7div2 = 1]
And when did the disagreement you had about [problem descriptor] begin?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A60div2. [ASK IF A8div2 = 2]
And when did the disagreement you had about [problem descriptor] end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A61div2. [ASK IF A9div2 = 1 or 2]
(And) when did the [problem descriptor] itself end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A62adiv2 In your own words, could you very briefly describe the problem?
OPEN ENDED

A62bdiv2 [ASK IF L9 = 1 or 2]
And could you please describe how it ended?
OPEN ENDED
DOMESTIC VIOLENCE – proxies skip this section

[First of all/Next], the [problem descriptor / break-up descriptor]

A3viola.  [ASK IF A1div1 = 1 AND (A2violb = 1 or 2 OR A2viold= 1 or 2)]
Was the person who was violent someone you earlier told me your relationship had broken down with since [18 months]?

1. Yes
2. No
3. Don’t know
4. Refused

A3violb  [ASK IF A3viola = 1]
Which divorce/separation/break-up?
[If only one divorce or break up, auto-code as 1]

6. Most recent
7. Second most recent
8. Third most recent
9. Fourth most recent
10. Fifth most recent

A3violc  [ASK IF A1div2 = 1 AND (A3viola = 2)]
Was the person who was violent a person you told me you had a problem with concerning ([problem descriptor] from A2div2 section)?

5. Yes
6. No
7. Don’t know
8. Refused

A3viold  [ASK IF A3violc = 1]
Which problem?
[If only one problem or break up, auto-code as 1]

6. Most recent
7. Second most recent
8. Third most recent
9. Fourth most recent
10. Fifth most recent

A3viole  [ASK IF A1viol = 1 AND (A3viola = 2 OR A3violc = 2 OR neither A3viola and A3violc asked)]
Does the person who was violent live in this household?
5. Yes
6. No
7. Don’t know
8. Refused

A7viol2.  [ASK IF A1viol = 1]
Was there ever any disagreement between you and the person who was violent about what you or they should do/give/get in order to end the [problem descriptor]?
1. Yes
2. No
3. Don’t know
4. Refused

A8viol2.  [ASK IF A7viol = 1]
Is there still a disagreement?
1. Yes
2. No
3. Don’t know
4. Refused

A9viol.  [ASK IF A1viol = 1]
And would you say this [problem descriptor] is now over or is it still ongoing?
PROBE FULLY
1. now over
6. most likely now over
7. too early to say
8. ongoing
9. Don’t know
10. Refused

A11viol.  [ASK IF A1viol = 1]
And did you use the internet or any leaflet, booklet or book to help you sort out the [problem descriptor]?
SINGLECODE. IF YES, ask which one?

5. Yes, the internet
6. Yes, a leaflet, booklet or book
7. No, neither
8. Don’t know

A12viol.  [ASK IF A10viol = 4, 5, 7 or 8]
SHOWCARD
Which of these people or organisations best describes the advisers/representatives who helped (are helping) you sort out the problem?
MULTICODE
IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister
Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don’t know

A13viol. [ASK IF A10viol = 4, 5, 7 or 8]

Did you, personally, have to pay for any of the help you received from (any of these/this) adviser(s)?
5. Yes
6. No
7. Don’t know
8. Refused

A14viol. [ASK IF A10viol = 4, 5, 7 or 8]

SHOWCARD
Did any of these pay for any of the help you received from (any of these/this) adviser(s)?
MULTICODE

11. Legal aid, Community Legal Service Fund, Legal Services Commission
12. An Insurance company (or you through insurance premiums)
13. A Trade union or professional body (or you through subscription fees)
14. Your employer
15. A relative or friend
16. A no win, no fee agreement
17. A loan
18. Someone or something else (excluding advisers themselves)
19. None of these
20. Don't know

**A15viol. [ASK IF A1viol = 1]**

SHOWCARD
And [did [you/your partner (have you/they)] unsuccessful try (tried) to get help from any of these people or organisations?

MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

**Local Council**

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

**Advice Agency**

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor
10. Barrister

**Other person or organisation**

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No, none of these
22. Don't know

A16viol. [ASK IF A1viol = 1]
SHOWCARD
And can I check whether any of the following things happened (have happened) as part of the problem or sorting the problem out? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

13. [No first option]
14. You or the other side contacted the police
15. You or the other side contacted, or were contacted by, a lawyer
16. You or the other side contacted, or were contacted by, a tribunal or court
17. [No fifth option]
18. [No sixth option]
19. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
20. A court or tribunal hearing took place
21. A court or tribunal made a decision about the problem
22. None of these
23. Don't know
24. Refused

A21viol. [ASK IF A16viol = 7]
And were any conciliation, mediation or arbitration sessions held?

5. Yes
6. No
7. Don't know
8. Refused

A22viol. [ASK IF A16viol = 8 or 9]
And, did you, or somebody acting on your behalf, attend any court or tribunal hearings?

5. Yes
6. No
7. Don't know
8. Refused

A23viol. [ASK IF A22viol = 1]

Who?

[OPEN]

A26viol. [ASK IF A9viol = 1 or 2]
SHOWCARD
And, which of these descriptions best describes how the problem concluded?
MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

MULTICODE

1. Decision of a court/tribunal
2. [No option 2]
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, personally, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don’t know
13. Refused

A27viol [ASK IF A26viol = 11]
You said earlier that the [problem descriptor] had concluded, but also that you are still “putting up” with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes
2. No
3. Don’t know
4. Refused

A28viol [ASK IF A27viol = 1]
So, when you said that it had concluded, did you mean that it still exists, but you are not expecting that you or anybody else will do anything about it in the future?

1. Yes
2. No
3. Don’t know
4. Refused

A29viol [ASK IF A28viol = 1]
Do you see a time in the future when the problem no longer exists?

6. Yes
7. No
8. Don’t know
9. Refused

A30viol [IF problem concluded (A9viol = 1 or 2), provided A28viol not 2]
How satisfied were you with the outcome? PROBE FULLY
1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A31viol  [IF problem concluded, provided A28viol not 2]
How satisfied was the other side with the outcome? PROBE FULLY
1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
10. Don’t know

A32viol  [IF problem concluded, provided A28viol not 2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?
5. Yes
6. No
7. Don’t know
8. Refused

A33viol  [ASK IF A32viol = 1]
What do you wish you had known? [OPEN]

A34viol  [IF problem concluded, provided A28viol not 2]
Is there anything that you wish you had done differently about trying to sort out the problem?
1. Yes
2. No
3. Don’t know
4. Refused

A35viol  [ASK IF A34viol = 1]
What do you wish you had done differently? DO NOT PROMPT MULTICODE.
1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don’t know
12. Refused

A36viol  [ASK IF A8viol = 1]
You said earlier that you had not reached agreement with the other side about what you or they should do/give/get in order to sort out the [problem descriptor]

Do you see a time when agreement will be reached?

5. Yes
6. No
7. Don’t know
8. Refused

A37viol [ASK IF A36viol = 1]
How long do you think it will be before you reach agreement?
OPEN NUMERIC

5. Weeks
6. Months
7. Years
8. DK

A38viol [ASK IF A9viol = 3 (problem not over)]
Do you see a time when the [problem descriptor] will be over?

5. Yes
6. No
7. Don’t know
8. Refused

A39viol [ASK IF A38viol = 1]
How long do you think it will be before [problem descriptor] will be over?
OPEN NUMERIC

5. Weeks
6. Months
7. Years
8. DK

A40viol [ASK IF A9viol = 3/4 OR A28viol = 2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

5. Yes
6. No
7. Don’t know
8. Refused

A41viol [ASK IF A40viol = 1]
What do you wish you had known?
[OPEN] DK

A42viol [ASK IF A9viol = 3/4 OR A28viol = 2]
Is there anything that you wish you had done differently about trying to sort out the problem?

5. Yes  
6. No  
7. Don’t know  
8. Refused

A43viol  
[ASK IF A42viol = 1]  
What do you wish you had done differently?  
[OPEN] DK

A44viol.  
[ASK IF A9viol = 1 or 2]  
And, how fair do you think the outcome was to everybody concerned? PROBE FULLY

1. Very fair  
2. Somewhat fair  
3. Somewhat unfair  
4. Not fair at all  
5. Don’t

A45viol.  
[ASK IF A1viol = 1]  
And are you happy with how things have turned out [“so far” if A9viol not 1 or 2] with this [problem descriptor]?

5. Yes  
6. No  
7. Don’t know  
8. Refused

A47viol.  
[ASK IF A1viol = 1]  
SHOWCARD  
Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.

1. Bad luck / part of life  
2. Moral  
3. Private (i.e. not something to involve others with)  
4. Criminal  
5. Legal  
6. Social  
7. Bureaucratic  
8. Family / community (i.e. something to be dealt with within the family/community)  
9. None of these  
10. Don’t know

A48viol  
SHOWCARD  
Did or do you experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

13. Physical ill health  
14. Stress related ill health  
15. Other mental ill health
16. A drinking problem
17. A drug problem
18. Being harassed or verbally abused
19. Being assaulted or physically threatened
20. Damage to your property
21. Loss of confidence
22. Fear
23. None of these
24. Refused

A49viol  SHOWCARD
And did or do you experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

11. Breaking up with a partner
12. Damage to a family relationship
13. Having to move home
14. Becoming homeless
15. Having to change jobs
16. Becoming unemployed
17. Loss of income
18. Problems to do with your education
19. None of these
20. Refused

A51viol  SHOWCARD
Did any of the things on this card contribute to this [problem descriptor] arising? Please just read out the numbers.

INTERVIEWER ENSURE RESPONDENT UNDERSTANDS THESE RELATE TO THEM

20. Physical ill health
21. Stress related ill health
22. Other mental ill health
23. A disability
24. A drink or drug problem
25. Loss or change of employment
26. Other problems at work
27. Moving home
28. Irregular income
29. A loss of income
30. Not having enough money
31. Breaking up with a partner
32. Death of a family member
33. Me or a family member being sent to prison
34. Violence aimed towards me
35. Being violent
36. Not knowing my or someone else’s rights
37. None of the above
38. Refused

A52viol  SHOWCARD
[If any advisers at A12viol] Do you feel that the help you received from [A12viol] led to improvements in any of the things on this card?

INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

13. Physical health
14. Levels of stress
15. Relationships
16. Levels of violence towards you/your property
17. Housing circumstances
18. Employment circumstances
19. Income
20. Confidence
21. Involvement in community
22. None of these
23. Don’t know
24. Refused

A54viol [ASK IF A1viol = 1]
Thinking about the time the problem first started, to what extent did you understand your legal position (for example, what your legal rights were)? PROBE FULLY

7. Completely
8. Mostly
9. Partly
10. Not at all
11. Don’t know
12. Refused

A55viol [ASK IF A54viol = 3, 4, 5]
To what extent do you now understand what your legal position was? PROBE FULLY

7. Completely
8. Mostly
9. Partly
10. Not at all
11. Don’t know
12. Refused

A56violb [ASK IF A54viol = 1 or 2 OR A55viol = 1 or 2]
How did you come to understand where you stood, legally (at the time the problem first started)? DO NOT PROMPT

MULTICODE
9. Talking to friends/family/colleagues
10. Talking to an advisor
11. Talking to the other side
12. Information from the internet
13. Information from a leaflet/booklet/book
14. Other (specify)
15. Don’t know
16. Refused

**A57violc**  
**[ASK IF A54viol = 1 or 2 OR A55viol = 1 or 2]**
Can you describe, briefly, what your legal position was?

[OPEN] DK

[proxies skip]

**A53viol**  
What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?
CODE IN POUNDS, ALLOW ZERO

**A58viol**  
**[ASK IF A1viol = 1]**
Finally, can I ask when the [problem descriptor] began?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY
MONTH/YEAR

**A61viol**  
**[ASK IF A9viol = 1 or 2]**
(And) when did the problem end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

**A62aviol**  
In your own words, could you very briefly describe the problem?
OPEN ENDED
A62bviol  [ASK IF L9 = 1 or 2]
And could you please describe how it ended?
OPEN ENDED
CARE PROCEEDINGS – proxies DO go through this section

[First of all/Next], the [problem descriptor / break-up descriptor]

**A4proc.**  
[ASK IF A1procc = 1]  
Who was the other side in this [problem descriptor]? (PROMPT: e.g. a local authority)  
OPEN

**A6proc.**  
[ASK IF A1procc = 1]  
SHOWCARD  
And [do you think you were/did your partner think they were] being discriminated against on the basis of any of the things on this card? Just read out the number which applies.

10. No, none of these  
11. Being discriminated against because of race  
12. Being discriminated against because of your gender  
13. Being discriminated against because of disability  
14. Being discriminated against because of your sexual orientation  
15. Being discriminated against because of your age  
16. Being discriminated against because of your religion  
17. Don’t know  
18. Refused

**A7proc.**  
[ASK IF A1procc = 1]  
Was there ever any disagreement between [you/your partner] and the other side about what [you/your partner] or they should do/give/get in order to sort out the [problem descriptor]?

5. Yes  
6. No  
7. Don’t know  
8. Refused

**A8proc.**  
[ASK IF A7proc = 1]  
Is there still a disagreement?

7. Yes  
2. No  
3. Don’t know  
4. Refused

**A9proc.**  
[ASK IF A1procc = 1]  
And would you say this [problem descriptor] is now over or is it still ongoing?  
PROBE FULLY  
1. now over  
8. most likely now over  
9. too early to say  
10. ongoing  
11. Don’t know  
12. Refused
A11proc.  [ASK IF A1procc = 1]

And did [you/your partner] use the internet or any leaflet, booklet or book to help sort out the [problem descriptor]?

IF YES, which one?

SINGLECODE

1. Yes, the internet
2. Yes, a leaflet, booklet or book
3. No, neither
4. Don't know

A12proc.  [ASK IF A10proc = 4, 5, 7 or 8]

SHOWCARD
Which of these people or organisations best describes the advisers/representatives who helped (are helping) [you/your partner] sort out the problem?

MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor

20. Other person or organisation

21. Don’t know

A13proc.  [ASK IF A10proc = 4, 5, 7 or 8]

Did [you/your partner], **personally**, have to pay for any of the help [you/they] received from (any of these/this) adviser(s)?

5. Yes

6. No

7. Don’t know

8. Refused

A14proc.  [ASK IF A10proc = 4, 5, 7 or 8]

SHOWCARD
Did any of these pay for any of the help [you/your partner] received from (any of these/this) adviser(s)?

MULTICODE

11. Legal aid, Community Legal Service Fund, Legal Services Commission

12. An Insurance company (or you through insurance premiums)

13. A Trade union or professional body (or you through subscription fees)

14. Your employer

15. A relative or friend

16. A no win, no fee agreement

17. A loan

18. Someone or something else (excluding advisers themselves)

19. None of these

20. Don’t know

A15proc.  [ASK IF A1procc = 1]

SHOWCARD
And did [you/your partner] **unsuccessfully try** to get help from any of these people or organisations?
MULTICODE

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer
9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No, none of these
22. Don’t know

A16proc1. [ASK IF A1procc = 1]
SHOWCARD

And can I check whether any of the following things happened (have happened) as part of the problem or sorting the problem out? Please consider the options carefully.

[ PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

13. [No option 1]
14. You or the other side contacted the police
15. You or the other side contacted, or were contacted by, a lawyer
16. You or the other side contacted, or were contacted by, a tribunal or court
17. [No option 5]
18. [No option 6]
19. Conciliation, mediation or arbitration was arranged with an independent
    conciliator, mediator or arbitrator
20. A court or tribunal hearing took place
21. A court or tribunal made a decision about the problem
22. None of these
23. Don’t know
24. Refused

A21proc. [ASK IF A16proc = 7]
    And were any conciliation, mediation or arbitration sessions held?
    5. Yes
    6. No
    7. Don’t know
    8. Refused

A22proc. [ASK IF A16proc = 8 or 9]
    And, did [you/your partner], or somebody acting on [your/their] behalf, attend
    any court or tribunal hearings?
    6. Yes
    7. No
    8. Don’t know
    9. Refused

A23proc. [ASK IF A22proc = 1]
    Who?
    [OPEN]

A24proc. [ASK IF A8proc = 2]
    SHOWCARD
    You said earlier that [you/your partner] and the other side are no longer in
    disagreement. Which of these descriptions best describes how the
    disagreement concluded? (Prompt: Tribunals have been known as the
    Appeals Service)
    CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.
    1. Decision of a Court/Tribunal
    2. [No option 2]
    3. Decision/action of an independent third party (e.g. the police)
    4. Agreement reached through conciliation, mediation or arbitration sessions,
       hosted by an independent person/organisation
    5. Agreement reached through somebody who was acting for you (e.g.
       lawyer)
    6. Agreement reached by you personally, with the other side
    7. The other side acted independently to end the disagreement
    8. You acted independently of the other side to end the disagreement
    9. Agreement occurred without you or the other needing to do anything
    10. Don’t know
11. Refused

**A25proc.**  
**[ASK IF A8proc = 2]**  
And, to what extent would you say the disagreement concluded in [your/your partner’s] favour?  
PROBE FULLY

1. Mostly in [my/their] favour  
2. Somewhat in [my/their] favour  
3. Mostly not in [my/their] favour  
4. Don’t know  
10. Refused

**A26proc.**  
**[ASK IF A9proc = 1 or 2]**  
SHOWCARD  
And you said earlier that the problem is now [over/most likely now over].  
Which of these descriptions best describes how the problem **concluded**?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of a court/tribunal  
2. [No option 2]  
3. Decision/action of an independent third party (e.g. the police, a regulator)  
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation  
5. Agreement reached through somebody who was acting for you (e.g. lawyer)  
6. Agreement reached by you, **personally**, with the other side  
7. The other side acted independently to sort out problem  
8. You acted independently of the other side to sort out problem  
9. The problem sorted itself out without you or the other side doing anything  
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)  
11. Just putting up with the problem.  
12. Don’t know  
13. Refused

**A27proc**  
**[ASK IF A26proc = 11]**  
You said earlier that the [problem descriptor] had concluded, but also that [you are/your partner is] still “putting up” with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes  
2. No  
3. Don’t know  
4. Refused

**A28proc**  
**[ASK IF A27proc = 1]**  
So, when you said that it had concluded, did you mean that it still exists, but [you are/your partner is] not expecting that you or anybody else will do anything about it in the future?
1. Yes
2. No
3. Don’t know
4. Refused

A29proc  [ASK IF A28proc = 1]
Do you see a time in the future when the problem no longer exists?

6. Yes
7. No
8. Don’t know
9. Refused

A30proc  [IF problem concluded (A9proc = 1 or 2), provided A28proc not 2]
How satisfied [were/was you/your partner] with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A31proc  [IF problem concluded, provided A28proc not 2]
How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
10. Don’t know

A32proc  [IF problem concluded, provided A28proc not 2]
Is there anything [you/your partner] wish(es) [you/they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/them] to deal with it?

5. Yes
6. No
7. Don’t know
8. Refused

A33proc  [ASK IF A32proc = 1]
What do [you/they] wish [you/they] had known?

[OPEN]

A34proc  [IF problem concluded, provided A28proc not 2]
Is there anything that [you/your partner] wish(es) [you/they] had done differently about trying to sort out the problem?

1. Yes
2. No
3. Don’t know
4. Refused
A35proc  [ASK IF A34proc = 1]
  What do [you/they] wish [you/they] had done differently?
  MULTICODE. DO NOT PROMPT.

  1.  Got advice / Got more advice or advice elsewhere
  2.  Got advice sooner
  3.  Acted (in general) sooner
  4.  Tried harder / been more resolved or assertive
  5.  Not get advice
  6.  Avoided the problem
  7.  Used a formal process / used formal process sooner
  8.  Got information / more information
  9.  Other (specify)
  10.  Did nothing
  11.  Don’t know
  12.  Refused

A36proc  [ASK IF A8proc = 1]
  You said earlier that [you/your partner] had not reached agreement with the
  other side about what [you/your partner] or they should do/give/get in order to
  sort out the [problem descriptor]
  Do you see a time when agreement will be reached?

  5.  Yes
  6.  No
  7.  Don’t know
  8.  Refused

A37proc  [ASK IF A36proc = 1]
  How long do you think it will be before [you reach/your partner
  reaches] agreement?
  OPEN NUMERIC

  5.  Weeks
  6.  Months
  7.  Years
  8.  DK

A38proc  [ASK IF A9proc = 3 (problem not over)]
  Do you see a time when the [problem descriptor] will be over?

  5.  Yes
  6.  No
  7.  Don’t know
  8.  Refused

A39proc  [ASK IF A38proc = 1]
  How long do you think it will be before [problem descriptor] will be
  over?

  OPEN NUMERIC

  5.  Weeks
  6.  Months
7. Years
8. DK

**A40proc**: If A9proc = 3/4 OR A28proc = 2
Is there anything [you wish you/your partner wishes they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/them] to deal with it?

5. Yes
6. No
7. Don’t know
8. Refused

**A41proc**: If A40proc = 1
What do [you/they] wish [you/they] had known?
[OPEN] DK

**A42proc**: If A9proc = 3/4 OR A28proc = 2
Is there anything that [you wish you/your partner wishes they] had done differently about trying to sort out the problem?

5. Yes
6. No
7. Don’t know
8. Refused

**A43proc**: If A42proc = 1
What do [you/they] wish you had done differently?

[Open]
DK

**A44proc**: If A9proc = 1 or 2
And, how fair [do you/does your partner] think the outcome was to everybody concerned? PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don’t know

**A45proc**: If A1procc = 1
And are [you/your partner] happy with how things have turned out [“so far” if A9proc not 1 or 2] with this [problem descriptor]?

9. Yes
10. No
11. Don’t know
12. Refused

**A47proc**: If A1procc = 1
SHOWCARD
Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9. None of these
10. Don’t know

A48proc SHOWCARD
Did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.
MULTICODE

13. Physical ill health
14. Stress related ill health
15. Other mental ill health
16. A drinking problem
17. A drug problem
18. Being harassed or verbally abused
19. Being assaulted or physically threatened
20. Damage to your property
21. Loss of confidence
22. Fear
23. None of these
24. Refused

A49proc SHOWCARD
And did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.
MULTICODE

11. Breaking up with a partner
12. Damage to a family relationship
13. Having to move home
14. Becoming homeless
15. Having to change jobs
16. Becoming unemployed
17. Loss of income
18. Problems to do with your education
19. None of these
20. Refused

A51proc SHOWCARD
Did any of the things on this card contribute to this [problem descriptor] arising? Please just read out the numbers.
MULTICODE

20. Physical ill health
21. Stress related ill health
22. Other mental ill health
23. A disability
24. A drink or drug problem
25. Loss or change of employment
26. Other problems at work
27. Moving home
28. Irregular income
29. A loss of income
30. Not having enough money
31. Breaking up with a partner
32. Death of a family member
33. Me or a family member being sent to prison
34. Violence aimed towards me
35. Being violent
36. Not knowing my or someone else’s rights
37. None of the above
38. Refused

A52proc SHOWCARD
[ASK IF A12proc = 1-20]
Do you feel that the help [you/your partner] received from [A12viol] led to improvements in any of the things on this card?
INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?
MULTICODE

18. Physical health
19. Levels of stress
20. Relationships
21. Levels of violence towards you/your property
22. Housing circumstances
23. Employment circumstances
24. Income
25. Confidence
26. Involvement in community
27. None of these
28. Don’t know
29. Refused

A54proc. [ASK IF A1procc = 1]
Thinking about the time the problem first started, to what extent did [you/your partner] understand [your/their] legal position (for example, what [your/their] legal rights were)? PROBE FULLY

7. Completely
8. Mostly
9. Partly
10. Not at all
11. Don’t know
12. Refused
A55proc [ASK IF A54proc = 3, 4, 5]

To what extent [do you/do they] now understand what [your/their] legal position was (at the time the problem first started)? PROBE FULLY

7. Completely
8. Mostly
9. Partly
10. Not at all
11. Don’t know
12. Refused

A56proc [ASK IF A54proc = 1 or 2 OR A55proc = 1 or 2]

How did [you/they] come to understand where [you/they] stood, legally (at the time the problem first started)? MULTICODE. DO NOT PROMPT

1. Talking to friends/family/colleagues
2. Talking to an advisor
3. Talking to the other side
4. Information from the internet
13. Information from a leaflet/booklet/book
14. Other (specify)
15. Don’t know
16. Refused

A57proc [ASK IF A54proc = 1 or 2 OR A55proc = 1 or 2]

Can you describe, briefly, what [your/your partner’s] legal position was?

[OPEN] DK

[proxies skip]
A53proc  What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?

CODE IN POUNDS, ALLOW ZERO

A58proc.  [ASK IF A1proc = 1]

Finally, can I ask when the [problem descriptor] began?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY
MONTH/YEAR

A59proc.  [ASK IF A7proc = 1]

And when did the disagreement [you/your partner] had about [problem descriptor] begin?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY
MONTH/YEAR

A60proc.  [ASK IF A8proc = 2]

And when did the disagreement [you/your partner] had about [problem descriptor] end?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY
MONTH/YEAR

A61proc.  [ASK IF A9proc = 1 or 2]

(And) when did the [problem descriptor] itself end?

Please tell me the month, and then the year.

USE CALENDAR IF NECESSARY
MONTH/YEAR

A62aproc  In your own words, could you very briefly describe the problem?

OPEN ENDED

A62bproc  [ASK IF L9 = 1 or 2]

And could you please describe how it ended?

OPEN ENDED
Detailed strategy – proxies skip this section (skip to demographics, X questions)

Section follows on directly after the initial problem characterisation section (L etc) for the same problem.

B1  [Ask all]
Thinking of this problem or dispute, when it first arose, did you think it would sort itself out without you taking any action?

5. Yes
6. No
7. Don’t know
8. Refused

B1b  [ASK IF B1 = 1]
Do you think you were right?

5. Yes
6. No
7. Don’t know
8. Refused

B1c  [Ask all]
When the problem first arose, how confident were you that you would be able to sort it out on your own, without help from anybody else? PROBE FULLY

7. Very confident
8. Quite confident
9. Not very confident
10. Not at all confident
11. Don’t know
12. Refused

(HELP SECTION)

B2  [Ask all]
Did you discuss the [problem descriptor] with family, friends or other people you knew, to help you sort it out? Please exclude anyone who had a job that involved advising about problems like yours.

1. Yes
2. No
3. Don’t know
4. Refused

B3  [ASK IF B2 = 1]
Who did you discuss it with? Remembering to exclude any people who had a job that involved advising about problems like yours.
MULTICODE.

8. Spouse/partner
9. Other relative
10. Friend
11. Work colleague
12. Somebody else I knew
13. Don’t know
14. Refused

**B4**

[ASK IF B2 = 1]

SHOWCARD

Which of the following reasons describe why you chose to discuss your problem with [IF B3 SC ‘this’/IF B3 MC ‘these’] particular person/people, rather than other people you know?

MULTICODE

1. I trusted them
2. They have a similar outlook and values
3. They were who I normally talk to about problems
4. They were very knowledgeable
5. They always had time for me
6. They had previous experience of problems of this type
7. They know where to get help for problems of this type
8. They had relevant training (e.g. law)
9. None of these
10. Don’t know

**B5**

[ASK IF B2 = 1]

SHOWCARD

When you discussed the [problem descriptor] with [IF B3 SC ‘this’/IF B3 MC ‘these’] particular [IF B3 SC ‘person’/IF B3 MC ‘people’], what were you hoping they - i.e. [IF B3 SC ‘this’/IF B3 MC ‘these’] particular [IF B3 SC ‘person’/IF B3 MC ‘people’] - would do?

CODE ALL

Support

1. Talk the problem over with you
2. Give you moral support

Information/advice

3. Help you understand your rights / the different ways you could go about sorting out D. the problem
4. Help you understand anything that the other side said or any letters (or emails) you received
5. Tell you where you could get help to sort out the problem

Practical assistance

6. Get information or advice for you about the problem
7. Help you write letters or fill in forms
8. Write letters or fill in forms
9. Communicate with the other side
10. Negotiate with the other side
11. Sort the problem out for you
12. Give you financial support

Other
13. Other (specify)
14. Don’t know

B6

[ASK IF B2 = 1]

SHOWCARD

And what did they do?
CODE ALL

[IF CODE 8, but no CODE 9, then ask if any letters were to the other side,
and if so, CODE 9]

Support

1. Talk the problem over with you
2. Give you moral support

Information/advice

3. Help you understand your rights / the different ways you could go about sorting out D. the problem
4. Help you understand anything that the other side said or any letters (or emails) you received
5. Tell you where you could get help to sort out the problem

Practical assistance

6. Get information or advice for you about the problem
7. Help you write letters or fill in forms
8. Write letters or fill in forms
9. Communicate with the other side
10. Negotiate with the other side
11. Sort the problem out for you
12. Give you financial support

Other

13. Other (specify)
14. Don’t know

B7

[ASK IF B6 = 6]

Do you know whether the [IF B3 SC ‘person’/IF B3 MC ‘people’] who got information/advice for you got it from READ OUT. MULTICODE

6. The internet
7. A leaflet, booklet or book
8. From someone they knew
9. From someone or an organisation that provides information
10. DO NOT PROMPT Don’t know

B8

[ASK IF B7 = 4]

SHOWCARD

And, which of these people or organisations did they, rather than you, get information or advice from?
MULTICODE
IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

**Local Council**

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

**Advice Agency**

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor
10. Barrister

**Other person or organisation**

11. Community group
12. Insurance company legal advice service
13. Police
19. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don’t know

**B9**

[Ask all]
Did you, personally, talk or write to the other side about the [problem descriptor]?  
PROBE FULLY.

1. Yes, talked  
2. Yes, wrote  
3. Yes, talked and wrote  
4. No, neither  
5. Don’t know  
6. Refused

**B10**

[ASK IF B9 = 1, 2 or 3]
SHOWCARD
What did you hope to achieve in [IF B9 = 1 ‘talking’/IF B9 = 2 ‘writing’/IF B9 = 3 ‘talking and writing’] to the other side?  
CODE ALL

1. Find out more about the problem  
2. Explain what it was that I wanted
3. Prevent the problem getting worse / escalating
4. Sort out part of the problem
5. Sort out the problem
6. Other (specify)
7. Don’t know

B11  [ASK IF B9 = 1, 2 or 3]
SHOWCARD
And what did you achieve?
CODE ALL

1. Found out more about the problem.
2. Explained what it was that I wanted.
3. Prevented the problem getting worse / escalating
4. Sorted out part of the problem
5. Sorted out the problem
6. Other (specify)
7. Don’t know

B12  [ASK IF B9 = 4]
Did you, personally, try to talk or write to the other side about the [problem descriptor]?

5. Yes
6. No
7. Don’t know
8. Refused

B13  [ASK IF B12 = 1]
Why were you unable to talk or write to the other side?
[OPEN]
DK

B14  [ASK IF B9 = 4]
Did you, personally, receive any letters, emails or texts from the other side about the [problem descriptor]?

5. Yes
6. No
7. Don’t know
8. Refused

B15  [ASK IF B14 = 1]
What were the letters, emails or texts for?
PROBE FULLY
MULTICODE

1. Asked that I contact the other side
2. Asked that I do something
3. Told me that legal or other formal action might be taken against me
4. Other (specify)
5. Don’t know
6. Refused
B16  [ASK IF B14 = 1]
Did you reply to the letters, emails or texts?
If No, “Why not?” PROBE FULLY

1. Yes (I did reply)
2. (Respondent) didn’t get round to it.
3. (Respondent) did not want to reply.
4. Someone else replied on respondent’s behalf.
5. Don’t know
6. Refused

B17  [ASK IF B9 = 4 AND B14 = 2]
Did the other side try to talk or write to you, personally, about the [problem descriptor]?

5. Yes
6. No
7. Don’t know
8. Refused

B18  [ASK IF B17 = 1]
And why were they unable to talk or write to you?
PROBE FULLY

6. I did not accept/read their calls/letters/emails/texts
7. They did not know how to get in touch with me
8. Other (specify)
9. Don’t know
10. Refused

B19  [ASK IF B6 = 9]
SHOWCARD
You said earlier that [Descriptor from B3] communicated with the other side, what did they hope to achieve in doing so?
CODE ALL

1. Find out more about the problem
2. Explain what it was that I wanted
3. Prevent the problem getting worse / escalating
4. Sort out part of the problem
5. Sort out the problem
6. Other (specify)
7. Don’t know

B20  [ASK IF B6 = 9]
SHOWCARD
And what did they achieve?

1. Found out more about the problem.
2. Explained what it was that I wanted.
3. Prevented the problem getting worse / escalating
4. Sorted out part of the problem
5. Sorted out the problem
6. Other (specify)
7. Don’t know
B21  [Ask all]
[If B6 = 9 “Apart from anybody you have already told me about”] Did anybody
[If B6 = 9 "else"] apart from you talk to or write to the other side to help sort out
the [problem descriptor] whether you asked them to or not?

5. Yes
6. No
7. Don’t know
8. Refused

B22  [ASK IF B21 = 1]
Was it just one person?

5. Yes
6. No
7. Don’t know
8. Refused

B23  [ASK IF B22 = 1]
Was it somebody you had asked to help solve the problem?

5. Yes
6. No
7. Don’t know
8. Refused

B24  [ASK IF B22 = 2]
Were they all people who you had asked to help solve the problem?

5. Yes
6. No
7. Don’t know
8. Refused

B25  [ASK IF B23 = 2 OR B24 = 2]
[If B22 = 2 “Excluding anybody you asked to help solve the problem”]
Which of the following best describes the [If B22 = 1 “person”/else “people”]
who spoke to the other side about the problem? READ OUT.

1. A friend, relative or someone else you knew
2. Somebody else who was experiencing the problem
3. Somebody who is responsible for dealing with problems like this
4. Don’t know
5. Refused

B26  [ASK IF B23 = 2 OR B24 = 2]
SHOWCARD
And which of the following did they do?

1. Talk to the other side about the problem
2. Talk to the other side about rights and responsibilities
3. Request that the problem be sorted out
4. Negotiate to sort out the problem
5. Take formal action to sort out the problem
6. Don’t know
7. Refused

B27

[AUTOCOMPLETE FROM RELEVANT L/A7 LOOP QUESTION]
Was there ever any disagreement between you and the other side about what you or they should do/give/get in order to sort out the problem?
5. Yes
6. No
7. Don’t know
8. Refused

B28

[ASK IF B27 = 1]
SHOWCARD
Thinking of the dispute or problem as a whole, which description on this card best describes the level of disagreement between you and the other side?
5. Total disagreement
6. Partial disagreement
7. Little disagreement
8. Don’t know

(ADVICE SECTION)

B29

[ASK IF B23 or B24 = 1]
SHOWCARD
You said that somebody [if B6=8 “other than family or friends”) that you asked to help sort out the [problem descriptor] had talked to the other side about it. Can you tell me which of these people or organisations it was that talked to the other side?

CODE ALL

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

8. General Enquiries at your local council
9. A council advice service
10. Trading Standards
11. Other Council Department

**Advice Agency**

12. Citizens Advice Bureau
13. Law Centre
14. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor
21. Barrister

**Other person or organisation**

22. Community group
23. Insurance company legal advice service
24. Police
25. your employer
26. Doctor or other health worker
27. ACAS
28. Jobcentre
29. Social worker
30. MP or local councillor
31. Other person or organisation

21. None of these
22. Don't know
23. Refused

B30

[Ask all]

SHOWCARD

(And) I asked you earlier about whether you **got help** to sort out the [problem descriptor] from any of a list of people and organisations. Can you quickly confirm which [If no advisors at A/L12 “if any”] of these people or organisations you **got help** from?

(Display if A/L12 = 1-20) INTERVIEWER: RESPONDENT PREVIOUSLY SELECTED THE FOLLOWING ADVISERS, PROMPT IF NECESSARY

(DISPLAY CODES SELECTED AT A/L12 1-20)

CODE ALL

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

**Local Council**

8. General Enquiries at your local council
9. A council advice service
10. Trading Standards
11. Other Council Department

**Advice Agency**

12. Citizens Advice Bureau
13. Law Centre
14. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor
10. Barrister

**Other person or organisation**

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. None of these

22. Don't know

23. Refused

**B31**  
**[IF any advisor reported at B29 OR B30 (codes 1-20)]**

Did you get help from more than one of any type of person or organisation you have mentioned?

5. Yes
6. No
7. Don't know
8. Refused

**[ASK IF B31 = 1]**

**B32**  
Can you tell me which one(s) and how many?

DISPLAY ALL CODES SELECTED AT B29/30

OPEN NUMERIC FOR EACH (20 numerical columns of data)

**B33**  
**[ASK IF B29 OR B30, code 7 > 0]**

Which ‘other advice agency(ies)’ did you get help from to sort out the [problem descriptor]?

OPEN

DK/CR

**B34**  
**[ASK IF B29 OR B30, item 20 > 0]**

Which ‘other’ person or organisation did you get help from to help you sort out the [problem descriptor]?
In which order did you contact the people/organisations you have mentioned?

DISPLAY ALL CODES SELECTED AT B29/30, CODE AS 1, 2, 3 ETC

AUTOMATED CAPI ROUTING: IF ONLY ONE ADVISOR, CAPI SCRIPT AUTOMATICALLY SELECTS IT

How long after the problem started did you first get help from the [if more than one "first"] person/organisation you have mentioned?

DAYS/WEEKS/MONTHS/YEARS.DK

And after the problem started, what was the trigger for you getting help from the [if more than one “first”] person/organisation you have mentioned? OPEN. DK

[ASK IF B6 = 5]

SHOWCARD
You said earlier that [If B3 = 1 “your spouse/partner”/If B3 = 2 “a relative”/If B3 = 3-4 “a B3”/If B3 = 5 “somebody you knew”/If B3 = 6/7 “family, friends or other people you knew ”] suggested where you could get help about [the problem], was this any of the people or organisations on this card?

5. Yes
6. No
7. Don’t know
8. Refused

B37 [ASK IF B36 = 1]

SHOWCARD

Which one(s)?

CODE ALL

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

38. General Enquiries at your local council
39. A council advice service
40. Trading Standards
41. Other Council Department

Advice Agency

42. Citizens Advice Bureau
43. Law Centre
44. Other independent advice agency
Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don’t know
23. Refused

B38 [ASK IF B36 = 2]

Can you tell me, then, where did they suggest you could get help?

PROBE FULLY

5. Book/pamphlet/etc
6. Internet/website
7. Other (specify)
8. Don’t know

B39 [IF number of advisers at B29 and B30 (combined) > 1]

Overall, which of the people or organisations you got help from did the most to sort out the problem? Was it… READ OUT. DISPLAY ALL SELECTED AT B29/30

[LOOP C1 TO C24 FOR FIRST FOUR ADVISORS, IN THE ORDER THAT THE RESPONDENT CONTACTED THEM (BASED ON B35) OR ONCE IF ONE SELECTED AT B29/30]

I am now going to ask you for brief details of what help you obtained from [if B29/30>1 and <5 add ‘each of’] [if B29/30 >4 add ‘some of’] the people/organisations you have mentioned helped you.

C1 SHOWCARD

What help did you hope to get from a(n) [advisor]?

CODE ALL
Support

1. Talk the problem over with you
2. Give you moral support

Information/advice

3. Help you understand your rights / the different ways you could go about sorting out the problem
4. Help you understand anything that the other side said or any letters (or emails) you received
5. Tell you where you could get help to sort out the problem

Practical assistance

6. Get information or advice for you about the problem
7. Help you write letters or fill in forms
8. Write letters or fill in forms
9. Communicate with the other side
10. Negotiate with the other side
11. Sorted the problem out for you
12. Give you financial support

Other

30. Other (specify)
31. Don’t know

C2
SHOWCARD
And what help did you get from [advisor]?
CODE ALL
[If CODE 8, but no CODE 9, then ask if any letters were to the other side, and if so, CODE 9]

Support
1. Talked the problem over
2. Gave you moral support

Information/advice
3. Helped you understand your rights / the different ways you could go about sorting out the problem
4. Helped you understand anything that the other side said or any letters (or emails) you received
5. Told you where you could get help to sort out the problem

Practical Support
6. Got information or advice for you about the problem
7. Helped you write letters or fill in forms
8. Wrote letters or filled in forms
9. Communicated with the other side
10. Negotiated with the other side
11. Sorted the problem out for you
12. Give you financial support

Other
13. Other (specify)

   None

45. None

46. Don't know

C3a [ASK IF C2 = 5]

Did [advisor] suggest you get help from another person or organisation or from the internet, a booklet or something else?

MULTICODE

5. Person or organisation

6. Internet

7. Book, booklet, leaflet

8. Other

C3b [ASK IF C3a = 1]

SHOWCARD

Which person or organisation did [advisor] suggest you get help from (prompt: on this card)?

CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

47. General Enquiries at your local council

48. A council advice service

49. Trading Standards

50. Other Council Department
Advice Agency

51. Citizens Advice Bureau
52. Law Centre
53. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor

20. Other person or organisation

21. None of these

22. Don’t know

23. Refused

C4 How much of the help that you needed to get from [advisor] did you get?

PROBE FULLY

6. All
7. Most
8. Some
9. None
10. Don’t know

C5 Would you describe the help that the [advisor] provided as being:

READ OUT

1. Entirely legal in nature
2. Mostly legal
3. Legal in part
4. Not legal
5. DO NOT PROMPT Don’t know
6. DO NOT PROMPT Refused
C6 And was the advisor at [advisor] a trained lawyer?

5. Yes
6. No
7. Don’t know
8. Refused

C7 [ASK IF [advisor] NOT 3,5,6,7,8,9,10]

[IF [advisor] = 3,5,6,7,8,9,10 then automatically code as 1]

And can I check that the [advisor] was not also the person or organisation that you had the problem/dispute with?

14. Advisor not other side
15. Advisor was other side
16. Don’t know
17. Refused

C8 How satisfied were you with the help you got from [advisor]?

If (dis)satisfied PROMPT “Were you extremely, very or somewhat (dis)satisfied?”

8. Extremely satisfied
9. Very satisfied
10. Somewhat satisfied
11. Somewhat dissatisfied
12. Very dissatisfied
13. Extremely dissatisfied
14. Don’t know

C10 How did you first find out about the [advisor]?

PROBE FULLY

10. Friend or family
11. Another person or organisation
12. Internet
13. Yellow pages
14. Newspaper/magazine/radio
15. Already knew about adviser
16. Other
17. Don’t know
18. Refused

C12 How did you first contact the [advisor]?

PROBE FULLY

1. In person
2. Email/internet
3. Telephone
4. Post
5. Through someone else
6. Don’t know
7. Refused

C13 [ASK IF C12 code 1-5]

What other ways, if any, did you use to contact the [advisor]?

1. In person
2. Email/internet
3. Telephone
4. Post
5. Through someone else
6. None
7. Don't know
8. Refused

**C14** What would you say was the predominant method you used to communicate with the [advisor]?

1. In person
2. Email/internet
3. Telephone
4. Post
5. Through someone else
6. Don't know

**C15** Was the advisor at [advisor] a relative or friend you already knew?

5. Yes
6. No
7. Don't know
8. Refused

**C16** What was the main reason that you chose to get help from this type of advisor?

[OPEN] DK

**C17** [ASK IF C12, C13 or C14 = 1]
When you went to meet the advisor at [advisor], how did you usually get there?

PROBE FULLY

6. By car/van
7. By public transport
8. Walked/cycled
9. Don’t know
10. Refused

C18

[ASK IF C13 or C14 = 1]

And how far did you have to travel to see them (each time)?

PROBE FOR AN EXACT NUMBER IN MILES

NUMERIC, ALLOW 0-500
Allow DK

C21

In total, about how much time did you spend speaking to [advisor], either on the phone or in person, [If C13=1 or C14=1 “excluding any time spent travelling to see them”]?

NUMERIC – HOURS/MINUTES
Allow DK

C22

Did you, personally, have to pay for any of the help you received from [advisor]?

5. Yes
6. No
7. Don’t know
8. Refused

C23

SHOWCARD

Did any of these pay for any of the help you received from [advisor]?

11. Legal aid, Community Legal Service Fund, Legal Services Commission
12. An Insurance company (or you through insurance premiums)
13. A Trade union or professional body (or you through subscription fees)
14. Your employer
15. A relative or friend
16. A no win, no fee agreement
17. A loan
18. Someone or something else (excluding advisers themselves)
19. None of these
20. Don’t know

And finally, thinking about [advisor], which of these statements best describes the level of involvement that you wanted the advisor at [advisor] to have in making decisions about sorting out the [problem descriptor]?

READ OUT. SINGLE CODE

5. The advisor should make decisions and act to help me in the way they think best.
6. The advisor should describe all the options and their consequences, always recommend an option, and then let me choose what to do.
7. The advisor should describe all the options and their consequences, make a recommendation if I ask for one, and then let me choose what to do.
8. The advisor should only tell me, or recommend about what I ask, and always let me choose what to do.

(End of C1-C24 loop – loop back for 2nd, 3rd, 4th advisor)

[Ask all]

I also asked you earlier about whether you unsuccessfully tried to get help to sort out the [problem descriptor] from any of a list of people and organisations. You told me that you unsuccessfully tried to get help from (INSERT ANSWERS FROM L15/A15).

[ASK IF L15/A15 = 20]

What type of other person or organisation was it?

[OPEN]
(Then loop from D1 to D10 for TWO random unsuccessful advisors, from L/A15, using L/A15 and B41 for text fill)

D1  [ASK IF any advisor at L/A15]

SHOWCARD
Which of these methods did you use to try to contact the unsuccessful adviser?
PROMPT IF NECESSARY.

8. By telephone
9. In person
10. In writing
11. By email/internet
12. In some other way (specify)
13. Don’t know
14. Refused

D2  [ASK IF any advisor at L/A15]

“Why were you unable to get help from unsuccessful adviser”?

5. Yes
6. No
7. Don’t know
8. Refused

(End of D1 to D10 loop)

(Internet and books section)

B43  (ASK ALL)
(If any advisors identified at B29 OR B30 “Apart from what you have just told me about”) Did you try to use any of these sources to sort out this problem descriptor … READ OUT MULTICODE

5. The Internet
6. A leaflet, booklet or book
7. No, none of these
8. Don’t know/ can’t remember

B44  [ASK IF B43 = 1]
SHOWCARD

When you used the internet to help sort out this [problem descriptor], what were you hoping to achieve?

CODE ALL THAT APPLY

1. Identify an appropriate source of advice
2. Find a telephone number for an adviser
3. Find details of an adviser to see in person
4. Obtain online information about my rights
5. Obtain online information about how to sort out the problem
6. Make use of online forms or documents
7. For an online service to sort out the problem for me
8. None of these
9. Don’t know
10. Refused

B45 [ASK IF B43 = 1]

SHOWCARD

And can I ask what you actually achieved when you used the internet to help sort out the problem?

CODE ALL THAT APPLY

12. I identified an appropriate source of advice
13. I found the telephone number for an adviser
14. I found the details of an adviser to see in person
15. I obtained some of the information about my rights that I was looking for
16. I obtained all of the information about my rights that I was looking for
17. I obtained some of the information about how to sort out the problem that I was looking for
18. I obtained all of the information about how to sort out the problem that I was looking for
19. An online service sorted out the problem out for me
20. None of these
21. Don’t know
22. Refused
B46  [ASK IF B43 = 1]

What was the main website that you used when trying to sort out the problem?

[OPEN] DK

B47  [ASK IF B43 = 1]

And how did you find out about this website?

OPEN

B48  [ASK IF B43 = 2]

SHOWCARD

When you used a leaflet, booklet or book to help sort out this [problem descriptor], what were you hoping to get from it?

CODE ALL

9. Identify an appropriate source of advice
10. Find contact details for an advisor
11. Obtain information about my rights
12. Obtain information about how to sort out the problem
13. Other (specify)
14. None of these
15. Don’t know
16. Refused

B49  [ASK IF B43=2]

SHOWCARD

And can I ask what you actually got from a leaflet, booklet or book to help sort out the problem?

CODE ALL
9. Identified an appropriate source of advice
10. Found contact details for an advisor
11. Obtained information about my rights
12. Obtained information about how to sort out the problem
13. Other (specify)
14. None of these
15. Don’t know
16. Refused

**B50**

[ASK IF B43 = 1 or 2]

Thinking only about the time you spent using [If B43 = 1 “the internet”/If B43 = 2 “a leaflet, booklet or book/If B43 = 1&2 “the internet, a leaflet, booklet or book” to sort out the [problem descriptor], how much time would you say you spent on this in total.

NUMERICAL

HOURS/MINUTES

Allow DK

(Resources and Negative Advice Section)

**B51**

SHOWCARD

And apart from anything you have told me about already, did you/have you personally do/done any of the things on this card as part of trying to sort out the problem?

5. Think about your options
6. Obtain information
7. Collect/obtain evidence
8. None of the above
B52b  [ASK IF B51 = 2]

And where did you obtain information from?

[OPEN]

B53

And thinking about the [problem descriptor] as a whole, did any advice or information that you obtained to help sort out the [problem descriptor] suggest that you would be unlikely to obtain your objectives in trying to sort it out?

5. Yes
6. No
7. Don’t know
8. Refused

B54

And again thinking about the [problem descriptor] as a whole can you tell me in total, including everything that you did to sort out [problem descriptor], how much time you spent/ have spent trying to sort it out?

NUMERICAL

Weeks/days/HOURS/MINUTES

Allow DK

B55

And thinking about the [problem descriptor] as a whole, which of you or the other side would you say had more resources to address the problem?
PROMPT: By resources I mean money, access to specialist help, etc

5. Respondent had more resources
6. Other side had more resources
7. Don’t know
8. Refused

B56

And could you look at the various things (on the screen) that you did to sort out the [problem descriptor] and tell me what order they first happened?

SHOW SCREEN (ONLY INCLUDE OPTIONS THAT HAVE BEEN IDENTIFIED)

8. obtain information [B51=2]
9. obtain evidence [B51=3]
10. discuss with family/friends [B2=1]
11. contact other side [B9=1,2,3 or B12=1 or B14=1]
12. Obtain independent help [any advisor at B29 or B30 and C7=1,3 on any occasion]
13. Obtain help from the other side [If C7=2 on any occasion]
14. unsuccessfully try to obtain independent help [and advisor at L/A15]

(Reasons section)

B57none

[ASK IF (B2 = 2) and (B9 = 4 or B12 = 2) and (B21 = 2 or (B21 = 1 and (B23 = 2 or B24 = 2))) and (no advisers identified at B30, L15, A15) and (B43 = 3) and ((B51 = 1 or 4) AND B51 not equal to 2 or 3)]

Why didn’t you do anything to try to resolve the [problem descriptor]?

PROBE FULLY

14. No dispute with anybody/thought other side was right
15. Problem resolved without needing to doing anything
16. Did not think it was important enough
17. Thought it would take too much time
18. Thought it would cost too much
19. Thought it would be too stressful
20. Thought it would damage relationship with other side
21. Was scared to do anything
22. Didn’t know what to do
23. Didn’t think it would make any difference to the outcome
24. Other (specify)
25. Don’t know
26. Refused
Why didn’t you do more to try to resolve the [problem descriptor] than you have told me about?

PROBE FULLY

1. Did all that was needed to resolve the problem
2. Did not think it was important enough
4. Thought it would take too much time
18. Thought it would cost too much
19. Thought it would be too stressful
20. Thought it would damage relationship with other side
21. Was scared to do anything more
22. Didn’t know what else to do
23. Didn’t think it would make any difference to the outcome
24. Other (specify)
25. Don’t know
26. Refused

(Question for no successful advice from independent adviser group)

[ASK IF (no advisors identified at B29 OR B30 OR L15 OR A15) and (B6 not 6 to 11) and (B57none not already asked)]

Why didn’t you try to get help from an independent advisor about [problem descriptor]?

PROBE FULLY

1. No dispute with anybody/thought other side was right
17. Problem resolved without need to get advice
18. Did not think needed advice
19. Did not think problem important enough
20. Thought it would take too much time
21. Thought it would cost too much
22. Advisers were too far away
23. Thought it would be too stressful
24. Thought it would damage relationship with other side
25. Was scared to get advice
26. Didn't know where/how to get advice
27. Didn't think it would make any difference to the outcome
28. Had tried seeking advice before and not found it useful
29. Other (specify)
30. Don't know
31. Refused

B59 [ASK IF no advisors identified at B29 OR B30 OR L15 OR A15]

Did you consider getting help from an independent advisor at any time?

5. Yes
6. No
7. Don't know
8. Refused

B60 [ASK IF B59 = 1]

SHOWCARD

What sort of independent advisor?

CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department
Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor

20. Other person or organisation

21. None of these

22. Don’t know

23. Refused

B61  [If any advisors identified at L15 or A15]

You earlier said you **unsuccessfully tried to get help** from [L15/A15/B41]. Why didn’t you keep trying to get help from them [IF NO ADVISORS AT L12: or get help from another source]?

PROBE FULLY

1. Problem resolved without need keep trying
14. Did not think problem important enough
15. Thought it would take too much time
16. Thought it would cost too much
17. Advisers were too far away
18. Thought it would be too stressful
19. Thought it would damage relationship with other side
20. Was scared to get advice
21. Didn’t know where else to get advice
22. Didn’t think it would make any difference to the outcome
23. Other (specify)
24. Don’t know
25. Refused

B62  [ASK IF C6 = 1 for any advisor identified]

Why did you get help from a lawyer?

[OPEN]
B63  [ASK IF C6 = 2 for all advisors identified – i.e. all 4 C loops]

Why didn’t you try to get help from a lawyer?

[OPEN]

B64  [ASK IF (B29 or B30 = 5-7) AND (NOT (B29 OR B30 = 9))]

Why did you choose to get help from an advice agency, rather than a solicitors’ firm?

[OPEN]

B65  [Ask if any advisors identified at B29 OR B30, AND C7 = 1 for any advisor identified]

Why didn’t you deal with the problem yourself, without getting help from an independent advisor?

[OPEN]

B66  [ASK IF (no advisors identified at B29 or B30) AND (B57none not already asked)]

Why didn’t you just do nothing to try to resolve the problem?

[OPEN]

(Regrets, etc. questions are in the outcome section)

B67  [ASK IF no advisers at B29 or 30]

Do you now wish you had got independent advice to sort out the [problem descriptor]?

5. Yes
6. No
7. Don’t know
8. Refused

B68  [ASK IF B67 = 1]

Where do you now wish you had got advice or help from?
ADVISOR SHOWCARD
CODE ALL

B68why1 [Ask if B68 not 2]
Why do you wish you had done that? PROBE FULLY

8. Problem was less serious than I thought
9. Problem was more serious than I thought
10. Didn’t need to do as much as did
11. Needed to do more than did
12. Would have got a better outcome
13. Other (specify)
14. Don’t know

B68why2 [ASK IF B68 = 2]
Why do you now wish you had got some advice or information?

9. Problem was more serious than I thought
10. Found I couldn’t handle it alone
11. Other side would have taken me more seriously
12. Would have got a better outcome
13. It would have been less stressful
14. Problem would have been resolved sooner
15. Other (specify)
16. Don’t know

B69 [ASK IF B68 = 2]
Where do you now wish you had got advice or help from?
SHOWCARD
CODE ALL

B57a to B69a to be asked if L9/A9 = 3 or 4 (UNCONCLUDED SECTION)

B57astrat SHOWCARD
You told me earlier that the [problem descriptor] is not yet over. Thinking ahead, which of these descriptions is most likely to describe how you will finally end up trying to sort it out?

1. Do nothing to sort out problem
2. Sort problem out entirely on my own
3. Sort problem out with the help of family/friends
4. Sort problem out with the help of an adviser/representative
5. Sort problem out with the help of family/friends and an adviser/representative
6. Family/friends will sort out the problem for me
7. Adviser/representative will sort out the problem for me
8. Friends/family and an adviser/representative will sort out the problem for me
9. Don’t know
B57anone  [Ask if (no advisors identified at B29 OR B30 OR L15 OR A15) and (B6 not 6 to 11) and (B57astrat = 1, 2, 3)]

Why are you not intending to do more to try to resolve the [problem descriptor]? 

PROBE FULLY

14. No dispute with anybody/think other side is right
15. Problem will resolve without need to doing anything
16. Do not think it is important enough
17. It would take too much time
18. It would cost too much
19. It would be too stressful
20. It would damage relationship with other side
21. Scared to do anything
22. Don’t know what to do
23. Don’t think it would make any difference to the outcome
24. Other (specify)
25. Don’t know
26. Refused

B58a  [ASK IF (no advisors identified at B29 OR B30, or if C7 = 2 for all advisors) AND (no advisors identified at L15 or A15) AND (B57astrat = 1, 2, 3, 6)]

[If B57anone asked already: “In particular”] Why are you not intending to get help from an independent advisor about [problem descriptor]?

PROBE FULLY

1. No dispute with anybody/think other side was right
2. Problem will resolve without need to get advice
3. Do not think needed advice
14. Do not think problem important enough
15. It would take too much time
16. It would cost too much
17. Advisers too far away
18. It would be too stressful
19. It would damage relationship with other side
20. Scared to get advice
21. Don’t know where/how to get advice
22. Don’t think it would make any difference to the outcome
23. Have tried seeking advice before and not found it useful
24. Other (specify)
25. Don’t know
26. Refused

**B59a**
[IF (no advisors identified at B29 OR B30 OR L15 OR A15) AND (B57astrat = 1, 2, 3, 6)] Have you considered getting help from an independent advisor at any time?

5. Yes
6. No
7. Don’t know
8. Refused

**B60a**
[ASK IF B59a = 1]

SHOWCARD

What sort of independent advisor?

CODE ALL

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

**Local Council**

8. General Enquiries at your local council
9. A council advice service
10. Trading Standards
11. Other Council Department

**Advice Agency**

12. Citizens Advice Bureau
13. Law Centre
14. Other independent advice agency
Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don’t know
23. Refused

B60b  [ASK IF (no advisors identified at B29 OR B30 OR L15 OR A15) AND (B57 astrat = 4, 5, 7, 8)]

SHOWCARD

What sort of independent advisor are you expecting to help you sort out [problem descriptor]?

CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT'

Local Council

15. General Enquiries at your local council
16. A council advice service
17. Trading Standards
18. Other Council Department

Advice Agency

19. Citizens Advice Bureau
20. Law Centre
21. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body
Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don’t know
23. Refused
Objectives

Claimants who have taken action [B70-83. ASK IF B5=6-11 OR B9=1-3 OR B12=1 OR B16=1 OR (any advisor mentioned at B29 or B30 or L/A15) OR B51=2-3]

B70

I now want to ask you a few questions about what you were trying to do in relation to this [problem descriptor].

Thinking back to when you first decided to do something about the problem, what was your objective?

1. To get money
2. To get property
3. To retain money
4. To retain property
5. Non-money objective (specify)
6. No objective
7. Don’t know
8. Refused

B71

[ASK IF B70 = 1 or 3]

Was the money a lump sum or regular payments?

6. Lump sum
7. Regular payments
8. Both
9. Don’t know
10. Refused

B72

[ASK IF B71 = 1 or 3]

What was the amount of the lump sum?

NUMERICAL - CODE IN POUNDS

Don’t know
Refused

B73

[ASK IF B71 = 2 or 3]

What was the amount of the regular payments? Please give a monthly amount.

NUMERICAL- CODE IN POUNDS

Don’t know
Refused

B74

[ASK IF B71 = 2 or 3]

How many months were the regular payments going to last for?

NUMERICAL
For the foreseeable future
Don’t know
Refused

B75

[ASK IF B70 = 2 or 4]

What was the NET value of the property?

NUMERICAL - CODE IN POUNDS

Don’t know
Refused
B76  [ASK IF B70 = 1-5 AND L/A9 = 1 - 2]
Would you say that you achieved your objectives
...READ OUT:

6. Completely
7. In part
8. Not at all
9. Or is it too early to say?
10. Don't know
Individual demographics – ask all including proxies

[ASK ALL]
Last time [you/your partner] told me a little bit about [your/your partner’s] home and personal circumstances. I first want to check if anything has changed.

TENURE

XW1a

[ASK IF X1 = 1-7]
When we spoke to [you/your partner] 18 months ago [you/they] said [you/they] [SUB FROM CODES BELOW]. Is that still the same?

10. Yes (no change)
11. No (status has changed)
12. DO NOT PROMPT Respondent says previous answer incorrect
13. Don’t know

CODES FOR QUESTION WORDING (ROUTE FROM X1)
1. owned [your/their] accommodation outright
2. were buying [your/their] accommodation with the help of a loan or mortgage
3. were paying part rent and part mortgage (shared ownership)
4. were renting [your/their] accommodation
5. were paying board for [your/their] accommodation
6. were living rent free
7. were squatting

[IF XW1a = 1 AUTOFILL FROM X1; ELSE ASK IF (XW1 = 2 OR X1 = -1/-2)]

XW1

SHOWCARD
In which of these ways [do you/does your partner] occupy this accommodation?
Please give an answer from this card

1. Own it outright
2. Buying it with the help of a mortgage or loan
3. Pay part rent and part mortgage (shared ownership)
4. Rent it
5. Pay board
6. Live here rent free (including rent free in relative’s/friend’s property; excluding squatting)
7. Squatting
8. Don’t Know
9. Refused

XW2a

[ASK IF XW1 = X1 AND X2 = 1-7]
Is [your/your partner’s] landlord still [If X1 = 1,3,6 ADD ‘the’; if X2 = 2 ADD ‘a’ and drop ‘Other’; if X1 = 5 ADD ‘a’] [INSERT ANSWER FROM X2]?

1. Yes (no change)
2. No (landlord has changed)
3. DO NOT PROMPT Respondent says previous answer incorrect
4. Don’t know

[IF XW2a = 1 AUTOFILL FROM X2; ELSE
ASK IF $XW2a = 2$ OR ($XW2a$ NOT ASKED AND $XW1 = 3 – 6$)]

**XW2** SHOWCARD
Who is [your/your partner’s] landlord?

11. Council/ local authority
12. Other registered social landlord (e.g. Housing Association)
13. Employer (organisation) of a household member
14. Another organisation
15. Relative/friend (before you lived here) of a household member
16. Employer (individual) of a household member
17. Another individual private landlord (not a relative, friend or employer of a household member)
18. Don’t know
19. Refused

**TRANSPORT**

**XW3** Do you/does your partner own or have regular use of any of the following…
READ OUT
7. Car or light van
8. Motor cycle, moped or scooter
9. Other type of motor vehicle
10. None of these
11. Don’t know
12. Refused

**INFORMATION TECHNOLOGY**

**XW4** Which, if any, of the following [do you/does your partner] have access, at home or elsewhere, to for personal use?

READ OUT …

(CODE YES/NO/DK FOR EACH)

A fixed line telephone
A mobile telephone
Broadband Internet access
Other internet access
Cable, satellite or digital TV

**XW4a** [ASK ALL EXCEPT PROXIES]
How much of the information found on the Internet overall do you think is reliable?

1. None of it
2. A small portion of it
3. About half of it
4. Most of it
5. All of it
6. Don’t know

**XW4b** [ASK ALL]
How would you rate [your/your partner’s] ability to use the Internet?

1. Excellent
2. Good
3. Fair
4. Poor
5. Bad
6. DO NOT PROMPT Don’t use the internet

XW4c  [ASK IF XW4b NOT 6]
Which of the following [do you/does your partner] do on the Internet?
(RANDOMISE ORDER OF STATEMENTS, collect yes or no for each)

- Online shopping
- Using social networking sites (e.g. Facebook, Twitter, MySpace)
- Playing games
- Downloading or streaming television, films or music
- Reading news/current affairs
- Paying bills or banking
- Finding information for work or study
- Finding health information
- Send/receive emails
- Maintaining a website or blog

EMPLOYMENT

ASK THOSE AGED 18+

XW5a  [ASK IF CURRENT ACTIVITY AT BASELINE (DX5CURR) = 1-12]
SHOWCARD
[You/Your partner] said [you/they] were [ENTER CURRENT ACTIVITY FROM WAVE 1 (dX5curr)] at the time of the last interview. Does this still describe what [you/they] are doing now?

15. Yes (no change)
16. No (working status has changed)
17. DO NOT PROMPT Respondent says previous answer incorrect
18. Don’t know

XW6  [ASK IF XW5a = 2]
When did you stop [IF dx5curr = 1-3,8,9 ADD being] [INSERT dx5curr]?

PROBE FULLY FOR MONTH/YEAR.
ENTER DATE (MONTH AND YEAR)
ALLOW DK

XW5  [ASK IF XW5a = 2]
Which of the following best describes what [you were /your partner was] doing next?

SINGLE CODE. CODE FIRST TO APPLY

IF ON NEW DEAL, CODE ‘ON A GOVERNMENT PROGRAMME’ RATHER THAN UNEMPLOYED

SHOW CALENDAR IF NECESSARY

1. In full-time education (or on holiday from full-time education)
2. In paid employment or self-employed (or temporarily away)
3. On a Government scheme for employment training
4. Doing unpaid work for a business that you/he/she own(s), or that a relative owns
5. Waiting to take up paid work already obtained
6. Looking for paid work or a Government training scheme
7. Intending to look for work but prevented by temporary sickness or injury (up to 6 months)
8. Permanently unable to work because of long-term sickness or disability (6 months or longer)
9. Wholly retired from paid work
10. Looking after home or family
11. Caring for a sick, elderly or disabled person
12. Doing something else (specify)
13. Don’t Know
14. Refused

**XW7** [ASK IF XW5 = 1-12]
Can I just check, [have you/has your partner] been [insert answer from XW5] continuously since then?

5. Yes
6. No
7. Don’t know
8. Refused

**XW8** [ASK IF XW7 = 2]
When did [you/your partner] stop [IF XW5 = 1-3,8,9 ADD being] [insert answer from XW5]?
SHOW CALENDAR IF NECESSARY.
ENTER DATE (month and year)
ALLOW DK

**XW9** [ASK IF XW7 = 2]
SHOWCARD
And what [were you/was your partner] doing immediately following [insert date from XW8/XW11 if on subsequent loop/ if XW8/W11 DK insert activity from XW5/previous XW9 loop]?

SINGLE CODE. CODE FIRST TO APPLY.

IF ON NEW DEAL, CODE AS BEING ‘ON A GOVERNMENT PROGRAMME’ RATHER THAN UNEMPLOYED.

15. In full-time education (or on holiday from full-time education)
16. In paid employment or self-employed (or temporarily away)
17. On a Government scheme for employment training
18. Doing unpaid work for a business that you/he/she own(s), or that a relative owns
19. Waiting to take up paid work already obtained
20. Looking for paid work or a Government training scheme
21. Intending to look for work but prevented by temporary sickness or injury (up to 6 months)
22. Permanently unable to work because of long-term sickness or disability (6 months or longer)
23. Wholly retired from paid work
24. Looking after home or family
25. Caring for a sick, elderly or disabled person
26. Doing something else (specify)
27. Don’t Know
28. Refused

**XW10.** [ASK IF XW7 = 2 AND XW9 = 1-12]
And [have you/has your partner] been [insert answer from XW9] continuously since you started [insert answer from XW9] and this last week?

5. Yes
6. No
7. Don’t know
8. Refused

**XW11** [ASK IF XW10 = 2 AND XW9 = 2]
When did [you/your partner] stop [IF XW9=1-3,8,9: being] [insert answer from XW9]?
SHOW CALENDAR IF NECESSARY.
ENTER DATE (month and year)
ALLOW DK

**REPEAT EMPLOYMENT QUESTIONS X9-X11 UNTIL REACH CURRENT ACTIVITY**

**XW11aa** [ASK IF DX5CURR = 2 AND XW5a = 1 AND X11a = 1/2]
[Do you/Does your partner] still work [INSERT ANSWER FROM X11a]?

1. Yes (no change)
2. No (status changed)
3. Don’t know
4. Refused

**XW11a** [AUTOFILL– IF XW11aa = 1 XW11a = X11a ELSE XW11aa = 1 OR 2 (THE CODE WHICH 11a IS NOT; ELSE ASK IF (XW5 = 2 AND XW7 = 1) OR (XW10 = 1 AND XW9 = 2))]
[Do you/does your partner] currently work full or part time?
IF NECESSARY PROMPT WITH: BY FULL TIME I MEAN WORKING LESS, ON AVERAGE, THAN A FULL WORKING WEEK"

1. Full time
2. Part time
3. Don’t know
4. Refused

**CARE**

**XW16.** [ASK IF MORE THAN ONE PERSON IN HOUSEHOLD]
May I check, is there anyone living with you who is sick, disabled or elderly whom [you look/your partner looks] after or give[s] special help to, other than in a professional capacity?
CODE NO IF GIVES FINANCIAL HELP ONLY

5. Yes
6. No
7. Don’t know
8. Refused
FAMILY CIRCUMSTANCES

XW18a [ASK IF dx21 = 1-9]
[You/Your partner] said [you/they] were (ENTER CURRENT MARITAL STATUS FROM WAVE 1) at the time of the last interview, is this still the case?

12. Yes (no change)
13. No (marital status has changed)
14. DO NOT PROMPT Respondent says previous answer incorrect
15. Don’t know

XW18 [ASK IF XW18a = 2]
When did [you/your partner] stop being [ENTER CURRENT MARITAL STATUS FROM WAVE 1 (DX21)]?

PROBE FULLY FOR MONTH/YEAR
INSERT MONTH AND YEAR

XW17 [ASK IF XW18a = 2]
And what did [your/your partner’s] marital status change to?

OR [ASK IF DX21 = -1 OR -2]
What was your marital status in [MONTH YEAR (INTERVIEW DATE)]?

READ OUT AND CODE FIRST TO APPLY. USE CALENDAR IF NECESSARY.

1. Single, that is never married
2. Co-habiting and never married
3. Married/in Civil Partnership and living with (husband/wife)
4. Married/in Civil Partnership, but separated from (husband/wife) and not co-habiting
5. Married/in Civil Partnership, but separated from (husband/wife) and co-habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don’t Know
11. Refused

XW19 [ASK IF XW17 = 1-9]
Can I just check, [have you/has your partner] been [insert answer from XW17] continuously since then?
5. Yes  
6. No  
7. Don’t know  
8. Refused

**XW20**  
[ASK IF XW19=1 AND XW17 = 1-9]  
SHOW CALENDAR IF NECESSARY  
When did [you/they] stop being [insert answer from XW17]?  
Allow DK

SEPARATE SCREENS FOR MONTH AND YEAR

**XW21**  
[ASK IF XW19=1 AND XW17 = 1-9]  
What was [your/their] marital status immediately following [insert month and year from XW20 insert activity from XW17/previous XW21 loop]?

12. Single, that is never married  
13. Co-habiting and never married  
14. Married/in Civil Partnership and living with (husband/wife)  
15. Married/in Civil Partnership, but separated from (husband/wife) and not co-habiting  
16. Married/in Civil Partnership, but separated from (husband/wife) and co-habiting  
17. Divorced and not co-habiting  
18. Divorced and co-habiting  
19. Widowed and not co-habiting  
20. Widowed and co-habiting  
21. Don’t Know  
22. Refused

**XW22**  
[ASK IF XW19=1 AND XW17 = 1-9]  
Did [your/your partner’s] marital status change again at all in the period between [insert month and year from XW20] and now?

5. Yes  
6. No  
7. Don’t know  
8. Refused

**XW23**  
[ASK IF XW22=1 AND XW21 = 1-9]  
When did [you/they] stop being [insert answer from XW21]?

SHOW CALENDAR IF NECESSARY  
SEPARATE SCREENS FOR MONTH AND YEAR

REPEAT FAMILY CIRCUMSTANCES QUESTIONS XW21- XW23 UNTIL REACH CURRENT MARITAL STATUS, I.E. XW22 = NO

**XW24**  
[ASK IF FINAL MARITAL STATUS IS COHABITING – codes 2,5,7,9 FROM WAVE 1 (DX21) AND XW18a = 1 OR FINAL MARITAL STATUS IS COHABITING FOLLOWING WAVE 2 CHANGES – codes 2,5,7,9]  
And, can I just check, [do you/does your partner] have any plans to get married in the next two years?
5. Yes  
6. No  
7. Don’t know  
8. Refused  

**XW27**  
[ASK IF current marital status is cohabiting or married/civil partnership and living with spouse (codes 2, 3)]  
Can I just ask whether you or your partner have seriously suggested the idea of (divorce/dissolution or) separation within the last six months?  

**A3**  
[ASK IF NEVER MARRIED (MARITAL STATUS NOT CODES 1,2)]  
Regardless of [your/their] current marital status, [have you/has your partner] been divorced since 1996?  

4. Yes  
5. No  
6. Refused  

**A4**  
Regardless of [your/their] current marital status, [have you/has your partner] been separated from a cohabiting relationship since 1996?  

4. Yes  
5. No  
6. Refused  

**A4a**  
[ASK IF A4 = YES]  
Did it involve a child of the relationship?  

4. Yes  
5. No  
6. Refused  

**A4b**  
[ASK IF A4a = NO]  
Had [you/your partner] been living together for more than two years?  

4. Yes  
5. No  
6. Refused  

**QUALIFICATIONS**  

**XW29a**  
[ASK IF X29 <> -1/-2 (OR = MISSING)]  
[Have you/has your partner] gained any [IF X28 = 1 ADD more] formal qualifications since [MONTH DATE (LAST INTERVIEW)]?  
PROMPT WITH SHOWCARD IF NECESSARY  

1. Yes (have gained qualifications)  
2. No  
3. Don’t know  
4. Refused  

**XW29**  
[IF XW29a = 2 AUTOFILL FROM X29; ELSE ASK IF XW29a = 1 OR X29 = -1/-2]  
SHOWCARD
Starting from the top of this list, please look down the list of qualifications and tell me the letter of the first one you come to that [you have/your partner has] passed.

1. Higher degree, eg MSc, MA, MBA, PhD
2. First degree/ Postgraduate Diplomas/ PGCE/ Professional qualifications at degree level NVQ/SVQ Level 4 or 5
3. Diplomas in higher education/ HNC/ HND/ BTEC higher/ Teaching, nursing or medical qualifications below degree level/ RSA Higher Diploma
4. A/AS levels/ SCE higher/ Scottish Certificate 6th Year Studies NVQ level 3/ BTEC National City and Guilds Advanced/ RSA Advanced Diploma
5. Trade Apprenticeships
7. O level/GCSE grade D-G/ SCE Standard/Ordinary grades below 3 NVQ level 1/ BTEC first/ general certificate City and Guilds Part I/ RSA Stage 1-3
11. Other
12. None of these
13. Don’t Know
20. Refused

BENEFITS / TAX CREDITS

XW31a  [ASK IF X31 <> DK/Ref]
Last time we spoke [to your partner] [you/they] said [you/they] were [IF X31_13 = 1 ADD not claiming any benefits ELSE claiming LIST BENEFITS FROM X31_1-X31_10 & X31_14], is this still the case?
14. Yes (no changes to benefits)
15. No (changes to benefits)
16. DO NOT PROMPT Respondent says previous answer incorrect
17. Don’t know

XW31  [IF XW31a = 1 AUTOFILL FROM X31; ELSE ASK IF XW31a = 2, 3, 4 OR NOT ASKED]
SHOWCARD
Which, if any, of these state benefits [are you/is your partner] currently receiving in [your/their] own right?
MULTICODE OK
INTERVIEWER: ADD IF NECESSARY – THAT IS WHERE YOU/YOUR PARTNER ARE THE NAMED RECIPIENT
1. Unemployment related benefits, or National Insurance Credits
2. Income support (not as an unemployed person)
3. Sickness or Disability benefits (not including tax credits)
4. State Pension
5. Family related benefits (excluding Child Benefit and tax credits)
6. Child benefit
7. Cold weather payment
8. Housing, or Council tax benefits
9. Tax credits
10. Other (specify)
11. None of these
12. Don’t Know
13. Refused

HEALTH

XW35a  [ASK IF HAD ILLNESS/DISABILITY AT LAST INTERVIEW (DX36 = 1)]
When we last spoke [to your partner] [you/they] said [you/they] had a long-standing illness, disability or infirmity. Do [you/they] still have that long-standing illness, disability or infirmity?

1. Yes
2. No
3. Don’t know
4. Refused

XW35  [ASK IF XW35a = 2]
When did this illness, disability or infirmity end?
Allow DK

RECORD END MONTH/ YEAR

XW36  [ASK ALL]
[Have you/has your partner] had any [IF XW35a = 2 ADD other] long standing illness, disability or infirmity between [IF XW35a = 2 ADD MONTH YEAR FROM XW35; ELSE ADD MONTH YEAR OF BASELINE INTERVIEW] and now?

a. Yes
b. No
c. Don’t know
d. Refused

XW37  [ASK IF XW36 = 1]
When did this [IF XW35a = 2 ADD other] illness, disability or infirmity start?

RECORD START MONTH/ YEAR
Allow DK

REPEAT HEALTH QUESTIONS X35-X37 UNTIL REACH MONTH OF INTERVIEW

XW39  [ASK ALL]
Have you/has your partner suffered from stress, depression or some other kind of mental health problem since [MONTH YEAR OF LAST INTERVIEW]?

5. Yes
6. No
7. Don’t know
8. Refused

**XW40**

[ASK IF XW39 = 1]

Have [you/they] seen a counsellor, doctor or nurse, because [you/they] were or thought [you/they] might be suffering from stress, depression, or some other kind of mental health problem since [MONTH YEAR]?

5. Yes
6. No
7. Don’t know
8. Refused

**XW41**

[ASK IF XW39 = 1]

SHOWCARD

On all occasions when [you have/your partner has] suffered from these types of problems, which kinds of problems have doctors said [you/they] were suffering from? Please just read out the letters on this card.

10. A. Stress
11. B. Depression (including post-natal)
12. C. Anxiety/ panic attacks
13. D. Manic depression/ bipolar disorder
14. E. Other mental illness or mental health problem
15. Never saw doctor
16. Doctor didn’t say what it was
17. Don’t know
18. Refused

**XW42**

[ASK IF ILLNESS, DISABILITY, INFIRMITY IDENTIFIED (XW35-37) OR SW39 = 1]

Since, [start of reference period] [have you/has your partner] had any problems or disputes of the kind shown on this card?

5. Yes
6. No
7. Don’t know
8. Refused

SHOWCARD

**Care relating to mental health**

Mental health treatment or care you received in hospital
Mental health treatment or care you received after leaving hospital
Other mental health treatment or care you received

**Admission/discharge from hospital in connection with mental health**

Problems with the manner of admission to hospital for mental health problems
Problems obtaining a discharge from hospital for mental health problems
Problems with restrictions or conditions of discharge from hospital for mental health problems

HEALTH MEASURE SCALE (this is repeated in full for all wave 2 respondents – PROXIES SKIP AHEAD TO X50, language at home

I would now like to ask you a series of questions about how your health has been, in general over the last few weeks.

INTERVIEWER EXPLAIN IF NECESSARY – these questions may not seem relevant to you, but there is a lot of interest in how health and personality issues relate to other life problems people face. The questions are just a standard way of measuring some aspects of health and personality’

SF1 In general, would you say your health is:

READ OUT

8. Excellent
9. Very good
10. Good
11. Fair
12. Poor
13. Don’t know
14. Refused

The following questions are about activities you might do during a typical day.

SF2 Does you health limit you in moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf?

IF YES: Is that a little or a lot?

6. Yes, limited a lot
7. Yes, limited a little
8. No, not limited at all
9. Don’t know
10. Refused

SF3 Does your health limit you if you are attempting to climb several flights of stairs?

IF YES: Is that a little or a lot?

6. Yes, limited a lot
7. Yes, limited a little
8. No, not limited at all
9. Don’t know
10. Refused

SF4 SHOWCARD
During the past 4 weeks, how much of the time have you accomplished less than you would have liked with your work or other regular daily activities as a result of your physical health?
1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

SF5 SHOWCARD
During the past 4 weeks, how much of the time were you limited in the kind of work or other activities you did as a result of your physical health?

1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

SF6 SHOWCARD
During the past 4 weeks, how much of the time have you accomplished less than you would have liked with your work or other regular daily activities as a result of any emotional problems, such as feeling depressed or anxious?

1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

SF7 SHOWCARD
During the past 4 weeks, how much of the time did you do work or other activities less carefully than usual as a result of any emotional problems, such as feeling depressed or anxious?

1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

SF8 SHOWCARD
During the past 4 weeks, how much, if at all, did pain interfere with your normal work, including both work outside the home and housework? Please take your answer from the card.

8. Not at all
9. A little bit
10. Moderately
11. Quite a bit
12. Extremely
13. Don’t know
14. Refused

The next questions are about how you feel and how things have been with you during the past 4 weeks. For each question, please give the one answer that comes closest to the way you have been feeling.

INTERVIEWER EXPLAIN IF NECESSARY – these questions may not seem relevant to you, but there is a lot of interest in how health and personality issues relate to other life problems people face. The questions are just a standard way of measuring some aspects of health and personality

SF9 SHOWCARD
How much of the time during the past 4 weeks have you felt calm and peaceful?

1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

SF10 SHOWCARD
How much of the time during the past 4 weeks did you have a lot of energy?

1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

SF11 SHOWCARD
How much of the time during the past 4 weeks have you felt downhearted and depressed?

1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

SF12 SHOWCARD
During the past 4 weeks, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting friends, relatives, etc)?
1. All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don’t know
7. Refused

I am now going to show you a series of statements that you may or may not feel describe your personality. We are asking these questions to see how the way people see themselves relates to their experience of problems.

For each of the following statements please tell me how well you think they describe your personality.

ASK THE FOLLOWING QUESTIONS AS A LOOP – NO PROXY ANSWERS

X43 (ASK IF dx43_ask NOT MISSING AND NOT PROXY)
SHOWCARDP
I see myself as someone who…

RANDOM ORDER (ALL STATEMENTS)

ASK THESE STATEMENTS IF dx43_ask = 0 OR 1
…is anxious, easily upset
…is open to new experiences, complex
…is calm, emotionally stable
…is conventional, uncreative

ASK THESE STATEMENTS IF dx43_ask = 0
…completes tasks successfully
…knows how to get things done
…has little to contribute
…misjudges situations
…believes that my success depends on ability rather than luck
…believes that unfortunate events occur because of bad luck
…believes that the world is controlled by a few powerful people
…believe in the power of fate

8. Agree strongly
9. Agree a little
10. Neither agree nor disagree
11. Disagree a little
12. Disagree strongly
13. Don’t know
14. Refused

I am now going to read out a few statements, please tell me how much you agree or disagree with each one, taking your answer from this card. Please be open and honest when answering.

X44 SHOWCARD
In most ways my life is close to my ideal.

10. Strongly agree
11. Agree
12. Slightly agree
13. Neither agree nor disagree
14. Slightly disagree
15. Disagree
16. Strongly disagree
17. Don’t know
18. Refused

X45 SHOWCARD
The conditions of my life are excellent.

10. Strongly agree
11. Agree
12. Slightly agree
13. Neither agree nor disagree
14. Slightly disagree
15. Disagree
16. Strongly disagree
17. Don’t know
18. Refused

X46 SHOWCARD
I am satisfied with my life.

10. Strongly agree
11. Agree
12. Slightly agree
13. Neither agree nor disagree
14. Slightly disagree
15. Disagree
16. Strongly disagree
17. Don’t know
18. Refused

X47 SHOWCARD
So far I have got the important things I want in life.

10. Strongly agree
11. Agree
12. Slightly agree
13. Neither agree nor disagree
14. Slightly disagree
15. Disagree
16. Strongly disagree
17. Don’t know
18. Refused

X48 SHOWCARD
If I could live my life over, I would change almost nothing

10. Strongly agree
11. Agree
12. Slightly agree
13. Neither agree nor disagree
14. Slightly disagree
15. Disagree
16. Strongly disagree
17. Don’t know
18. Refused

**X50**  
What language [do you/does your partner] normally speak at home?

18. English  
19. Arabic  
20. Bengali  
21. Cantonese  
22. French  
23. Greek  
24. Gujarati  
25. Hindi  
26. Polish  
27. Punjabi  
28. Somali  
29. Turkish  
30. Urdu  
31. Welsh  
32. Other (specify)  
33. Don’t know  
34. Refused

**INCOME**

I’m now going to ask you about [your/your partner’s] income. I only need to know an approximate amount, to see if this influences people’s experiences of problems.

**X53**  
**SHOWCARD**

Please can you look at this card and tell me which letter represents [your/your partner’s] **TOTAL PERSONAL INCOME** from all sources BEFORE tax and other deductions. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

<table>
<thead>
<tr>
<th>Annual</th>
<th>Weekly</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Under £2,500</td>
<td>£50 - £99</td>
<td>£200 - £399</td>
</tr>
<tr>
<td>B. £2,500 - £4,999</td>
<td>£100 - £199</td>
<td>£400 - £829</td>
</tr>
<tr>
<td>C. £5,000 - £9,999</td>
<td>£200 - £289</td>
<td>£830 -</td>
</tr>
<tr>
<td>D. £10,000 - £14,999</td>
<td>£290 - £389</td>
<td>£1,250 -</td>
</tr>
<tr>
<td>E. £15,000 - £19,999</td>
<td>£390 - £489</td>
<td>£1,650 -</td>
</tr>
<tr>
<td>F. £20,000 - £24,999</td>
<td>£490 - £579</td>
<td>£2,100 -</td>
</tr>
<tr>
<td>G. £25,000 - £29,999</td>
<td>£580 - £679</td>
<td>£2,500 -</td>
</tr>
<tr>
<td>H. £30,000 - £34,999</td>
<td>£680 - £769</td>
<td>£2,900 -</td>
</tr>
<tr>
<td>I. £35,000 - £39,999</td>
<td>£830 - £929</td>
<td>£3,349</td>
</tr>
</tbody>
</table>

© 2013 Ipsos MORI
Looking at this card, please can you tell me your **OVERALL HOUSEHOLD INCOME** from all sources **BEFORE** tax and other deductions. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

<table>
<thead>
<tr>
<th>Annual</th>
<th>Weekly</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Under £2,500</td>
<td>Under £50</td>
<td>Under £200</td>
</tr>
<tr>
<td>B. £2,500 - £4,999</td>
<td>£50 - £99</td>
<td>£200 - £399</td>
</tr>
<tr>
<td>C. £5,000 - £9,999</td>
<td>£100 - £199</td>
<td>£400 - £829</td>
</tr>
<tr>
<td>D. £10,000 - £14,999</td>
<td>£200 - £289</td>
<td>£830 - £1,249</td>
</tr>
<tr>
<td>E. £15,000 - £19,999</td>
<td>£290 - £389</td>
<td>£1,250 - £2,349</td>
</tr>
<tr>
<td>F. £20,000 - £24,999</td>
<td>£390 - £489</td>
<td>£1,650 - £3,349</td>
</tr>
<tr>
<td>G. £25,000 - £29,999</td>
<td>£490 - £579</td>
<td>£2,100 - £4,500</td>
</tr>
<tr>
<td>H. £30,000 - £34,999</td>
<td>£580 - £679</td>
<td>£2,500 - £5,349</td>
</tr>
<tr>
<td>I. £35,000 - £39,999</td>
<td>£680 - £769</td>
<td>£2,900 - £6,849</td>
</tr>
<tr>
<td>J. £40,000 - £44,999</td>
<td>£770 - £869</td>
<td>£3,350 - £8,149</td>
</tr>
<tr>
<td>K. £45,000 - £49,999</td>
<td>£870 - £969</td>
<td>£3,750 - £11,149</td>
</tr>
<tr>
<td>L. £50,000 or more</td>
<td>£970 or more</td>
<td>£4,150 or more</td>
</tr>
</tbody>
</table>

**SPONTANEOUS** : Nothing/No work or scheme
Don’t Know
Refused

**CRIME**

Since last time, [have you/has your partner] been the victim of any of the offences detailed on this card?

10. Theft or attempted theft
11. Burglary or attempted burglary
12. Robbery/mugging or attempted robbery/mugging
13. Criminal damage/vandalism to your property or
   Attempted criminal damage/vandalism to your property
14. Assault or attempted assault
15. Other (specify)
16. None of these
17. Don’t Know
18. Refused

X57

[ASK IF X56 = 1-6]
Since last time, how many times have [you/they] been a victim of [crime type X56]? DK

REPEAT X57 FOR EACH ANSWER GIVEN AT X56

X58a
And in the last 18 months, [have you/has your partner] had any contact with the police? Remember, everything you tell me is confidential and will only be used for research purposes.

1. Yes
2. No
3. Don’t know
4. Refused

X58b

[ASK IF X58a = 1]
What was this for? DO NOT PROMPT. MULTICODE OK.

1. A chat with a police officer
2. A group meeting
3. Neighbourhood watch
4. Through work/ business
5. Licence application or renewal

6. To hand in lost/ stolen property
7. To report an accident

8. To reporting suspicious behaviour
9. To report anti-social behaviour / local problems
10. To report a crime

11. As a witness to a crime or incident
12. As part of a police enquiry
13. Stopped in car or on foot
13. Arrested

32. Other
33. Don’t know
34. Refused

X59a
I’m now going to read out a few descriptions about the amounts of alcohol that people drink, and I’d like you to say which one fits [you/your partner] best. Would you say [you/your partner]: READ OUT.

1. Do not drink
2. Hardly drink(s) at all
3. Drink(s) a little
4. Drink(s) a moderate amount
5. Drink(s) quite a lot
6. or Drink(s) Heavily?
7. [DO NOT READ OUT] Don’t know
8. [DO NOT READ OUT] Refused

X60

[Do you/does your partner] have a will (PROMPT: to set out what should happen to [your/their] belongings when [you/they] die)?

1. Yes
2. No
3. Don’t know
4. Refused

NOW ASK RECONTACT QUESTIONS
Text for [problem descriptor] text substitutions

Proxy versions noted in [ ] (text after "/" is for proxies)

[Problem descriptor] text substitutions will be based on the problem identification & characterisation section answered directly prior to the problem identification loop questions

Where a single response has been selected substitute the relevant text for the selected code (2\textsuperscript{nd} column).

Where two+ responses have been selected substitute all up to a maximum of three – take the first response in the substitution from the 2\textsuperscript{nd} column, and subsequent text from column 3. Do not substitute the same text twice, e.g. if A2con1 & 2 selected.

<table>
<thead>
<tr>
<th>CONSUMER</th>
<th>SINGLE CODE</th>
<th>MC – 2\textsuperscript{nd}/3\textsuperscript{rd} SUB</th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2con = 1 or 2</td>
<td>problem with faulty goods</td>
<td>and faulty goods</td>
</tr>
<tr>
<td>if A2con = 3 sub</td>
<td>problem with building work</td>
<td>and building work</td>
</tr>
<tr>
<td>if A2con = 4 sub</td>
<td>problem with tradespeople</td>
<td>and tradespeople</td>
</tr>
<tr>
<td>if A2con = 5 sub</td>
<td>problem with major repairs</td>
<td>and major repairs</td>
</tr>
<tr>
<td>if A2con = 6 sub</td>
<td>problem with holidays or travel</td>
<td>and holidays or travel</td>
</tr>
<tr>
<td>if A2con = 7 sub</td>
<td>problem with utilities</td>
<td>and utilities</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EMPLOYMENT</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2emp = 1 or 2 sub</td>
<td>problem with losing [your/a] job</td>
<td>and losing [your/a] job</td>
</tr>
<tr>
<td>if A2emp = 3 sub</td>
<td>problem with being threatened with the sack</td>
<td>and being threatened with the sack</td>
</tr>
<tr>
<td>if A2emp = 4 sub</td>
<td>problem with a job interview</td>
<td>and a job interview</td>
</tr>
<tr>
<td>if A2emp = 5 sub</td>
<td>problem with pensions</td>
<td>and pensions</td>
</tr>
<tr>
<td>if A2emp = 6 sub</td>
<td>problem with rights at work</td>
<td>and rights at work</td>
</tr>
<tr>
<td>if A2emp = 7 sub</td>
<td>problem with changes to job conditions</td>
<td>and changes to job conditions</td>
</tr>
<tr>
<td>if A2emp = 8 sub</td>
<td>problem with poor working conditions</td>
<td>and poor working conditions</td>
</tr>
<tr>
<td>if A2emp = 9 sub</td>
<td>problem with disciplinary procedures</td>
<td>and disciplinary procedures</td>
</tr>
<tr>
<td>if A2emp = 7 sub</td>
<td>problem with work grievances</td>
<td>and work grievances</td>
</tr>
<tr>
<td>if A2emp = 7 sub</td>
<td>problem with harassment at work</td>
<td>and harassment at work</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NEIGHBOURS</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2nei = 1 sub</td>
<td>problem with noisy neighbours</td>
<td>and noisy neighbours</td>
</tr>
<tr>
<td>if A2nei = 2 sub</td>
<td>problem with threats or harassment</td>
<td>and threats or harassment</td>
</tr>
<tr>
<td>if A2nei = 3 sub</td>
<td>problem with violent neighbours</td>
<td>and violent neighbours</td>
</tr>
<tr>
<td>if A2nei = 4 sub</td>
<td>problem with damage to property</td>
<td>and damage to property</td>
</tr>
<tr>
<td>if A2nei = 5 sub</td>
<td>problem with vandalism</td>
<td>and vandalism</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OWNED HOUSING</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2emp = 1 sub</td>
<td>problem with planning permission</td>
<td>and planning permission</td>
</tr>
<tr>
<td>if A2emp = 2 sub</td>
<td>problem with selling or buying property</td>
<td>and selling or buying property</td>
</tr>
<tr>
<td>if A2emp = 3 sub</td>
<td>problem with communal repairs or maintenance</td>
<td>and communal repairs or maintenance</td>
</tr>
<tr>
<td>if A2emp = 4 sub</td>
<td>problem with repossession of</td>
<td>and repossession of</td>
</tr>
<tr>
<td>EMPLOYER</td>
<td>HOME ISSUES</td>
<td>RENTED HOUSING</td>
</tr>
<tr>
<td>----------</td>
<td>-------------</td>
<td>----------------</td>
</tr>
<tr>
<td>if A2emp = 5 sub</td>
<td>problem with mortgage payments and mortgage payments</td>
<td>if A2emp = 1-2 sub problem with the condition of accommodation and the condition of accommodation</td>
</tr>
<tr>
<td>if A2emp = 6 sub</td>
<td>problem with squatters and squatters</td>
<td>if A2emp = 3 sub problem with house repairs and house repairs</td>
</tr>
<tr>
<td>if A2emp = 7 sub</td>
<td>problem with boundaries or access and boundaries or access</td>
<td>if A2emp = 4 sub problem with the deposit and the deposit</td>
</tr>
<tr>
<td>if A2emp = 8 sub</td>
<td>problem with damage from adjoining land and damage from adjoining land</td>
<td>if A2emp = 5 sub problem with paying the rent and paying the rent</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EMPLOYER</th>
<th>HOME ISSUES</th>
<th>RENTED HOUSING</th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2emp = 6-7 sub</td>
<td>problem with eviction and eviction</td>
<td>if A2emp = 6-7 sub problem with terms of lease or tenancy and terms of lease or tenancy</td>
</tr>
<tr>
<td>if A2emp = 8-11 sub</td>
<td>problem with eviction and eviction</td>
<td>if A2emp = 8-11 sub problem with terms of lease or tenancy and terms of lease or tenancy</td>
</tr>
<tr>
<td>if A2emp = 12 sub</td>
<td>problem with harassment by landlord and harassment by landlord</td>
<td>if A2emp = 12 sub problem with harassment by landlord and harassment by landlord</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MONETARY ISSUES</th>
<th>MONEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2mon = 1 sub</td>
<td>problem with money owed [to you/ ] and money owed [to you/ ]</td>
</tr>
<tr>
<td>if A2mon = 2 sub</td>
<td>problem with insurance company claims and insurance company claims</td>
</tr>
<tr>
<td>if A2mon = 3 sub</td>
<td>problem with refusal of credit and refusal of credit</td>
</tr>
<tr>
<td>if A2mon = 4 sub</td>
<td>problem with the content of a will and the content of a will</td>
</tr>
<tr>
<td>if A2mon = 5 sub</td>
<td>problem with poor financial advice and poor financial advice</td>
</tr>
<tr>
<td>if A2mon = 6 sub</td>
<td>problem with mismanagement of a pension fund and mismanagement of a pension fund</td>
</tr>
<tr>
<td>if A2mon = 7 sub</td>
<td>problem with mismanagement of investments and mismanagement of investments</td>
</tr>
<tr>
<td>if A2mon = 8 sub</td>
<td>problem with bills and bills</td>
</tr>
<tr>
<td>if A2mon = 9 sub</td>
<td>problem with tax assessment and tax assessment</td>
</tr>
<tr>
<td>if A2mon = 10 sub</td>
<td>problem with bank/utility charges and bank/utility charges</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MONETARY ISSUES</th>
<th>DEBT</th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2debt = 1 sub</td>
<td>problem with credit or store cards and credit or store cards</td>
</tr>
<tr>
<td>if A2debt = 2 sub</td>
<td>problem with personal loans and personal loans</td>
</tr>
<tr>
<td>if A2debt = 3 sub</td>
<td>problem with hire/credit purchase and hire/credit purchase</td>
</tr>
<tr>
<td>if A2debt = 4 sub</td>
<td>problem with utility bills and utility bills</td>
</tr>
<tr>
<td>if A2debt = 5 sub</td>
<td>problem with TV license and TV license</td>
</tr>
<tr>
<td>if A2debt = 6 sub</td>
<td>problem with tax and tax</td>
</tr>
<tr>
<td>if A2debt = 7 sub</td>
<td>problem with court fines and court fines</td>
</tr>
<tr>
<td>if A2debt = 8 sub</td>
<td>severe difficulties repaying money and severe difficulties repaying money</td>
</tr>
<tr>
<td>if A2debt = 9 sub</td>
<td>problem with harassment from debtors and harassment from debtors</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MONETARY ISSUES</th>
<th>BENEFITS AND TAX</th>
</tr>
</thead>
</table>

456
© 2013 Ipsos MORI
<table>
<thead>
<tr>
<th>CREDITS</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2ben = 1/4 sub</td>
<td>problem with welfare benefits or tax credits and welfare benefits or tax credits</td>
<td></td>
</tr>
<tr>
<td>if A2ben = 2/5 sub</td>
<td>problem with state pension/pension credits and state pension/pension credits</td>
<td></td>
</tr>
<tr>
<td>if A2ben = 3/6 sub</td>
<td>problem with student loans or grants and student loans or grants</td>
<td></td>
</tr>
<tr>
<td>if A2ben = 7 sub</td>
<td>problem with time taken to process a claim and time taken to process a claim</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EDUCATION</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2edu = 1 sub</td>
<td>problem with getting school places and getting school places</td>
<td></td>
</tr>
<tr>
<td>if A2edu = 2 sub</td>
<td>problem with access to appropriate education and access to appropriate education</td>
<td></td>
</tr>
<tr>
<td>if A2edu = 3 sub</td>
<td>problem with exclusion from school and exclusion from school</td>
<td></td>
</tr>
<tr>
<td>if A2edu = 4 sub</td>
<td>problem with bullying and bullying</td>
<td></td>
</tr>
<tr>
<td>if A2edu = 5 sub</td>
<td>problem with truancy and truancy</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PERSONAL INJURY</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2inj = 1 sub</td>
<td>problem with injury due to an accident and an accident</td>
<td></td>
</tr>
<tr>
<td>if A2inj = 2 sub</td>
<td>problem with injury due to working conditions and working conditions</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLINICAL NEGLIGENCE</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>if A2mon = 1 sub</td>
<td>health problems due to negligent medical treatment and medical treatment</td>
<td></td>
</tr>
<tr>
<td>if A2mon = 2 sub</td>
<td>health problems due to negligent dental treatment and dental treatment</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FAMILY PROBLEMS</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>if A3div1f = 1 sub</td>
<td>disagreements over money or assets and over money or assets</td>
<td></td>
</tr>
<tr>
<td>if A3div1f = 2/3 sub</td>
<td>difficulties over maintenance payments (not for children) and with maintenance payments (not for children)</td>
<td></td>
</tr>
<tr>
<td>if A3div1f = 4/5 sub</td>
<td>difficulties over child support payments and with child support payments</td>
<td></td>
</tr>
<tr>
<td>if A3div1f = 6/7 sub</td>
<td>difficulties over custody or access arrangements and over children’s custody or access arrangements</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RELATIONSHIP BREAKDOWN 2</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>If A2div2=1</td>
<td>disagreement over assets/money and assets/money</td>
<td></td>
</tr>
<tr>
<td>If A2div2=2/3</td>
<td>difficulty over maintenance and maintenance</td>
<td></td>
</tr>
<tr>
<td>If A2div2=4/5</td>
<td>difficulty over child support and child support</td>
<td></td>
</tr>
<tr>
<td>If A2div2=6/7</td>
<td>difficulty with custody/access arrangements and custody/access arrangements</td>
<td></td>
</tr>
</tbody>
</table>

<p>| DOMESTIC VIOLENCE | | |</p>
<table>
<thead>
<tr>
<th>If A2viola = 1-3 sub</th>
<th>Problem with violence against yourself and someone else</th>
</tr>
</thead>
<tbody>
<tr>
<td>If A2viola = 4-6 sub</td>
<td>Problem with violence against someone else as above</td>
</tr>
</tbody>
</table>

**CARE PROCEEDINGS**

<table>
<thead>
<tr>
<th>If A2proc = 1/3 sub</th>
<th>Problem with the child protection register and the child protection register</th>
</tr>
</thead>
<tbody>
<tr>
<td>If A2proc = 2/4 sub</td>
<td>Problem with the child protection plan and the child protection plan</td>
</tr>
<tr>
<td>If A2proc = 5/6 sub</td>
<td>Problem with children being taken into care and children being taken into care</td>
</tr>
</tbody>
</table>

**Text for [break-up descriptor] text substitutions (applies to divorce section)**

<table>
<thead>
<tr>
<th>DIVORCE (BREAK-UP DESCRIPTOR)</th>
<th>SINGLE CODE ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>If A2div1a = 1/3 sub</td>
<td>Divorce</td>
</tr>
<tr>
<td>If A2div1a = 2/4 sub</td>
<td>formal separation</td>
</tr>
<tr>
<td>If A2div1a = 5 sub</td>
<td>break-up</td>
</tr>
</tbody>
</table>
7.1.3 Follow-up sections for feed forward problems (problems which were not concluded at wave 1)

Initial problem identification loop questions

NOTE: ONLY ELIGIBLE PROBLEMS SHOULD BE ASKED THIS SECTION, THE ROUTING IS NOT STATED THROUGHOUT.

[First of all/Next], the [problem descriptor / break-up descriptor] PROMPT IF NECESSARY: which started in MONTH/YEAR

LupdateFF Can you tell me if any of the following have changed since last time we spoke to [you/your partner]?
ROTATE THROUGH STATEMENTS IN ORDER AND ENTER CODE 1 OR 2 FOR EACH
1. No change, answer still applies
2. Situation has changed (you will be prompted for the change on the next screen)

A. The other side was (INSERT answer from L4)
C. [IF L7 = 2] That there had been no disagreement with the other side about what [you/your partner] or they should do/give/get in order to sort out the [problem descriptor]
D. [IF L8 = 1] That a disagreement between [you/your partner] and the other side was ongoing

L4FF

[ASK IF LupdateFF A = 2]
Who was the other side in the [problem descriptor]?
(PROMPT FOR CONSUMER: e.g. a shop, a garage, an individual)
(PROMPT FOR EMPLOYMENT: e.g. [your/your partner’s employer], a work colleague, someone you manage)
(PROMPT FOR NEIGHBOURS: e.g. an individual neighbour, a family, a business)
(PROMPT FOR OWNED HOUSING: e.g. a surveyor, a neighbour, a planning authority)
(PROMPT FOR RENTED HOUSING: e.g. your landlord, a housemate)
(PROMPT FOR MONEY: e.g. a bank, an insurance company, a friend)
(PROMPT FOR DEBT: e.g. a bank, a money lender, a friend)
(PROMPT FOR BENEFITS: e.g. a Jobcentre, a local authority)
(PROMPT FOR EDUCATION: e.g. a school, a local authority)
(PROMPTS FOR PERSONAL INJURY: If A1inj = 1: e.g. a local authority that maintains the roads, the owner of premises in which an accident occurs. If A1inj = 2: e.g. [your/your partner’s employer], the owner of the place [you were/your partner was] working)
(PROMPT FOR CLINICAL NEGLIGENCE: e.g. a doctor, a nurse, a hospital)

OPEN

L7FF

[IF LupdateFF C = 2 AUTOCODE L7FF AS 1
IF LupdateFF C = 1 AUTOCODE L7FF AS 2ELSE IF L7 = 3 OR 4 ASK]
Was there ever any disagreement between [you/your partner] and the other side about what [you/your partner] or they should do/give/get in order to sort out the [problem descriptor]?
9. Yes
10. No
11. Don’t know
12. Refused

L8FF

[IF LupdateFF D = 2 or 1 AUTOCODE L8FF = LupdateFF D
[ASK IF L7FF = 1]
Is there still a disagreement between [you/your partner] and the other side?
13. Yes
2. No
3. Don’t know
4. Refused

L9FF

Last time you said that [the problem was ongoing (IF L9 = 4)/ it was too early to say whether the problem was over (IF L9 = 3)]. Would you say this [problem descriptor] is now over or is it still ongoing? PROBE FULLY.
1. now over
14. most likely now over
15. too early to say
16. ongoing
17. Don’t know
18. Refused

I’m now going to ask some questions about how [you/your partner] went about sorting out the problem.

L11FF

Since last time, have you/has your partner] used the internet or any leaflet, booklet or book to help sort out the [problem descriptor]?

IF YES, which one?

SINGLE CODE

9. Yes, the internet
10. Yes, a leaflet, booklet or book
11. No, neither
12. Don’t know

L12FF

[ASK IF L10FF = 4, 5, 7 or 8]

SHOWCARD

Since last time, which of these people or organisations best describes the advisers/representatives who helped (are helping) [you/your partner] sort out the problem?

MULTICODE
IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

**Other person or organisation**

11. Community group
12. Insurance company legal advice service
13. Police
20. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don’t know

**L13FF [ASK IF L12FF = 1-20]**

Did [you/your partner], **personally**, have to pay for any of the help [you/they] received from (any of these/this) adviser(s)?
9. Yes
10. No
11. Don’t know
12. Refused

**L14FF [ASK IF L12FF = 1-20]**

SHOWCARD

Did any of these pay for any of the help [you/your partner] received from (any of these/this) adviser(s)?
MULTICODE
21. Legal aid, Community Legal Service Fund, Legal Services Commission
22. An Insurance company (or you through insurance premiums)
23. A Trade union or professional body (or you through subscription fees)
24. Your employer
25. A relative or friend
26. A no win, no fee agreement
27. A loan
28. Someone or something else (excluding advisers themselves)
29. None of these
30. Don’t know

**L15FF**

**SHOWCARD**

Since last time, [have you/has your partner] **unsuccessfully tried** to get help from any of these people or organisations? Please tell me about particular advisors, rather than particular occasions.

**MULTICODE**

**IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’**

**Local Council**

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

**Advice Agency**
5. Citizens Advice Bureau

6. Law Centre

7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor

10. Barrister

**Other person or organisation**

11. Community group

12. Insurance company legal advice service

13. Police

14. Your employer

15. Doctor or other health worker

16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor
20. Other person or organisation

21. No/none of these

22. Don't know

L16FF

SHOWCARD

And can I check, since last time, whether any of the following things happened (have happened) as part of the problem or sorting the problem out?

PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing. Please consider the options carefully.

MULTICODE

25. You contacted a regulator or ombudsman (e.g. Ofcom, Financial Ombudsman Service)
26. You or the other side contacted the police
27. You or the other side contacted, or were contacted by, a lawyer
28. You or the other side contacted, or were contacted by, a tribunal or court
29. You or the other side contacted a formal appeals service
30. You were contacted by a formal agent of the other side (e.g. debt collection agency)
31. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
32. A court or tribunal hearing took place
33. A court or tribunal made a decision about the problem
34. None of these
35. Don't know
36. Refused

[ASK IF L16FF = 1]

L16bFF

Which regulator or ombudsman was it?

[OPEN] ALLOW DK

[ASK IF L16FF = 5]

L17FF

And, was the formal appeals service operated by other side, or an independent service?

9. Operated by the other side
10. Independent
11. Don't know
12. Refused

[ASK IF L17FF = 2]

L18FF

And did the appeals service involve any 'hearings' - for example, where [you/your partner] had to appear before the appeals service to make your case?

9. Yes
10. No
11. Don't know
12. Refused
L19FF  [ASK IF L1FF7 = 2]
And did the appeals service make a decision about the problem?
9. Yes
10. No
11. Don’t know
12. Refused

L20FF  [ASK IF L16FF = 6]
And, what sort of formal agent was it?
[OPEN] ALLOW DK

L21FF  [ASK IF L16FF = 7]
And were any conciliation, mediation or arbitration sessions held?
9. Yes
10. No
11. Don’t know
12. Refused

L22FF  [ASK IF L16FF = 8 or 9]
And, did [you/they], or somebody acting on [your/their] behalf, attend any court or tribunal hearings?
15. Yes
16. No
17. Don’t know
18. Refused

L23FF  [ASK IF L22FF = 1]
Who?
[OPEN]

L24FF  [ASK IF UpdateFFD = 2 OR L8FF = 2] SHOWCARD
You said earlier that [you/your partner] and the other side are no longer in disagreement. Which of these descriptions best describes how the disagreement concluded?

Tribunals have been known as the Appeals Service

CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.

1. A. Decision of a Court/Tribunal
2. B. Decision of a formal appeals service
3. C. Decision/action of an independent third party (e.g. the police, a regulator)
4. D. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. E. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. F. Agreement reached by you personally, with the other side
7. G. The other side acted independently to end the disagreement
8. H. You acted independently of the other side to end the disagreement
9. Agreement occurred without you or the other needing to do anything
10. Don’t know
11. Refused

L25FF
[ASK IF any answer to L24FF]
And, to what extent would you say the disagreement concluded in [your/your partner’s] favour? PROBE FULLY

1. Mostly in [your/your partner’s] favour
2. Somewhat in [your/your partner’s] favour
3. Mostly not in [your/your partner’s] favour
4. Don’t know
19. Refused

L26FF
[ASK IF L9FF = 1 or 2]
SHOWCARD
And you said earlier that the problem is [now over/most likely now over]. Which of these descriptions best describes how the problem concluded?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of a court/tribunal
2. Decision of a formal appeals service
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, personally, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don’t know
13. Refused

L27FF
[ASK IF L26FF = 11]
You said earlier that the [problem descriptor] had concluded, but also that [you are/your partner is] still “putting up” with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.
1. Yes
2. No
3. Don’t know
4. Refused

L28FF
[ASK IF L27FF = 1]
So, when you said that it had concluded, did you mean that it still exists, but [you are/your partner is] not expecting that you or anybody else will do anything about it in the future?
1. Yes
2. No
3. Don’t know
4. Refused

L29FF  [ASK IF L28FF = 1]
Do you see a time in the future when the problem no longer exists?
9. Yes
10. No
11. Don’t know
12. Refused

L30FF  [IF problem concluded (L9FF = 1 or 2), provided L28FF not 2]
How satisfied [were/was you/your partner] with the outcome? PROBE FULLY
1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

L31FF  [ASK IF L9FF = 1/2, provided L28FF not 2]
How satisfied was the other side with the outcome? PROBE FULLY
1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

L32FF  [ASK IF L9FF = 1/2, provided L28FF not 2]
Is there anything [you/your partner] wish(es) [you/they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/them] to deal with it?
9. Yes
10. No
11. Don’t know
12. Refused

L33FF  [ASK IF L32FF = 1]
What do [you/they] wish [you/they] had known?
[OPEN]
DK

L34FF  [If problem concluded, provided L28FF not 2]
Is there anything that [you/your partner] wish(es) [you/they] had done differently about trying to sort out the problem?
9. Yes
10. No
11. Don’t know
12. Refused

L35FF  [ASK IF L34FF = 1]
What do [you/they] wish [you/they] had done differently?
MULTICODE. DO NOT PROMPT.
1. Got advice / more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don’t know
12. Refused

L36FF  [ASK IF LupdateFFD = 1 OR L8FF = 1]
You said earlier that [you/your partner] had not reached agreement with the other side about what [you/your partner] or they should do/give/get in order to sort out the [problem descriptor]
Do you see a time when agreement will be reached?

15. Yes
16. No
17. Don’t know
18. Refused

L37FF  [ASK IF L36FF=1]
How long do you think it will be before [you reach/your partner reaches] agreement?
OPEN NUMERIC
9. Weeks
10. Months
11. Years
12. DK

L38FF  [ASK IF L9FF =3 or 4 (problem not over)]
Do you see a time when the [problem descriptor] will be over?

9. Yes
10. No
11. Don’t Know
12. Refused

L39FF  [ASK IF L38FF = 1]
How long do you think it will be before [problem descriptor] will be over?
OPEN NUMERIC
9. Weeks
10. Months
11. Years
12. DK

L40FF  [ASK IF L9FF = 3/4 OR L28FF =2]
Is there anything [you wish you/your partner wishes they] had known at the
time [you/they] experienced the [problem descriptor] that would have helped
[you/them] to deal with it?

9. Yes
10. No
11. Don’t know
12. Refused

L41FF

[ASK IF L40FF = 1]
What do [you/they] wish [you/they] had known?
[OPEN]
DK

L42FF

[ASK IF L9FF = 3/4 OR L28FF =2]
Is there anything that [you/they] wish [you/they] had done differently about
trying to sort out the problem?

9. Yes
10. No
11. Don’t know
12. Refused

L43FF

[ASK IF L42FF = 1]
What do [you/they] wish you had done differently?
[Open]
DK

L44FF

[ASK IF L9FF = 1 or 2]
And, how fair [do you/does your partner] think the outcome was to everybody
concerned? PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don’t know

L45FF
And [are you/is your partner] happy with how things have turned out ["so far" if
L9FF not 1 or 2] with this [problem descriptor]?

9. Yes
10. No
11. Don’t know
12. Refused

L47FF
SHOWCARD
Which, if any, of the descriptions on this card best indicates the character of
[the problem]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9. None of these
10. Don’t know

**L48FF SHOWCARD**
Did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

25. Physical ill health
26. Stress related ill health
27. Other mental ill health
28. A drinking problem
29. A drug problem
30. Being harassed or verbally abused
31. Being assaulted or physically threatened
32. Damage to your property
33. Loss of confidence
34. Fear
35. None of these
36. Refused

**L49FF SHOWCARD**
And did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

21. Breaking up with a partner
22. Damage to a family relationship
23. Having to move home
24. Becoming homeless
25. Having to change jobs
26. Becoming unemployed
27. Loss of income
28. Problems to do with your education
29. None of these
30. Refused

**L52FF SHOWCARD**
[ASK IF L12FF = 1-20]
Do you feel that the help [you/your partner] received from [L12FF] led to improvements in any of the things on this card?

INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

25. Physical health
26. Levels of stress
27. Relationships
28. Levels of violence towards you/your property
29. Housing circumstances
30. Employment circumstances
31. Income
32. Confidence
33. Involvement in community
34. None of these
35. Don’t know
36. Refused

L55FF  To what extent do [you/they] now understand what [your/their] legal position is regarding the problem? PROBE FULLY

13. Completely
14. Mostly
15. Partly
16. Not at all
17. Don’t know
18. Refused

L56FF  [IF L55FF = 1 or 2]

How did [you/your partner] come to understand where [you/they] stood, legally?

MULTICODE. DO NOT PROMPT

19. Talking to friends/family/colleagues
20. Talking to an advisor
21. Talking to the other side
22. Information from the internet
23. Information from a leaflet/booklet/book
24. Have had experience of similar problems
25. Other (specify)
26. Don’t know
27. Refused

L53FF  What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?

CODE IN POUNDS, ALLOW ZERO DK

L59FF  [ASK IF LupdateFFC = 2 OR L7FF = 1]

When did the disagreement [you/your partner] had about [problem descriptor] begin?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY

MONTH/YEAR

L60FF  [ASK IF LupdateFFD = 2 OR L8FF = 2]
And when did the disagreement [you/your partner] had about [problem
descriminator] end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY

MONTH/YEAR

L61FF  [ASK IF L9FF = 1 or 2]
Finally, when did the [problem descriptor] itself end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY

MONTH/YEAR
DIVORCE & DOMESTIC VIOLENCE sections (proxies skip)

[First of all/Next], the [problem descriptor / break-up descriptor]

PROMPT IF NECESSARY: which started in MONTH/YEAR

A3div1aFF. [ASK IF A3div1a = 2]
Has the divorce been finalised?

9. Yes
10. No
11. Don’t know
12. Refused

A3div1bFF. [ASK IF A3div1b = 2]
Has the period of separation ended?

9. Yes
10. No
11. Don’t know
12. Refused

A3div1cFF. [ASK IF A3div1aFF =1 or A3div1bFF = 1]
When [was the divorce finalised / did the period of separation end]?
Please tell me the month and then the year.

DATE
5. Don’t know
6. Refused

A7div1bFF. [ASK IF A7div1b = 2]
Last time we spoke to you, you said that there had been no disagreement between you and the other side about what you or they should do/give/get to sort out the [problem descriptor]. Was there a disagreement after we spoke to you?

9. Yes
10. No
11. Don’t know
12. Refused

A8div1FF. [ASK IF A7div1bFF =1 or A8div1 = 1]
[IF A8div1 = 1 ADD: Last time you said there was an ongoing disagreement between you and the other side about what you or they should do/give/get to sort out the [problem descriptor].] Is there still a disagreement?

13. Yes
2. No
3. Don’t know
4. Refused

A9div1FF. Last time you said that [the problem was ongoing (IF A9div1 = 4))/ it was too early to say whether the problem was over (IF A9div1 = 3)]. Would you say [problem descriptor] is now over or still ongoing?

1. now over
14. most likely now over
15. too early to say
16. ongoing
17. Don’t know
18. Refused

**A11div1FF.** Since last time, have you used the internet or any leaflet, booklet or book to help you sort out the [break-up descriptor] and the [problem descriptor]?

17. Yes
18. No
19. Don’t know
20. Refused

**A12div1FF. [ASK IF A10div1FF = 4, 5, 7 or 8]**

**SHOWCARD**
Since last time, which of these people or organisations best describes the advisers/representatives who helped (are helping) you sort out the problem?

**MULTICODE**

**IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’**

**Local Council**

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department
Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don’t know

A13div1FF. [ASK IF L12div1FF = 1-20]

Did you, personally, have to pay for any of the help you received from (any of these/this) adviser(s)?
9. Yes
10. No
11. Don’t know
12. Refused

A14div1FF. [ASK IF L12div1FF = 1-20]

SHOWCARD
Did any of these pay for any of the help you received from (any of these/this) adviser(s)?
MULTICODE

21. Legal aid, Community Legal Service Fund, Legal Services Commission
22. An Insurance company (or you through insurance premiums)
23. A Trade union or professional body (or you through subscription fees)
24. Your employer
25. A relative or friend
26. A no win, no fee agreement
27. A loan
28. Someone or something else (excluding advisers themselves)
29. None of these
30. Don’t know

A15div1FF. SHOWCARD

Since last time, have you unsuccessfully tried to get help from any of these people or organisations?

MULTICODE
IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

**Local Council**

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

**Advice Agency**

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor
10. Barrister
Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No, none of these
22. Don’t know

SHOWCARD
And can I check, since last time, whether any of the following things happened (have happened) as part of the divorce/separation/break-up (and [problem descriptor]?) Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

25. [No option 1]
26. You or the other side contacted the police
27. You or the other side contacted, or were contacted by, a lawyer
28. You or the other side contacted, or were contacted by, a tribunal or court
29. You or the other side contacted, or were contacted by, the Child Support Agency
30. You were contacted by a formal agent of the other side (e.g. debt collection agency)
31. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
32. A court or tribunal hearing took place
33. A court or tribunal made a decision about the problem
34. None of these
35. Don’t know
36. Refused

*A19div1FF.*  [ASK IF A16div1FF = 5]
And did the Child Support Agency make a decision about the problem?

9. Yes
10. No
11. Don’t know
12. Refused

*A20div1FF.*  [ASK IF A16div1FF = 6]
And, what sort of formal agent was it? [OPEN]. Allow DK

*A21div1FF.*  [ASK IF A16div1FF = 7]
And were any conciliation, mediation or arbitration sessions held?

9. Yes
10. No
11. Don’t know
12. Refused

*A22div1FF.*  [ASK IF A16div1FF = 8 or 9]
And, did you, or somebody acting on your behalf, attend any court or tribunal hearings?

9. Yes
10. No
11. Don’t know
12. Refused

*A23div1FF.*  [ASK IF A22div1FF = 1]

Who?

[OPEN]. Allow DK

*A24div1FF.*  [ASK IF A8div1FF = 2]

SHOWCARD
You said earlier that you and the other side are no longer in disagreement. Which of these descriptions best describes how the disagreement concluded?
CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.

1. Decision of a Court/Tribunal
2. Decision of the Child Support Agency
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you personally, with the other side
7. The other side acted independently to end the disagreement
8. You acted independently of the other side to end the disagreement
9. Agreement occurred without you or the other needing to do anything
10. Don't know
11. Refused

A25div1FF. [ASK IF A8div1FF = 2]
And, to what extent would you say the disagreement concluded in your favour? PROBE FULLY

1. Mostly in my favour
2. Somewhat in my favour
3. Mostly not in my favour
4. Don't know
20. Refused

A26div1FF. [ASK IF A9div1FF = 1 or 2]
SHOWCARD
And you said that the problem is now [over/most likely now over]. Which of these descriptions best describes how the [problem descriptor] concluded?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of court/tribunal
2. Decision of the Child Support Agency
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, personally, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don't know
13. Refused

A27div1FF [ASK IF A26div1FF = 11]
You said earlier that the [problem descriptor] had concluded, but also that you are still "putting up" with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes
19. No
20. Don't know
21. Refused

**A28div1FF** [ASK IF A27div1FF = 1]
So, when you said that it had concluded, did you mean that it still exists, but you are not expecting that you or anybody else will do anything about it in the future?

1. Yes
8. No
9. Don’t know
10. Refused

**A29div1FF** [ASK IF A28div1FF = 1]
Do you see a time in the future when the problem no longer exists?

11. Yes
12. No
13. Don’t know
14. Refused

**A30div1FF** [ASK IF problem concluded (A9div1FF = 1 or 2), provided A28div1FF not 2]
How satisfied were you with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

**A31div1FF** [ASK IF problem concluded (A9div1FF = 1 or 2), provided A28div1FF not 2]
How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
15. Don’t know

**A32div1FF** [ASK IF problem concluded (A9div1FF = 1 or 2), provided A28div1FF not 2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

9. Yes
10. No
11. Don’t know
12. Refused

**A33div1FF** [ASK IF A32div1FF = 1]
What do you wish you had known?
[OPEN] DK

**A34div1FF** [ASK IF problem concluded (A9div1FF = 1 or 2), provided A28div1FF not 2]
Is there anything that you wish you had done differently about trying to sort out the problem?
9. Yes
10. No
11. Don’t know
12. Refused

**A35div1FF [ASK IF A34div1FF = 1]**
What do you wish you had done differently? DO NOT PROMPT.
MUTLICODE

1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don’t know
12. Refused

**A36div1FF [ASK IF A8div1FF = 1]**
You said earlier that you had not reached agreement with the other side about what you or they should do/give/get in order to sort out the [break-up descriptor] and the [problem descriptor]. Do you see a time when agreement will be reached?

9. Yes
10. No
11. Don’t know
12. Refused

**A37div1FF [ASK IF A36div1FF = 1]**
How long do you think it will be before you reach agreement?

NUMERIC

9. Weeks
10. Months
11. Years
12. DK

**A38div1FF [ASK IF A9div1FF = 3/4 (problem not over)]**
Do you see a time when the [problem descriptor] will be over?

9. Yes
10. No
11. Don’t know
12. Refused

**A39div1FF [ASK IF A38div1FF = 1]**
How long do you think it will be before [problem descriptor] will be over?

NUMERIC

9. Weeks
10. Months
11. Years
12. DK

A40div1FF [All not concluded A9div1FF = 3/4 OR A28div1FF =2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

9. Yes
10. No
11. Don’t know
12. Refused

A41div1FF [ASK IF A40div1FF = 1]
What do you wish you had known?

[OPEN]
DK

A42div1FF [All not concluded A9div1FF = 3/4 OR A28div1FF =2]
Is there anything that you wish you had done differently about trying to sort out the problem?

9. Yes
10. No
11. Don’t know
12. Refused

A43div1FF [ASK IF A42div1FF = 1]
What do you wish you had done differently?

[OPEN]
DK

A44div1FF. [ASK IF A9div1FF = 1 or 2]
And, how fair do you think the outcome was to everybody concerned? PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don’t know
6. Refused

A45div1FF And are you happy with how things have turned out [“so far” if A9div1FF not 1 or 2] with the [break up descriptor] and the [problem descriptor]?

9. Yes
10. No
11. Don’t know  
12. Refused

**A47div1FF SHOWCARD**  
Which, if any, of the descriptions on this card best indicates the character of the [break-up descriptor] and the [problem descriptor]? You can choose more than one option, or none.

1. Bad luck / part of life  
2. Moral  
3. Private (i.e. not something to involve others with)  
4. Criminal  
5. Legal  
6. Social  
7. Bureaucratic  
8. Family / community (i.e. something to be dealt with within the family/community)  
9. None of these  
10. Don’t know

**A48div1FF SHOWCARD**  
Did or do you experience any of the things on this card as part of, or as a result of, this [break-up descriptor] and the [problem descriptor]? Please just read out the numbers.

25. Physical ill health  
26. Stress related ill health  
27. Other mental ill health  
28. A drinking problem  
29. A drug problem  
30. Being harassed or verbally abused  
31. Being assaulted or physically threatened  
32. Damage to your property  
33. Loss of confidence  
34. Fear  
35. None of these  
36. Refused

**A49div1FF SHOWCARD**  
And did or do you experience any of the things on this card as part of, or as a result of, this [break-up descriptor] and the [problem descriptor]? Please just read out the numbers.

21. Breaking up with a partner other than the partner in question  
22. Damage to a family relationship  
23. Having to move home  
24. Becoming homeless  
25. Having to change jobs  
26. Becoming unemployed  
27. Loss of income  
28. Problems to do with your education  
29. None of these  
30. Refused
A52div1FF[ASK IF L12div1FF = 1-20]

SHOWCARD
Do you feel that the help you received from [A12div1FF] led to improvements in any of the things on this card?
INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

25. A Physical health
26. B Levels of stress
27. C Relationships
28. D Levels of violence towards you/your property
29. E Housing circumstances
30. F Employment circumstances
31. G Income
32. H Confidence
33. I Involvement in community
34. None of these
35. Don’t know
36. Refused

A55div1FF To what extent do you now understand what your legal position is regarding the problem? PROBE FULLY

13. Completely
14. Mostly
15. Partly
16. Not at all
17. Don’t know
18. Refused

A56div1FF[ASK IF A55div1FF = 1 or 2]

How did you come to understand where you stood, legally?

MULTICODE. DO NOT PROMPT

17. Talking to friends/family/colleagues
18. Talking to an advisor
19. Talking to the other side
20. Information from the internet
21. Information from a leaflet/booklet/book
22. Other (specify)
23. Don’t know
24. Refused
A53div1FF  What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as the [break-up descriptor] and the [problem descriptor]?

CODE IN POUNDS, ALLOW ZERO

A59div1FF.  [ASK IF A7div1bFF = 1]
When did the disagreement you had about the [divorce/dissolution/separation/break-up/problem descriptor – should have text from A2div1a, if A7div1a = yes; OR text from A3div1f, if A7div1b = yes] begin? Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A60div1FF.  [ASK IF A8div1FF = 2]
And when did the disagreement end? Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A61div1FF.  [ASK IF A9div1FF = 1 or 2]
Finally, when did the [problem descriptor] end? Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR
RELATIONSHIP BREAKDOWN 2 – proxies skip this section

[First of all/Next], the [problem descriptor / break-up descriptor]
PROMPT IF NECESSARY: which started in MONTH/YEAR

A7div2FF. [ASK IF A7div2 = 2]
Last time we spoke to you, you said that there had been no disagreement between you and the other side about what you or they should do/give/get in order to sort out the [problem descriptor]? Was there a disagreement after we spoke to you?
9. Yes
10. No
11. Don’t know
12. Refused

A8div2FF. [ASK IF A7div2FF = 1 OR A8div2 = 1]
[IF A8div2 = 1 ADD: Last time you said there was an ongoing disagreement between you and the other side about what you or they should do/give/get to sort out the [problem descriptor].] Is there still a disagreement?
13. Yes
2. No
3. Don’t know
4. Refused

A9div2FF. Last time you said that [the problem was ongoing (IF A9div2 = 4)]/ it was too early to say whether the problem was over (IF A9div2 = 3). Would you say this [problem descriptor] is now over or is it still ongoing? PROBE FULLY
1. now over
14. most likely now over
15. too early to say
16. ongoing
17. Don’t know
18. Refused

A11div2FF. Since last time, have you used the internet or any leaflet, booklet or book to help you sort out the [problem descriptor]?
21. Yes
22. No
23. Don’t know
24. Refused

A12div2FF. [ASK IF A10div2FF = 4, 5, 7 or 8]
SHOWCARD
Since last time, which of these people or organisations best describes the advisers/representatives who helped (are helping) you sort out the problem?

MULTICODE

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body
Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
21. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don’t know

A13div2FF. [ASK IF L12div2FF = 1-20]

Did you, **personally**, have to pay for any of the help you received from (any of these/this) adviser(s)?
9. Yes
10. No
11. Don’t know
12. Refused

A14div2FF. [ASK IF L12div2FF = 1-20]
SHOWCARD
Did any of these pay for any of the help you received from (any of these/this) adviser(s)?

21. Legal aid, Community Legal Service Fund, Legal Services Commission
22. An Insurance company (or you through insurance premiums)
23. A Trade union or professional body (or you through subscription fees)
24. Your employer
25. A relative or friend
26. A no win, no fee agreement
27. A loan
28. Someone or something else (excluding advisers themselves)
29. None of these
30. Don't know

A15div2FF. SHOWCARD
Since last time, have you **unsuccessfully tried** to get help from any of these people or organisations?

MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

**Local Council**

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

**Advice Agency**
5. Citizens Advice Bureau

6. Law Centre

7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor

10. Barrister

**Other person or organisation**

11. Community group

12. Insurance company legal advice service

13. Police

14. your employer

15. Doctor or other health worker

16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor
20. Other person or organisation

21. No, none of these

22. Don’t know

A16div2FF. SHOWCARD
And can I check, since last time, whether any of the following things happened (have happened) as part of the problem or sorting the problem out? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

25. [No option 1]
26. You or the other side contacted the police
27. You or the other side contacted, or were contacted by, a lawyer
28. You or the other side contacted, or were contacted by, a tribunal or court
29. You or the other side contacted, or were contacted by, the Child Support Agency
30. You were contacted by a formal agent of the other side (e.g. debt collection agency)
31. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
32. A court or tribunal hearing took place
33. A court or tribunal made a decision about the problem
34. None of these
35. Don’t know
36. Refused

A19div24FF. [ASK IF A16div2FF = 5]
And did the Child Support Agency make a decision about the problem?

9. Yes
10. No
11. Don’t know
12. Refused

A20div2FF. [ASK IF A16div2FF = 6]
And, what sort of formal agent was it?

[OPEN] – allow DK

A21div2FF. [ASK IF A16div2FF = 7]
And were any conciliation, mediation or arbitration sessions held?

9. Yes
10. No
11. Don’t know
12. Refused

A22div2FF. [ASK IF A16div2FF = 8 or 9]
And, did you, or somebody acting on your behalf, attend any court or tribunal hearings?
9. Yes
10. No
11. Don’t know
12. Refused

A23div2FF. [ASK IF A22div2FF = 1]

Who?

[OPEN] – allow DK

A24div2FF. [ASK IF A8div2FF = 2]
SHOWCARD
You said earlier that you and the other side are no longer in disagreement. Which of these descriptions best describes how the disagreement concluded? CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.

1. Decision of a Court/Tribunal
2. Decision by the Child Support Agency
3. Decision/action of an independent third party (e.g. the police)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you personally, with the other side
7. The other side acted independently to end the disagreement
8. You acted independently of the other side to end the disagreement
9. Agreement occurred without you or the other needing to do anything
10. Don’t know
11. Refused

A25div2FF. [ASK IF A8div2FF = 2]

And, to what extent would you say the disagreement concluded in your favour? PROBE FULLY

1. Mostly in my favour
2. Somewhat in my favour
3. Mostly not in my favour
4. Don’t know
21. Refused

A26div2FF. [ASK IF A9div2FF = 1 or 2]
SHOWCARD
And you said earlier that the problem is over. Which of these descriptions best describes how the problem concluded?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of a court/tribunal
2. Decision by the Child Support Agency
3. Decision/action of an independent third party (e.g. the police)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, personally, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don’t know
13. Refused

A27div2FF [ASK IF A26div2FF = 11]
You said earlier that the [problem descriptor] had concluded, but also that you are still "putting up" with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes
2. No
3. Don’t know
4. Refused

A28div2FF [ASK IF A27div2FF = 1]
So, when you said that it had concluded, did you mean that it still exists, but you are not expecting that you or anybody else will do anything about it in the future?

1. Yes
2. No
3. Don’t know
4. Refused

A29div2FF [ASK IF A28div2FF = 1]
Do you see a time in the future when the problem no longer exists?

11. Yes
12. No
13. Don’t know
14. Refused

A30div2FF [ASK IF A9div1FF = 1/2, provided A28div2FF not 2]
How satisfied were you with the outcome? PROBE FULLY
1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A31div2FF [ASK IF A9div1FF = 1/2, provided A28div2FF not 2]
How satisfied was the other side with the outcome? PROBE FULLY
1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
15. Don’t know

A32div2FF [ASK IF problem concluded (A9div1FF = 1/2), provided A28div2FF not 2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?
9. Yes
10. No
11. Don’t know
12. Refused

A33div2FF [ASK IF A32div2FF = 1]
What do you wish you had known?
[OPEN]

A34div2FF [ASK IF problem concluded, provided A28div2FF not 2]
Is there anything that you wish you had done differently about trying to sort out the problem?
9. Yes
10. No
11. Don’t know
12. Refused

A35div2FF [ASK IF A34div2FF = 1]
What do you wish you had done differently? DO NOT PROMPT
1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don’t know
12. Refused

A36div2FF [ASK IF A8div2FF = 1]
You said earlier that you had not reached agreement with the other side about what you or they should do/give/get in order to sort out the [problem descriptor]
Do you see a time when agreement will be reached?

1. Yes
2. No
3. Don’t know
4. Refused

A37div2FF[ASK IF A36div2FF = 1]
How long do you think it will be before you reach agreement?
OPEN NUMERIC
33. Weeks
34. Months
35. Years
36. DK

A38div2FF[ASK IF A9div2FF >2 (problem not over)]
Do you see a time when the [problem descriptor] will be over?
9. Yes
10. No
11. Don’t know
12. Refused

A39div2FF[ASK IF A38div2FF = 1]
How long do you think it will be before [problem descriptor] will be over?
OPEN NUMERIC
9. Weeks
10. Months
11. Years
12. DK

A40div2FF[ASK IF A9div2FF = 3/4 OR A28div2FF = 2]
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?
9. Yes
10. No
11. Don’t know
12. Refused

A41div2FF[ASK IF A40div2FF = 1]
What do you wish you had known?
[OPEN] DK

A42div2FF [ASK IF A9div2FF = 3/4 OR A28div2FF = 2]
Is there anything that you wish you had done differently about trying to sort out the problem?
117. Yes  
118. No  
119. Don’t know  
120. Refused  

A43div2FF[ASK IF A42div2FF = 1]  
What do you wish you had done differently?  
[Open] DK  

A44div2FF. [ASK IF A9div2FF = 1 or 2]  
And, how fair do you think the outcome was to everybody concerned? PROBE FULLY  
1. Very fair  
2. Somewhat fair  
3. Somewhat unfair  
4. Not fair at all  
5. Don’t know  

A45div2FF. And are you happy with how things have turned out ["so far" if A9div2FF not 1 or 2] with this [problem descriptor]?  
9. Yes  
10. No  
11. Don’t know  
12. Refused  

A47div2FF. SHOWCARD  
Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.  
1. Bad luck / part of life  
2. Moral  
3. Private (i.e. not something to involve others with)  
4. Criminal  
5. Legal  
6. Social  
7. Bureaucratic  
8. Family / community (i.e. something to be dealt with within the family/community)  
9. None of these  
10. Don’t know  

A48div2FFSHOWCARD  
Did or do you experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.  
25. Physical ill health  
26. Stress related ill health  
27. Other mental ill health  
28. A drinking problem  
29. A drug problem  
30. Being harassed or verbally abused  
31. Being assaulted or physically threatened  
32. Damage to your property
33. Loss of confidence
34. Fear
35. None of these
36. Refused

A49[^div2FF]

SHOWCARD
And did or do you experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

21. Breaking up with a partner
22. Damage to a family relationship
23. Having to move home
24. Becoming homeless
25. Having to change jobs
26. Becoming unemployed
27. Loss of income
28. Problems to do with your education
29. None of these
30. Refused

A52[^div2FF][ASK IF L12[^div2FF] = 1-20]

SHOWCARD
Do you feel that the help you received from [A12[^div2FF]] led to improvements in any of the things on this card?
INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

25. Physical health
26. Levels of stress
27. Relationships
28. Levels of violence towards you/your property
29. Housing circumstances
30. Employment circumstances
31. Income
32. Confidence
33. Involvement in community
34. None of these
35. Don’t know
36. Refused

A55[^div2FF]

To what extent do you now understand what your legal position is regarding the problem? PROBE FULLY

13. Completely
14. Mostly
15. Partly
16. Not at all
17. Don’t know
18. Refused

A56[^div2FF][ASK IF A55[^div2FF] = 1 or 2]
How did you come to understand where you stood, legally? DO NOT
PROMPT

MULTICODE

17. Talking to friends/family/colleagues
18. Talking to an advisor
19. Talking to the other side
20. Information from the internet
21. Information from a leaflet/booklet/book
22. Other (specify)
23. Don’t know
24. Refused

A53div2FF What is the highest amount you would pay to receive professional help to
assist you in upholding your rights when facing a problem such as [problem
descriptor]?  
CODE IN POUNDS, ALLOW ZERO

A59div2FF. [ASK IF A7div2FF = 1]
When did the disagreement you had about [problem descriptor] begin?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A60div2FF. [ASK IF A8div2FF = 2]
And when did the disagreement you had about [problem descriptor] end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A61div2FF. [ASK IF A9div2FF = 1 or 2]
Finally, when did the [problem descriptor] itself end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR
DOMESTIC VIOLENCE – proxies skip this section

[First of all/Next], the [problem descriptor / break-up descriptor]
PROMPT IF NECESSARY: which started in MONTH/YEAR

A7viol2FF.  [ASK IF A7viol2 = 2]
Last time we spoke to you, you said that there had been no disagreement between you and the person who was violent about what you or they should do/give/get in order to end the [problem descriptor]? Was there a disagreement after we spoke to you?
1. Yes
2. No
3. Don’t know
4. Refused

A8viol2FF.  [ASK IF A7viol2 = 1 or A8viol2 = 1]
[IF A8viol2 = 1 ADD: Last time you said there was an ongoing disagreement between you and the person who was violent about what you or they should do/give/get to sort out the [problem descriptor].] Is there still a disagreement?
1. Yes
2. No
3. Don’t know
4. Refused

A9violFF.  Last time you said that [the problem was ongoing (IF A9viol = 4)]/ it was too early to say whether the problem was over (IF A9viol = 3). Would you say that this [problem descriptor] is now over or is it still ongoing?
PROBE FULLY
1. now over
11. most likely now over
12. too early to say
13. ongoing
14. Don’t know
15. Refused

A11violFF.  Since last time, have you used the internet or any leaflet, booklet or book to help you sort out the [problem descriptor]?
SINGLECODE. IF YES, ask which one?

9. Yes, the internet
10. Yes, a leaflet, booklet or book
11. No, neither
12. Don’t know
A12violFF. [ASK IF A10violFF = 4, 5, 7 or 8]

SHOWCARD
Since last time, which of these people or organisations best describes the advisers/representatives who helped (are helping) you sort out the problem?

MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body
Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don't know

A13violFF. [ASK IF A12violFF = 1-20]

Did you, personally, have to pay for any of the help you received from (any of these/this) adviser(s)?
9. Yes
10. No
11. Don't know
12. Refused
A14violFF. [ASK IF A12violFF = 1-20]]

SHOWCARD
Did any of these pay for any of the help you received from (any of these/this) adviser(s)?
MULTICODE

21. Legal aid, Community Legal Service Fund, Legal Services Commission
22. An Insurance company (or you through insurance premiums)
23. A Trade union or professional body (or you through subscription fees)
24. Your employer
25. A relative or friend
26. A no win, no fee agreement
27. A loan
28. Someone or something else (excluding advisers themselves)
29. None of these
30. Don’t know

A15violFF. SHOWCARD

Since last time, have you **unsuccessfully tried** to get help from any of these people or organisations?

MULTICODE

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

**Local Council**

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department
Advice Agency

5. Citizens Advice Bureau

6. Law Centre

7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor

10. Barrister

Other person or organisation

11. Community group

12. Insurance company legal advice service

13. Police

14. your employer

15. Doctor or other health worker

16. ACAS

17. Jobcentre
18. Social worker

19. MP or local councillor

20. Other person or organisation

21. No, none of these

22. Don’t know

A16viol1FF. SHOWCARD
And can I check, since last time, whether any of the following things happened (have happened) as part of the problem or sorting the problem out? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

25. [No first option]
26. You or the other side contacted the police
27. You or the other side contacted, or were contacted by, a lawyer
28. You or the other side contacted, or were contacted by, a tribunal or court
29. [No fifth option]
30. [No sixth option]
31. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
32. A court or tribunal hearing took place
33. A court or tribunal made a decision about the problem
34. None of these
35. Don’t know
36. Refused

A21violIFF.[ASK IF A16violIFF = 7]
And were any conciliation, mediation or arbitration sessions held?

9. Yes
10. No
11. Don’t know
12. Refused

A22violIFF.[ASK IF A16violIFF = 8 or 9]
And, did you, or somebody acting on your behalf, attend any court or tribunal hearings?

9. Yes
10. No
11. Don’t know
12. Refused

A23violIFF.[ASK IF A22violIFF = 1]
Who?

[OPEN]

A26violFF. [ASK IF A9violFF = 1 or 2]
SHOWCARD
And, which of these descriptions best describes how the problem concluded?
MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.
MULTICODE

1. Decision of a court/tribunal
2. [No option 2]
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, personally, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don’t know
13. Refused

A27violFF [ASK IF A26violFF = 11]
You said earlier that the [problem descriptor] had concluded, but also that you are still “putting up” with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes
2. No
3. Don’t know
4. Refused

A28violFF [ASK IF A27violFF = 1]
So, when you said that it had concluded, did you mean that it still exists, but you are not expecting that you or anybody else will do anything about it in the future?

1. Yes
2. No
3. Don’t know
4. Refused

A29violFF [ASK IF A28violFF = 1]
Do you see a time in the future when the problem no longer exists?
11. Yes
12. No
13. Don’t know
14. Refused

A30violFF [IF problem concluded (A9violFF = 1 or 2), provided A28violFF not 2]
How satisfied were you with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A31violFF [IF problem concluded (A9violFF = 1 or 2), provided A28violFF not 2]
How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
15. Don’t know

A32violFF [IF problem concluded (A9violFF = 1 or 2), provided A28violFF not 2]
Is there anything you wish you had known at the time you experienced the
[problem descriptor] that would have helped you to deal with it?

9. Yes
10. No
11. Don’t know
12. Refused

A33violFF [ASK IF A32violFF = 1]
What do you wish you had known?
[OPEN]

A34violFF [IF problem concluded (A9violFF = 1 or 2), provided A28violFF not 2]
Is there anything that you wish you had done differently about trying to sort
out the problem?

1. Yes
2. No
3. Don’t know
4. Refused

A35violFF [ASK IF A34violFF = 1]
What do you wish you had done differently? DO NOT PROMPT
MULTICODE.

1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don’t know
12. Refused

A36violFF [ASK IF A8violFF = 1]  
You said earlier that you had not reached agreement with the other side about what you or they should do/give/get in order to sort out the [problem descriptor]  
Do you see a time when agreement will be reached?

9. Yes
10. No
11. Don’t know
12. Refused

A37violFF [ASK IF A36violFF = 1]  
How long do you think it will be before you reach agreement?  
OPEN NUMERIC

9. Weeks
10. Months
11. Years
12. DK

A38violFF [ASK IF A9violFF = 3/4 (problem not over)]  
Do you see a time when the [problem descriptor] will be over?

9. Yes
10. No
11. Don’t know
12. Refused

A39violFF [ASK IF A38violFF = 1]  
How long do you think it will be before [problem descriptor] will be over?  
OPEN NUMERIC

9. Weeks
10. Months
11. Years
12. DK

A40violFF [ASK IF A9violFF = 3/4 OR A28violFF = 2]  
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

9. Yes
10. No
11. Don’t know  
12. Refused  

A41violFF [ASK IF A40violFF = 1]  
What do you wish you had known?  
[OPEN] DK  

A42violFF [ASK IF A9violFF = 3/4 OR A28violFF = 2]  
Is there anything that you wish you had done differently about trying to sort out the problem?  
9. Yes  
10. No  
11. Don’t know  
12. Refused  

A43violFF [ASK IF A42violFF = 1]  
What do you wish you had done differently?  
[OPEN] DK  

A44violFF [ASK IF A9violFF = 1 or 2]  
And, how fair do you think the outcome was to everybody concerned? PROBE FULLY  

1. Very fair  
2. Somewhat fair  
3. Somewhat unfair  
4. Not fair at all  
5. Don’t  

A45violFF.  
And are you happy with how things have turned out [“so far” if A9violFF not 1 or 2] with this [problem descriptor]?  
9. Yes  
10. No  
11. Don’t know  
12. Refused  

A47violFF.  
SHOWCARD  
Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.  
1. Bad luck / part of life  
2. Moral  
3. Private (i.e. not something to involve others with)  
4. Criminal  
5. Legal  
6. Social  
7. Bureaucratic  
8. Family / community (i.e. something to be dealt with within the family/community)  
9. None of these  
10. Don’t know  

A48violFF SHOWCARD
Did or do you experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

25. Physical ill health
26. Stress related ill health
27. Other mental ill health
28. A drinking problem
29. A drug problem
30. Being harassed or verbally abused
31. Being assaulted or physically threatened
32. Damage to your property
33. Loss of confidence
34. Fear
35. None of these
36. Refused

A49violIFF SHOWCARD
And did or do you experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.

21. Breaking up with a partner
22. Damage to a family relationship
23. Having to move home
24. Becoming homeless
25. Having to change jobs
26. Becoming unemployed
27. Loss of income
28. Problems to do with your education
29. None of these
30. Refused

A52violIFF [ASK IF L12violIFF = 1-20] SHOWCARD
Do you feel that the help you received from [A12violIFF] led to improvements in any of the things on this card?
INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?

25. Physical health
26. Levels of stress
27. Relationships
28. Levels of violence towards you/your property
29. Housing circumstances
30. Employment circumstances
31. Income
32. Confidence
33. Involvement in community
34. None of these
35. Don’t know
36. Refused

A55violIFF To what extent do you now understand what your legal position is regarding the problem? PROBE FULLY
13. Completely  
14. Mostly  
15. Partly  
16. Not at all  
17. Don’t know  
18. Refused

**A56violbFF**  
[ASK IF A55violFF = 1 or 2]  
How did you come to understand where you stood, legally? DO NOT PROMPT  
MULTICODE

17. Talking to friends/family/colleagues  
18. Talking to an advisor  
19. Talking to the other side  
20. Information from the internet  
21. Information from a leaflet/booklet/book  
22. Other (specify)  
23. Don’t know  
24. Refused

**A53violFF**  
What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?  
CODE IN POUNDS, ALLOW ZERO

**A61viol**  
[ASK IF A9violFF = 1 or 2]  
Finally, when did the problem end?  
Please tell me the month, and then the year.  
USE CALENDAR IF NECESSARY  
MONTH/YEAR
CARE PROCEEDINGS – proxies DO go through this section

[First of all/Next], the [problem descriptor / break-up descriptor] PROMPT IF NECESSARY: which started in MONTH/YEAR

A4procFF. Last time we spoke to [you/your partner], [you/they] said the other side was [INSERT ANSWER FROM A4proc]. Was that still the case?

1. Yes
2. No

A4procaFF. [ASK IF A1procFF = 2]
Who was the other side in this [problem descriptor]? (PROMPT: e.g. a local authority)
OPEN

A7procFF. [ASK IF A1procFF = 2]
Last time we spoke to [you/your partner], [you/they] said that there had been no disagreement between [you/them] and the other side about what [you/your partner] or they should do/give/get in order to sort out the [problem descriptor]? Was there a disagreement after we spoke to you?

9. Yes
10. No
11. Don’t know
12. Refused

A8procFF. [ASK IF A7procFF = 1 OR A8proc = 1]
[IF A8proc = 1 ADD: Last time [you/your partner] said there was an ongoing disagreement between [you/them] and the other side about what [you/your partner] or they should do/give/get to sort out the [problem descriptor].] Is there still a disagreement?

13. Yes
2. No
3. Don’t know
4. Refused

A9procFF. Last time you said that [the problem was ongoing (IF A9proc = 4))/ it was too early to say whether the problem was over (IF A9proc = 3)]. Would you say this [problem descriptor] is now over or is it still ongoing?

PROBE FULLY
1. now over
14. most likely now over
15. too early to say
16. ongoing
17. Don’t know
18. Refused

A11procFF. Since last time, [have you/has your partner] used the internet or any leaflet, booklet or book to help sort out the [problem descriptor]?

IF YES, which one?
SINGLECODE

1. Yes, the internet
2. Yes, a leaflet, booklet or book
3. No, neither
4. Don't know

A12procFF.  [ASK IF A10procFF = 4, 5, 7 or 8]

SHOWCARD
Since last time, which of these people or organisations best describes the
advisers/representatives who helped (are helping) [you/your partner] sort out
the problem?

MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL
DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency
5. Citizens Advice Bureau  
6. Law Centre  
7. Other independent advice agency

**Trade Union/Professional body**  
8. Trade Union/Professional Body

**Lawyer**  
9. Solicitor  
10. Barrister

**Other person or organisation**  
11. Community group  
12. Insurance company legal advice service  
13. Police  
14. your employer  
15. Doctor or other health worker  
16. ACAS  
17. Jobcentre  
18. Social worker
19. MP or local councillor

20. Other person or organisation

21. Don’t know

A13procFF. [ASK IF A12procFF = 1-20]

Did [you/your partner], **personally**, have to pay for any of the help [you/they] received from (any of these/this) adviser(s)?

9. Yes
10. No
11. Don’t know
12. Refused

A14procFF. [ASK IF A12procFF = 1-20]

SHOWCARD
Did any of these pay for any of the help [you/your partner] received from (any of these/this) adviser(s)?
MULTICODE

21. Legal aid, Community Legal Service Fund, Legal Services Commission
22. An Insurance company (or you through insurance premiums)
23. A Trade union or professional body (or you through subscription fees)
24. Your employer
25. A relative or friend
26. A no win, no fee agreement
27. A loan
28. Someone or something else (excluding advisers themselves)
29. None of these
30. Don’t know

A15procFF. SHOWCARD

Since last time, [have you/has your partner] **unsuccessfully tried** to get help from any of these people or organisations?

MULTICODE

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’
Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation
11. Community group

12. Insurance company legal advice service

13. Police

14. your employer

15. Doctor or other health worker

16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor

20. Other person or organisation

21. No, none of these

22. Don’t know

A16proc1FF. SHOWCARD

And can I check, since last time, whether any of the following things happened (have happened) as part of the problem or sorting the problem out? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]

CODE ALL

25. [No option 1]
26. You or the other side contacted the police
27. You or the other side contacted, or were contacted by, a lawyer
28. You or the other side contacted, or were contacted by, a tribunal or court
29. [No option 5]
30. [No option 6]
31. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
32. A court or tribunal hearing took place
33. A court or tribunal made a decision about the problem
34. None of these
35. Don’t know
36. Refused
A21procFF.  [ASK IF A16procFF = 7]
And were any conciliation, mediation or arbitration sessions held?
9. Yes
10. No
11. Don’t know
12. Refused

A22procFF.  [ASK IF A16procFF = 8 or 9]
And, did [you/your partner], or somebody acting on [your/their] behalf, attend any court or tribunal hearings?
11. Yes
12. No
13. Don’t know
14. Refused

A23procFF.  [ASK IF A22procFF = 1]
Who?

[OPEN]

A24procFF.  [ASK IF A8procFF = 2]
SHOWCARD
You said earlier that [you/your partner] and the other side are no longer in disagreement. Which of these descriptions best describes how the disagreement concluded? (Prompt: Tribunals have been known as the Appeals Service)
CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.

1. Decision of a Court/Tribunal
2. [No option 2]
3. Decision/action of an independent third party (e.g. the police)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you personally, with the other side
7. The other side acted independently to end the disagreement
8. You acted independently of the other side to end the disagreement
9. Agreement occurred without you or the other needing to do anything
10. Don’t know
11. Refused

A25procFF.  [ASK IF A8procFF = 2]
And, to what extent would you say the disagreement concluded in [your/your partner’s] favour?
PROBE FULLY

1. Mostly in [my/their] favour
2. Somewhat in [my/their] favour
3. Mostly not in [my/their] favour
4. Don’t know
15. Refused

**A26procFF.**  
[ASK IF A9procFF = 1 or 2]

SHOWCARD
And you said earlier that the problem is now [over/most likely now over]. Which of these descriptions best describes how the problem concluded?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of a court/tribunal
2. [No option 2]
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, **personally**, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don’t know
13. Refused

**A27procFF**  
[ASK IF A26procFF = 11]

You said earlier that the [problem descriptor] had concluded, but also that [you are/your partner is] still “putting up” with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes
2. No
3. Don’t know
4. Refused

**A28procFF**  
[ASK IF A27procFF = 1]

So, when you said that it had concluded, did you mean that it still exists, but [you are/your partner is] not expecting that you or anybody else will do anything about it in the future?

1. Yes
2. No
3. Don’t know
4. Refused

**A29procFF**  
[ASK IF A28procFF = 1]

Do you see a time in the future when the problem no longer exists?

11. Yes
12. No
13. Don't know
14. Refused

A30procFF

[IF problem concluded (A9procFF = 1 or 2), provided A28procFF not 2]
How satisfied [were/was you/your partner] with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don’t know

A31procFF

[IF problem concluded (A9procFF = 1 or 2), provided A28procFF not 2]
How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
15. Don’t know

A32procFF

[IF problem concluded (A9procFF = 1 or 2), provided A28procFF not 2]
Is there anything [you/your partner] wish(es) [you/they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/them] to deal with it?

9. Yes
10. No
11. Don’t know
12. Refused

A33procFF

[ASK IF A32procFF = 1]
What do [you/they] wish [you/they] had known?

[OPEN]

A34procFF

[IF problem concluded (A9procFF = 1 or 2), provided A28procFF not 2]
Is there anything that [you/your partner] wish(es) [you/they] had done differently about trying to sort out the problem?

1. Yes
2. No
3. Don’t know
4. Refused

A35procFF

[ASK IF A34procFF = 1]
What do [you/they] wish [you/they] had done differently?
MULTICODE. DO NOT PROMPT.

1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don’t know
12. Refused

A36procFF  [ASK IF A8procFF = 1]
You said earlier that [you/your partner] had not reached agreement with the other side about what [you/your partner] or they should do/give/get in order to sort out the [problem descriptor]
Do you see a time when agreement will be reached?

9. Yes
10. No
11. Don’t know
12. Refused

A37procFF  [ASK IF A36procFF = 1]
How long do you think it will be before [you reach/your partner reaches] agreement?
   OPEN NUMERIC
9. Weeks
10. Months
11. Years
12. DK

A38procFF  [ASK IF A9procFF = 3/4 (problem not over)]
Do you see a time when the [problem descriptor] will be over?

9. Yes
10. No
11. Don’t know
12. Refused

A39procFF  [ASK IF A38procFF = 1]
How long do you think it will be before [problem descriptor] will be over?

   OPEN NUMERIC
9. Weeks
10. Months
11. Years
12. DK

A40procFF  [ASK IF A9procFF = 3/4 OR A28procFF = 2]
Is there anything [you wish you/your partner wishes they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/them] to deal with it?
9. Yes
10. No
11. Don’t know
12. Refused

A41procFF [ASK IF A40procFF = 1]
What do [you/they] wish [you/they] had known?
[OPEN] DK

A42procFF [ASK IF A9procFF = 3/4 OR A28procFF = 2]
Is there anything that [you wish you/your partner wishes they] had done differently about trying to sort out the problem?

9. Yes
10. No
11. Don’t know
12. Refused

A43procFF [ASK IF A42procFF = 1]
What do [you/they] wish you had done differently?

[Open] DK

A44procFF. [ASK IF A9procFF = 1 or 2]
And, how fair [do you/does your partner] think the outcome was to everybody concerned? PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don’t know

A45procFF. [ASK IF A1procFF = 1]
And are [you/your partner] happy with how things have turned out [“so far” if A9procFF not 1 or 2] with this [problem descriptor]?

17. Yes
18. No
19. Don’t know
20. Refused

A47procFF. SHOWCARD
Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9. None of these
10. Don’t know

**A48procFF**
Showcard
Did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.
MULTICODE

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>25.</td>
<td>Physical ill health</td>
</tr>
<tr>
<td>26.</td>
<td>Stress related ill health</td>
</tr>
<tr>
<td>27.</td>
<td>Other mental ill health</td>
</tr>
<tr>
<td>28.</td>
<td>A drinking problem</td>
</tr>
<tr>
<td>29.</td>
<td>A drug problem</td>
</tr>
<tr>
<td>30.</td>
<td>Being harassed or verbally abused</td>
</tr>
<tr>
<td>31.</td>
<td>Being assaulted or physically threatened</td>
</tr>
<tr>
<td>32.</td>
<td>Damage to your property</td>
</tr>
<tr>
<td>33.</td>
<td>Loss of confidence</td>
</tr>
<tr>
<td>34.</td>
<td>Fear</td>
</tr>
<tr>
<td>35.</td>
<td>None of these</td>
</tr>
<tr>
<td>36.</td>
<td>Refused</td>
</tr>
</tbody>
</table>

**A49procFF**
Showcard
And did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this [problem descriptor]? Please just read out the numbers.
MULTICODE

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>21.</td>
<td>Breaking up with a partner</td>
</tr>
<tr>
<td>22.</td>
<td>Damage to a family relationship</td>
</tr>
<tr>
<td>23.</td>
<td>Having to move home</td>
</tr>
<tr>
<td>24.</td>
<td>Becoming homeless</td>
</tr>
<tr>
<td>25.</td>
<td>Having to change jobs</td>
</tr>
<tr>
<td>26.</td>
<td>Becoming unemployed</td>
</tr>
<tr>
<td>27.</td>
<td>Loss of income</td>
</tr>
<tr>
<td>28.</td>
<td>Problems to do with your education</td>
</tr>
<tr>
<td>29.</td>
<td>None of these</td>
</tr>
<tr>
<td>30.</td>
<td>Refused</td>
</tr>
</tbody>
</table>

**A52procFF**
Showcard
[ASK IF A12procFF = 1-20]
Do you feel that the help [you/your partner] received from [A12procFF] led to improvements in any of the things on this card?
INTERVIEWER: IF ‘YES’ ASK ‘WHICH ONES’?
MULTICODE

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>35.</td>
<td>Physical health</td>
</tr>
<tr>
<td>36.</td>
<td>Levels of stress</td>
</tr>
<tr>
<td>37.</td>
<td>Relationships</td>
</tr>
<tr>
<td>38.</td>
<td>Levels of violence towards you/your property</td>
</tr>
<tr>
<td>39.</td>
<td>Housing circumstances</td>
</tr>
<tr>
<td>40.</td>
<td>Employment circumstances</td>
</tr>
<tr>
<td>41.</td>
<td>Income</td>
</tr>
</tbody>
</table>
42. Confidence
43. Involvement in community
44. None of these
45. Don’t know
46. Refused

**A55procFF** To what extent [do you/do they] now understand what [your/their] legal position is regarding the problem? PROBE FULLY

13. Completely
14. Mostly
15. Partly
16. Not at all
17. Don’t know
18. Refused

**A56procFF** [ASK IF A55procFF = 1 or 2]

How did [you/they] come to understand where [you/they] stood, legally?
MULTICODE. DO NOT PROMPT

1. Talking to friends/family/colleagues
2. Talking to an advisor
3. Talking to the other side
4. Information from the internet

21. Information from a leaflet/booklet/book
22. Other (specify)
23. Don’t know
24. Refused

[proxies skip]

**A53procFF** What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?
CODE IN POUNDS, ALLOW ZERO
A59procFF.  [ASK IF A7procFF = 1]
When did the disagreement [you/your partner] had about [problem descriptor] begin?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A60procFF.  [ASK IF A8procFF = 2]
And when did the disagreement [you/your partner] had about [problem descriptor] end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A61procFF.  [ASK IF A9procFF = 1 or 2]
Finally, when did the [problem descriptor] itself end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR
Detailed strategy – proxies skip this section (skip to demographics, X questions)

Section follows on directly after the initial problem characterisation section (L etc) for the same problem.

The priority for this section is any ongoing problem (i.e. asked FF section) which went through this section last time; or otherwise any other FF problem, or finally any new problem.

(HELP SECTION)

B2FF  [Ask all]
Did you discuss the [problem descriptor] with family, friends or other people you knew, to help you sort it out? Please exclude anyone who had a job that involved advising about problems like yours.

1. Yes
2. No
3. Don’t know
4. Refused

B3FF  [ASK IF B2FF = 1]
Who did you discuss it with? Remembering to exclude any people who had a job that involved advising about problems like yours.
MULTICODE.

15. Spouse/partner
16. Other relative
17. Friend
18. Work colleague
19. Somebody else I knew
20. Don’t know
21. Refused

B4FF  [ASK IF B2FF = 1]
SHOWCARD
Which of the following reasons describe why you chose to discuss your problem with [IF B3FF SC ‘this’/IF B3FF MC ‘these’] particular person/people, rather than other people you know?
MULTICODE

1. I trusted them
2. They have a similar outlook and values
3. They were who I normally talk to about problems
4. They were very knowledgeable
5. They always had time for me
6. They had previous experience of problems of this type
7. They know were to get help for problems of this type
8. They had relevant training (e.g. law)
9. None of these
10. Don’t know

B5FF  [ASK IF B2FF = 1]
SHOWCARD
When you discussed the [problem descriptor] with [IF B3FF SC ‘this’/IF B3FF MC ‘these’] particular [IF B3FF SC ‘person’/IF B3FF MC ‘people’], what were you hoping they - i.e. [IF B3FF SC ‘this’/IF B3FF MC ‘these’] particular [IF B3FF SC ‘person’/IF B3FF MC ‘people’] - would do?

CODE ALL

**Support**

1. Talk the problem over with you
2. Give you moral support

**Information/advice**

3. Help you understand your rights / the different ways you could go about sorting out D. the problem
4. Help you understand anything that the other side said or any letters (or emails) you received
5. Tell you where you could get help to sort out the problem

**Practical assistance**

6. Get information or advice for you about the problem
7. Help you write letters or fill in forms
8. Write letters or fill in forms
9. Communicate with the other side
10. Negotiate with the other side
11. Sort the problem out for you
12. Give you financial support

**Other**

13. Other (specify)
14. Don’t know

B6FF

[ASK IF B2FF = 1]

SHOWCARD

And what did they do?

CODE ALL

[IF CODE 8, but no CODE 9, then ask if any letters were to the other side, and if so, CODE 9]

**Support**

1. Talk the problem over with you
2. Give you moral support

**Information/advice**

3. Help you understand your rights / the different ways you could go about sorting out D. the problem
4. Help you understand anything that the other side said or any letters (or emails) you received
5. Tell you where you could get help to sort out the problem

**Practical assistance**
6. Get information or advice for you about the problem
7. Help you write letters or fill in forms
8. Write letters or fill in forms
9. Communicate with the other side
10. Negotiate with the other side
11. Sort the problem out for you
12. Give you financial support

Other
13. Other (specify)
14. Don’t know

B9FF  [Ask all]
Did you, personally, talk or write to the other side about the [problem descriptor]? PROBE FULLY.

1. Yes, talked
2. Yes, wrote
3. Yes, talked and wrote
4. No, neither
5. Don’t know
6. Refused

B10FF  [ASK IF B9FF = 1, 2 or 3]
SHOWCARD
What did you hope to achieve in [IF B9FF = 1 ‘talking’/IF B9FF = 2 ‘writing’/IF B9FF = 3 ‘talking and writing’] to the other side?
CODE ALL

1. Find out more about the problem
2. Explain what it was that I wanted
3. Prevent the problem getting worse / escalating
4. Sorted out part of the problem
5. Sorted out the problem
6. Other (specify)
7. Don’t know

B11FF  [ASK IF B9FF = 1, 2 or 3]
SHOWCARD
And what did you achieve?
CODE ALL

1. Found out more about the problem
2. Explained what it was that I wanted
3. Prevented the problem getting worse / escalating
4. Sorted out part of the problem
5. Sorted out the problem
6. Other (specify)
7. Don’t know

B12FF  [ASK IF B9FF = 4]
Did you, personally, **try** to talk or write to the other side about the [problem descriptor]?

9. Yes  
10. No  
11. Don’t know  
12. Refused  

**B13FF**  
[ASK IF B12FF = 1]  
Why were you unable to talk or write to the other side?  
[OPEN]  
DK  

**B14FF**  
[ASK IF B9FF = 4]  
Did you, **personally**, receive any letters, emails or texts from the other side about the [problem descriptor]?

9. Yes  
10. No  
11. Don’t know  
12. Refused  

**B15FF**  
[ASK IF B14FF = 1]  
What were the letters, emails or texts for?  
PROBE FULLY  
MULTICODE  

1. Asked that I contact the other side  
2. Asked that I do something  
3. Told me that legal or other formal action might be taken against me  
4. Other (specify)  
5. Don’t know  
6. Refused  

**B16FF**  
[ASK IF B14FF = 1]  
Did you reply to the letters, emails or texts?  
If No, “Why not?” PROBE FULLY  

1. Yes (I did reply)  
2. (Respondent) didn’t get round to it.  
3. (Respondent) did not want to reply.  
4. Someone else replied on respondent’s behalf.  
5. Don’t know  
6. Refused  

**B17FF**  
[ASK IF B9FF = 4 AND B14FF = 2]  
Did the other side **try** to talk or write to **you, personally**, about the [problem descriptor]?

9. Yes  
10. No  
11. Don’t know  
12. Refused  

**B18FF**  
[ASK IF B17FF = 1]  
And why were they unable to talk or write to you?
PROBE FULLY

11. I did not accept/read their calls/letters/emails/texts
12. They did not know how to get in touch with me
13. Other (specify)
14. Don’t know
15. Refused

B19FF  [ASK IF B6FF = 9]
SHOWCARD
You said earlier that [Descriptor from B3FF] communicated with the other
side, what did they hope to achieve in doing so?
CODE ALL

1. Find out more about the problem
2. Explain what it was that I wanted
3. Prevent the problem getting worse / escalating
4. Sort out part of the problem
5. Sort out the problem
6. Other (specify)
7. Don’t know

B20FF  [ASK IF B6FF = 9]
SHOWCARD
And what did they achieve?

1. Found out more about the problem.
2. Explained what it was that I wanted.
3. Prevented the problem getting worse / escalating
4. Sorted out part of the problem
5. Sorted out the problem
6. Other (specify)
7. Don’t know

B21FF  [Ask all]
[If B6FF = 9 "Apart from anybody you have already told me about"] Did
anybody [If B6FF = 9 “else”] apart from you talk to or write to the other side to
help sort out the [problem descriptor] whether you asked them to or not?

9. Yes
10. No
11. Don’t know
12. Refused

B22FF  [ASK IF B21FF = 1]
Was it just one person?

9. Yes
10. No
11. Don’t know
12. Refused

B23FF  [ASK IF B22FF = 1]
Was it somebody you had asked to help solve the problem?
9. Yes
10. No
11. Don’t know
12. Refused

**B24FF**

[ASK IF B22FF = 2]

Were they all people who you had asked to help solve the problem?

9. Yes
10. No
11. Don’t know
12. Refused

**B25FF**

[ASK IF B23FF = 2 OR B24FF = 2]

[If B22FF = 2 “Excluding anybody you asked to help solve the problem”]

Which of the following best describes the [If B22FF = 1 “person”/else ”people”] who spoke to the other side about the problem? READ OUT.

1. A friend, relative or someone else you knew
2. Somebody else who was experiencing the problem
3. Somebody who is responsible for dealing with problems like this
4. Don’t know
5. Refused

**B26FF**

[ASK IF B23FF = 2 OR B24FF = 2]

SHOWCARD

And which of the following did they do?

1. Talk to the other side about the problem
2. Talk to the other side about rights and responsibilities
3. Request that the problem be sorted out
4. Negotiate to sort out the problem
5. Take formal action to sort out the problem
6. Don’t know
7. Refused

**B27FF**

[AUTOCOMPLETE FROM RELEVANT L7/L7FF LOOP QUESTION]

Was there ever any disagreement between you and the other side about what you or they should do/give/get in order to sort out the problem?

9. Yes
10. No
11. Don’t know
12. Refused

**B28FF**

[ASK IF B27FF = 1]

SHOWCARD

Thinking of the dispute or problem as a whole, which description on this card best describes the level of disagreement between you and the other side?

9. Total disagreement
10. Partial disagreement
11. Little disagreement
12. Don’t know
(ADVICE SECTION)

B29FF [ASK IF B23FF or B24FF = 1]

SHOWCARD

You said that somebody [if B6FF=8 “other than family or friends”] that you asked to help sort out the [problem descriptor] had talked to the other side about it. Can you tell me which of these people or organisations it was that talked to the other side?

CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

15. General Enquiries at your local council
16. A council advice service
17. Trading Standards
18. Other Council Department

Advice Agency

19. Citizens Advice Bureau
20. Law Centre
21. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body
Lawyer

9. Solicitor
32. Barrister

Other person or organisation

33. Community group
34. Insurance company legal advice service
35. Police
36. your employer
37. Doctor or other health worker
38. ACAS
39. Jobcentre
40. Social worker
41. MP or local councillor
42. Other person or organisation

21. None of these
22. Don't know
23. Refused

B30FF  [Ask all]

SHOWCARD

(And) I asked you earlier about whether you got help to sort out the [problem descriptor] from any of a list of people and organisations. Can you quickly confirm which [If no advisors at L12 or L12FF “if any”) of these people or organisations you got help from?
(Display if L12/L12FF = 1-20) INTERVIEWER: RESPONDENT PREVIOUSLY SELECTED THE FOLLOWING ADVISERS, PROMPT IF NECESSARY

(DISPLAY CODES SELECTED AT L12/L12FF 1-20)

CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

15. General Enquiries at your local council
16. A council advice service
17. Trading Standards
18. Other Council Department

Advice Agency

19. Citizens Advice Bureau
20. Law Centre
21. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer
9. Solicitor

10. Barrister

**Other person or organisation**

11. Community group

12. Insurance company legal advice service

13. Police

14. your employer

15. Doctor or other health worker

16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor

20. Other person or organisation

21. None of these

22. Don’t know

23. Refused

**B31FF** [IF any advisor reported at B29FF OR B30FF (codes 1-20)]

Did you get help from more than one of any type of person or organisation you have mentioned?
9. Yes
10. No
11. Don’t know
12. Refused

**B32FF**  [ASK IF B31FF = 1]

Can you tell me which one(s) and how many?

DISPLAY ALL CODES SELECTED AT B29/30

OPEN NUMERIC FOR EACH (20 numerical columns of data)

**B33FF**  [ASK IF B29FF OR B30FF, code 7 > 0]

Which ‘other advice agency(ies)’ did you get help from to sort out the [problem descriptor]?

OPEN

DK/CR

**B34FF**  [ASK IF B29FF OR B30FF, item 20 > 0]

Which ‘other’ person or organisation did you get help from to help you sort out the [problem descriptor]?

OPEN

DK/CR

**B35FF**  [IF number of advisers at B29FF and B30FF (combined) > 1]

In which order did you contact the people/organisations you have mentioned?

DISPLAY ALL CODES SELECTED AT B29FF/30FF, CODE AS 1, 2, 3 ETC
AUTOMATED CAPI ROUTING: IF ONLY ONE ADVISOR, CAPI SCRIPT AUTOMATICALLY SELECTS IT

B35AFF [IF number of advisers at B29FF and B30FF (combined) >= 1]

How long after the problem started did you first get help from the [if more than one "first"] person/organisation you have mentioned?

DAYS/WEEKS/MONTHS/YEARS.DK

B35bFF [IF number of advisers at B29FF and B30FF (combined) >= 1]

And after the problem started, what was the trigger for you getting help from the [if more than one “first”] person/organisation you have mentioned? OPEN. DK

B36FF [ASK IF B6FF = 5]

SHOWCARD

You said earlier that [If B3FF = 1 “your spouse/partner”/If B3FF = 2 “a relative”/If B3FF = 3-4 “a B3FF”/If B3FF = 5 “somebody you knew”/If B3FF = 6/7 “family, friends or other people you knew ”] suggested where you could get help about [the problem], was this any of the people or organisations on this card?

9. Yes
10. No
11. Don’t know
12. Refused

B37FF [ASK IF B36FF = 1]
SHOWCARD

Which one(s)?

CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

54. General Enquiries at your local council
55. A council advice service
56. Trading Standards
57. Other Council Department

Advice Agency

58. Citizens Advice Bureau
59. Law Centre
60. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister
Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. None of these
22. Don’t know
23. Refused

B38FF [ASK IF B36FF = 2]

Can you tell me, then, where did they suggest you could get help?

PROBE FULLY

9. Book/pamphlet/etc
10. Internet/website
11. Other (specify)
12. Don't know

B39FF [IF number of advisers at B29FF and B30FF (combined) > 1]

Overall, which of the people or organisations you got help from did the most to sort out the problem? Was it… READ OUT. DISPLAY ALL SELECTED AT B29FF/30FF

[LOOP C1FF TO C24FF FOR FIRST FOUR ADVISORS, IN THE ORDER THAT THE RESPONDENT CONTACTED THEM (BASED ON B35FF) OR ONCE IF ONE SELECTED AT B29FF/30FF]

I am now going to ask you for brief details of what help you obtained from [if B29FF/30FF>1 and <5 add 'each of'] [if B29FF/30FF >4 add 'some of'] the people/organisations you have mentioned helped you.

C1FF SHOWCARD

What help did you hope to get from a(n) [advisor]?

CODE ALL

Support

1. Talk the problem over with you
2. Give you moral support

Information/advice

3. Help you understand your rights / the different ways you could go about sorting out the problem
4. Help you understand anything that the other side said or any letters (or emails) you received
5. Tell you where you could get help to sort out the problem

Practical assistance

6. Get information or advice for you about the problem
7. Help you write letters or fill in forms
8. Write letters or fill in forms
9. Communicate with the other side
10. Negotiate with the other side
11. Sort the problem out for you
12. Give you financial support

Other

47. Other (specify)
48. Don’t know

C2FF

SHOWCARD
And what help did you get from [advisor]?
CODE ALL
[If CODE 8, but no CODE 9, then ask if any letters were to the other side, and if so, CODE 9]

Support
1. Talked the problem over
2. Gave you moral support

Information/advice
3. Helped you understand your rights / the different ways you could go about sorting out the problem
4. Helped you understand anything that the other side said or any letters (or emails) you received
5. Told you where you could get help to sort out the problem

Practical Support
6. Got information or advice for you about the problem
7. Helped you write letters or fill in forms
8. Wrote letters or filled in forms
9. Communicated with the other side
10. Negotiated with the other side
11. Sorted the problem out for you
12. Gave you financial support

Other
13. Other (specify)

None
61. None
62. Don’t know

C3aFF

[ASK IF C2FF = 5]

Did [advisor] suggest you get help from another person or organisation or from the internet, a booklet or something else?

MULTICODE
9. Person or organisation
10. Internet
11. Book, booklet, leaflet
12. Other

C3bFF  [ASK IF C3aFF = 1]

SHOWCARD

Which person or organisation did [advisor] suggest you get help from (prompt: on this card)?

CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

63. General Enquiries at your local council
64. A council advice service
65. Trading Standards
66. Other Council Department

Advice Agency

67. Citizens Advice Bureau
68. Law Centre
69. Other independent advice agency

Trade Union/Professional Body

8. Trade Union/Professional Body
Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don’t know
23. Refused
C4FF How much of the help that you needed to get from [advisor] did you get?

PROBE FULLY

11. All
12. Most
13. Some
14. None
15. Don’t know

C5FF Would you describe the help that the [advisor] provided as being:

READ OUT

1. Entirely legal in nature
2. Mostly legal
3. Legal in part
4. Not legal
5. DO NOT PROMPT Don’t know
6. DO NOT PROMPT Refused

C6FF And was the advisor at [advisor] a trained lawyer?

9. Yes
10. No
11. Don’t know
12. Refused

C7FF [ASK IF [advisor] NOT 3,5,6,7,8,9,10]

[IF [advisor] = 3,5,6,7,8,9,10 then automatically code as 1]
And can I check that the [advisor] was not also the person or organisation that you had the problem/dispute with?

27. Advisor not other side  
28. Advisor was other side  
29. Don't know  
30. Refused

**C8FF** How satisfied were you with the help you got from [advisor]?

If (dis)satisfied PROMPT “Were you extremely, very or somewhat (dis)satisfied?

15. Extremely satisfied  
16. Very satisfied  
17. Somewhat satisfied  
18. Somewhat dissatisfied  
19. Very dissatisfied  
20. Extremely dissatisfied  
21. Don't know

**C10FF** How did you first find out about the [advisor]?

PROBE FULLY

19. Friend or family  
20. Another person or organisation  
21. Internet  
22. Yellow pages  
23. Newspaper/magazine/radio  
24. Already knew about adviser  
25. Other  
26. Don't know  
27. Refused

**C12FF** How did you first contact the [advisor]?

PROBE FULLY
1. In person

2. Email/internet

3. Telephone

4. Post

5. Through someone else

6. Don’t know

7. Refused

**C13FF**

[ASK IF C12FF code 1-5]

What other ways, if any, did you use to contact the [advisor]?

1. In person

2. Email/internet

3. Telephone

4. Post

5. Through someone else

6. None

7. Don’t know

8. Refused

**C14FF**

What would you say was the predominant method you used to communicate with the [advisor]?

1. In person
2. Email/internet

3. Telephone

4. Post

5. Through someone else

6. Don’t know

**C15FF**

Was the advisor at [advisor] a relative or friend you already knew?

9. Yes
10. No
11. Don’t know
12. Refused

**C16FF**

What was the main reason that you chose to get help from this type of advisor?

[OPEN] DK

**C17FF**

[ASK IF C12FF, C13FF or C14FF = 1]

When you went to meet the advisor at [advisor], how did you usually get there?

PROBE FULLY

11. By car/ van
12. By public transport
13. Walked/cycled
14. Don’t know
15. Refused

**C18FF**

[ASK IF C13FF or C14FF = 1]

And how far did you have to travel to see them (each time)?

PROBE FOR AN EXACT NUMBER IN MILES

NUMERIC, ALLOW 0-500

Allow DK
C21FF  In total, about how much time did you spend speaking to [advisor], either on the phone or in person, [If C13FF=1 or C14FF=1 “excluding any time spent travelling to see them”]?  

NUMERIC – HOURS/MINUTES  
Allow DK

C22FF  Did you, personally, have to pay for any of the help you received from [advisor]?  

9. Yes  
10. No  
11. Don’t know  
12. Refused

C23FF  SHOWCARD  
Did any of these pay for any of the help you received from [advisor]?  

21. Legal aid, Community Legal Service Fund, Legal Services Commission  
22. An Insurance company (or you through insurance premiums)  
23. A Trade union or professional body (or you through subscription fees)  
24. Your employer  
25. A relative or friend  
26. A no win, no fee agreement  
27. A loan  
28. Someone or something else (excluding advisers themselves)  
29. None of these  
30. Don’t know

C24FF  And finally, thinking about [advisor], which of these statements best describes the level of involvement that you wanted the advisor at [advisor] to have in making decisions about sorting out the [problem descriptor]?  

READ OUT. SINGLE CODE
9. The advisor should make decisions and act to help me in the way they think best.
10. The advisor should describe all the options and their consequences, **always recommend an option**, and then let me choose what to do.
11. The advisor should describe all the options and their consequences, **make a recommendation if I ask for one**, and then let me choose what to do.
12. The advisor **should only tell me, or recommend about what I ask**, and always let me choose what to do.

(End of C1FF-C24FF loop – loop back for 2nd, 3rd, 4th advisor)

[ASK IF ANY ADVISORS IDENTIFIED AT L/A15]

I also asked you earlier about whether you **unsuccessfully tried to get help** to sort out the [problem descriptor] from any of a list of people and organisations. You told me that you unsuccessfully tried to get help from (INSERT ANSWERS FROM L15FF).

B41FF [ASK IF L15/L15FF = 20]

What type of other person or organisation was it?

[OPEN]

(Then loop from D1FF to D2FF for TWO random unsuccessful advisors, from L15/L15FF, using L15/L15FF and B41/B41FF for text fill)

D1FF [ASK IF any advisor at L15/L15FF]

SHOWCARD
Which of these methods did you use to try to contact the [unsuccessful adviser]?

PROMPT IF NECESSARY.

15. By telephone
16. In person
17. In writing
18. By email/internet
19. In some other way (specify)
20. Don’t know
21. Refused

D2FF  [ASK IF any advisor at L15/L15FF]  
“Why were you unable to get help from [unsuccessful adviser]?”

(OPEN)

(End of D1FF to D2FF loop)

(Internet and books section)

B43FF  (ASK ALL)  
(If any advisors identified at B29FF OR B30FF “Apart from what you have just told me about”) Did you try to use any of these sources to sort out this [problem descriptor] … READ OUT  MULTICODE

9. The Internet
10. A leaflet, booklet or book
11. No, none of these
12. Don’t know/ can’t remember

B44FF  [ASK IF B43FF = 1]  
SHOWCARD

When you used the internet to help sort out this [problem descriptor], what were you hoping to achieve?

CODE ALL THAT APPLY

1. Identify an appropriate source of advice
2. Find a telephone number for an adviser
3. Find details of an adviser to see in person
4. Obtain online information about my rights
5. Obtain online information about how to sort out the problem
6. Make use of online forms or documents
7. For an online service to sort out the problem for me
8. None of these
9. Don’t know
10. Refused

B45FF [ASK IF B43FF = 1]

SHOWCARD

And can I ask what you actually achieved when you used the internet to help sort out the problem?

CODE ALL THAT APPLY

23. I identified an appropriate source of advice
24. I found the telephone number for an adviser
25. I found the details of an adviser to see in person
26. I obtained some of the information about my rights that I was looking for
27. I obtained all of the information about my rights that I was looking for
28. I obtained some of the information about how to sort out the problem that I was looking for
29. I obtained all of the information about how to sort out the problem that I was looking for
30. An online service sorted out the problem out for me
31. None of these
32. Don’t know
33. Refused

B46FF [ASK IF B43FF = 1]

What was the main website that you used when trying to sort out the problem?

[OPEN] DK

B47FF [ASK IF B43FF = 1]

And how did you find out about this website?

OPEN
SHOWCARD

When you used a leaflet, booklet or book to help sort out this [problem descriptor], what were you hoping to get from it?

CODE ALL

17. Identify an appropriate source of advice
18. Find contact details for an advisor
19. Obtain information about my rights
20. Obtain information about how to sort out the problem
21. Other (specify)
22. None of these
23. Don’t know
24. Refused

SHOWCARD

And can I ask what you actually got from a leaflet, booklet or book to help sort out the problem?

CODE ALL

17. Identified an appropriate source of advice
18. Found contact details for an advisor
19. Obtained information about my rights
20. Obtained information about how to sort out the problem
21. Other (specify)
22. None of these
23. Don’t know
24. Refused

[ASK IF B43FF = 1 or 2]
Thinking only about the time you spent using [If B43FF = 1 “the internet”/If B43FF = 2 “a leaflet, booklet or book/If B43FF = 1&2 “the internet, a leaflet, booklet or book” to sort out the [problem descriptor], how much time would you say you spent on this in total.

NUMERICAL

HOURS/MINUTES

Allow DK

(Resources and Negative Advice Section)

B51FF  SHOWCARD

And apart from anything you have told me about already, did you/have you personally do/done any of the things on this card as part of trying to sort out the problem?

9.  Think about your options
10. Obtain information
11. Collect/obtain evidence
12. None of the above

B52bFF  [ASK IF B51FF = 2]

And where did you obtain information from?

[OPEN]
And thinking about the [problem descriptor] as a whole, did any advice or information that you obtained to help sort out the [problem descriptor] suggest that you would be unlikely to obtain your objectives in trying to sort it out?

9. Yes
10. No
11. Don’t know
12. Refused

And again thinking about the [problem descriptor] as a whole can you tell me in total, including everything that you did to sort out [problem descriptor], how much time you spent/ have spent trying to sort it out?

NUMERICAL

Weeks/days/HOURS/MINUTES

Allow DK

And thinking about the [problem descriptor] as a whole, which of you or the other side would you say had more resources to address the problem?

PROMPT: By resources I mean money, access to specialist help, etc

9. Respondent had more resources
10. Other side had more resources
11. Don’t know
12. Refused

And could you look at the various things (on the screen) that you did to sort out the [problem descriptor] and tell me what order they first happened?

SHOW SCREEN (ONLY INCLUDE OPTIONS THAT HAVE BEEN IDENTIFIED)
15. obtain information [B51FF=2]  
16. obtain evidence [B51FF=3]  
17. discuss with family/friends [B2FF=1]  
18. contact other side [B9FF=1,2,3 or B12FF=1 or B14FF=1]  
19. Obtain independent help [any advisor at B29FF or B30FF and C7FF=1,3 on any occasion]  
20. Obtain help from the other side [If C7FF=2 on any occasion]  
21. unsuccessfully try to obtain independent help [any advisor at L15/L15FF]  

(Reasons section)

B57noneFF [ASK IF (B2FF = 2) and (B9FF = 4 or B12FF = 2) and (B21FF = 2 or (B21FF = 1 and (B23FF = 2 or B24FF = 2))) and (no advisers identified at B30FF, L15FF, L15) and (B43FF = 3) and ((B51FF = 1 or 4) AND (B51FF not 2 or 3))

Why didn’t you do anything to try to resolve the [problem descriptor]?

PROBE FULLY

27. No dispute with anybody/thought other side was right
28. Problem resolved without needing to doing anything
29. Did not think it was important enough
30. Thought it would take too much time
31. Thought it would cost too much
32. Thought it would be too stressful
33. Thought it would damage relationship with other side
34. Was scared to do anything
35. Didn’t know what to do
36. Didn’t think it would make any difference to the outcome
37. Other (specify)
38. Don’t know
39. Refused

B57someFF [ASK IF (no advisors identified at B29FF OR B30FF OR L15FF OR L15) and (B6FF not 6 to 11) and (B57noneFF not already asked)]

Why didn’t you do more to try to resolve the [problem descriptor] than you have told me about?
PROBE FULLY

1. Did all that was needed to resolve the problem
2. Did not think it was important enough
3. Thought it would take too much time
31. Thought it would cost too much
32. Thought it would be too stressful
33. Thought it would damage relationship with other side
34. Was scared to do anything more
35. Didn’t know what else to do
36. Didn’t think it would make any difference to the outcome
37. Other (specify)
38. Don’t know
39. Refused

(Question for no successful advice from independent adviser group)

B58FF

[ASK IF (no advisors identified at B29FF OR B30FF, or if C7FF = 2 for all advisors) AND (no advisors identified at L15FF or L15)]

[If B57noneFF or B57someFF asked already: “In particular”] Why didn’t you try to get help from an independent advisor about [problem descriptor]?

PROBE FULLY

1. No dispute with anybody/thought other side was right
32. Problem resolved without need to get advice
33. Did not think needed advice
34. Did not think problem important enough
35. Thought it would take too much time
36. Thought it would cost too much
37. Advisers were too far away
38. Thought it would be too stressful
39. Thought it would damage relationship with other side
40. Was scared to get advice
41. Didn’t know where/how to get advice
42. Didn’t think it would make any difference to the outcome
43. Had tried seeking advice before and not found it useful
44. Other (specify)
45. Don’t know
46. Refused
Did you consider getting help from an independent advisor at any time?

9. Yes
10. No
11. Don’t know
12. Refused

[ASK IF B59FF = 1]

SHOWCARD
What sort of independent advisor?
CODE ALL

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre

7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor

10. Barrister

**Other person or organisation**

11. Community group

12. Insurance company legal advice service

13. Police

14. your employer

15. Doctor or other health worker

16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor

20. Other person or organisation
21. None of these

22. Don’t know

23. Refused

B61FF  [If any advisors identified at L15FF or L15]

You earlier said you **unsuccesfully tried to get help** from [L15FF/L15/B41]. Why didn’t you keep trying to get help from them [IF NO ADVISORS AT L12: or get help from another source]?

PROBE FULLY

1. Problem resolved without need keep trying
26. Did not think problem important enough
27. Thought it would take too much time
28. Thought it would cost too much
29. Advisers were too far away
30. Thought it would be too stressful
31. Thought it would damage relationship with other side
32. Was scared to get advice
33. Didn’t know where else to get advice
34. Didn’t think it would make any difference to the outcome
35. Other (specify)
36. Don’t know
37. Refused

B62FF  [ASK IF C6FF = 1 for any advisor identified]

Why did you get help from a lawyer?

[OPEN]

B63FF  [ASK IF C6FF = 2 for all advisors identified – i.e. all 4 C loops]

Why didn’t you try to get help from a lawyer?
Why did you choose to get help from an advice agency, rather than a solicitors’ firm?

Why didn’t you deal with the problem yourself, without getting help from an independent advisor?

Why didn’t you just do nothing to try to resolve the problem?

Do you now wish you had got independent advice to sort out the [problem descriptor]?

9. Yes
10. No
11. Don’t know
12. Refused

Where do you now wish you had got advice or help from?

ADVISOR SHOWCARD
CODE ALL
B68why1FF  [Ask if B68FF not 2]
Why do you wish you had done that? PROBE FULLY

15. Problem was less serious than I thought
16. Problem was more serious than I thought
17. Didn’t need to do as much as did
18. Needed to do more than did
19. Would have got a better outcome
20. Other (specify)
21. Don’t know

B68why2FF  [ASK IF B68FF = 2]
Why do you now wish you had got some advice or information?

17. Problem was more serious than I thought
18. Found I couldn’t handle it alone
19. Other side would have taken me more seriously
20. Would have got a better outcome
21. It would have been less stressful
22. Problem would have been resolved sooner
23. Other (specify)
24. Don’t know

B69FF  [ASK IF B68FF = 2]
Where do you now wish you had got advice or help from?
SHOWCARD

CODE ALL

B57aFF to B69aFF to be asked if L9FF = 3 or 4 (UNCONCLUDED SECTION)

B57astratFF  SHOWCARD
You told me earlier that the [problem descriptor] is not yet over. Thinking ahead, which of these descriptions is most likely to describe how you will finally end up trying to sort it out?

1. Do nothing to sort out problem
2. Sort problem out entirely on my own
3. Sort problem out with the help of family/friends
4. Sort problem out with the help of an adviser/representative
5. Sort problem out with the help of family/friends and an adviser/representative
6. Family/friends will sort out the problem for me
7. Adviser/representative will sort out the problem for me
8. Friends/family and an adviser/representative will sort out the problem for me
9. Don’t know

B57anoneFF  [Ask if (no advisors identified at B29FF OR B30FF OR L15FF OR L15) and (B6FF not 6 to 11) and (B57astratFF = 1, 2, 3)]
Why are you not intending to do more to try to resolve the [problem descriptor]?

PROBE FULLY

27. No dispute with anybody/think other side is right
28. Problem will resolve without need to doing anything
29. Do not think it is important enough
30. It would take too much time
31. It would cost too much
32. It would be too stressful
33. It would damage relationship with other side
34. Scared to do anything
35. Don’t know what to do
36. Don’t think it would make any difference to the outcome
37. Other (specify)
38. Don’t know
39. Refused

B58aFF  
[ASK IF (no advisors identified at B29FF OR B30FF, or if C7FF = 2 for all advisors) AND (no advisors identified at L15FF or L15) AND (B57astratFF = 1, 2, 3, 6)]

[If B57anoneFF asked already: “In particular”] Why are you not intending to get help from an independent advisor about [problem descriptor]?

PROBE FULLY

1. No dispute with anybody/think other side was right
2. Problem will resolve without need to get advice
3. Do not think needed advice
27. Do not think problem important enough
28. It would take too much time
29. It would cost too much
30. Advisers too far away
31. It would be too stressful
32. It would damage relationship with other side
33. Scared to get advice
34. Don’t know where/how to get advice
35. Don’t think it would make any difference to the outcome
36. Have tried seeking advice before and not found it useful
37. Other (specify)
38. Don’t know
39. Refused
B59aFF  [IF (no advisors identified at B29FF OR B30FF OR L15FF OR L15) AND (B57astratFF = 1, 2, 3, 6)] Have you considered getting help from an independent advisor at any time?

9. Yes
10. No
11. Don’t know
12. Refused

B60aFF  [ASK IF B59aFF = 1)]

SHOWCARD

What sort of independent advisor?

CODE ALL

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre

7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

**Lawyer**

9. Solicitor

10. Barrister

**Other person or organisation**

11. Community group

12. Insurance company legal advice service

13. Police

14. your employer

15. Doctor or other health worker

16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor

20. Other person or organisation
21. None of these

22. Don’t know

23. Refused

B60bFF [ASK IF (no advisors identified at B29FF OR B30FF OR L15FF OR L15) AND (B57 astratFF = 4, 5, 7, 8)]

SHOWCARD

What sort of independent advisor are you expecting to help you sort out [problem descriptor]?

CODE ALL

IF RESPONDENT DOESN’T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS ‘OTHER COUNCIL DEPARTMENT’

Local Council

1. General Enquiries at your local council

2. A council advice service

3. Trading Standards

4. Other Council Department

Advice Agency
5. Citizens Advice Bureau

6. Law Centre

7. Other independent advice agency

**Trade Union/Professional body**

8. Trade Union/Professional Body

*Lawyer*

9. Solicitor

10. Barrister

**Other person or organisation**

11. Community group

12. Insurance company legal advice service

13. Police

14. your employer

15. Doctor or other health worker

16. ACAS

17. Jobcentre

18. Social worker

19. MP or local councillor
20. Other person or organisation

21. None of these

22. Don't know

23. Refused

Objectives

Claimants who have taken action [B70FF-83FF  ASK If B5FF=6-11 OR B9FF=1-3 OR B12FF=1 OR B16FF=1 OR (any advisor mentioned at B29FF or B30FF or L15FF/L15) OR B51FF=2-3]

B70FF I now want to ask you a few questions about what you were trying to do in relation to this [problem descriptor].

Thinking back to when you first decided to do something about the problem, what was your objective?

1. To get money
2. To get property
3. To retain money
4. To retain property
5. Non-money objective (specify)
6. No objective
7. Don't know
8. Refused

B71FF [ASK IF B70FF = 1 or 3] Was the money a lump sum or regular payments?

11. Lump sum
12. Regular payments
13. Both
14. Don't know
15. Refused

B72FF [ASK IF B71FF = 1 or 3] What was the amount of the lump sum?
NUMERICAL - CODE IN POUNDS
Don’t know
Refused

B73FF [ASK IF B71FF = 2 or 3]
What was the amount of the regular payments? Please give a monthly amount.

NUMERICAL - CODE IN POUNDS
Don’t know
Refused

B74FF  [ASK IF B71FF = 2 or 3]
How many months were the regular payments going to last for?

NUMERICAL
For the foreseeable future
Don’t know
Refused

B75FF  [ASK IF B70FF = 2 or 4]
What was the NET value of the property?

NUMERICAL - CODE IN POUNDS
Don’t know
Refused

B76FF  [ASK IF B70FF = 1-5 AND L9 OR L9FF = 1 - 2]
Would you say that you achieved your objectives

…READ OUT:

11. Completely
12. In part
13. Not at all
14. Or is it too early to say?
15. Don’t know
7.2 Severity showcard
SHOWCARD SEVERITY

Most severe

Being regularly physically assaulted by a partner

Least severe

Purchasing a moderately expensive electrical item that proves to be faulty
7.3 First between wave keeping in touch letter and newsletter
Social Issues Study Newsletter

Dear <<TITLE>> <<SURNAME>>

In the summer of 2010 an interviewer from Ipsos MORI came to your house to interview you for the Social Issues study. Thank you once again for taking part.

In this newsletter, we would like to pass on some of the findings from the survey, and to let you know a little more about the follow-up survey we are planning, which will take place between November 2011 and March 2012.

The follow-up survey will provide the Legal Services Commission with important evidence as to how the problems covered by the survey are experienced, how they are acted upon, and what impact they have on people’s lives. Repeating the survey (with the same people) is the only way we can measure this. Even if you do not feel there has been any change in your circumstances, it is important that we speak to you so that the survey results give a true reflection of people’s experiences. The back page of this newsletter provides ways to let us know if you have or are likely to change address.

We hope you find this newsletter interesting and informative. If you would like any more information about the study, please contact us, either by writing to the address below, or emailing or telephoning - we would welcome any comments you may have.

Thank you again for your help.

James Stannard
Ipsos MORI

Professor Pascoe Pleasance
Academic and Scientific Adviser
Legal Services Commission

Social Issues Study Research Team
Ipsos MORI House
77-81 Borough Road
London SE1 1FY

Freephone: 0800 238 5453
Email: socialissues@ipso.com
Website: www.social-issues-study.com

© 2013 Ipsos MORI.
How the information you have provided will help shape advice services

We asked whether you had experienced any problems or issues of a legal nature over the past three years, including consumer problems, employment problems, and housing problems. Overall, one in three of those taking part in the Social Issues Study in 2010 had experienced one or more problems. Two in five of those who had experienced one or more problems had experienced multiple problems.

Yet, while people often face multiple and related problems, this is not always reflected in the services provided by organisations people turn to for help. By making clear which types of problems occur in combination, and how they tend to be related, the survey has helped the Legal Services Commission, local authorities, and advice organisations like Citizens Advice to make progress in developing integrated advice services, so that citizens can benefit from ‘one-stop shops’ for advice.

The Social Issues Study has also revealed the extent to which people's awareness of their rights influences whether or not they will get help. Awareness of rights is also closely linked to whether people are able to resolve problems successfully.

...people’s awareness of their rights influences whether or not they will get help.
A series of questions in the Social Issues Study identified how well people understand their rights. These questions have highlighted that many people are unsure of their rights, or are mistaken in their beliefs about their rights, even in circumstances where they are of direct relevance to their lives. For example, one in five people who are renting their homes did not know, or were unsure about, the circumstances in which a landlord can enter their home. Two in five people in employment did not know, or were unsure about, the limits to the number of hours employees can be required to work each week. Almost half of consumers did not understand their rights in relation to defective goods.

The Social Issues Study also shows that people are often uncertain about the places and organisations from which they can obtain help. So, while nine in ten people said they knew something about Citizens Advice, fewer than half knew something about the Financial Services Ombudsman, and just one in five knew about Community Legal Advice. Information of this type can help advice organisations to understand the obstacles that people face in getting the help they need.

Many people are unsure of their rights, or are mistaken in their beliefs about their rights...

![Bar chart showing awareness of advice organisations]

Q. Which of these people or organisations do you know something about – for example, what they do?

- Citizens Advice
- Financial Services Ombudsman
- Local Council
- Social Services
- Legal Aid
- Community Legal Advice
- Citizens Advice
- Job Centre
- Housing Office
- Other

% of those aware of each organisation

--

Freepost RJGL-LJJA-TYBR
Civil and Social Justice Panel Study
Ipsos MORI
77-81 Borough Road
London
SE1 1FY
Let us know about a change of address

As already noted, a very important part of this research involves understanding how people’s attitudes, circumstances, and experiences change. As a result, there is going to be a follow-up study starting in November 2011. We are keen to speak to you again even if you do not feel there has been any change in your circumstances.

If you are moving or planning to move

If you think you will have moved by November 2011, or are currently thinking of moving, we still want to speak to you again. Please tear off and complete the form below – either filling in your new address if you know it OR the address of a friend or relative who will know where you are.

The postage is already paid, so all you need to do is put the form in the post (you can put it in an envelope and write on the address if preferred – there is no need to use a stamp).

If you would prefer, you can let us know by emailing us at socialissues@ipso.com, or calling us on 0800 230 5453 (please let us know your reference number, printed at the bottom of this page, in all correspondence).

<table>
<thead>
<tr>
<th>Change of address/ correct contact details</th>
<th>Name and address of a friend or relative who would know how to contact you</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME</td>
<td></td>
</tr>
<tr>
<td>ADDRESS</td>
<td></td>
</tr>
<tr>
<td>POSTCODE</td>
<td></td>
</tr>
<tr>
<td>TEL (HOME)</td>
<td></td>
</tr>
<tr>
<td>TEL (MOBILE)</td>
<td></td>
</tr>
<tr>
<td>REFERENCE &lt;&lt;Href&gt;&gt;</td>
<td></td>
</tr>
</tbody>
</table>
7.4 Second between wave keeping in touch letter and newsletter
August 2011

THE 2011/12 SOCIAL ISSUES STUDY

Dear <<SALUTATION>>

In the summer of 2010 you kindly took part in the first stage of the Social Issues Study, conducted by Ipsos MORI on behalf of the Legal Services Commission. Your contribution helped make the first stage of the study a great success, and we are writing to you now to pass on some of the findings from the survey, and to ask for your help with the next stage.

We are hoping to revisit everyone who took part in the study before to conduct a follow-up interview between November 2011 and March 2012. This is the only way we can gain a better understanding of how often these issues occur and what impact they have. Even if your circumstances have not changed, it is still important that we speak with you so that the survey gives a true reflection of people's experiences across the country.

So that we can contact you, please check the details on the back of this page and make any necessary changes. Then follow the instructions for returning the form to us. As a token of our appreciation we will send you a £5 gift voucher if you return the form, even if you have no changes. By giving us your details you are not committing yourself to be interviewed. We will be in touch again some time in the near future and you can decide then whether you would like to take part.

We hope you find the enclosed newsletter interesting. If you would like to get in touch with us about anything else we would be happy to hear from you.

Thank you for your help.

James Stannard
Ipsos MORI

Nigel Balmer
Principal Researcher
Legal Services Research Centre

79-81 Borough Road
London SE1 1FY – UK
Phone: +44 (0)20 7347 3000
Fax: +44 (0)20 7347 3800
http://www.iposos-mori.com

Market & Opinion Research International Ltd
Registered in England and Wales No 948470

© 2013 Ipsos MORI.
Here's how to receive your £5 gift voucher!

If your name, address and phone number printed below are filled in and correct, please tick the “No Changes” box. Then, put the form in the envelope provided and return it to us (no stamp needed). When we receive your form, we will send you a £5 voucher as a token of our sincere appreciation.

If your name, phone and/or address printed below have changed or are incomplete, please make the necessary changes on the form below. Then, return the form to us in the envelope provided (no stamp needed). When we receive your form, we will send you a £5 voucher as a token of our sincere appreciation.

Thank you for your help!

☐ No Changes. I confirm that the name/address printed below is correct:

NAME <<name>>
ADDRESS <<add_1>>
<<add_2>>
<<add_3>>
<<add_4>>
POSTCODE <<postcode>>
TEL (HOME) <<home>>
TEL (MOBILE) <<mobile>>

Please make any necessary changes to name, phone, and address below:

NAME
ADDRESS
POSTCODE
TEL (HOME)
TEL (MOBILE)
REFERENCE <<INDPNOT>>
THE IMPORTANCE OF SOCIAL ISSUES

The first stage of the Social Issues Study has shown us that while some people experience problems that don't have a wider impact on their lives, for others these problems can lead to a range of other issues, including ill-health, loss of income, being threatened, and having their homes damaged. The chart below shows how often people felt that survey problems caused other issues in their lives.

Many of those experiencing survey problems felt their problems were so severe that the stress made them ill (around one in five). Many of these people went on to get medical help or counselling. These findings have been used to inform organisations that provide advice just how important some social issues can be, how they can be linked to health, and what kind of help different people may need.

Since we spoke with you, results from the survey have been used to help organisations such as Shelter, Youth Access, the Law Centres Federation and Citizens Advice tailor their advice to be as helpful as possible. The results have also been used to try and ensure that advice services survive government cuts.

Many people and organisations that provide advice across the world, and not just in England and Wales, use this survey in order to better help people experiencing problems. They all appreciate your time and efforts in telling us about your experiences.

"The results have been used to try and ensure that advice services survive government cuts."

IMPA CT OF SURVEY PROBLEMS

Q: Did you experience any of the following things as part, or as a result, of this problem?

<table>
<thead>
<tr>
<th>Problem</th>
<th>% Problems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress related ill health</td>
<td>22%</td>
</tr>
<tr>
<td>Loss of income</td>
<td>15%</td>
</tr>
<tr>
<td>Loss of confidence</td>
<td>12%</td>
</tr>
<tr>
<td>Fear</td>
<td>3%</td>
</tr>
<tr>
<td>Physical ill health</td>
<td>8%</td>
</tr>
<tr>
<td>Being harassed or verbally abused</td>
<td>7%</td>
</tr>
<tr>
<td>Damage to a family relationship</td>
<td>6%</td>
</tr>
<tr>
<td>Having to move home</td>
<td>5%</td>
</tr>
<tr>
<td>Damage to your property</td>
<td>5%</td>
</tr>
<tr>
<td>Becoming unemployed</td>
<td>4%</td>
</tr>
<tr>
<td>Having to change jobs</td>
<td>3%</td>
</tr>
<tr>
<td>Breaking up with a partner</td>
<td>3%</td>
</tr>
<tr>
<td>Being assaulted or physically threatened</td>
<td>3%</td>
</tr>
<tr>
<td>Becoming homeless</td>
<td>1%</td>
</tr>
<tr>
<td>A drinking problem</td>
<td>1%</td>
</tr>
</tbody>
</table>
PEOPLE’S UNDERSTANDING OF THEIR RIGHTS

Some survey respondents were asked to imagine a scenario involving the purchase of a new sofa by someone called Alisha from a local shop. A series of questions about consumer rights in different situations were asked. Overall, almost half of all respondents did not understand their rights in relation to defective goods.

The first situation asked whether Alisha would have the right to cancel the order and claim a refund before the sofa was delivered if the shop forgot to deliver the sofa and did not deliver it when they said they would. Three quarters (72%) of respondents answered correctly that she would be able to do this.

A second situation asked whether Alisha would have the right to return the sofa within seven days if she changed her mind and no longer wanted it. This time, just over half (54%) of respondents answered incorrectly that Alisha would have the right to return the sofa and claim a refund if she had changed her mind. Only a third correctly said ‘no’ (33%) and one in eight did not know (13%).

In a further scenario, Alisha found a small defect a day after receiving the sofa. A large number of respondents were unsure whether the sofa shop would be legally obliged to replace or repair the sofa if it was defective. Two in five (41%) stated that the shop would not be obliged to repair the sofa, when the opposite is true.

Findings such as these are important in identifying the extent to which the public misunderstand their rights. Informing people what their rights are can help to make sure they are treated fairly and do not get taken advantage of.

“Informing people what their rights are can help to make sure they are treated fairly and do not get taken advantage of”
7.5 Advance letters and wave 2 follow-up leaflets
THE 2011 SOCIAL ISSUES STUDY

We are writing to ask for your continued help with the Social Issues Study 2011. We are following up everyone who took part in 2010 to find out how you have been getting on since we last spoke to you. Even if your circumstances have not changed, it is still important that we speak with you so that the survey gives a true reflection of people’s experiences across the country. The interview will also be shorter this time as we can re-use some of the information from your previous interview.

The Study is once again being conducted by Ipsos MORI on behalf of the Legal Services Commission. We can assure you that all the information you provide will be treated in complete confidence.

An Ipsos MORI interviewer will visit you in the next few weeks to explain the study in more detail. If you are busy when they visit, the interviewer will be happy to arrange a more convenient time to suit you. All our interviewers carry identification badges with their photo. Please only allow people who carry this official identification into your home.

As a small gesture of appreciation for your time we have enclosed a book of postage stamps. In addition, each person interviewed will be given a £5 gift voucher which can be used at a range of high street shops.

If you would like to talk to someone about the study, please call Sarah Colover at Ipsos MORI on Freephone 0800 238 5453 between 9.30am and 5:00pm Monday to Friday or email socialissues@ipsos.com. In the meantime, we would be grateful if you would show this letter to other adults in your household, as each of their experiences will provide a valuable contribution to the study.

Many thanks in advance for your help.

Yours faithfully

Andrew Cleary  
Research Director  
Ipsos MORI

Nigel Balmer  
Principal Researcher  
Legal Services Research Centre

© 2013 Ipsos MORI
THE 2011 SOCIAL ISSUES STUDY

We are writing to ask for your help with an important study, which is being carried out by Ipsos MORI on behalf of the Legal Services Commission. The study is about issues that affect us all, from faulty goods and services to noisy neighbours and anti-social behaviour; from family and health matters to problems with home ownership or renting. Even if you have no direct experience of these problems, your views are still valuable to us. The results will help us understand how people deal with these issues and how widespread they are, and will enable the government to offer more useful sources of help and advice in the future.

Your address has been selected at random from the Royal Mail’s list of addresses. By taking part you will be representing thousands of households with characteristics similar to yours. We can assure you that all the information you provide will be treated in complete confidence.

An Ipsos MORI interviewer will visit you in the next few weeks to explain the study in more detail. If you are busy when they visit, the interviewer will be happy to arrange a more convenient time to suit you. All our interviewers carry identification badges with their photo. Please only allow people who carry this official identification into your home.

As a small gesture of appreciation for your time we have enclosed a book of postage stamps. In addition, each person interviewed will be given a £5 gift voucher which can be used at a range of high street shops.

If you would like to talk to someone about the study, please call Sarah Colover at Ipsos MORI on Freephone 0808 238 5453 between 9.30am and 5:00pm Monday to Friday or email socialissues@ipsos.com. In the meantime, we would be grateful if you would show this letter to other adults in your household, as each of their experiences will provide a valuable contribution to the study.

Many thanks in advance for your help.

Yours faithfully

Andrew Cleary
Research Director
Ipsos MORI

Nigel Balmer
Principal Researcher
Legal Services Research Centre
How can YOU help us?

We need people from all age groups and from a variety of backgrounds. Your views are important to us as without them we will not have a representative picture of the true extent and nature of problems experienced by people in England and Wales.

What happens next?

An interviewer from Ipsos MORI will call at your home in the next few weeks. He or she will show you an identification card and will be able to answer any questions you have about the study. Once the interviewer has contacted you he or she will ask to interview all adults aged 16 or over in your household regardless of whether they took part last time. If you are unable to do the interview when the interviewer calls, he or she will be happy to arrange a more convenient time. Everyone who takes part will receive a £5 voucher as a thank you for their time.

Is the information you give confidential?

Yes, the study is strictly confidential and your answers will be treated in accordance with the Data Protection Act. The information you give is grouped together with information provided by thousands of other people and no one will be identifiable from the results.

Will I be contacted again?

At the end of the interview you will be asked if you are willing to be recontacted in case we want to invite you to take part in further waves of this study. This is not compulsory, and you may refuse at any time. Ipsos MORI will not contact you again as a result of taking part in this study unless you give your permission.

A small number of households may be recontacted by the survey team just to check that the survey has been conducted correctly and professionally.

Who is Ipsos MORI?

Ipsos MORI is one of the largest independent research organisations in the United Kingdom. Ipsos MORI carry out a large amount of social research on behalf of government, charities, the voluntary sector as well as commercial organisations. Our social research covers a range of topics including health, employment, education, crime and justice.

Ipsos MORI is bound by the rules of the Market Research Society Code of Conduct, which is the governing body for market research organisations.

Further information

If you would like more information about the Social Issues Study then please contact:

Sarah Colver
Ipsos MORI
79-81 Borough Road
London SE1 1FY
TELEPHONE 020 7893 0000
socialissues@ipsos.com

For more information about Ipsos MORI, the Social Issues Study and the Legal Services Commission in general, please visit

www.ipsos-mori.com
www.legal-services.gov.uk
www.social-issues-study.com

Citizens Advice Bureau

Search for your local bureau to see the full range of services it provides at: www.adviceguide.org.uk/index/get_advice.htm or telephone: 08444 111 444 (England) or 0844 477 2223 (Wales)

(see www.social-issues-study.com for contacts for other advice services)
What is the Social Issues Study?

As you may recall the Social Issues Study asks about people’s experiences of problems and what they do about them. The study has many aims including to improve the advice services people use in response to their problems and to understand just how widespread they are so that help can be tailored to people’s needs. You may not have experienced any of these sorts of issues, or you may feel that your circumstances have not changed since we last spoke to you, but we still need to speak to you so that the survey gives a true reflection of people’s experiences across the country.

Background to the Social Issues Study

The Social Issues Study was first undertaken in 2001 (as the Civil and Social Justice Survey; as it was previously known) with further studies undertaken in the UK in 2004 and annually between 2006 and 2009.

The study was the first carried out (worldwide) to consider how widespread the sorts of everyday problems (covered in the study) are, and also the first to quantify the cost to society of dealing with them. The study has since been copied by several countries and is considered worldwide in its approach to measurement of the issues involved.

The largest sample size to date has been obtained in Australia, however the most comprehensive data and analysis stems from the UK based surveys. While the model for the survey has been copied, the new approach of focusing on the same people again, which has been adopted in 2010/11 in the UK, is the first of its kind in the world.

What has it been used for?

The first stage of the Social Issues Study has shown us that while some people experience problems that don’t have a wider impact on their lives, for others these problems can lead to a range of other issues, including ill-health, loss of income, being threatened, and having their homes damaged.

By making clear which types of problems occur in combination, and how they tend to be related, the survey has helped the Legal Services Commission, local authorities, and advice organisations like Citizens Advice to make progress in developing integrated advice services, so that citizens can benefit from ‘one-stop shops’ for advice. The findings have also been used to inform organisations about how important some social issues are, how they can be linked to health, and what kind of help different people may need. Since we spoke with you, results from the survey have been used to help organisations such as Shelter, Youth Access, the Law Centres Federation and Citizens Advice tailor their advice to be as helpful as possible. The results have also been used to try and ensure that advice services survive government cuts.

Many people and organisations that provide advice across the world, not just in England and Wales, use this survey in order to better help people experiencing problems. They all appreciate the time and efforts in telling us about your experiences, regardless of whether you have actually experienced any problems. By taking part in this important survey you will play a key role in revealing the true extent and nature of everyday rights problems experienced.
How can YOU help us?

We need people from all age groups and from a variety of backgrounds. Your views are important to us as without them we will not have a representative picture of the true extent and nature of problems experienced by people in England and Wales.

What happens next?

An interviewer from Ipsos MORI will call at your home in the next few weeks. He or she will show you an identification card and will be able to answer any questions you have about the study. Once the interviewer has contacted you he or she will ask to interview all adults aged 16 or over in your household regardless of whether they took part last time. If you are unable to do the interview when the interviewer calls, he or she will be happy to arrange a more convenient time. Everyone who takes part will receive a £5 voucher as a thank-you for their time.

Is the information you give confidential?

Yes, the study is strictly confidential and your answers will be treated in accordance with the Data Protection Act.

The information you give is grouped together with information provided by thousands of other people and no one will be identifiable from the results.

Will I be contacted again?

At the end of the interview you will be asked if you are willing to be recontacted in case we want to invite you to take part in further waves of this study. This is not compulsory, and you may refuse at any time. Ipsos MORI will not contact you again as a result of taking part in this study unless you give your permission.

A small number of households may be recontacted by the survey team just to check that the survey has been conducted correctly and professionally.

Who is Ipsos MORI?

Ipsos MORI is one of the largest independent research organisations in the United Kingdom. Ipsos MORI carry out a large amount of social research on behalf of government, charities, the voluntary sector as well as commercial organisations. Our social research covers a range of topics including health, employment, education, crime and justice.

Ipsos MORI is bound by the rules of the Market Research Society Code of Conduct, which is the governing body for market research organisations.

Further information

If you would like more information about the Social Issues Study then please contact:
Sarah Colenutt, Ipsos MORI
70-81 Borough Road
London SE1 1FY
FREEPHONE 0808 238 5453
socialissues@iposs.com

Citizens Advice Bureau
Search for your local bureau to see the full range of services it provides at www.adviceguide.org.uk/indexget_advice.htm or telephone: 08444 111 444 (England) or 0844 477 2220 (Wales)
(see www.social-issues-study.com for contacts for other advice services)

For more information about Ipsos MORI the Social Issues Study and the Legal Services Commission in general, please visit
www.iposs-mori.com
www.legalservices.gov.uk
www.social-issues-study.com
What is the Social Issues Study?

The Social Issues Study asks about people’s experiences of problems and what they do about them. The sorts of things covered are everyday issues that can affect us all. Some of the things we ask about include:

- Money problems and other anti-social behaviour
- Family issues
- Problems with landlords
- Workplace disputes
- Problems to do with receiving welfare
- Problems experienced by homeless

Following on from the success of last year’s survey in which almost 4,000 people took part, we are eager to gather the experiences of other people for the 2011/12 research. The study has many aims including to improve the advice services people use in response to their problems and to understand just how widespread these problems are so that help can be targeted to people’s needs. You may not have experienced any of these sorts of issues, but the survey will still collect valuable information about your knowledge of rights and what you would do in certain situations, which will help us to improve services for everyone. We will also need very little of your time if you do not have direct experience of these problems.

Who is conducting the study?

The study is being conducted by Ipsos MORI, an independent research organisation, on behalf of the Legal Services Commission, a government agency which is funded by the Ministry of Justice.

Why are we doing this study?

The Legal Services Commission (LSC) is responsible for making sure that people can get the information, advice and legal help they need to deal with a wide range of everyday problems. The LSC provides funding for a range of services that people can use when they need help or advice.

The Social Issues Study will provide valuable information that the LSC can use to help improve the advice services that are available to people in the future.

What does the survey show?

The Social Issues Study is the largest, most in-depth study of the experience and impact of everyday problems involving legal rights ever-conducted in this country. The same approach has now been used worldwide to help other countries understand these issues. In the past, the survey has found that:

- Many people experience everyday rights problems each year.
- A significant proportion of people find it difficult to solve these problems.
- Problems frequently cause, or are caused by, other significant problems occurring in people’s lives.

One in five problems are so severe that a year or more to resolve. Previous findings have helped to develop advice services such as:

- Community Legal Advice, a website and telephone service, providing access to information, trained advisers and a directory of all advisers and solicitors 24 hours a day. Telephone 0815 545 1565

By taking part in this important survey you will play a key role in revealing the true extent and nature of everyday rights problems experienced. In turn, this will help inform the setting up of future advice services that can help everyone in dealing with their problems. It may also help us ensure that services survive the government cuts.

Why has your address been chosen?

Your address has been randomly selected from a list of addresses held by the Post Office. Selecting addresses in this way means that the study will represent the views of everyone in England and Wales.

That is why it is so important that everyone we approach agrees to take part—everyone’s views and experiences are valuable and relevant, whether or not they have experienced problems.