

Pension Service Customer Survey 2007 – Final Questionnaire

PSCS07 - JN: 45106185 - 11 Dec 2007
Quanquest v2.1 - QAL v2.2bmr13 - CAPI

PSCS07

1. Interviewer please enter the 5 digit serial number.

THIS IS PRINTED ON THE CONTACT SHEET.

(108 - 112)

Numeric Range _____

Permitted Range
10000 TO 99999 (Numeric Range)

QUANCEPT ITEM:

2. INTERVIEWER: Please enter the check sum relating to the serial number.

(121 - 122)

Numeric Range _____

Permitted Range
0 TO 96 (Numeric Range)

QUANCEPT ITEM:

Just before we start the questionnaire, I want to explain that your answers will be treated totally confidentially.

Thousands of people are taking part in the survey, and your answers will be combined with all the others. The Pension Service and the Department for Work and Pensions will not be given your name and address, nor will they be able to identify you in any way from the report we produce for them.

3. CODE SEX

Male	1	(123)
Female	2	

4. Can I just check, what was your age last birthday?

(124 - 126)

Numeric Range _____		
Don't Know	Y	(124)
Refused	Z	

Permitted Range
16 TO 150 (Numeric Range)

**IF 4 = Don't Know OR 4 = Refused
THEN ASK: 5**

5. In which of these age bands do you fall?

READ OUT

16-17	1	(127)
18-24	2	
25-34	3	
35-44	4	
45-54	5	
55-60	6	
61-65	7	
66-74	8	
75-84	9	
85+	0	(128)
Refused	Z	(127)

End of Filter iageno

TURN SCREEN AWAY

6. If you needed information about the state pension or other benefits for people over state pension age, who would you contact?

IF NECESSARY EXPLAIN: Other benefits would include Pension Credit, Winter Fuel Payment, and Attendance Allowance.

INTERVIEWER NOTE: Pension Credit used to be called Minimum Income Guarantee and Income Support.

DO NOT PROMPT

The Pension Service	1	(129)
The Department for Work and Pensions	2	
Social Security	3	
DSS	4	
DHSS	5	
Benefits Agency	6	
The Social	7	
Local Authority	8	
The Council	9	
Senior Citizen's charity (e.g. Age concern/Help the Aged)	0	(130)
Citizen's Advice Bureau	1	
Friend/relative	2	
Jobcentre Plus	3	
The Post Office	4	
Don't Know	Y	(129)
None of these	X	
Other	0	
Other specify.....	(131 - 134)	

I am now going to read out a list of functions related to benefits and social services. Please can you tell me what organisation you think is responsible for each one,

7. Which organisation do you think is responsible for the following:

...

DO NOT PROMPT. CODE ALL THAT APPLY.

The Pension Service	1	(135)
The Department for Work and Pensions	2	
DSS	3	
DHSS	4	
Benefits Agency	5	
The Social	6	
Local Authority	7	
The Council	8	
Post Office	9	
Jobcentre Plus	0	(136)
Don't Know	Y	(135)
Other	0	
Other specify.....	(145 - 148)	

This question is repeated for the following loop values:

- Providing information about the state pension or other benefits for people over state pension age
- Deciding whether people are or will be entitled to the state pension and associated benefits or entitlements
- Making sure people's pension related benefits/entitlements are paid on time
- Providing home help
- Making sure people's housing benefit is paid on time

A total of 5 iterations occupying columns (135 - 136) to (143 - 144) for precodes and (145 - 148) to (161 - 164) for other specify

8. And which organisation do you think is responsible for helping people trace their pension schemes that they have lost track of?

IF NECESSARY EXPLAIN: This includes all pensions other than the State Pension. Therefore, please include here the tracing of any work, occupational, private, personal and group personal pensions.

DO NOT PROMPT. CODE ALL THAT APPLY.

The Pension Service	1	(165)
The Department for Work and Pensions	2	
DSS	3	
DHSS	4	
Benefits Agency	5	
The Social	6	
Local Authority	7	
The Council	8	
Post Office	9	
Jobcentre Plus	0	(166)
Previous employer	1	
Pension provider e.g. Halifax, Standard Life etc.	2	
Don't Know	Y	(165)
Other	0	
Other specify.....	(167 - 170)	

READ OUT

Next I would like to tell you about The Pension Service. It is a Government agency that provides information about, and pays, the state pension and pension related benefits such as Pension Credit and the Winter Fuel Payment.

INTERVIEWER NOTE: Pension Credit used to be called Minimum Income Guarantee and Income Support.

9. Can I just check, do you receive the Basic State Pension or have you made an application to receive it?

Yes - currently receiving	1	(171)
Yes - applied but not yet receiving	2	
No	3	
Don't Know	Y	

IF 9 = Yes - currently receiving

End of Filter irecpen

10. And can I just check, do you &Talso& receive Pension Credit?

Yes - currently receiving	1	(172)
Yes - applied but not yet receiving	2	
No	3	
Don't Know	Y	

11. Have you contacted The Pension Service on behalf of someone else since July 1st 2007?

Yes	1	(173)
No	2	
Don't Know	Y	

**IF 11 = Yes
THEN ASK: 12**

12. Do you have power of attorney or appointee status for the person on whose behalf you contacted The Pension Service?

Yes	1	(174)
No	2	
Don't Know	Y	
Refused	Z	

End of Filter iappoin

PENSION FORECASTS

**IF 9 = No OR 9 = Don't Know
THEN ASK: 13**

13. Have you contacted The Pension Service to get a state pension forecast for yourself since July 1st 2007?

Yes	1	(175)
No	2	
Don't Know	Y	

IF 13 = Yes
THEN ASK: 14, 15

14. Where did you hear about The Pension Service forecasting services?

CODE ALL THAT APPLY

Web page	1	(176)
Friend/relative	2	
Visit to a Government office, such as Jobcentre Plus	3	
Letter/ leaflet from The Pension Service	4	
Letter/ leaflet from the Department of Work and Pensions (DWP)	5	
Letter/ leaflet from Government	6	
Letter/ leaflet from employer	7	
Press or TV coverage	8	
Don't Know	Y	
None of these	X	
Other	0	
Other specify.....	(177 - 180)	

15. Have you received your pension forecast?

Yes	1	(208)
No	2	
Don't Know	Y	

IF 15 = Yes
THEN ASK: 16, 17, 18

16. How useful did you find the forecast?

READ OUT

Very useful	1	(209)
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't Know	Y	

17. Was the amount you were forecast adequately explained?

Yes	1	(210)
No	2	
Don't Know	Y	

18. What action, if any, did you take as a result of receiving the forecast?

(211 - 214)

Don't Know	Y	(211)
None	X	

End of Filter ifor1

End of Filter ipf1

End of Filter inopen

CONTACTING TPS

19. Since July 1st 2007 how often, if at all, have you.....?

...

IF NOT CONTACTED CODE ZERO

(215 - 217)

Numeric Range _____
Don't Know Y

(215)

Permitted Range

0 TO 299 (Numeric Range)

This question is repeated for the following loop values:

- Telephoned The Pension Service
- Submitted a form or other documentation to The Pension Service
- Sent a letter to The Pension Service
- Visited a Government office, e.g. Jobcentre Plus
- Been visited at home by The Pension Service
- Seen The Pension Service at a venue in your local community, e.g. local authority/council, community centre, pensioner group or charity such as Age Concern
- Sent a fax to The Pension Service
- Used The Pension Service website/ internet/ e-mail
- Used Textphone/ Typetalk/ Textdirect to contact The Pension Service

A total of 9 iterations occupying columns (215 - 217) to (239 - 241)

IF 19 > 0 OR

QUANCEPT ITEM:

End of Filter nonzero

I will now read out some circumstances in which you might want to contact The Pension Service, and I would like you to tell me how you would prefer to contact them for each one.

20. How would you prefer.....

...

CODE ONE ONLY. SHOW CARD 1

By telephone	1	(242)
Send a letter / write	2	
Send a fax	3	
Use website/ internet or e-mail	4	
Textphone/ Typetalk/ Textdirect	5	
Appointment with a Pension Service representative in your local community	6	
A visit to you at home	7	
Through a local service provider, such as a local authority/council, community centre, pensioner group or charity	8	
Through friends / relatives	9	
Visiting a Government Office, e.g. Jobcentre Plus	0	(243)
Don't Know	Y	(242)
Other	0	
Other specify.....	(254 - 257)	

This question is repeated for the following loop values:

- To find out whether you are entitled to the state pension and related benefits
- To make a claim for the state pension and related benefits
- To check whether you were being paid the right amount of state pension and benefits
- To tell The Pension Service about a change of circumstances
- To tell The Pension Service about the death of a close relative
- To make a complaint

A total of 6 iterations occupying columns (242 - 243) to (252 - 253) for precodes and (254 - 257) to (274 - 277) for other specify

**IF 9 = No OR 9 = Don't Know
THEN ASK: 21**

21. How would you prefer to ask for a state pension forecast?

SHOW CARD 1

By telephone	1	(278)
Send a letter / write	2	
Send a fax	3	
Use website/ internet or e-mail	4	
Textphone/ Typetalk/ Textdirect	5	
Appointment with a Pension Service representative in your local community	6	
A visit to you at home	7	
Through a local service provider, such as a local authority/council, community centre, pensioner group or charity	8	
Through friends / relatives	9	
Visiting a Government Office, e.g. Jobcentre Plus	0	(279)
Don't Know	Y	(278)
Other	0	
Other specify.....	(308 - 311)	

End of Filter ifupens

INTERNET AND EMAIL

22. Now thinking about the World Wide Web and the Internet. Could I just check, have you used the Internet in the last six months?

Yes	1	(312)
No	2	
Don't Know	Y	

**IF 22 = Yes
THEN ASK: 23, 24**

23. How often do you use the Internet?

SHOWCARD 2

Every day	1	(313)
Most days	2	
About once a week	3	
About once a fortnight	4	
About once a month	5	
About once every 2-3 months	6	
About once every six months	7	
Less often	8	
Don't Know	Y	

24. Which of the following activities have you used the internet for in the last six months?

READ OUT. CODE ALL THAT APPLY.

Shopping or buying items on line	1	(314)
Booking holidays	2	
Internet banking	3	
Other financial services e.g. purchasing or renewing insurance on line	4	
Travel information e.g. routes and timetables	5	
General information or News	6	
Don't Know	Y	
Refused	Z	
None of these	X	
Other	0	
Other specify.....	(315 - 318)	

End of Filter iuseweb

25. Do you have access to email?

Yes	1	(319)
No	2	
Don't Know	Y	

**IF 25 = Yes
THEN ASK: 26**

26. Have you ever used email to contact The Pension Service?

Yes	1	(320)
No	2	
Don't Know	Y	

IF 26 = Yes
THEN ASK: 27

27. Thinking back to the last time you emailed The Pension Service, why did you choose to email them, rather than phone them or write to them?

(321 - 324)

Don't Know	Y	(321)
------------	---	-------

End of Filter ieuse

28. Would email be an acceptable way for The Pension Service to contact you?

Yes	1	(325)
No	2	
Don't Know	Y	

IF 26 <> Yes
THEN ASK: 29

29. Would you consider using email to contact The Pension Service?

Yes	1	(326)
No	2	
Don't Know	Y	

End of Filter inoEmai

End of Filter iemail

30. Now thinking about language. Is English your first language?

Yes	1	(327)
No	2	
Don't Know	Y	

**IF 30 = No
THEN ASK: 31**

31. What is your first language?

SHOWCARD 3

Arabic	1	(328)
Bengali	2	
Chinese	3	
Gujarati	4	
Polish	5	
Punjabi	6	
Tamil	7	
Urdu	8	
Cantonese	9	
French	0	(329)
Somali	1	
Sylheti	2	
Welsh	3	
Don't Know	Y	(328)
Other	0	
Other specify.....	(330 - 333)	

**IF (31 <> Other AND 31 <> Don't Know)
THEN ASK: 32**

32. The Pension Service can provide written information in &q2ndlan& . Were you aware of this?

Yes	1	(334)
No	2	
Don't Know	Y	

IF 32 = Yes
THEN ASK: 33

33. Have you ever requested written information in &q2ndlan& from The Pension Service?

Yes	1	(335)
No	2	
Don't Know	Y	

IF 33 = No
THEN ASK: 34

34. Why have you not requested translated information?

Not necessary/ English good enough	1	(336)
Need has not yet arisen	2	
Don't know how to request it	3	
Don't Know	Y	
Other	0	
Other specify... ..	(337 - 340)	

End of Filter inoreqt

End of Filter iawatr2

End of Filter irellan

End of Filter inoeng

IF 11 = Yes
THEN ASK: 35

35. You said that you have contacted The Pension Service on behalf of someone else, is English their first language?

Yes	1	(341)
No	2	
Don't Know	Y	

**IF 35 = No
THEN ASK: 36**

36. What is the first language of the person on whose behalf you were acting?

SHOWCARD 3

Arabic	1	(342)
Bengali	2	
Chinese	3	
Gujarati	4	
Polish	5	
Punjabi	6	
Tamil	7	
Urdu	8	
Cantonese	9	
French	0	(343)
Somali	1	
Sylheti	2	
Welsh	3	
Don't Know	Y	(342)
Other	0	
Other specify.....	(344 - 347)	

QUANCEPT ITEM:

**IF (36 <> Other AND 36 <> Don't Know)
THEN ASK: 37**

37. The Pension Service can provide written information in &q2ndla2& . Were you aware of this?

Yes	1	(348)
No	2	
Don't Know	Y	

IF 37 = Yes
THEN ASK: 38

38. Have you ever requested written information in &q2ndla2& from The Pension Service?

Yes	1	(349)
No	2	
Don't Know	Y	

IF 38 = No
THEN ASK: 39

39. Why have you not requested translated information?

Not necessary/ English good enough	1	(350)
Need has not yet arisen	2	
Don't know how to request it	3	
Don't Know	Y	
Other	0	
Other specify.....	(351 - 354)	

End of Filter ireqtr3

End of Filter iawtra3

End of Filter ireltr3

QUANCEPT ITEM:

End of Filter i2ndla2

End of Filter i3rdpar

IF 30 = No

End of Filter inoteng

DDA (DISABILITY DISCRIMINATION ACT) QUESTIONS

40. Do you have any long-standing illness, disability or infirmity? By 'long-standing' I mean anything that has troubled you over a period of at least 12 months, or that is likely to affect you over a period of at least 12 months?

Yes	1	(355)
No	2	
Don't Know	Y	

IF 40 = Yes
THEN ASK: 41

41. INTERVIEWER: ASK OR RECORD WHETHER RESPONDENT HAS MULTIPLE ILLNESSES OR DISABILITIES.

THIS IS FOR TEXT SUBSTITUTION IN FOLLOWING QUESTIONS

Yes	1	(356)
No	2	

IF 41 = Yes

End of Filter iqtexsu

42. &Tlimit& limit your activities in any way?

Yes	1	(357)
No	2	
Don't Know	Y	

43. &Tdifil& mean that you have substantial difficulties with any of these areas of your life?

SHOW CARD 4

CODE ALL THAT APPLY.

Mobility (moving about)	1	(358)
Lifting, carrying or moving objects	2	
Manual dexterity (using your hand to carry out everyday tasks)	3	
Continence (bladder and bowel control)	4	
Communication (speech, hearing or eyesight)	5	
Memory or ability to concentrate, learn or understand	6	
Recognising when you are in physical danger	7	
Your physical co-ordination (e.g. balance)	8	
Other health problem or disability	9	
Don't Know	Y	
None of these (SPONTANEOUS ONLY)	X	

**IF 43 = None of these (SPONTANEOUS ONLY)
THEN ASK: 44**

44. Can I just check, do you receive medication or treatment without which your health problems &Ttreat&, would substantially affect your life in the areas we have been discussing?

Yes	1	(359)
No	2	
Don't Know	Y	

End of Filter iNoDis

End of Filter idisad

**IF 40 <> Yes OR 44 = No OR 44 = Don't Know
THEN ASK: 45**

45. Have you ever had a long-term (lasting for a year or more) illness, disability or infirmity that affected your activities?

Yes	1	(360)
No	2	
Don't Know	Y	

IF 45 = Yes
THEN ASK: 46

46. Did this health problem or disability (Did these health problems or disabilities, when taken singly or together,) substantially limit your ability to carry out normal day-to-day activities?

If you were receiving medication or treatment, please consider what the situation would have been without medication or treatment.

Yes	1	(361)
No	2	
Don't Know	Y	

End of Filter iever

End of Filter iDDA

IF 40 = Yes

End of Filter icond

IF 30 = No AND 40 = Yes

End of Filter iboth

IF 30 = No OR 40 = Yes
THEN ASK: 47

47. Does &Tcond& &Tor& &Tlang& cause any of these problems for you when communicating with organisations such as The Pension Service?

READ OUT. SHOWCARD 5
CODE ALL THAT APPLY.

Problems using telephone	1	(362)
Problems reading or writing letters	2	
Problems with transport/ getting to places	3	
Can't visit offices or meeting venues/ difficulty getting out of home	4	
Need/prefer someone to be with me e.g. friend/relative/ advisor	5	
No problems	6	
Don't Know	Y	
Other	0	
Other specify.....	(363 - 366)	

**IF NOT (47 = No problems OR 47 = Don't Know)
THEN ASK: 48**

48. Have you asked The Pension Service for help with communicating with them?

Yes	1	(367)
No	2	
Don't Know	Y	

**IF 48 = Yes
THEN ASK: 49**

49. And what have they done for you?

SHOWCARD 6

CODE ALL THAT APPLY.

- | | | |
|--|-------------|-------|
| Arranged for my relative/friend to deal with my affairs | 1 | (368) |
| Visited me at home | 2 | |
| Used sign language in meetings | 3 | |
| Communicated in language other than English | 4 | |
| Provided Textphone/ Typetalk/ Textdirect | 5 | |
| Provided text in large print | 6 | |
| Arranged communication via audio tape | 7 | |
| Arranged communication via telephone calls rather than letters | 8 | |
| Made telephone louder | 9 | |
| Don't Know | Y | |
| None of these | X | |
| Other | 0 | |
| Other specify..... | (369 - 372) | |

**IF NOT (49 = None of these OR 49 = Don't Know)
THEN ASK: 50, 51**

50. To what extent has this helped you overcome your difficulties in dealing with The Pension Service?

- | | | |
|---------------|---|-------|
| Completely | 1 | (373) |
| Quite a lot | 2 | |
| Not very much | 3 | |
| Not at all | 4 | |
| Don't Know | Y | |

51. What else could The Pension Service do to help you?

PROBE FULLY. DO NOT PROMPT

(374 - 377)

Don't Know

Y

(374)

End of Filter isomere

End of Filter itelIPS

End of Filter ispecne

End of Filter iproble

CONTACT WITH THE PENSION SERVICE

The next section asks about your experiences when you have contacted The Pension Service since July 1st 2007. Remember that your answers will be confidential.

52. Firstly, please think about the most recent occasion on which you contacted The Pension Service since 1st July 2007. Which of these reasons did you have for contacting The Pension Service on that occasion?

READ OUT EACH OPTION AND SHOW CARD 7
CODE ALL THAT APPLY

To claim Basic State Pension	1	(378)
To claim Pension Credit	2	
To get a State Pension forecast or information	3	
Claiming benefits other than basic State Pension or Pension Credit	4	
Query about Basic State Pension	5	
Query about Pension Credit	6	
Query about benefits other than basic State Pension or Pension Credit	7	
Query about Winter Fuel Payments	8	
They asked me to contact them	9	
Requesting general information or leaflets	0	(379)
To trace a lost pension scheme	1	
Changing contact details such as name or address	2	
Providing notification of death (spouse, parent etc)	3	
Providing notification of divorce/separation/marriage	4	
In connection with hospitalisation	5	
Don't Know	Y	(378)
Refused	Z	
Other	0	
Other specify.....	(408 - 411)	

**IF 52 = Query about benefits other than basic State Pension or Pension Credit
THEN ASK: 53**

53. You said that you had a query about benefits other than the basic state pension, which benefits was your query about?

CODE ALL THAT APPLY.

- | | | |
|---|-------------|-------|
| Housing Benefit | 1 | (412) |
| Council Tax Benefit | 2 | |
| Disability Living Allowance | 3 | |
| Severe Disablement Allowance | 4 | |
| Attendance Allowance | 5 | |
| Carer's Allowance | 6 | |
| Bereavement Benefit (Bereavement
Payment, Bereavement
Allowance, Widow's Benefit) | 7 | |
| Incapacity Benefit | 8 | |
| Social Fund (Crisis Loan, Budgeting
Loan and Community Care
Grants.) | 9 | |
| Don't Know | Y | |
| Refused | Z | |
| Other | 0 | |
| Other specify..... | (413 - 416) | |

End of Filter iothben

**IF 52 = They asked me to contact them
THEN ASK: 54**

54. And what was the main reason why The Pension Service asked you to contact them?

- | | | |
|--|---|-------|
| With regard to paying my pension
straight into a bank, building
society or Post Office account | 1 | (417) |
| About Pension Credit | 2 | |
| To provide additional information or
documents | 3 | |
| About another matter | 4 | |
| Don't Know | Y | |

End of Filter iacont

**IF 52 = Query about Basic State Pension OR 52 = Query about Pension Credit OR 52 = Query about benefits
other than basic State Pension or Pension Credit OR 52 = Query about Winter Fuel Payments
THEN ASK: dtxtb1b, 55**

QUANCEPT ITEM:

55. You said that you had a [+dtxtb1b+]

And what was the nature of your query/queries?

SHOW CARD 8
CODE ALL THAT APPLY.

Changing method or type of payment e.g. cheque payment to bank account	1	(424)
Changing bank details e.g. account details	2	
Changes in amounts of savings or investments	3	
Changes in amount of income or earnings	4	
Changes in amounts of housing costs	5	
Changes in amounts of benefits other than State Pension or Pension Credit	6	
Changes in occupational or private pension payments	7	
Notifying The Pension Service about movement in or out of a residential institution	8	
Setting up/authorising an appointee	9	
Missing or late payments	0	(425)
Missing or chasing return of documents or valuables	1	
To query information sent by The Pension Service	2	
Don't Know	Y	(424)
Refused	Z	
Other	0	
Other specify.....	(426 - 429)	

End of Filter isub1a

QUANCEPT ITEM:

**IF 52 = To claim Pension Credit
THEN ASK: 56, 57**

56. Which of the following, if any, prompted you to claim Pension Credit?

SHOW CARD 9
CODE ALL THAT APPLY.

Leaflet	1	(430)
Letter or invitation to claim State Pension pack from The Pension Service	2	
Referral from The pension Service when claiming basic State Pension	3	
The Pension Service website	4	
Directgov website	5	
Newspaper advertisements	6	
Local Service visit	7	
Approaching retirement age	8	
Advice or encouragement from friends and family	9	
Advice from voluntary agencies e.g. Citizen's Advice or Age Concern	0	(431)
Don't Know	Y	(430)
Refused	Z	
None of these	X	

57. Were you awarded Pension Credit?

Yes	1	(432)
No	2	
Don't Know	Y	

**IF 57 = Yes
THEN ASK: 58, 59**

58. To the best of your knowledge, were you paid the correct amount?

Yes	1	(433)
No	2	
Don't Know	Y	

59. Was the amount you were awarded adequately explained?

Yes	1	(434)
No	2	
Don't Know	Y	

IF 59 = No
THEN ASK: 60

60. And did you contact The Pension Service as a result of not receiving an adequate explanation?

Yes	1	(435)
No	2	
Don't Know	Y	

End of Filter iexpPCN

End of Filter imigawa

End of Filter imigcla

IF 52 = To claim Basic State Pension
THEN ASK: 61, 62

61. Which of the following, if any, prompted you to claim the basic State Pension?

SHOW CARD 10.
CODE ALL THAT APPLY.

Leaflet	1	(436)
Letter or invitation to claim State Pension pack from The Pension Service	2	
The Pension Service website	3	
Directgov website	4	
Local Service visit	5	
Approaching retirement age	6	
Advice or encouragement from friends and family	7	
Advice from voluntary agencies e.g. Citizen's Advice or Age Concern	8	
Don't Know	Y	
Refused	Z	
None of these	X	

62. And have you started receiving the Basic State Pension yet?

READ OUT

Yes	1	(437)
No	2	
Not eligible yet	3	
Don't Know	Y	

IF 62 = Yes
THEN ASK: 63, 64

63. To the best of your knowledge, were you paid the correct amount of Basic State Pension?

Yes	1	(438)
No	2	
Don't Know	Y	

64. Was the amount you were awarded adequately explained?

Yes	1	(439)
No	2	
Don't Know	Y	

**IF 64 = No
THEN ASK: 65**

65. And did you contact The Pension Service as a result of not receiving an adequate explanation?

Yes	1	(440)
No	2	
Don't Know	Y	

End of Filter iexpSPN

End of Filter ipenpay

End of Filter ibaspen

PENSION FORECASTS

**IF 52 = To get a State Pension forecast or information AND 13 <> Yes
THEN ASK: 66, 67**

66. Where did you hear about The Pension Service forecasting services?

CODE ALL THAT APPLY

Web page	1	(441)
Friend/relative	2	
Visit to a Government office, such as Jobcentre Plus	3	
Letter/ leaflet from The Pension Service	4	
Letter/ leaflet from the Department of Work and Pensions (DWP)	5	
Letter/ leaflet from Government	6	
Letter/ leaflet from employer	7	
Press or TV coverage	8	
Don't Know	Y	
None of these	X	
Other	0	
Other specify.....	(442 - 445)	

67. Have you received your pension forecast?

Yes	1	(446)
No	2	
Don't Know	Y	

IF 67 = Yes
THEN ASK: 68, 69, 70

68. How useful did you find the forecast?

READ OUT

Very useful	1	(447)
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't Know	Y	

69. Was the amount you were forecast adequately explained?

Yes	1	(448)
No	2	
Don't Know	Y	

70. What action, if any, did you take as a result of receiving the forecast?

(449 - 452)

Don't Know	Y	(449)
None	X	

End of Filter iforrec

End of Filter ipenfor

IF 55 = Notifying The Pension Service about movement in or out of a residential institution OR 52 = Providing notification of death (spouse, parent etc) OR 52 = Providing notification of divorce/separation/marriage OR 52 = In connection with hospitalisation
THEN ASK: dsubjel, 71, 72

QUANCEPT ITEM:

71. Given the sensitive nature of your contact with The Pension Service ([+dsubjel+]) did you feel that you were treated sensitively?

Yes	1	(455)
No	2	
Don't Know	Y	

72. What could have improved your experience?

PROBE FULLY

(456 - 459)

Don't Know	Y	(456)
None of these	X	

End of Filter ilifeve

TRANSFERRING ENQUIRIES - ALL METHODS OF ENQUIRY (TEL, WRITTEN ETC.)

73. Did The Pension Service suggest that you would need to speak to someone else regarding your query?

Yes	1	(460)
No	2	
Don't Know	Y	

IF 73 = Yes
THEN ASK: dextorg, 74

74. And which department or organisation were you recommended to speak to?

CODE ALL THAT APPLY.

The State Pension Claim Line	1	(463)
The Pension Credit Application Line		
	2	
The Winter Fuel Payment Helpline	3	
Pensions Direct (for customers who receive their pension in to their bank account)	4	
Future Pension Centre, which provides Retirement Pension Forecasts	5	
Pension Tracing Service - to trace lost pension schemes	6	
Other department or someone else within The Pension Service	7	
The International Pension Centre	8	
Benefit Enquiry Line (for disability benefits)	9	
Jobcentre Plus (for the Social Fund etc)	0	(464)
The Inland Revenue - HMRC	1	
Carers Allowance Unit	2	
Local Authority or Council - various departments including Housing Benefit & Council Tax Benefit	3	
NHS Direct	4	
Citizen's Advice Bureau	5	
Older people's charities e.g. Age Concern	6	
Don't Know	Y	(463)
Other	0	
Other specify.....	(465 - 468)	

QUANCEPT ITEM:

IF 74 = The State Pension Claim Line OR 74 = The Pension Credit Application Line OR 74 = The Winter Fuel Payment Helpline OR 74 = Pensions Direct (for customers who receive their pension in to their bank account) OR 74 = Future Pension Centre, which provides Retirement Pension Forecasts OR 74 = Pension Tracing Service - to trace lost pension schemes OR 74 = Other department or someone else within The Pension Service OR 74 = The International Pension Centre
THEN ASK: Qcomf, 75

75. When you spoke to the second person, did you have to repeat the information you had given to the first person you spoke to?

Yes, all of the information	1	(470)
Yes, some of the information	2	
No	3	
Don't Know	Y	

End of Filter iintO

IF 74 <> Don't Know
THEN ASK: 76

76. Did The Pension Service make any attempt to contact this department or organisation on your behalf?

Yes	1	(471)
No	2	
Don't Know	Y	

End of Filter iext

77. Were you transferred or did you have to dial a different number?

Transferred	1	(472)
Dialled different number	2	
DID NOT USE TELEPHONE FOR ENQUIRY	3	
Don't Know	Y	

IF 77 <> DID NOT USE TELEPHONE FOR ENQUIRY
THEN ASK: 78

78. Was it made clear to you why you were transferred or asked to dial a different number?

Yes	1	(473)
No	2	
Don't Know	Y	

End of Filter iuspho

**IF 77 = Dialed different number
THEN ASK: 79**

79. Were the details you were given correct?

Yes	1	(474)
No	2	
NOT GIVEN TELEPHONE NUMBER	3	
Don't Know	Y	

End of Filter itran

End of Filter iextorg

QUANCEPT ITEM:

**IF vnumsub > 1
THEN ASK: dmainsu, 80**

80. Thinking about the most recent contact you had with The Pension Service, what would you say was the main subject you were contacting them about?

READ OUT

To claim Basic State Pension	1	(479)
To claim Pension Credit	2	
To get a State Pension forecast or information	3	
Claiming benefits other than basic State Pension or Pension Credit	4	
Query about Basic State Pension	5	
Query about Pension Credit	6	
Query about benefits other than basic State Pension or Pension Credit	7	
Query about Winter Fuel Payments	8	
They asked me to contact them	9	
Requesting general information or leaflets	0	(480)
To trace a lost pension scheme	1	
Changing contact details such as name or address	2	
Providing notification of death (spouse, parent etc)	3	
Providing notification of divorce/separation/marriage	4	
In connection with hospitalisation	5	
[+vsubtxt+]	6	
Don't Know	Y	(479)

End of Filter imultip

IF vnumsub = 1

End of Filter isubsin

IF dsubjec = Don't Know OR dsubjec = Refused

End of Filter isubdj

81. Was your enquiry (&dsubjec&) for your own purposes, on behalf of someone else or a joint enquiry?

For self	1	(508)
On someone else's behalf	2	
Joint enquiry	3	
Don't Know	Y	

IF 81 = On someone else's behalf

End of Filter iwhobeh

82. Thinking about your enquiry (&dsubjec&). In which of these ways did you have contact with The Pension Service about this enquiry?

READ OUT OR SHOWCARD 11

CODE ALL THAT APPLY

By telephone	1	(509)
By letter	2	
With a home visit	3	
Visited a Government office, e.g. Jobcentre Plus	4	
By fax	5	
Via Website/ Internet/ e-mail	6	
By Textphone/ Typetalk/ Textdirect	7	
Saw them at a venue in your local community e.g. local authority/council, community centre, pensioner group or charity such as Age Concern	8	
Don't Know	Y	
Other	0	
Other specify.....	(510 - 513)	

83. Can I just check, was the start of this enquiry (&Dsubjec&) the first time you had contact with The Pension Service?

Yes	1	(514)
No	2	
Don't Know	Y	

CONTACT WITH TPS VIA TELEPHONE

**IF 82 = By telephone OR 82 = By Textphone/ Typetalk/ Textdirect
THEN ASK: 84**

84. At any point during your enquiry (&subjec&) did you telephone The Pension Service, did they call you or both?

Customer called The Pension Service	1	(515)
The Pension Service called the customer	2	
Both	3	
Don't Know	Y	

**IF 84 = Customer called The Pension Service OR 84 = Both
THEN ASK: 85, 86, 87, 88**

85. Can I just check, how many times did you call The Pension Service about this particular subject (&subjec&)?

(516 - 518)

Numeric Range _____		
Don't Know	Y	(516)

Permitted Range
0 TO 999 (Numeric Range)

86. When you first contacted The Pension Service about your enquiry (&subjec&), how easy was it to find the correct telephone number?

READ OUT OR SHOWCARD 12

Very easy	1	(519)
Fairly easy	2	
Fairly difficult	3	
Very difficult	4	
Don't Know	Y	

87. When was your most RECENT telephone contact with The Pension Service about this enquiry ([+dsubjec+]) ?

READ OUT OR SHOWCARD 13

In the last week	1	(520)
Over a week ago but within the last month	2	
Over a month ago but within the last 3 months	3	
Over 3 months ago but within the last 6 months	4	
Longer ago	5	
Don't Know	Y	

88. Did you get through at the first attempt?

Yes	1	(521)
No	2	
Don't Know	Y	

**IF 88 = No
THEN ASK: 89**

89. How many times did you attempt to call before it was answered?

READ OUT OR SHOWCARD 14

Twice	1	(522)
3 times	2	
4 times	3	
5 or more times	4	
Don't Know	Y	

End of Filter itry2

90. Approximately how long did you have to wait before the telephone was answered on the occasion you got through?

30 seconds or less	1	(523)
More than 30 seconds but less than a minute	2	
1 to 5 minutes	3	
Over 5 minutes	4	
Don't Know	Y	

91. Was your query about this subject fully answered at the very first telephone call?

Yes	1	(524)
No	2	
Don't Know	Y	

92. Did you speak to just one person or were you transferred to somebody else?

1st person spoke to answered query	1	(525)
Transferred to someone else who answered query	2	
The Pension Service called me back	3	
Don't Know	Y	

**IF 92 = Transferred to someone else who answered query
THEN ASK: 93, 94, 95, 96**

93. Did you have to dial a different number, or were you transferred to the next person without dialling again?

Had to dial another number	1	(526)
Transferred without dialling again	2	
Don't Know	Y	

94. Was it made clear to you why you were transferred to somebody else or asked to call a different number?

Yes	1	(527)
No	2	
Don't Know	Y	

95. Did you feel comfortable about being passed to another person?

Yes	1	(528)
No	2	
Don't Know	Y	

96. When you spoke to the second person did you have to repeat the information you had given to the first person you spoke to?

READ OUT

No repetition needed	1	(529)
Yes, only basic details such as name or national insurance number	2	
Yes, just a little	3	
Yes, needed to repeat a lot	4	
Don't Know	Y	

End of Filter itransf

97. Why did you choose to telephone The Pension Service for this enquiry (&Dsubjec&), rather than email or write to them?

PROBE FULLY

(530 - 533)

Don't Know	Y	(530)
------------	---	-------

98. Were you comfortable contacting The Pension Service by telephone?

Yes	1	(534)
No	2	
Don't Know	Y	

**IF 98 = No
THEN ASK: 99**

99. And why is that?

PROBE FULLY

(535 - 538)

Don't Know

Y

(535)

End of Filter inocom

End of Filter ipencal

End of Filter iteleph

WRITTEN CONTACT WITH TPS

**IF 82 = By letter
THEN ASK: 100**

100. You said that you had contact by letter over the course of the enquiry (&dsubjec&). Did you write to The Pension Service, did they write to you or both?

Customer wrote to The Pension
Service

1

(539)

The Pension Service wrote to the
customer

2

Both

3

Don't Know

Y

**IF 100 = Customer wrote to The Pension Service OR 100 = Both
THEN ASK: 101, 102, 103**

101. How many times did you write to The Pension Service about this query (&dsubjec&)?

(540 - 542)

Numeric Range _____
Don't Know Y

(540)

Permitted Range
0 TO 999 (Numeric Range)

102. Why did you choose to write to The Pension Service, rather than phone or email them?

PROBE FULLY.

(543 - 546)

Don't Know Y

(543)

103. Did The Pension Service respond to the letter you wrote to them?

Yes 1
No 2
Don't Know Y

(547)

IF 103 = Yes
THEN ASK: 104, 105

104. How did The Pension Service respond to your letter?

INTERVIEWER CODE ONE ANSWER ONLY

By post 1
By telephone 2
By email 3
In person 4
Don't Know Y

(548)

105. Was this method of response acceptable to you?

Yes	1	(549)
No	2	
Don't Know	Y	

**IF 105 = No
THEN ASK: 106**

106. Why was this method of response not acceptable for you?

(550 - 553)

Don't Know	Y	(550)
------------	---	-------

End of Filter inoAct

107. How long did it take The Pension Service to respond?

PROMPT SINCE WROTE TO THE PENSION SERVICE

Within one week	1	(554)
One to two weeks	2	
More than two weeks and less than one month	3	
One to two months	4	
Longer than 2 months	5	
Don't Know	Y	

108. Was this response time acceptable to you?

Yes	1	(555)
No	2	
Don't Know	Y	

109. Did the response you received fully meet your needs?

Yes	1	(556)
No	2	
Don't Know	Y	

110. Was the response easy to understand?

Yes	1	(557)
No	2	
Don't Know	Y	

**IF 109 = No OR 110 = No
THEN ASK: 111**

111. What would you have liked to be different about the response you received?

(558 - 561)

Don't Know	Y	(558)
------------	---	-------

End of Filter inoHap

End of Filter ireply

112. Were you comfortable contacting The Pension Service by letter for this subject (&Dsubjec&)?

Yes	1	(562)
No	2	
Don't Know	Y	

**IF 112 = No
THEN ASK: 113**

113. And why is that?

PROBE FULLY

(563 - 566)

Don't Know

Y

(563)

End of Filter incopos

End of Filter ipenwro

End of Filter iwrote

FACE-TO-FACE CONTACT WITH TPS

**IF 82 <> With a home visit AND 82 = Saw them at a venue in your local community e.g. local authority/council, community centre, pensioner group or charity such as Age Concern
THEN ASK: 114, 115**

114. When you had a meeting with The Pension Service about this enquiry (&dsubjec&) did ...

READ OUT

you contact The Pension Service 1
The Pension Service contact you 2
(or did) you 'drop in' 3
Don't Know Y

(567)

115. Where did you meet The Pension Service?

Library	1	(568)
Local council office	2	
Local charity office	3	
Local community office	4	
Local community centre	5	
Religious establishment	6	
Friend/representative home	7	
Other government office	8	
Don't Know	Y	
Other	0	
Other specify.....	(569 - 572)	

End of Filter if2foth

**IF 82 = With a home visit
THEN ASK: 116**

116. When someone from The Pension Service visited you at home about this subject did...

READ OUT

you contact The Pension Service	1	(573)
The Pension Service contact you	2	
Don't Know	Y	

End of Filter iHomV

**IF 114 = you contact The Pension Service OR 114 = The Pension Service contact you OR 82 = With a home visit
THEN ASK: 117, 118, 119**

117. How long did you have to wait between setting up the appointment and the actual meeting?

PROMPT TO PRECODES

Within one week	1	(574)
One to two weeks	2	
More than two weeks and less than one month	3	
One to two months	4	
Longer than 2 months	5	
Don't Know	Y	

118. Did you feel that this was a reasonable time to wait?

Yes	1	(575)
No	2	
Don't Know	Y	

119. Did the meeting take place on the agreed date?

Yes	1	(576)
No	2	
Don't Know	Y	

IF 119 = No

End of Filter iagrdat

120. On the day that the meeting took place, was the visiting officer available at the agreed time?

Yes	1	(577)
No	2	
Respondent was late	3	
Meeting has not taken place yet	4	
Don't Know	Y	

End of Filter if2fapp

IF 82 = With a home visit
THEN ASK: 121

121. Did they display their identification when introducing themselves?

Yes	1	(578)
No	2	
Don't Know	Y	

End of Filter ihomvis

IF 82 = Saw them at a venue in your local community e.g. local authority/council, community centre, pensioner group or charity such as Age Concern
THEN ASK: 122, 123, 124, qcomfi

122. When you had the meeting (&dsubjec&) did the visiting officer tell you their name, or wear a name badge?

Yes	1	(579)
No	2	
Don't Know	Y	

123. Did you feel that you had sufficient privacy during the meeting?

Yes	1	(580)
No	2	
Don't Know	Y	

124. When you saw The Pension Service at a venue in your local community about your enquiry (&dsbjec&), how long did you have to wait before you were seen by someone?

READ OUT

Less than 5 minutes	1	(608)
More than 5 minutes but less than 10	2	
More than 10 minutes but less than 30	3	
More than 30 minutes but less than 45	4	
Over 45 minutes	5	
Don't Know	Y	

End of Filter if2f

**IF 82 = With a home visit OR 82 = Saw them at a venue in your local community e.g. local authority/council, community centre, pensioner group or charity such as Age Concern
THEN ASK: 125**

125. In addition to providing information about, and paying, the state pension and related benefits The Pension Service can also provide information and assistance about a number of other complimentary services when it meets it's customers in person.

When you met The Pension Service did they offer you any of these complimentary services?

SHOWCARD 15.
CODE ALL THAT APPLY.

- | | | |
|--|---|-------|
| Counselling or befriending e.g. Victim Support, bereavement counselling | 1 | (610) |
| Day or Personal care e.g. meals or respite care | 2 | |
| Information on age-related benefits such as free TV licences | 3 | |
| Information on NHS charges, such as prescriptions, dental treatment, hospital transport etc. | 4 | |
| Health services e.g. Chiropody, Osteopathy, Opticians etc. | 5 | |
| Interpreting services | 6 | |
| Home adaptations/fittings e.g. Handrails, stair lifts, bath seats, chairs | 7 | |
| Home maintenance e.g. Approved contractors, insulation, pest control, gardening | 8 | |
| Mobility e.g. Walking frames, bus passes, parking badges, Motability | 9 | |
| Safety & Security e.g. Alert Systems, crime prevention, Fire Service | 0 | (611) |
| Social Services e.g. Day centres, Education, fitness/leisure, pet care, employment | 1 | |
| Don't Know | Y | (610) |
| Refused | Z | |
| None of these | X | |

IF 125 <> None of these AND 125 <> Don't Know AND 125 <> Refused
THEN ASK: 126

126. And did you use these complimentary services (&Qholist&)?

Yes	1	(612)
No	2	
Don't Know	Y	

IF 126 = Yes
THEN ASK: 127

127. How satisfied were you with the complimentary services you received?

SHOWCARD 16

Very satisfied	1	(613)
Fairly satisfied	2	
Fairly dissatisfied	3	
Very dissatisfied	4	
Don't Know	Y	

End of Filter iusehol

End of Filter iholist

128. Why did you choose to have contact with The Pension Service in person for this enquiry (&dsubjec&), rather than by phone, email or writing to them?

PROBE FULLY

(614 - 617)

Don't Know	Y	(614)
------------	---	-------

129. Were you comfortable contacting The Pension Service in person?

Yes	1	(618)
No	2	
Don't Know	Y	

**IF 129 = No
THEN ASK: 130**

130. And why is that?

PROBE FULLY

(619 - 622)

Don't Know	Y	(619)
------------	---	-------

End of Filter incomf2

131. Did the nature of your enquiry (&Dsubjec&) mean that you felt a face to face visit was required?

Yes	1	(623)
No	2	
Don't Know	Y	

132. Thinking about the times you met The Pension Service in person for your enquiry (&Dsubjec&), could you have contacted them by telephone instead?

Yes	1	(624)
No	2	
Don't Know	Y	

133. And could you have written to The Pension Service for the enquiry rather than meeting with them in person?

Yes	1	(625)
No	2	
Don't Know	Y	

**IF 25 = Yes
THEN ASK: 134**

134. And could you have sent an e-mail to The Pension Service for the enquiry rather than meeting with them in person?

Yes	1	(626)
No	2	
Don't Know	Y	

End of Filter iemail2

135. When you next make contact with The Pension Service will you approach them by...

READ OUT

IF DON'T THINK WILL CONTACT AGAIN CODE NULL

Telephone	1	(627)
in writing	2	
by e-mail	3	
or in person?	4	
Don't Know	Y	
None of these	X	

End of Filter if2fal2

**IF vnmetho > 1 OR 85 > 1 OR 101 > 1
THEN ASK: 136**

136. You said that you had to contact The Pension Service on more than one occasion during this enquiry (&dsubjec&). Can you tell me why this was?

PROBE FULLY.

(628 - 631)

Don't Know Y (628)

End of Filter iqmulti

137. During the course of your enquiry did you supply The Pension Service with any documents or valuables which you expect to have returned, such as birth certificates, savings books etc?

Yes 1 (632)
No 2
Don't Know Y

**IF 137 = Yes
THEN ASK: 138, 139**

138. Did The Pension Service make clear to you the length of time that they would need to keep these documents/valuables?

Yes 1 (633)
No 2
Don't Know Y

139. Have your documents or valuables been returned yet?

Yes 1 (634)
No 2
Don't Know Y

**IF 138 = Yes AND 139 = No
THEN ASK: 140**

140. You say that you are still waiting for the return of these things. Is that because they are not yet due to be returned, or have you been waiting longer than you expected?

Not yet due back	1	(635)
Has taken longer than expected	2	
Don't Know	Y	

End of Filter iNoRe

End of Filter igivval

141. Did you have to complete any forms at all as part of this enquiry (&subjec&)? This could be done over the phone or on paper.

Yes	1	(636)
No	2	
Don't Know	Y	

**IF 141 = Yes
THEN ASK: 142, 143, 144**

142. Did you fill in this form over the phone?

Yes	1	(637)
No	2	
Don't Know	Y	

143. How easy did you find it to complete the form?

Very easy	1	(638)
Fairly easy	2	
Fairly difficult	3	
Very difficult	4	
Don't Know	Y	

144. Did you receive any help from The Pension Service in completing the form?

PROMPT TO PRE-CODE

Yes	1	(639)
No - did not ask for any	2	
No - did not need any	3	
No - did not know help was available	4	
No - asked but not received	5	
Don't Know	Y	

End of Filter iforms

145. Thinking about the people you dealt with, did you have to correct them about any personal details, for example name, address and personal circumstances?

Yes	1	(640)
No	2	
Don't Know	Y	

I would now like to ask you some questions about the conclusion of your enquiry.

146. Has this enquiry reached a conclusion?

Yes	1	(641)
No	2	
Don't Know	Y	

147. Was The Pension Service required to make a decision for this enquiry?

Yes	1	(642)
No	2	
Don't Know	Y	

**IF 147 = Yes AND 146 = Yes
THEN ASK: 148, 149**

148. You said that the enquiry was concluded, did The Pension Service clearly explain the decision they had made?

READ OUT OR SHOWCARD 17

Very clearly explained	1	(643)
Fairly clearly explained	2	
Not clearly explained	3	
Not explained at all	4	
Don't Know	Y	

149. And did you feel that the decision was fair &Tthepe& ?

Yes	1	(644)
No	2	
Don't Know	Y	

IF 149 = No
THEN ASK: 150

150. Did you know that you could appeal against this decision?

Yes	1	(645)
No	2	
Don't Know	Y	

IF 150 = Yes
THEN ASK: 151

151. Did you know how to appeal against this decision?

Yes	1	(646)
No	2	
Don't Know	Y	

End of Filter ikrev

End of Filter idcrev

End of Filter iclosur

152. Overall, how satisfied are you with the way that The Pension Service has handled your enquiry (&dsubjec&)?

Very satisfied	1	(647)
Fairly satisfied	2	
Fairly dissatisfied	3	
Very dissatisfied	4	
Don't Know	Y	

**IF 152 = Fairly dissatisfied OR 152 = Very dissatisfied
THEN ASK: 153**

153. And why do you say that?

PROBE FULLY

(648 - 651)

Don't Know	Y	(648)
------------	---	-------

End of Filter ienqdis

FACE TO FACE CONTACT WITH TPS 2

IF (19(5) > 0 OR 19(6) > 0) AND (82 <> With a home visit AND 82 <> Saw them at a venue in your local community e.g. local authority/council, community centre, pensioner group or charity such as Age Concern)

You said earlier in the interview that you had a meeting with The Pension Service in person during the second half of 2007, I would now like to ask you some questions about that meeting.

**IF 19(6) > 0
THEN ASK: 154, 155**

154. When you had a meeting with The Pension Service did ...

READ OUT

you contact The Pension Service 1	(652)
The Pension Service contact you 2	
(or did) you 'drop in' 3	
Don't Know Y	

155. Where did you meet The Pension Service?

Library 1	(653)
Local council office 2	
Local charity office 3	
Local community office 4	
Local community centre 5	
Religious establishment 6	
Friend/representative home 7	
Other government office 8	
Don't Know Y	
Other 0	
Other specify... (654 - 657)	

End of Filter imting

**IF 19(5) > 0
THEN ASK: 156**

156. When The Pension Service visited you at home did ...

READ OUT

you contact The Pension Service 1	(658)
The Pension Service contact you 2	
Don't Know Y	

End of Filter ihomV4

**IF 154 = you contact The Pension Service OR 154 = The Pension Service contact you OR 19(5) > 0
THEN ASK: 157, 158, 159, 160**

157. How long did you have to wait between setting up the appointment and the actual meeting?

PROMPT TO PRECODES

Within one week	1	(659)
One to two weeks	2	
More than two weeks and less than one month	3	
One to two months	4	
Longer than 2 months	5	
Don't Know	Y	

158. Did you feel that this was a reasonable time to wait?

Yes	1	(660)
No	2	
Don't Know	Y	

159. Did the meeting take place on the agreed date?

Yes	1	(661)
No	2	
Don't Know	Y	

160. On the day that the meeting took place, was the visiting officer available at the agreed time?

Yes	1	(662)
No	2	
Respondent was late	3	
Meeting has not taken place yet	4	
Don't Know	Y	

End of Filter if2fap4

**IF 19(5) > 0
THEN ASK: 161**

161. Did they display their identification when introducing themselves?

Yes	1	(663)
No	2	
Don't Know	Y	

End of Filter ihomvi4

IF 19(6) > 0

THEN ASK: 162, 163, 164, 165, 166

162. When you had the meeting did the visiting officer tell you their name, or wear a name badge?

Yes	1	(664)
No	2	
Don't Know	Y	

163. Did you feel that you had sufficient privacy during the meeting?

Yes	1	(665)
No	2	
Don't Know	Y	

164. When you saw The Pension Service at a venue in your local community, how long did you have to wait before you were seen by someone?

READ OUT

Less than 5 minutes	1	(666)
More than 5 minutes but less than 10	2	
More than 10 minutes but less than 30	3	
More than 30 minutes but less than 45	4	
Over 45 minutes	5	
Don't Know	Y	

165. Why did you choose to have contact with The Pension Service in person, rather than by phone, email or writing to them?

PROBE FULLY

(667 - 670)

Don't Know

Y

(667)

166. In addition to providing information about, and paying, the state pension and related benefits The Pension Service can also provide information and assistance about a number of other complimentary services when it meets it's customers in person.

When you met The Pension Service did they offer you any of these complimentary services?

SHOW CARD 15
CODE ALL THAT APPLY.

- | | | |
|--|---|-------|
| Counselling or befriending e.g. Victim Support, bereavement counselling | 1 | (671) |
| Day or Personal care e.g. meals or respite care | 2 | |
| Information on age-related benefits such as free TV licences | 3 | |
| Information on NHS charges, such as prescriptions, dental treatment, hospital transport etc. | 4 | |
| Health services e.g. Chiropody, Osteopathy, Opticians etc. | 5 | |
| Interpreting services | 6 | |
| Home adaptations/fittings e.g. Handrails, stair lifts, bath seats, chairs | 7 | |
| Home maintenance e.g. Approved contractors, insulation, pest control, gardening | 8 | |
| Mobility e.g. Walking frames, bus passes, parking badges, Motability | 9 | |
| Safety & Security e.g. Alert Systems, crime prevention, Fire Service | 0 | (672) |
| Social Services e.g. Day centres, Education, fitness/leisure, pet care, employment | 1 | |
| Don't Know | Y | (671) |
| Refused | Z | |
| None of these | X | |

IF 166 <> None of these AND 166 <> Don't Know AND 166 <> Refused
THEN ASK: 167

167. And did you use these complimentary services (&Qholist&)?

Yes	1	(673)
No	2	
Don't Know	Y	

IF 167 = Yes
THEN ASK: 168

168. How satisfied were you with the complimentary services you received?

SHOW CARD 16

Very satisfied	1	(674)
Fairly satisfied	2	
Fairly dissatisfied	3	
Very dissatisfied	4	
Don't Know	Y	

End of Filter iuseho4

End of Filter iholis4

End of Filter if2f4

169. Were you comfortable contacting The Pension Service in person?

Yes	1	(676)
No	2	
Don't Know	Y	

IF 169 = No
THEN ASK: 170

170. And why is that?

PROBE FULLY

(677 - 680)

Don't Know Y (677)

End of Filter icomf24

171. Thinking about the times you met The Pension Service in person, could you have contacted them by telephone instead?

Yes 1 (708)
No 2
Don't Know Y

172. And could you have written to The Pension Service rather than meeting with them in person?

Yes 1 (709)
No 2
Don't Know Y

**IF 25 = Yes
THEN ASK: 173**

173. And could you have sent an e-mail to The Pension Service rather than meeting with them in person?

Yes 1 (710)
No 2
Don't Know Y

End of Filter iemail4

174. When you next make contact with The Pension Service will you approach them by...

READ OUT

IF DON'T THINK WILL CONTACT AGAIN CODE NULL

Telephone	1	(711)
in writing	2	
by e-mail	3	
or in person?	4	
Don't Know	Y	
None of these	X	

End of Filter if2fot4

Now thinking about all your dealings with The Pension Service since 1st July 2007. Please tell me how you feel you have been treated by agreeing or disagreeing with each of these statements

175. ...

SHOW CARD 18

Strongly agree	1	(712)
Slightly agree	2	
Slightly disagree	3	
Strongly disagree	4	
Not applicable	5	
Don't Know	Y	

This question is repeated for the following loop values:

- They provided me with correct information
- They were easy to understand
- They understood my particular needs
- They treated me with respect
- They were easy to talk to
- They dealt with my enquiries promptly
- There were a wide range of ways to contact The Pension Service (i.e. telephone, post, fax or e-mail)
- They were easy to contact during The Pension Service office hours
- They told me what would happen with my enquiry
- They provided me with additional information about other benefits or services available
- They gave me clear timings for what they would do

A total of 11 iterations occupying columns (712) to (722)

COMPLAINTS ABOUT TPS

176. Have you ever made a complaint to The Pension Service?

IF NECESSARY: Remember that your answers will be treated as completely confidential.

Yes	1	(723)
No	2	
Don't Know	Y	
Refused	Z	

**IF 176 = Yes
THEN ASK: 177**

177. On how many occasions have you made a complaint since July 1st 2007?

IF NECESSARY EXPLAIN: by a complaint, we mean relating to one individual matter. Two or more complaints about the same incident should be classed as one complaint.

Once	1	(724)
Twice	2	
3 plus times	3	
Not complained since July 2007	4	
Don't Know	Y	
Refused	Z	

IF 177 = Twice OR 177 = 3 plus times

End of Filter idumcou

**IF 177 = Once OR 177 = Twice OR 177 = 3 plus times
THEN ASK: 178, 179**

178. Did you complain in writing, on the telephone, by email or in person?

CODE ALL THAT APPLY

NOTE: THIS REFERS TO ALL COMPLAINTS SINCE JULY 1st 2007

Telephone	1	(725)
Writing	2	
By email	3	
In person	4	
Don't Know	Y	
Refused	Z	
Other	0	
Other specify.....	(726 - 729)	

179. Following your &Tmosrec& complaint, how long did it take before you received an initial response from The Pension Service, whether by post, telephone or in person?

IF NECESSARY SAY: by this I mean the initial response to your complaint, not the final response in a series of correspondence about this matter. This initial response may only have been a letter explaining that it would take longer to investigate and reply fully.

Immediately/same day	1	(730)
2-7 days	2	
Longer	3	
Not received any response	4	
Don't Know	Y	
Refused	Z	

**IF (179 = Immediately/same day OR 179 = 2-7 days OR 179 = Longer)
THEN ASK: 180, 181, 182**

180. Do you feel that the time period between your complaint and the reply was reasonable?

Yes	1	(731)
No	2	
Don't Know	Y	

181. How did The Pension Service reply to your complaint?

INTERVIEWER CODE ONE RESPONSE ONLY IF NECESSARY TAKE THE FIRST METHOD OF RESPONSE TAKEN BY THE PENSION SERVICE

By post	1	(732)
By telephone	2	
By email	3	
In person	4	
Don't Know	Y	

182. Was this method of response acceptable to you?

Yes	1	(733)
No	2	
Don't Know	Y	

**IF 182 = No
THEN ASK: 183**

183. Why was this method of response not acceptable to you?

PROBE FULLY.

(734 - 737)

Don't Know	Y	(734)
------------	---	-------

End of Filter iNoWhy

184. To what extent did the reply answer your complaint?

Completely	1	(738)
To some extent	2	
Not at all	3	
Don't Know	Y	

185. Did the response explain clearly who you should contact if you had further queries on the matter?

Yes	1	(739)
No	2	
Don't Know	Y	

186. Please listen to these descriptions and tell me whether you would agree that you were treated in this way by those dealing with your complaint.

READ OUT AND SHOWCARD 19.
CODE ALL THAT APPLY.

They took my complaint seriously	1	(740)
I was treated with respect	2	
I was given enough time to explain myself	3	
I was treated fairly	4	
Don't Know	Y	
None of these	X	

187. Were you satisfied with the way the complaint was handled?

Yes	1	(741)
No	2	
Don't Know	Y	

**IF 187 = No
THEN ASK: 188**

188. Would you like us to pass on your details to someone from The Pension Service so they can contact you about this complaint?

Yes	1	(742)
No	2	
Don't Know	Y	

End of Filter qcomuns

End of Filter icomres

End of Filter icomrec

End of Filter icompla

**IF 176 = No
THEN ASK: 189**

189. Have you ever considered making a complaint to The Pension Service?

Yes	1	(743)
No	2	
Don't Know	Y	

**IF 189 = Yes
THEN ASK: 190**

190. Why did you not complain?

Did not know how to	1	(744)
Decided matter was not serious enough	2	
Worried about what would happen as a result	3	
Thought nothing would happen as a result of complaint	4	
Don't Know	Y	
Refused	Z	
Other	0	
Other specify.....	(745 - 748)	

End of Filter iconsco

End of Filter inotcom

READ OUT; I am now going to read out some things that people say result in good customer service. For each one please say whether you think it is extremely important, very important, fairly important or not important.

191. READ OUT

...

SHOW CARD 20

Extremely important	1	(749)
Very important	2	
Fairly important	3	
Not important	4	
Don't Know	Y	

This question is repeated for the following loop values:

- Providing you with correct information
- Being easy to understand
- Understanding your particular needs
- Treating you with respect
- Having staff that you find easy to talk to
- Dealing with your enquiries promptly
- Providing you with a wide range of ways to contact The Pension Service (e.g. telephone, post, fax or e-mail)
- Being easy to contact during The Pension Service office hours
- Telling you what will happen with your enquiry
- Providing you with additional information about other benefits or services available
- Providing clear timings for what they will do

A total of 11 iterations occupying columns (749) to (759)

I would now like you to look at the statements on these cards and place the top three of them in order of importance on this board.

There are no right or wrong answers; we are only interested in your views.

192. HAND YELLOW SORT BOARD AND SHUFFLE PACK TO RESPONDENT

Please enter the statement that the respondent considers the FIRST most important. If respondent can not decide you may code up to 3 answers.

Providing you with correct information	1	(760)
Being easy to understand	2	
Understanding your particular needs	3	
Treating you with respect	4	
Having staff that you find easy to talk to	5	
Dealing with your enquiries promptly	6	
Providing you with a wide range of ways to contact The Pension Service (e.g. telephone, post, fax or e-mail)	7	
Being easy to contact during The Pension Service office hours	8	
Telling you what will happen with your enquiry	9	
Providing you with additional information about other benefits or services available	0	(761)
Providing clear timings for what they will do	1	
Don't Know	Y	(760)

**IF vqran1 > 1
THEN ASK: 193**

193. You have coded more than one statement for the FIRST most important statement. This is just to check that you are sure the respondent really couldn't decide on a single answer. Please code accordingly.

Yes I am happy with answers as entered	1	(762)
No I should like to recode	2	

IF 193 = No I should like to recode

QUANCEPT ITEM:

End of Filter ichkr1

End of Filter ivran1

**IF vqran1 Don't Know
THEN ASK: 194**

194. HAND YELLOW SORT BOARD AND SHUFFLE PACK TO RESPONDENT

Please enter the statement that the respondent considers the **SECOND** most important.

Providing you with correct information	1	(763)
Being easy to understand	2	
Understanding your particular needs	3	
Treating you with respect	4	
Having staff that you find easy to talk to	5	
Dealing with your enquiries promptly	6	
Providing you with a wide range of ways to contact The Pension Service (e.g. telephone, post, fax or e-mail)	7	
Being easy to contact during The Pension Service office hours	8	
Telling you what will happen with your enquiry	9	
Providing you with additional information about other benefits or services available	0	(764)
Providing clear timings for what they will do	1	
Don't Know	Y	(763)

**IF vqran2 > 1
THEN ASK: 195**

195. You have coded more than one statement for the SECOND most important statement. This is just to check that you are sure the respondent really couldn't decide on a single answer. Please code accordingly.

Yes I am happy with answers as entered	1	(765)
No I should like to recode	2	

IF 195 = No I should like to recode

QUANCEPT ITEM:

End of Filter ichkr2

End of Filter ivran2

End of Filter iqran2

**IF vcran3 Don't Know AND 194 <> Don't Know
THEN ASK: 196**

196. HAND YELLOW SORT BOARD AND SHUFFLE PACK TO RESPONDENT

Please enter the statement that the respondent considers the THIRD most important.

Providing you with correct information	1	(771)
Being easy to understand	2	
Understanding your particular needs	3	
Treating you with respect	4	
Having staff that you find easy to talk to	5	
Dealing with your enquiries promptly	6	
Providing you with a wide range of ways to contact The Pension Service (e.g. telephone, post, fax or e-mail)	7	
Being easy to contact during The Pension Service office hours	8	
Telling you what will happen with your enquiry	9	
Providing you with additional information about other benefits or services available	0	(772)
Providing clear timings for what they will do	1	
Don't Know	Y	(771)

End of Filter iqran3

Now I would like to ask you some general questions about your experiences with The Pension Service

197. The Pension Service would like to make its telephone lines available at times which are convenient for its customers. If the office was open would you be likely to call at the following times?

READ OUT OR SHOW CARD 21

CODE ALL TIMES WOULD BE LIKELY TO CALL

Before 8am Monday - Friday	1	(916)
8am to 5pm Monday - Friday	2	
5pm to 8pm Monday - Friday	3	
After 8pm Monday - Friday	4	
Saturday mornings	5	
Saturday afternoons	6	
Sundays	7	
24 hours	8	
Don't Know	Y	
None of these	X	

**IF Ttimca > 1
THEN ASK: 198**

198. And when would you be MOST likely to call?

READ OUT OR SHOWCARD 21

Before 8am Monday - Friday	1	(773)
8am to 5pm Monday - Friday	2	
5pm to 8pm Monday - Friday	3	
After 8pm Monday - Friday	4	
Saturday mornings	5	
Saturday afternoons	6	
Sundays	7	
24 hours	8	
Don't Know	Y	
None of these	X	

End of Filter intim

199. Thinking now of all the contact and correspondence you have had since July 1st 2007, how satisfied are you overall with The Pension Service?

READ OUT OR SHOWCARD 22

Very satisfied	1	(774)
Fairly satisfied	2	
Fairly dissatisfied	3	
Very dissatisfied	4	
Don't Know	Y	

200. What would you say was the best thing about the service?

PROBE FULLY

(775 - 778)

Don't Know	Y	(775)
None of these	X	

201. How could the service be improved?

(808 - 811)

Don't Know	Y	(808)
None of these	X	

And now a few questions about you and the things you do.

202. Are you.....?

READ OUT OR SHOWCARD 23

Married, civil partnership or living with partner	1	(812)
Single or engaged	2	
Widowed	3	
Divorced	4	
Separated	5	
Don't Know	Y	
Refused	Z	

203. Which of these best describes your current situation?

READ OUT OR SHOWCARD 24

Living in your own home	1	(813)
Living with family	2	
Living in sheltered housing	3	
Living in residential care	4	
Living in a nursing home	5	
Don't Know	Y	
Refused	Z	

**IF 203 = Living in your own home
THEN ASK: 204**

204. Which of these best applies to the property where you live?

READ OUT OR SHOWCARD 25

Owned outright or buying with a mortgage	1	(814)
Rented from council	2	
Rented from housing association	3	
Rented from private landlord	4	
Don't Know	Y	
Refused	Z	
Other	0	
Other specify.....	(815 - 818)	

End of Filter ilivown

**IF NOT (203 = Living in residential care OR 203 = Living in a nursing home)
THEN ASK: 205**

205. How many people live in this household including yourself?

IF NECESSARY: This information is important so that we can look at your answers together with people with similar living arrangements

(819 - 820)

Numeric Range _____		
Don't Know	Y	(819)
Refused	Z	

Permitted Range
1 TO 99 (Numeric Range)

End of Filter inoinst

206. How old were you when you finished continuous full-time education at school or college?

ENTER AGE IN WHOLE YEARS

(821 - 822)

Numeric Range _____		
Don't Know	Y	(821)

Permitted Range
0 TO 99 (Numeric Range)

207. Which of the following best describes your own employment status?

SHOW CARD 26

Retired	1	(823)
Employed full-time (30+hours per week)	2	
Employed part-time (less than 30 hours a week)	3	
Unemployed - waiting to take up a job already obtained	4	
Unemployed - looking for work	5	
Unemployed - intending to look for work but temporarily sick / injured	6	
Permanently unable to work due to long term sickness / illness	7	
On a government training scheme (or employment training)	8	
Self-employed	9	
Full time education	0	(824)
Not looking for work - looking after family / home	1	
Don't Know	Y	(823)
Refused	Z	

**IF 13 = Yes
THEN ASK: 208**

208. Do you have an occupational or private pension?

IF NECESSARY: This could be a pension that you have with your current employer or previous employers. It could also be a private pension that you may have taken out with a bank or building society.

Yes	1	(825)
No	2	
Don't Know	Y	
Refused	Z	

End of Filter iwork

**IF 9 = Yes - currently receiving OR 9 = Yes - applied but not yet receiving OR 13 = Yes
THEN ASK: 209**

209. What is your total household income after deductions like tax, but including any state benefits such as Pension Credit?
Just read out the letter...

SHOW CARD 27 TO THE RESPONDENT

A	1	(826)
B	2	
C	3	
D	4	
E	5	
F	6	
G	7	
H	8	
I 9		
J	0	(827)
K	1	
L	2	
M	3	
N	4	
Don't Know	Y	(826)
Refused	Z	

End of Filter ino3rd

210. Are you or your husband/wife/partner currently receiving any of these health or disability benefits?

SHOWCARD 28

CODE ALL THAT APPLY.

- | | | |
|--|-------------|-------|
| Attendance Allowance | 1 | (828) |
| Carer's Allowance | 2 | |
| War Disablement Pension or War
Widows Pension | 3 | |
| Industrial Injuries Disablement
Benefit (or Constant Attendance
Allowance CAA) | 4 | |
| Disability Living Allowance (DLA) | 5 | |
| Severe Disablement Allowance
(SDA) | 6 | |
| Incapacity Benefit | 7 | |
| Invalid Care Allowance | 8 | |
| Statutory Sick Pay (SSP) | 9 | |
| Working Tax Credit with disability
element | 0 | (829) |
| Don't Know | Y | (828) |
| Refused | Z | |
| None of these | X | |
| Some other benefit for people with
disabilities SPECIFY | 0 | |
| Other specify..... | (830 - 833) | |

211. Which if any, of these benefits are you personally receiving at the moment?

SHOW CARD 29

CODE ALL THAT APPLY.

- | | | |
|---|-------------|-------|
| Pension Credit | 1 | (834) |
| Income Support | 2 | |
| Job Seeker's Allowance (JSA)
formerly Unemployment Benefit | 3 | |
| Guardian's Allowance | 4 | |
| Bereavement Benefit (Bereavement
Payment, Bereavement
Allowance, Widows Benefit.) | 5 | |
| Child benefit | 6 | |
| Housing Benefit | 7 | |
| Council Tax Benefit | 8 | |
| Don't Know | Y | |
| Refused | Z | |
| None of these | X | |
| Some other state benefit SPECIFY | 0 | |
| Other specify..... | (835 - 838) | |

IF 11 = Yes
THEN ASK: 212, 213

At the beginning of the survey you said that you have contacted The Pension Service on someone else's behalf. I would now like to ask you some questions about that person. If you have contacted The Pension Service on behalf of more than one person please think about the person on whose behalf you have most recently contacted The Pension Service.

212. What relation to you is the person on whose behalf you contacted The Pension Service?

READ OUT

Parent (including in-laws)	1	(839)
Brother/Sister	2	
Husband/ Wife/ Partner	3	
Other relative	4	
Friend	5	
Neighbour	6	
Don't Know	Y	
Other	0	
Other specify.....	(840 - 843)	

213. Can I just check, what was that person's age last birthday?

(844 - 846)

Numeric Range _____		
Don't Know	Y	(844)
Refused	Z	

Permitted Range
16 TO 150 (Numeric Range)

IF 213 = Don't Know OR 213 = Refused
THEN ASK: 214

214. Do you know in which of these age bands they fall?

READ OUT

16-17	1	(847)
18-24	2	
25-34	3	
35-44	4	
45-54	5	
55-60	6	
61-65	7	
66-74	8	
75-84	9	
85+	0	(848)
Don't Know	Y	(847)
Refused	Z	

End of Filter iagedk

215. And is that person male or female?

Male	1	(849)
Female	2	
Don't Know	Y	
Refused	Z	

216. Does that person have any long-standing illness, disability or infirmity? By long-standing I mean anything that has troubled them over a period of time or that is likely to affect them over a period of time?

Yes	1	(850)
No	2	
Don't Know	Y	

217. And to which of these groups does this person belong to?

READ OUT OR SHOW CARD 30

White - British	1	(851)
White - Irish	2	
White - Any other white background	3	
Mixed - White and Black Caribbean	4	
Mixed - White and Black African	5	
Mixed - White and Asian	6	
Mixed - Any other mixed background	7	
Asian or Asian British - Indian	8	
Asian or Asian British - Pakistani	9	
Asian or Asian British - Bangladeshi	0	(852)
Asian or Asian British - Any other Asian background	1	
Black or Black British - Caribbean	2	
Black or Black British - African	3	
Black or Black British - Any other Black background	4	
Other ethnic groups - Chinese	5	
Don't Know	Y	(851)
Refused	Z	
Other	0	
Other specify.....	(853 - 856)	

End of Filter i3rdpa2

IF (9 = Yes - currently receiving OR 9 = Yes - applied but not yet receiving) AND 40 = Yes
THEN ASK: 218

218. Do you personally receive any help with personal care (e.g. dressing, bathing, washing, shaving, cutting nails, eating, using the toilet)?

Yes	1	(857)
No	2	
Don't Know	Y	

IF 218 = Yes
THEN ASK: 219

219. Who usually helps you?

READ OUT

Someone in household	1	(858)
Relative (not in household)	2	
Friend (not in household)	3	
Social services	4	
District nurse / health visitor	5	
Paid help	6	
Don't Know	Y	
Other	0	
Other specify.....	(859 - 862)	

End of Filter iperhel

220. Do you receive any physical help (e.g. with walking, getting up and down stairs, getting in to and out of bed)?

Yes	1	(863)
No	2	
Don't Know	Y	

**IF 220 = Yes
THEN ASK: 221**

221. Who usually helps you?

READ OUT

Someone in household	1	(864)
Relative (not in household)	2	
Friend (not in household)	3	
Social services	4	
District nurse / health visitor	5	
Paid help	6	
Don't Know	Y	
Other	0	
Other specify.....	(865 - 868)	

End of Filter ihelphy

222. Do you receive any help with paperwork or financial matters (e.g. writing letters, sending cards, filling in forms, dealing with bills, banking)?

Yes	1	(869)
No	2	
Don't Know	Y	

IF 222 = Yes
THEN ASK: 223

223. Who usually helps you?

READ OUT

Someone in household	1	(870)
Relative (not in household)	2	
Friend (not in household)	3	
Social services	4	
District nurse / health visitor	5	
Paid help	6	
Don't Know	Y	
Other	0	
Other specify.....	(871 - 874)	

End of Filter ifinhel

224. Do you receive any other practical help (e.g. preparing meals, doing shopping, laundry, housework, gardening, household repairs, taking you to doctors or hospital)?

Yes	1	(875)
No	2	
Don't Know	Y	

IF 224 = Yes
THEN ASK: 225

225. Who usually helps you?

READ OUT

Someone in household	1	(876)
Relative (not in household)	2	
Friend (not in household)	3	
Social services	4	
District nurse / health visitor	5	
Paid help	6	
Don't Know	Y	
Other	0	
Other specify.....	(877 - 880)	

End of Filter iheloth

End of Filter ipensio

226. To which of these groups do you consider you belong?

SHOW CARD 30

White - British	1	(917)
White - Irish	2	
White - Any other white background	3	
Mixed - White and Black Caribbean	4	
Mixed - White and Black African	5	
Mixed - White and Asian	6	
Mixed - Any other mixed background	7	
Asian or Asian British - Indian	8	
Asian or Asian British - Pakistani	9	
Asian or Asian British - Bangladeshi	0	(918)
Asian or Asian British - Any other Asian background	1	
Black or Black British - Caribbean	2	
Black or Black British - African	3	
Black or Black British - Any other Black background	4	
Other ethnic groups - Chinese	5	
Don't Know	Y	(917)
Refused	Z	
Other	0	
Other specify.....	(919 - 922)	

227. We will be able to learn more about customers of The Pension Service by linking administrative records held by the Department for Work and Pensions to your answers from these questions. This information will be used for research and statistical purposes only. Your answers will be treated in strict confidence by the research contractors and the research team and will not affect your dealings, either now or in the future, with any Government department.

Would you be willing for us to add administrative data held by the Department for Work and Pensions to the answers you have given us today?

IF NECESSARY EXPLAIN: This will be for analysis purposes only and will not affect your dealings, either now or in the future, with any Government department.

Yes	1	(912)
No	2	

228. Finally, would you be willing to participate in any subsequent research?

Yes	1	(913)
No	2	
Don't Know	Y	

229. DID YOU MAINLY USE THE SHOWCARDS IN THIS INTERVIEW

Yes	1	(914)
No	2	
Don't Know	Y	

230. WAS THIS A JOINT INTERVIEW

Single respondent	1	(915)
Single respondent but other person present	2	
Joint interview	3	
Don't Know	Y	