

Ipsos MORI



# **The English and Welsh Civil and Social Justice Panel Survey (2012)**

**Wave Two Technical Report**

October 2012

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# 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* study<sup>1</sup>. 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,

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<sup>1</sup> Genn, H. (1999) *Paths to Justice*, Oxford: Hart Publishing

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<sup>2</sup>.

#### 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).

<sup>2</sup> <http://www.justice.gov.uk/downloads/publications/research-and-analysis/lsrc/2011/civil-justice-wave1-report.pdf>

## 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

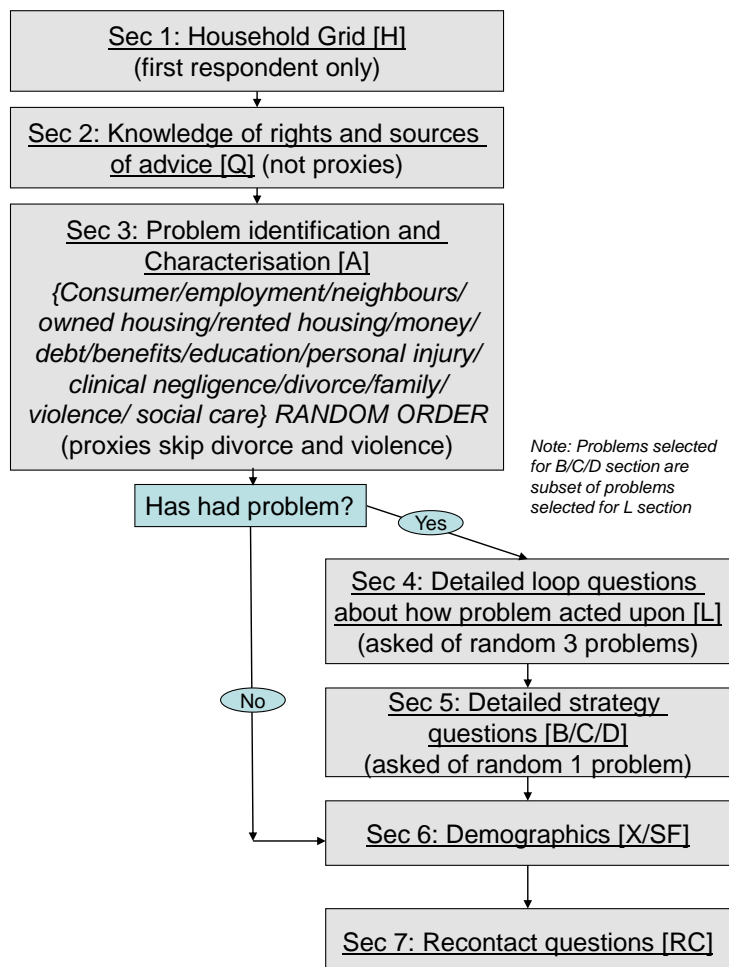
### 3.1. Introduction

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**



**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)**

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

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)**

Section	Longitudinal		Cross-sectional	
	N	Mean	N	Mean
Household grid (H)	1,622	1:24	736	3:43
Knowledge of rights (Q)	2,480	8:10	1,253	7:03
Problem identification (A)	2,552	5:48	1,315	4:38
Loop problem follow-up (L)	797	13:16	319	15:11
Detailed strategy (B/C/D)	799	9:49	315	9:12
Demographics (X/SF)	2,567	10:06	1,319	14:27

<sup>3</sup> 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 topline' 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.**

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

### 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 Gujarati, 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**

	N	Issued %	Eligible %
<b>Total issued households</b>	<b>2,230</b>	<b>100</b>	
<b>Ineligible</b>	<b>29</b>	<b>1.3</b>	
<i>deceased</i>	23	1.0	
<i>moved out of England and Wales</i>	6	0.3	
<b>Additional 'split' households</b>	<b>89</b>	<b>4.0</b>	
<b>Total eligible addresses</b>	<b>2,290</b>		<b>100</b>
<b>Refusal</b>	<b>267</b>		<b>11.7</b>
<i>by phoning the office</i>	29		1.3
<i>at introduction (in person)</i>	172		7.5
<i>by proxy by another household member</i>	36		1.6
<i>during interview (interview incomplete)</i>	8		0.3
<i>broken appointment - no recontact</i>	22		1.0
<b>Other unproductive</b>	<b>103</b>		<b>4.5</b>
<i>away or in hospital throughout survey period</i>	15		0.7
<i>at home ill during survey period</i>	19		0.8
<i>contact made with eligible adult(s) but unable to interview (no outright refusal)</i>	36		1.6
<i>recorded as interview but no data</i>	3		0.1
<i>other unproductive</i>	30		1.3
<b>No contact</b>	<b>212</b>		<b>9.3</b>
<i>at issued address</i>	70		3.1
<i>mover household untraced</i>	142		6.2
<b>Full interview in person</b>	<b>1,708</b>		<b>74.6</b>

## 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)**

	<b>N</b>	<b>Issued %</b>	<b>Eligible %</b>
Total individuals in successful households	2825	100	
<b>Ineligible</b>	<b>24</b>	<b>1.1</b>	
<i>deceased</i>	16	0.7	
<i>moved out of England and Wales</i>	8	0.4	
<b>Total eligible respondents</b>	<b>2,801</b>		<b>100</b>
<b>Refusal</b>	<b>105</b>		<b>3.7</b>
<i>at introduction (in person)</i>	55		2.0
<i>by proxy by another household member</i>	39		1.4
<i>during interview (interview incomplete)</i>	1		0.0
<i>broken appointment - no recontact</i>	10		0.4
<b>Other unproductive</b>	<b>66</b>		<b>2.4</b>
<i>away or in hospital throughout survey period</i>	14		0.5
<i>at home ill during survey period</i>	4		0.1
<i>contact made but unable to interview (no outright refusal)</i>	7		0.2
<i>refused recontact at wave one, interviewers instructed not to approach for interview</i>	34		1.2
<i>other unproductive</i>	7		0.2
<b>No contact</b>	<b>26</b>		<b>0.9</b>
<b>Full interview</b>	<b>2,604</b>		<b>93.0</b>
<i>in person</i>	2524		90.1
<i>by proxy</i>	57		2.0
<i>in person or by proxy as 'cross-sectional' interview</i>	23		0.8

### **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 4.3. Mover household outcomes**

	<b>N</b>	<b>Eligible %</b>	<b>Movers %</b>
Total eligible issued households	2,201	100	
Total mover households identified, of which:	255	11.6	100
<i>whole household moved</i>	166	7.5	65.1
<i>"split" households (longitudinal respondents     left original households)</i>	89	4.0	34.9
Mover household untraced	142	6.5	55.7
Mover household traced, of which:	113	5.1	44.3
<i>refused/other unproductive</i>	37	1.7	14.5
<i>full interview</i>	76	3.5	29.8

#### **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**

	<b>N</b>	<b>Issued %</b>	<b>Eligible %</b>
<b>Total issued addresses</b>	<b>1,462</b>	<b>100</b>	
<b>Ineligible (deadwood)</b>	<b>129</b>	<b>8.8</b>	
<i>non-residential property/communal establishment</i>	22	1.5	
<i>not occupied as main residence</i>	10	0.7	
<i>not yet built/under construction/demolished/derelict</i>	4	0.3	
<i>property vacant/empty</i>	69	4.7	
<i>other ineligible</i>	24	1.6	
<b>Total eligible addresses</b>	<b>1,333</b>		<b>100</b>
<b>Refusal</b>	<b>404</b>		<b>30.3</b>
<i>by phoning the office</i>	26		2.0
<i>all information about address/DU/adults refused</i>	135		10.1
<i>at introduction (in person)</i>	200		15.0
<i>by proxy by another household member</i>	8		0.6
<i>during interview (interview incomplete)</i>	11		0.8
<i>broken appointment - no recontact</i>	24		1.8
<b>Other unproductive</b>	<b>93</b>		<b>7.0</b>
<i>away or in hospital throughout survey period</i>	2		0.2
<i>at home ill during survey period</i>	4		0.3
<i>physically/mentally unable to provide interview</i>	6		0.5
<i>unable to interview due to language difficulties</i>	5		0.4
<i>contact made with eligible adult(s) but unable to interview (no outright refusal)</i>	51		3.8
<i>other unproductive</i>	25		1.9
<b>No contact</b>	<b>136</b>		<b>10.2</b>
<b>Successful interviews</b>	<b>700</b>		<b>52.5</b>

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**

	<b>Main sample</b>			<b>Reserve sample</b>		
	<b>N</b>	<b>Issued %</b>	<b>Eligible %</b>	<b>N</b>	<b>Issued %</b>	<b>Eligible %</b>
Total issued addresses	802	100		660	100	
Ineligible	65	8.1		64	9.7	
Total eligible addresses	737		100	596		100
No contact	62		8.4	74		12.4
Refused	218		29.6	186		31.2
Other unproductive	62		8.4	31		5.2
Successful interviews	395		53.6	305		51.2

### 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)**

	N	Eligible %
<b>Total eligible individuals in successful households</b>	<b>1,318</b>	<b>100</b>
<b>Refusal</b>	<b>168</b>	<b>12.7</b>
<i>at introduction (in person)</i>	82	6.2
<i>by proxy by another household member</i>	85	6.4
<i>broken appointment - no recontact</i>	1	0.1
<b>Other unproductive</b>	<b>43</b>	<b>3.3</b>
<i>away or in hospital throughout survey period</i>	9	0.7
<i>at home ill during survey period</i>	1	0.1
<i>physically/mentally unable to provide interview</i>	1	0.1
<i>contact made but unable to interview (no outright refusal)</i>	12	0.9
<i>other unproductive</i>	20	1.5
<b>No contact with selected person</b>	<b>44</b>	<b>3.3</b>
<b>Full interview</b>	<b>1,063</b>	<b>80.7</b>
<i>in person</i>	1,038	78.8
<i>by proxy</i>	25	1.9

### 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 10<sup>th</sup> 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) sub-sample. 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 4.4. Comparative household response rates**

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

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 law centres 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.

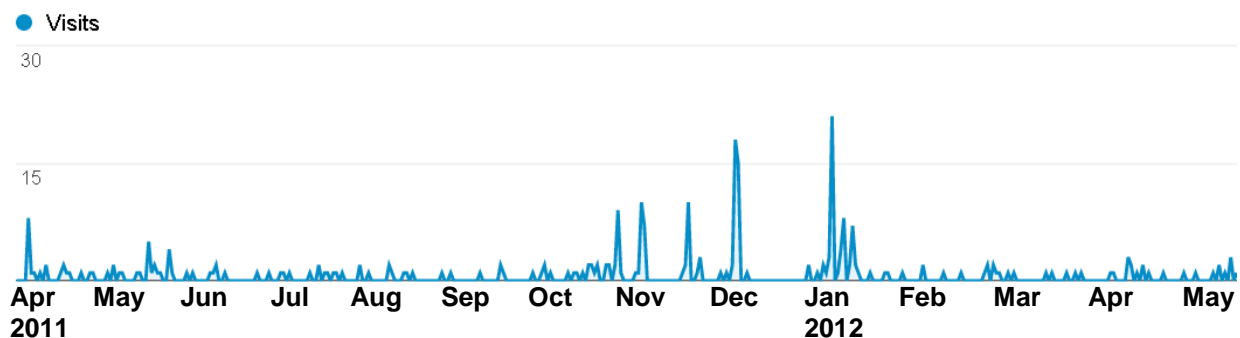
#### 6.3.4 Survey website

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](http://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**



# 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. household]** **[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.  
household]**

**[If asking about the second or subsequent person in the**

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.**  
**household]**

**[ASK OF HOUSEHOLD MEMBERS AGED 16+]**  
**[If asking about the second or subsequent person in the**

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

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

**H9b etc  
household]**

**[If asking about the second or subsequent person in the**

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)

eligible                      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

                                    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

9. Local Government Ombudsman
10. Local council
11. None of these
12. Don't know

**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, 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  
MUTLTICODE

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]**

SEVERITY SCALE SHOWCARD

Thinking about the [*problem descriptor*<sup>4</sup>] *as a whole* – and looking at this scale, where the top of the bar represents the most serious type of problem

<sup>4</sup> 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

**L46nei****[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.

**L62nei****[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

**A3inja.**      **[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 A3inja]**

**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<sup>5</sup>]?  
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

<sup>5</sup> 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

**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

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

**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** **[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**)<sup>6</sup>

*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 (I46) (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

<sup>6</sup> (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

**L16**

**SHOWCARD**

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

10. None of these
11. Don't know
12. 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

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

**L55** **[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

**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

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

1. Don't know

2. Refused

**A3div1d. [ASK IF A2div1a = 5]**

When did the break-up occur?

Please tell me the month and then the year.

DATE

1. Don't know

2. 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  
 1. most likely now over  
 2. too early to say  
 3. ongoing  
 4. Don't know  
 5. 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)] **unsuccessfully 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

**A16viol1. [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

**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
5. 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?

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

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'

**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

**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'?

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



**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.

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] **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

- 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 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]?

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

**A47proc. [ASK 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**

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.

## MULTICODE

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

**A62aprocc** 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 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]**

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 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]*?

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 description]*

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. 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

**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. Gave 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]

get there? When you went to meet the advisor at [advisor], how did you usually

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 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> 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]**

## 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

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 out 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 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

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

**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)**

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)**

**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**

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** [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 EMPLOYMENT 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/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
10. 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

**X39**            **[ASK ALL]**  
 [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, INFIRMITY 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 your 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.

<b>Annual</b>	<b>Weekly</b>	<b>Monthly</b>
A. Under £2,500	Under £50	Under £200
B. £2,500 - £4,999	£50 - £99	£200 - £399
C. £5,000 - £9,999	£100 - £199	£400 - £829
D. £10,000 - £14,999	£200 - £289	£830 -
£1,249		
E. £15,000 - £19,999	£290 - £389	£1,250 -
£1,649		
F. £20,000 - £24,999	£390 - £489	£1,650 -
£2,099		
G. £25,000 - £29,999	£490 - £579	£2,100 -
£2,499		
H. £30,000 - £34,999	£580 - £679	£2,500 -
£2,899		
I. £35,000 - £39,999	£680 - £769	£2,900 -
£3,349		
J. £40,000 - £44,999	£770 - £869	£3,350 -
£3,749		
K. £45,000 - £49,999	£870 - £969	£3,750 -
£4,149		
L. £50,000 or more	£970 or more	£4,150 or more
SPONTANEOUS : Nothing/No work or scheme		
Don't Know		
Refused		

**X54****SHOWCARD**

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.

<b>Annual</b>	<b>Weekly</b>	<b>Monthly</b>
A. Under £2,500	Under £50	Under £200
B. £2,500 - £4,999	£50 - £99	£200 - £399
C. £5,000 - £9,999	£100 - £199	£400 - £829
D. £10,000 - £14,999	£200 - £289	£830 -
£1,249		
E. £15,000 - £19,999	£290 - £389	£1,250 -
£1,649		
F. £20,000 - £24,999	£390 - £489	£1,650 -
£2,099		
G. £25,000 - £29,999	£490 - £579	£2,100 -
£2,499		
H. £30,000 - £34,999	£580 - £679	£2,500 -
£2,899		
I. £35,000 - £39,999	£680 - £769	£2,900 -
£3,349		
J. £40,000 - £44,999	£770 - £869	£3,350 -
£3,749		
K. £45,000 - £49,999	£870 - £969	£3,750 -
£4,149		
L. £50,000 or more	£970 or more	£4,150 or more
SPONTANEOUS : Nothing/No work or scheme		
Don't Know		

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
13. 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<sup>nd</sup> 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<sup>nd</sup> column, and subsequent text from column 3. Do not substitute the same text twice, e.g. if A2con1 & 2 selected.

<b>CONSUMER</b>	<b>SINGLE CODE</b>	<b>MC – 2<sup>ND</sup>/3<sup>RD</sup> SUB</b>
if A2con = 1 or 2	problem with faulty goods	and faulty goods
if A2con = 3 sub	problem with building work	and building work
if A2con = 4 sub	problem with tradespeople	and tradespeople
if A2con = 5 sub	problem with major repairs	and major repairs
if A2con = 6 sub	problem with holidays or travel	and holidays or travel
if A2con = 7 sub	problem with utilities	and utilities
<b>EMPLOYMENT</b>		
if A2emp = 1 or 2 sub	problem with losing [your/a] job	and losing [your/a] job
if A2emp = 3 sub	problem with being threatened with the sack	and being threatened with the sack
if A2emp = 4 sub	problem with a job interview	and a job interview
if A2emp = 5 sub	problem with pensions	and pensions
if A2emp = 6 sub	problem with rights at work	and rights at work
if A2emp = 7 sub	problem with changes to job conditions	and changes to job conditions
if A2emp = 8 sub	problem with poor working conditions	and poor working conditions
if A2emp = 9 sub	problem with disciplinary procedures	and disciplinary procedures
if A2emp = 7 sub	problem with work grievances	and work grievances
if A2emp = 7 sub	problem with harassment at work	and harassment at work
<b>NEIGHBOURS</b>		
if A2nei = 1 sub	problem with noisy neighbours	and noisy neighbours
if A2nei = 2 sub	problem with threats or harassment	and threats or harassment
if A2nei = 3 sub	problem with violent neighbours	and violent neighbours
if A2nei = 4 sub	problem with damage to property	and damage to property
if A2nei = 5 sub	problem with vandalism	and vandalism
<b>OWNED HOUSING</b>		
if A2emp = 1 sub	problem with planning permission	and planning permission
if A2emp = 2 sub	problem with selling or buying property	and selling or buying property
if A2emp = 3 sub	problem with communal repairs or maintenance	and communal repairs or maintenance
if A2emp = 4 sub	problem with repossession of	and repossession of

	[your/a] home	[your/a] home
if A2emp = 5 sub	problem with mortgage payments	and mortgage payments
if A2emp = 6 sub	problem with squatters	and squatters
if A2emp = 7 sub	problem with boundaries or access	and boundaries or access
if A2emp = 8 sub	problem with damage from adjoining land	and damage from adjoining land
<b>RENTED HOUSING</b>		
if A2emp = 1-2 sub	problem with the condition of accommodation	and the condition of accommodation
if A2emp = 3 sub	problem with house repairs	and house repairs
if A2emp = 4 sub	problem with the deposit	and the deposit
if A2emp = 5 sub	problem with paying the rent	and paying the rent
if A2emp = 6-7 sub	problem with eviction	and eviction
if A2emp = 8-11 sub	problem with terms of lease or tenancy	and terms of lease or tenancy
if A2emp = 12 sub	problem with harassment by [your/a] landlord	and harassment by [your/a] landlord
if A2emp = 13 sub	problem with flatmates	and flatmates
if A2emp = 14 sub	problem with boundaries or rights of way	and boundaries or rights of way
<b>MONEY</b>		
if A2mon = 1 sub	problem with money owed [to you/ ]	and money owed [to you/ ]
if A2mon = 2 sub	problem with insurance company claims	and insurance company claims
if A2mon = 3 sub	problem with refusal of credit	and refusal of credit
if A2mon = 4 sub	problem with the content of a will	and the content of a will
if A2mon = 5 sub	problem with poor financial advice	and poor financial advice
if A2mon = 6 sub	problem with mismanagement of a pension fund	and mismanagement of a pension fund
if A2mon = 7 sub	problem with mismanagement of investments	and mismanagement of investments
if A2mon = 8 sub	problem with bills	and bills
if A2mon = 9 sub	problem with tax assessment	and tax assessment
if A2mon = 10 sub	problem with bank/utility charges	and bank/utility charges
<b>DEBT</b>		
if A2debt = 1 sub	problem with credit or store cards	and credit or store cards
if A2debt = 2 sub	problem with personal loans	and personal loans
if A2debt = 3 sub	problem with hire/credit purchase	and hire/credit purchase
if A2debt = 4 sub	problem with utility bills	and utility bills
if A2debt = 5 sub	problem with tv license	and TV license
if A2debt = 6 sub	problem with tax	and tax
if A2debt = 7 sub	problem with court fines	and court fines
if A2debt = 8 sub	severe difficulties repaying money	and severe difficulties repaying money
if A2debt = 9 sub	problem with harassment from debtors	and harassment from debtors
<b>BENEFITS AND TAX</b>		



<b>CREDITS</b>		
if A2ben = 1/4 sub	problem with welfare benefits or tax credits	and welfare benefits or tax credits
if A2ben = 2/5 sub	problem with state pension/pension credits	and state pension/pension credits
if A2ben = 3/6 sub	problem with student loans or grants	and student loans or grants
if A2ben = 7 sub	problem with time taken to process a claim	and time taken to process a claim
<b>EDUCATION</b>		
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
<b>PERSONAL INJURY</b>		
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
<b>CLINICAL NEGLIGENCE</b>		
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
<b>FAMILY PROBLEMS</b>		
if A3div1f = 1 sub	disagreements over money or assets	and over money or assets
if A3div1f = 2/3 sub	difficulties over maintenance payments (not for children)	and with maintenance payments (not for children)
if A3div1f = 4/5 sub	difficulties over child support payments	and with child support payments
if A3div1f = 6/7 sub	difficulties over custody or access arrangements	and over children's custody or access arrangements
<b>RELATIONSHIP BREAKDOWN 2</b>		
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
<b>DOMESTIC VIOLENCE</b>		

If A2viola = 1-3 sub	Problem with violence against yourself	and someone else
If A2viola = 4-6 sub	Problem with violence against someone else	as above
<b>CARE PROCEEDINGS</b>		
If A2proc = 1/3 sub	problem with the child protection register	and the child protection register
If A2proc = 2/4 sub	problem with the child protection plan	and the child protection plan
If A2proc = 5/6 sub	problem with children being taken into care	and children being taken into care

**Text for [break-up descriptor] text substitutions (applies to divorce section)**

<b>DIVORCE (BREAK-UP DESCRIPTOR)</b>	<b>SINGLE CODE ONLY</b>	
If A2div1a = 1/3 sub	Divorce	
If A2div1a = 2/4 sub	formal separation	
If A2div1a = 5 sub	break-up	

## 7.1.2 Longitudinal households and individuals

### Household Grid

**Hx** SELECT PERSON TO INTERVIEW  
(IF NECESSARY YOU CAN MAKE CORRECTIONS ON THE NEXT SCREEN)

eligible 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

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**

OPEN

**(RUN GRID FOR NEW HOUSEHOLD MEMBER(S))**

**16+)]  
H4a**

**[If the respondent is new to the household (Hx = Add new person**

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**

INTERVIEWER: CODE (NAME'S) SEX – ASK IF NECESSARY

Male  
Female

**H5a  
16+)]**

**[If the respondent is new to the household (Hx = Add new person**

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.  
household]**

**[If asking about the first or subsequent new person in the**

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.**  
**household]**

**[ASK OF HOUSEHOLD MEMBERS AGED 16+]**  
**[If asking about the first or subsequent new person in the**

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**

**household]**

**[If asking about the first or subsequent new person in the**

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)

eligible                      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** 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, 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<sup>7</sup>] [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<sup>8</sup>).] Looking at the card,

<sup>7</sup> 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**

<sup>8</sup> 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<sup>9</sup>]* 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]

<sup>9</sup> 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

MUTLTICODE

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<sup>10</sup>]* 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]**

<sup>10</sup> See end of questionnaire for a definition of the problem descriptor

**(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).
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/theirs]) 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

L46nei

**[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.

L62nei

**[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

**A1debtncn****[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

**A1debtch****[ASK IF A1debt = 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.

**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

- 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)**

**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).

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

**A1injch**

**[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

**A3inja.**

**[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 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

- 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]**

**A1clinch [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<sup>11</sup>]?

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

<sup>11</sup> 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

**A2viole.****[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 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?

- 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**)<sup>12</sup>

*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 fed-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.

<sup>12</sup> (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

**L16**

#### **SHOWCARD**

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

**[ASK IF L16 = 5]**

- L17** 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

**[ASK IF L17 = 2]**

- L18** 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

**[ASK IF L17 = 2]**

- L19** And did the appeals service make a decision about the problem?
5. Yes
  6. No
  7. Don't know
  8. Refused

**[ASK IF L16 = 6]**

- L20** And, what sort of formal agent was it?  
[OPEN] ALLOW DK

**[ASK IF L16 = 7]**

- L21** 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

7. Don't know
8. 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]*?

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
14. Information from a leaflet/booklet/book
15. Have had experience of similar problems
16. Other (specify)
17. Don't know
18. 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?

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 **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

- 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?

[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?

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

MUTLICODE

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)] **unsuccessfully 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

**A16viol1. [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'

**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 [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?

- 5. Yes
- 6. No
- 7. Don't know
- 8. 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?

- 5. Yes
- 6. No
- 7. Don't know
- 8. 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 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. [ASK 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 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

**A62aprocc** 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 description]*

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]?

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?

- 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. Sort 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. Gave 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]

get there? When you went to meet the advisor at [advisor], how did you usually

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

**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

- 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 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> 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.

- 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

**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
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)**

**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
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

**XW1**

**[IF XW1a = 1 AUTOFILL FROM X1; ELSE  
ASK IF (XW1 = 2 OR X1 = -1/-2)]  
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**

**XW2** **ASK IF XW2a = 2 OR (XW2a NOT ASKED AND XW1 = 3 – 6)]**  
 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 XW11a = 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)]?

NECESSARY. READ OUT AND CODE FIRST TO APPLY. USE CALENDAR IF

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
- 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
- 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 your 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.

<b>Annual</b>	<b>Weekly</b>	<b>Monthly</b>
A. Under £2,500	Under £50	Under £200
B. £2,500 - £4,999	£50 - £99	£200 - £399
C. £5,000 - £9,999	£100 - £199	£400 - £829
D. £10,000 - £14,999	£200 - £289	£830 -
£1249		
E. £15,000 - £19,999	£290 - £389	£1,250 -
£1,649		
F. £20,000 - £24,999	£390 - £489	£1,650 -
£2,099		
G. £25,000 - £29,999	£490 - £579	£2,100 -
£2,499		
H. £30,000 - £34,999	£580 - £679	£2,500 -
£2,899		
I. £35,000 - £39,999	£680 - £769	£2,900 -
£3,349		

J. £40,000 - £44,999	£770 - £869	£3,350 -
£3,749		
K. £45,000 - £49,999	£870 - £969	£3,750 -
£4,149		
L. £50,000 or more	£970 or more	£4,150 or more
SPONTANEOUS : Nothing/No work or scheme		
Don't Know		
Refused		

**X54****SHOWCARD**

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.

<b>Annual</b>	<b>Weekly</b>		<b>Monthly</b>
A. Under £2,500	Under £50	Under £200	
B. £2,500 - £4,999	£50 - £99	£200 - £399	
C. £5,000 - £9,999	£100 - £199	£400 - £829	
D. £10,000 - £14,999		£200 - £289	£830 -
£1249			
E. £15,000 - £19,999		£290 - £389	£1,250 -
£1,649			
F. £20,000 - £24,999		£390 - £489	£1,650 -
£2,099			
G. £25,000 - £29,999		£490 - £579	£2,100 -
£2,499			
H. £30,000 - £34,999		£580 - £679	£2,500 -
£2,899			
I. £35,000 - £39,999		£680 - £769	£2,900 -
£3,349			
J. £40,000 - £44,999		£770 - £869	£3,350 -
£3,749			
K. £45,000 - £49,999		£870 - £969	£3,750 -
£4,149			
L. £50,000 or more	£970 or more	£4,150 or more	
SPONTANEOUS : Nothing/No work or scheme			
Don't Know			
Refused			

**CRIME****X56****SHOWCARD**

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<sup>nd</sup> 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<sup>nd</sup> column, and subsequent text from column 3. Do not substitute the same text twice, e.g. if A2con1 & 2 selected.

<b>CONSUMER</b>	<b>SINGLE CODE</b>	<b>MC – 2<sup>ND</sup>/3<sup>RD</sup> SUB</b>
if A2con = 1 or 2	problem with faulty goods	and faulty goods
if A2con = 3 sub	problem with building work	and building work
if A2con = 4 sub	problem with tradespeople	and tradespeople
if A2con = 5 sub	problem with major repairs	and major repairs
if A2con = 6 sub	problem with holidays or travel	and holidays or travel
if A2con = 7 sub	problem with utilities	and utilities
<b>EMPLOYMENT</b>		
if A2emp = 1 or 2 sub	problem with losing [your/a] job	and losing [your/a] job
if A2emp = 3 sub	problem with being threatened with the sack	and being threatened with the sack
if A2emp = 4 sub	problem with a job interview	and a job interview
if A2emp = 5 sub	problem with pensions	and pensions
if A2emp = 6 sub	problem with rights at work	and rights at work
if A2emp = 7 sub	problem with changes to job conditions	and changes to job conditions
if A2emp = 8 sub	problem with poor working conditions	and poor working conditions
if A2emp = 9 sub	problem with disciplinary procedures	and disciplinary procedures
if A2emp = 7 sub	problem with work grievances	and work grievances
if A2emp = 7 sub	problem with harassment at work	and harassment at work
<b>NEIGHBOURS</b>		
if A2nei = 1 sub	problem with noisy neighbours	and noisy neighbours
if A2nei = 2 sub	problem with threats or harassment	and threats or harassment
if A2nei = 3 sub	problem with violent neighbours	and violent neighbours
if A2nei = 4 sub	problem with damage to property	and damage to property
if A2nei = 5 sub	problem with vandalism	and vandalism
<b>OWNED HOUSING</b>		
if A2emp = 1 sub	problem with planning permission	and planning permission
if A2emp = 2 sub	problem with selling or buying property	and selling or buying property
if A2emp = 3 sub	problem with communal repairs or maintenance	and communal repairs or maintenance
if A2emp = 4 sub	problem with repossession of	and repossession of

	[your/a] home	[your/a] home
if A2emp = 5 sub	problem with mortgage payments	and mortgage payments
if A2emp = 6 sub	problem with squatters	and squatters
if A2emp = 7 sub	problem with boundaries or access	and boundaries or access
if A2emp = 8 sub	problem with damage from adjoining land	and damage from adjoining land
<b>RENTED HOUSING</b>		
if A2emp = 1-2 sub	problem with the condition of accommodation	and the condition of accommodation
if A2emp = 3 sub	problem with house repairs	and house repairs
if A2emp = 4 sub	problem with the deposit	and the deposit
if A2emp = 5 sub	problem with paying the rent	and paying the rent
if A2emp = 6-7 sub	problem with eviction	and eviction
if A2emp = 8-11 sub	problem with terms of lease or tenancy	and terms of lease or tenancy
if A2emp = 12 sub	problem with harassment by [your/a] landlord	and harassment by [your/a] landlord
if A2emp = 13 sub	problem with flatmates	and flatmates
if A2emp = 14 sub	problem with boundaries or rights of way	and boundaries or rights of way
<b>MONEY</b>		
if A2mon = 1 sub	problem with money owed [to you/ ]	and money owed [to you/ ]
if A2mon = 2 sub	problem with insurance company claims	and insurance company claims
if A2mon = 3 sub	problem with refusal of credit	and refusal of credit
if A2mon = 4 sub	problem with the content of a will	and the content of a will
if A2mon = 5 sub	problem with poor financial advice	and poor financial advice
if A2mon = 6 sub	problem with mismanagement of a pension fund	and mismanagement of a pension fund
if A2mon = 7 sub	problem with mismanagement of investments	and mismanagement of investments
if A2mon = 8 sub	problem with bills	and bills
if A2mon = 9 sub	problem with tax assessment	and tax assessment
if A2mon = 10 sub	problem with bank/utility charges	and bank/utility charges
<b>DEBT</b>		
if A2debt = 1 sub	problem with credit or store cards	and credit or store cards
if A2debt = 2 sub	problem with personal loans	and personal loans
if A2debt = 3 sub	problem with hire/credit purchase	and hire/credit purchase
if A2debt = 4 sub	problem with utility bills	and utility bills
if A2debt = 5 sub	problem with tv license	and TV license
if A2debt = 6 sub	problem with tax	and tax
if A2debt = 7 sub	problem with court fines	and court fines
if A2debt = 8 sub	severe difficulties repaying money	and severe difficulties repaying money
if A2debt = 9 sub	problem with harassment from debtors	and harassment from debtors
<b>BENEFITS AND TAX</b>		

<b>CREDITS</b>		
if A2ben = 1/4 sub	problem with welfare benefits or tax credits	and welfare benefits or tax credits
if A2ben = 2/5 sub	problem with state pension/pension credits	and state pension/pension credits
if A2ben = 3/6 sub	problem with student loans or grants	and student loans or grants
if A2ben = 7 sub	problem with time taken to process a claim	and time taken to process a claim
<b>EDUCATION</b>		
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
<b>PERSONAL INJURY</b>		
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
<b>CLINICAL NEGLIGENCE</b>		
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
<b>FAMILY PROBLEMS</b>		
if A3div1f = 1 sub	disagreements over money or assets	and over money or assets
if A3div1f = 2/3 sub	difficulties over maintenance payments (not for children)	and with maintenance payments (not for children)
if A3div1f = 4/5 sub	difficulties over child support payments	and with child support payments
if A3div1f = 6/7 sub	difficulties over custody or access arrangements	and over children's custody or access arrangements
<b>RELATIONSHIP BREAKDOWN 2</b>		
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
<b>DOMESTIC VIOLENCE</b>		

If A2viola = 1-3 sub	Problem with violence against yourself	and someone else
If A2viola = 4-6 sub	Problem with violence against someone else	as above
<b>CARE PROCEEDINGS</b>		
If A2proc = 1/3 sub	problem with the child protection register	and the child protection register
If A2proc = 2/4 sub	problem with the child protection plan	and the child protection plan
If A2proc = 5/6 sub	problem with children being taken into care	and children being taken into care

**Text for [break-up descriptor] text substitutions (applies to divorce section)**

<b>DIVORCE (BREAK-UP DESCRIPTOR)</b>	<b>SINGLE CODE ONLY</b>	
If A2div1a = 1/3 sub	Divorce	
If A2div1a = 2/4 sub	formal separation	
If A2div1a = 5 sub	break-up	

### 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

**L17FF**

**[ASK IF L16FF = 5]**

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

**L18FF**

**[ASK IF L17FF = 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?

- 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 LupdateFFD = 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. I. 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 descriptor*] 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

### A16div1FF. 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]**

over? How long do you think it will be before *[problem descriptor]* will be

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
8. No
9. Don't know
10. 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

**A48div2FF 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

**A49div2FF 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

**A52div2FF[ASK IF L12div2FF = 1-20]****SHOWCARD**

Do you feel that the help you received from [A12div2FF] 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

**A55div2FF** 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

**A56div2FF[ASK IF A55div2 = 1 or 2]**

How did you come to understand where you stood, legally? DO NOT  
PROMPT

MUTLICODE

- 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 A7viol2FF = 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

**A21violFF.[ASK IF A16violFF = 7]**

And were any conciliation, mediation or arbitration sessions held?

- 9. Yes
- 10. No
- 11. Don't know
- 12. Refused

**A22violFF.[ASK IF A16violFF = 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

**A23violFF.[ASK IF A22violFF = 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

**A33viol FF [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

**A49violFF 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

**A52violFF [ASK IF L12violFF = 1-20]**

**SHOWCARD**

Do you feel that the help you received from [A12violFF] 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

**A55violFF** 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 A1proccFF = 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**

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

**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**

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

**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**

35. Physical health
36. Levels of stress
37. Relationships
38. Levels of violence towards you/your property
39. Housing circumstances
40. Employment circumstances
41. Income



- 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 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

**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. Sort out part of the problem
5. Sort 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 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> 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

**B48FF [ASK IF B43FF = 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

- 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

**B49FF [ASK IF B43FF=2]**

## 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

**B50FF [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]

**B53FF** 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

**B54FF** 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

**B55FF** 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

**B56FF** 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 advisers 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
4. 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

**B59FF [ASK IF no advisors identified at B29FF OR B30FF OR L15FF OR L15]**

Did you consider getting help from an independent advisor at any time?

- 9. Yes
- 10. No
- 11. Don't know
- 12. Refused

**B60FF [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 **unsuccessfully 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?

[OPEN]

**B64FF** [ASK IF (B29FF or B30FF = 5-7) AND (NOT (B29FF OR B30FF = 9))]

Why did you choose to get help from an advice agency, rather than a solicitors' firm?

[OPEN]

**B65FF** [Ask if any advisors identified at B29FF OR B30FF, AND C7FF = 1 for any advisor identified]

Why didn't you deal with the problem yourself, without getting help from an independent advisor?

[OPEN]

**B66FF** [ASK IF (no advisors identified at B29FF or B30FF) AND (B57noneFF 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)**

**B67FF** [ASK IF no advisers at B29FF or 30FF]  
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

**B68FF** [ASK IF B67FF = 1]  
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

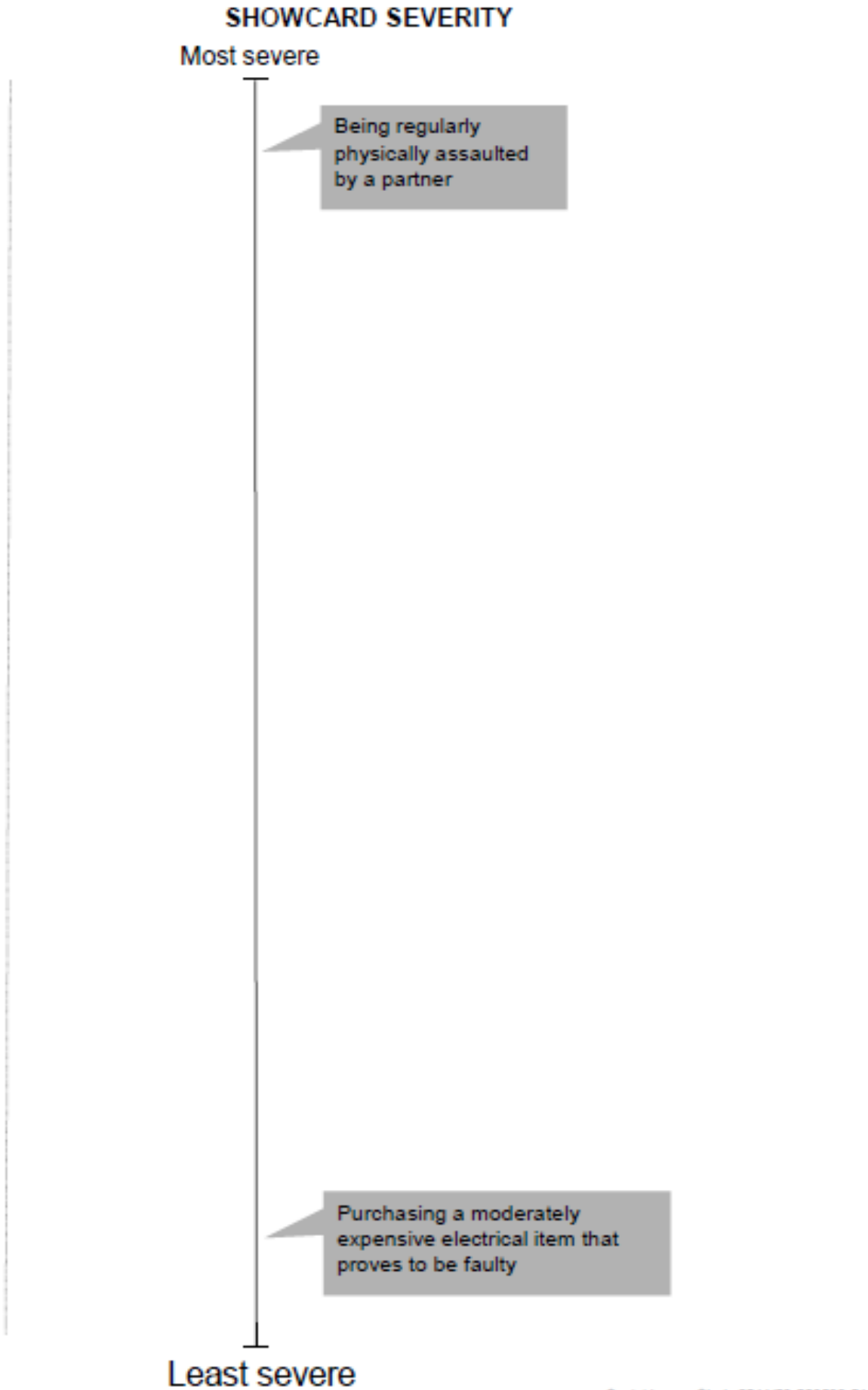
12. In part

13. Not at all

14. Or is it too early to say?

15. Don't know

7.2 Severity showcard



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### 7.3 First between wave keeping in touch letter and newsletter



<<TITLE>> <<FIRST>> <<SURNAME>>  
<<add\_1>>  
<<add\_2>>  
<<add\_3>>  
<<add\_4>>  
<<add\_5>>  
Postcode

Reference: <<Hhref>>

## 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 Pleasence**  
Academic and Scientific Adviser  
Legal Services Commission

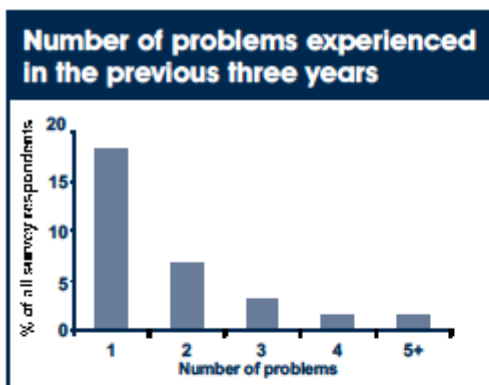
**Social Issues Study Research Team**  
Ipsos MORI House  
77-81 Borough Road  
London SE1 1FY

**Freephone: 0808 238 5453**  
**Email: [socialissues@ipsos.com](mailto:socialissues@ipsos.com)**  
**Website: [www.social-issues-study.com](http://www.social-issues-study.com)**

Ipsos MORI:  
Social Issues Study Newsletter

## 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.

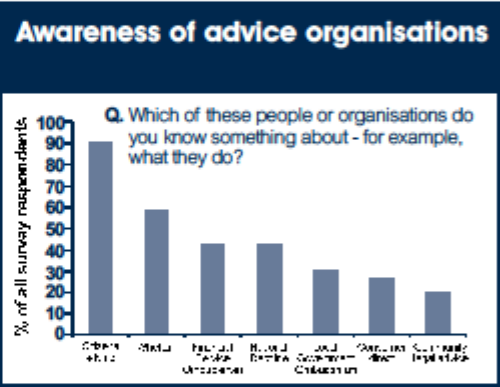
The Social Issues Study has also revealed the extent to which people's awareness of their rights influences whether or not they will get help. Awareness of rights is also closely linked to whether people are able to resolve problems successfully.

...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.

Many people are unsure of their rights, or are mistaken in their beliefs about their rights...

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.



Freepost RSGL-LLJA-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@ipsos.com](mailto:socialissues@ipsos.com), or calling us on 0808 238 5453 (please let us know your reference number, printed at the bottom of this page, in all correspondence).

I confirm that the name/address printed on the front of this newsletter is correct ☐  
 (If incorrect, please tick box and write in change of address details below) incorrect ☐

Change of address/  
correct contact details

Name and address  
of a friend or relative  
who would know  
how to contact you

NAME	_____	_____
ADDRESS	_____	_____
	_____	_____
POSTCODE	_____	_____
TEL (HOME)	_____	_____
TEL (MOBILE)	_____	_____
REFERENCE	<<Hhref>>	

## 7.4 Second between wave keeping in touch letter and newsletter

**Ipsos MORI**  
Social Research Institute



<<ADDRESSEE>>

<<add\_1>>

<<add\_2>>

<<add\_3>>

<<add\_4>>

<<Postcode>>

Reference: <<Hhref>>

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

Market & Opinion Research International Ltd  
Registered in England and Wales No 948470

79-81 Borough Road  
London SE1 1FY – UK  
Phone: +44 (0)20 7347 3000  
Fax: +44 (0)20 7347 3800  
<http://www.ipsos-mori.com>

## 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 <<name1>>

ADDRESS <<add\_1>>

<<add\_2>>

<<add\_3>>

<<add\_4>>

POSTCODE<<postcode>>

TEL (HOME)<<home1>>

TEL (MOBILE)<<mobile1>>

Please make any necessary changes to name, phone, and address below:

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_

POSTCODE \_\_\_\_\_

TEL (HOME) \_\_\_\_\_

TEL (MOBILE) \_\_\_\_\_

REFERENCE <<INDPN01>>



Ipsos MORI:  
Social Issues Study Findings

# 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.

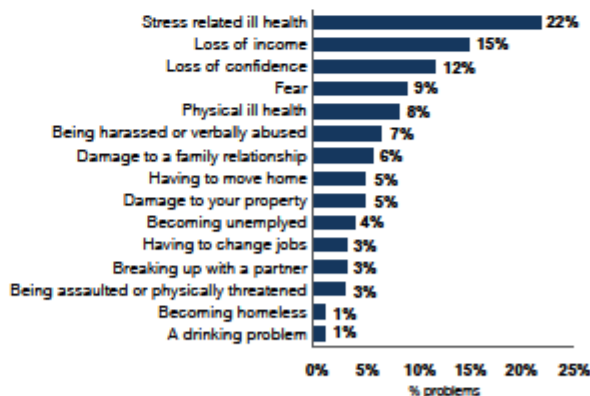
Many people and organisations that provide advice across the world, and not just in England and Wales, use this survey in order to better help people

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.”**

## IMPACT OF SURVEY PROBLEMS

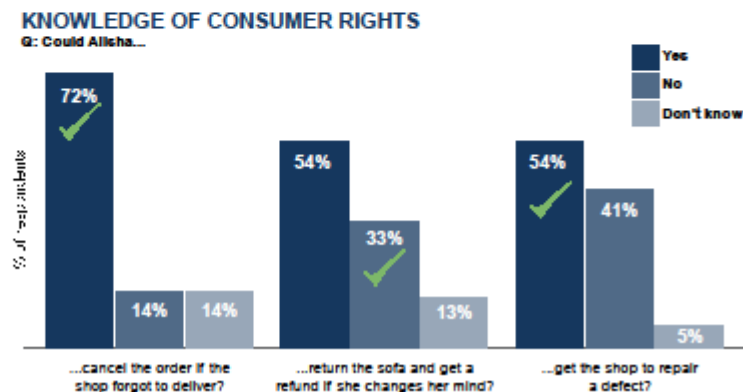
Q: Did you experience any of the following things as part of, or as a result of, this problem?



Ipsos MORI:  
Social Issues Study Findings

# 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

**“Informing people what their rights are can help to make sure they are treated fairly and do not get taken advantage of”**

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.

## 7.5 Advance letters and wave 2 follow-up leaflets

**Ipsos MORI**



#### 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 0808 238 5453 between 9.30am and 5:00pm Monday to Friday or email [socialissues@ipsos.com](mailto: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

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.

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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 Colover,  
Ipsos MORI  
79-81 Borough Road  
London SE1 1FY

FREEPHONE 0800 238 5453  
[socialissues@ipsos.com](mailto: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](http://www.ipsos-mori.com)  
[www.legalservices.gov.uk](http://www.legalservices.gov.uk)  
[www.social-issues-study.com](http://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](http://www.adviceguide.org.uk/index/get_advice.htm) or telephone: 08444 111 444 (England) or 0844 477 2020 (Wales)

(see [www.social-issues-study.com](http://www.social-issues-study.com) for contacts for other advice services)

09-02859901

**Ipsos MORI**



## The 2011/12 Follow Up Social Issues Study



# 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 2008 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 world-leading 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 following up 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 'onestop shops' for advice. The findings have also been used to inform organisations 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, 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, 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:  
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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](http://www.adviceguide.org.uk/index/get_advice.htm) or telephone: 08444 111 444 (England) or 0844 477 2020 (Wales)

(see [www.social-issues-study.com](http://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.ipsos-mori.com](http://www.ipsos-mori.com)  
[www.legalservices.gov.uk](http://www.legalservices.gov.uk)  
[www.social-issues-study.com](http://www.social-issues-study.com)

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**Ipsos MORI**



## The 2011/12 Social Issues Study





# 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:

- Noisy neighbours and other anti-social behaviour
- Faulty goods and services
- Family issues
- Problems with landlords
- Workplace disputes
- Problems to do with receiving welfare
- Problems experienced by homeowners

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 tailored 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 have no action to resolve these problems.
- Problems frequently cause, or are caused by, other significant events occurring in people's lives.
- One in five problems takes more than a year 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: 0845 345 4345



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.