

Department for Work and Pensions

Research Report No 699

Evaluation of the Six Month Offer: A report on quantitative research findings

Technical Appendix

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A report of research carried out by IFF Research Ltd on behalf of the Department for Work and Pensions

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Technical Appendix A: 6MO questionnaire

Private & Confidential Evaluation of the Six Month Offer - Customer Survey Telephone

S Screener - Background and Introduction

ASK FOR NAMED RESPONDENT

- S1. **Good morning / afternoon, my name is _____. I work for IFF RESEARCH, an independent research company currently conducting a project on behalf of the Department for Work and Pensions. We are talking to people who have claimed Jobseeker’s Allowance to find out what they think about the services they have received from Jobcentre Plus. We would like to speak to you regardless of whether you are now working, claiming benefit or doing something else. You may recall receiving a letter about the survey?**

If you wish to take part the interview will take around 15 minutes to complete, depending on your answers and will be conducted in accordance with the Market Research Society Code of Conduct.

Continue	1	GO TO A1
Definite appointment	2	MAKE DEFINITE APPOINTMENT / SOFT CALL BACK
Soft appointment	3	
Refusal	4	THANK AND CLOSE
Not available in deadline	5	
Respondent not known at address	6	
Respondent has died	7	
Respondent is in prison	8	
Respondent is living outside the UK	9	
Respondent unable to participate due to health / disability (please specify)	10	
Respondent cannot complete interview in English (please specify preferred language if possible)	11	GO TO LANGUAGE TEXT

LANGUAGE TEXT IF RESPONDENT ABLE TO SPECIFY LANGUAGE

We will try our best to call back soon with an interviewer who can speak this language and help you to complete the survey.

THANK AND CLOSE

REASSURANCES TO USE IF NECESSARY

- The interview will take around 15 minutes to complete
- Your name has been randomly selected from Jobcentre Plus records of people who recently claimed Jobseeker's Allowance and may have [IF SUBSIDY (VOUCHER OR BULK) ON SAMPLE: used a self marketing voucher or signed a form when starting a new job so that your new employer received a payment for employing you / [IF SELF EMPLOYMENT (SEC OR ADVICE OR BOTH) ON SAMPLE: received advice or financial support to become self employed / [IF TRAINING (ENGLAND OR SCOTLAND) ON SAMPLE: started a course organised by [ENGLAND: PROVIDER NAME FROM ILR / SCOTLAND: an FE college] / [IF VOLUNTEERING ON SAMPLE: spoken to [BROKER] or another organisation about arranging a volunteering placement]
- The survey is intended to find out people's views about the support they receive from Jobcentre Plus and about what people do after they stop claiming benefits or change the benefit they are claiming
- We would like to speak to people who are claiming or have claimed Jobseeker's Allowance and have participated in [IF SUBSIDY (VOUCHER OR BULK) ON SAMPLE: used a self marketing voucher or signed a form when starting a new job so that your new employer received a payment for employing you / [IF SELF EMPLOYMENT (SEC OR ADVICE OR BOTH) ON SAMPLE: received advice or financial support to become self employed / [IF TRAINING (ENGLAND OR SCOTLAND) ON SAMPLE: started a course organised by [ENGLAND: PROVIDER NAME FROM ILR / SCOTLAND: an FE college] / [IF VOLUNTEERING ON SAMPLE: spoken to [BROKER] or another organisation about arranging a volunteering placement]
- We would like to speak to you regardless of whether you are now claiming benefit, working, or doing something else
- Completing the survey will not affect your benefits or other dealings with DWP or Jobcentre Plus, either now or in the future
- All responses will be treated with the strictest confidence under the guidelines of the Market Research Society

Subsidy – voucher and bulk routes

IF VOUCHER OR BULK ON SAMPLE

- S1. **First of all, could you confirm that you started a job with an employer at ANY POINT in or after [MONTH ENTERED STAGE 3]? ADD IF NECESSARY. It does not matter how long the job lasted or if you are no longer in the job, I would just like to know if you started.**

Yes	1	CONTINUE
No	2	THANK AND CLOSE

IF VOUCHER OR BULK ON SAMPLE AND ENTERED WORK (S1=1)

- S2. **Do you remember Jobcentre Plus giving you a self marketing voucher or leaflet to offer employers that allows them to claim a one-off payment if they give you a job? This may have been part of an A4 booklet, and may have been posted to you.**

ADD IF NECESSARY: **Using the voucher meant that your employer received a £500 or £1,000 payment for employing you.**

Yes	1	CONTINUE
No	2	IF VOUCHER ON SAMPLE THANK AND CLOSE. IF BULK GO TO S4.

IF VOUCHER ON SAMPLE, ENTERED WORK AND AWARE OF VOUCHER (S2=1)

- S3. **And did you use this voucher or leaflet supplied by the Jobcentre when you started the job so your employer was entitled to a payment for employing you?**

This would have meant that your employer received a £500 or £1,000 payment for employing you.

ADD IF NECESSARY: **It may have been called a self marketing voucher and may have been posted to you.**

Yes	1	GO TO S5A
No	2	THANK AND CLOSE

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- S4. IF BULK ON SAMPLE AND ENTERED WORK (S1=1)
Or did you sign a form for your employer to confirm you had been unemployed and claiming JSA for six months so that they could claim a payment from Jobcentre Plus for employing you?

ADD IF NECESSARY: **Signing the form meant that your employer received a £500 or £1,000 payment for employing you. It may have been called a recruitment subsidy.**

Yes	1	CONTINUE
No	2	GO TO A1

CATI INSTRUCTION - FOR ALL SUBSEQUENT ROUTING TREAT AS (SINGLE CODE)

S3 =1 'SUBSIDY – VOUCHER'

S4=1 'SUBSIDY – BULK'

S4=2 'SUBSIDY – BULK UNAWARE'

- S5A IF SUBSIDY – VOUCHER OR BULK (NOT BULK UNAWARE) (S3 OR S4=1)
And are you still working in the same role with the same employer now?

Yes- same employer, same role	1	
Yes – same employer, different role	2	
No – no longer work there	3	

Self Employment

- S5. IF SELF EMPLOYMENT ON SAMPLE
First of all, AT SOME POINT in or since [MONTH ENTERED STAGE 3] have you received Self Employment Credit, which is a payment of £50 a week for up to 16 weeks for people who have moved into self employment or who have set up a business instead of claiming Jobseeker's Allowance?

ADD IF NECESSARY: **Please let me know if you started receiving the payments. It does not matter whether they have now finished, or if you decided not to receive all the payments, I am just interested to know if it started.**

Yes	1	CONTINUE
No	2	CONTINUE

- S6. IF SELF EMPLOYMENT ON SAMPLE
AT SOME POINT in or since [MONTH ENTERED STAGE 3/] **did you receive any other self employment or business ‘start up’ support or advice from Jobcentre Plus or [ENGLAND: Business Link WALES: Flexible Support for Business; SCOTLAND: Business Gateway or participate in Training for Work which may have been delivered by a college or other training provider]?**
ADD IF NECSSARY: This may have included [SCOTLAND: test trading], leaflets, calling a helpline, coaching or workshops. Please let me know if you started receiving the support. It does not matter whether it has now finished, or if you decided not to complete it I am just interested to know if it started.

Yes	1	CONTINUE
No	2	IF S5=1 CONTINUE. IF S5=2 THANK AND CLOSE.

<p>CATI INSTRUCTION - FOR ALL SUBSEQUENT ROUTING TREAT AS (MULTI CODE) S5=1 ‘SELF EMPLOYMENT – SEC S6=1 ‘SELF EMPLOYMENT – ADVICE S5 AND S6=1 ‘ SELF EMPLOYMENT – BOTH’</p>
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Training

IF TRAINING STRAND ON SAMPLE

- S7. **First of all, could you confirm that you started on a training course around [SCOTLAND: MONTH ENTERED STAGE 3 ENGLAND: COURSE START DATE FROM ILR]?**

ADD IF NECESSARY: **The course may have been arranged or taught by [SCOTLAND: an FE college] [ENGLAND: PROVIDER NAME FROM ILR]. Please let me know if you started the training. It does not matter whether they have now finished, or if you decided not to finish I am just interested to know if you started**

Yes	1	CONTINUE
No	2	THANK AND CLOSE

IF TRAINING STRAND ON SAMPLE AND STARTED COURSE (S7=1)

- S8. **Who did you speak to FIRST about the training? Was it . . .?**

Jobcentre Plus or NextStep	1	CONTINUE
The college	2	CONTINUE

CATI INSTRUCTION - FOR ALL SUBSEQUENT ROUTING TREAT AS (SINGLE CODE) S8=1 'TRAINING – JCP REFERRAL' S8=2 'TRAINING – SELF REFERRAL'
--

'IF STARTED TRAINING (S7=1)

- S9. **And which of the following apply . . .?**
READ OUT. CODE ONE ONLY.

INTERVIEWER NOTE: If finished course mark as completed even if have not yet received certificate.

You have now completed the training	1	GO TO A1
You left the training before completing it	2	
You are still undertaking the training	3	
You have not yet started the training (specify why not)	4	THANK AND CLOSE

Voluntary placement

IF VOLUNTARY REFERRAL ON SAMPLE

S10. **First of all, did you start a voluntary placement at ANY POINT in or since [MONTH ENTERED STAGE 3]?**

ADD IF NECESSARY: Please let me know if you started the voluntary placement. It does not matter whether you have now finished, or if you decided not to finish I am just interested to know if you started. The placement may have been arranged by [BROKER FROM SAMPLE]

Yes	1	CONTINUE
No	2	THANK AND CLOSE

IF VOLUNTARY PLACEMENT STARTED (S10=1)

S11. **And which of the following best apply . . . ?**

READ OUT. CODE ONE ONLY.

You have now completed the voluntary placement	1	GO TO A1
You left the voluntary placement before completing it	2	
You are still undertaking the voluntary placement	3	
You have not yet started the voluntary placement (specify why not)	4	THANK AND CLOSE

SECTION A: CONFIRMING CLAIM STATUS

ASK ALL EXCEPT TRAINING STRAND-ENGLAND:

- A1. **Could you also confirm that you started a claim for Jobseeker’s Allowance or had a New Jobseeker’s Interview for a new claim on or around [MONTH AND YEAR OF CLAIM START DATE]?**

ADD IF NECESSARY: **For the moment it does not matter whether you are still claiming, how long the claim was for or if you have now stopped, please could you just confirm if you did start a claim for Jobseeker’s Allowance in [MONTH AND YEAR OF CLAIM START DATE]**

Yes – started claim for JSA in [MONTH AND YEAR]	1	GO TO A2
Started claim for JSA but not in [MONTH AND YEAR]	2	CONTINUE
Started benefit claim or received benefit in [MONTH AND YEAR] but not JSA	3	THANK AND CLOSE
Never started a benefit claim or received benefits	4	
Tried to start a claim but not eligible or did not receive payment	5	

ASK IF DISAGREES WITH SAMPLE NJI MONTH (A1=2) OR TRAINING STRAND-ENGLAND

A1b. We understand that you were claiming Jobseeker’s Allowance in [IF A1=2: MONTH OF ATTENDED INTERVIEW DATE][IF TRAINING STRAND-ENGLAND: COURSE START DATE FROM ILR]. When did you start THAT PARTICULAR CLAIM for Jobseeker’s Allowance?

INTERVIEWER NOTE: We are asking when they started the claim that they were still claiming in [MONTH OF ATTENDED INTERVIEW DATE], which may not be the most recent claim. Even if they ended that claim and started a new one, we are just interested in when they started that particular claim.

Before September 2008 [WRITE IN MONTH AND YEAR]	1	
September 2008	2	
October 2008	3	
November 2008	4	
December 2008	5	
January 2009	6	
February 2009	7	
March 2009	8	
April 2009	9	
May 2009	10	
June 2009	11	
July 2009	12	
August 2009	13	
September 2009	14	
October 2009	15	
November 2009	16	
December 2009	17	
After December 2009 [WRITE IN MONTH AND YEAR]	18	
Don’t know/ can’t remember (DO NOT READ OUT)	19	
Refused (DO NOT READ OUT)	20	

CATI INSTRUCTION FOR ALL FUTURE
[MONTH AND YEAR OF CLAIM START DATE] TEXT SUBS

IF A1=1 USE MONTH AND YEAR FROM SAMPLE CLAIM START DATE

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IF A1=2 USE MONTH AND YEAR GIVEN AT A1B.(IF A1B=DK/REF USE 'BEFORE YOU STARTED THIS PARTICULAR CLAIM YOU WERE STILL RECEIVING IN [MONTH ENTERED STAGE 3])

IF TRAINING STRAND - ENGLAND USE MONTH AND YEAR GIVEN AT A1B. (IF A1B=DK/REF USE 'YOU STARTED THIS PARTICULAR CLAIM YOU WERE STILL RECEIVING IN [COURSE START MONTH])

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IF INCOME SUPPORT (A4=1):

A5. [IF A1=1 OR START GIVEN AT A1B: In [MONTH AND YEAR OF CLAIM START DATE]] **approximately how long had you been claiming Income Support?**

EXACT IF POSSIBLE:

_____ years (MAX 99)

_____ months (MAX 99)

_____ weeks

IF DON'T KNOW: Would you say it was...READ OUT

Less than a month	1
Less than 3 months	2
Less than 6 months	3
Less than 12 months	4
12 months or more	5
Don't know	X

SECTION B: CURRENT SITUATION / OUTCOME

ASK SELF EMPLOYMENT STRAND ONLY (S5 OR S6=1)

B1A **Which, if any, of the following apply?**

	Ye s	No
a) [IF S5 =1: You are currently receiving Self Employment Credit]	1	2
b) [IF S5 =1 AND B1A_A=2 You have received Self Employment Credit recently]	1	2
c) [IF S5=2 OR B1A_B=2 You plan to receive Self Employment Credit in the near future]	1	2

ASK ALL

B1. **Are you currently claiming or continuing to sign on for Jobseeker's Allowance?**

INTERVIEWER NOTE: **If no longer eligible to claim JSA payments but are continuing to sign on and meet the conditions of JSA put 'Yes'.**

Yes – claiming or signing on	1	CONTINUE
No	2	GO TO B4

ASK IF CURRENTLY CLAIMING JSA (B1=1)

B2. **Can I just check, has there been any period between [IF A1B=DK/REF: when you started the claim you were still receiving in [MONTH AND YEAR ENTERED S3 / COURSE STARTED] [IF A1=1 OR START GIVEN AT A1B: [MONTH AND YEAR OF CLAIM START DATE] and now when you haven't claimed Jobseeker's Allowance?**

Yes – one period	1	GO TO B4
Yes – more than one period	2	
No – claimed continually	3	CONTINUE

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ASK IF NOT CLAIMING JSA NOW OR HAD BREAK (B1=2 OR B2=1 OR 2)
B3. When did you end the claim for Jobseeker's Allowance which you [IF A1=1 OR START GIVEN AT A1B: started on [MONTH AND YEAR OF CLAIM START DATE] / IF A1B=DK/REF: you were continuing to claim on [DATE ENTERED S3 / FOR ENGLISH TRAINING DATE COURSE STARTED]?

Before April 2009 (write in month and year)	1	
April 2009	2	
May 2009	3	
June 2009	4	
July 2009	5	
August 2009	6	
September 2009	7	
October 2009	8	
November 2009	9	
December 2009	10	
January 2010	11	
February 2010	12	
March 2010	13	
Refused (DO NOT READ OUT)	12	
Don't know / Can't remember	13	

CATI DUMMY VARIABLE
 FOR 'END DATE FROM B4' TEXT SUBS IN SECTION E

IF B4=1 TO 11	SHOW END MONTH AND YEAR FROM B4
IF B4=REF/DK	SHOW 'the date you ended this particular claim that you had started in [MONTH AND YEAR OF CLAIM START DATE]

ASK IF NOT CLAIMING JSA NOW OR HAD BREAK AND ABLE TO GIVE MONTH ENDED ((B1=2 OR B2=1 OR 2) AND B4 NOT DK/REF)
B4A And what was the date in [MONTH AND YEAR FROM B4] when you ended the claim for Jobseeker's Allowance you [IF A1=1 OR START GIVEN AT A1B: started on [MONTH AND YEAR OF CLAIM START DATE] / IF A1B=DK/REF: were continuing to claim on [DATE ENTERED S3 / FOR ENGLISH TRAINING DATE COURSE STARTED]?

RECORD NUMBER (ALLOW 1-31) ALLOW DK AND REFUSED
--

IF B4A IS DK OR REFUSED

B4B Could you tell me which week in [MONTH AND YEAR FROM B4] you ended the claim for Jobseeker’s Allowance you [IF A1=1 OR START GIVEN AT A1B: started on [MONTH AND YEAR OF CLAIM START DATE] / / IF A1B=DK/REF: were continuing to claim on [DATE ENTERED S3 / FOR ENGLISH TRAINING DATE COURSE STARTED]?

PROMPT IF NECESSARY. CODE ONE ONLY.

First week	1	
Second week	2	
Third week	3	
Fourth week	4	
Fifth week	5	
Don't know/ can't remember (DO NOT READ OUT)	6	
Refused (DO NOT READ OUT)	7	

CATI DUMMY VARIABLE
FOR TEXT SUBS (ALL CODE ONE ONLY)

Claiming currently – continuous claim	1	B1=1 AND B2=3
Claiming currently – break in claim	2	B1=1 AND B2=1-2
Not currently claiming	3	B1=2

IF NOT CURRENTLY CLAIMING JSA OR SEC (B1A_A NOT 1 AND B1=2)

B4. Could you tell me whether you are currently . . . ?

READ OUT

B5H ONLY - INTERVIEWER NOTE:

Code Yes for Income Support, Incapacity Benefit or Employment Support Allowance.

Code No for Tax Credits or Pension / Pension Credits only.

	Ye s	No
a) self employed	1	2
b) working full time for an employer in a paid role - 30 hours or more per week	1	2
c) working part time for an employer in a paid role – less than 30 hours per week	1	2
d) retired and / or claiming a pension / pension credit	1	2
e) in full time training or education – 16 hours or more per week	1	2
f) in part time training or education – less than 16 hours per week	1	2
g) in the process of setting up a new claim for JSA	1	2

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h) receiving, or in process of claiming for another benefit for people who are not working, not JSA or Self Employment Credit	1	2
i) working for an employer in a voluntary, unpaid role or internship	1	2

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1)

B5X Which of these would you consider your main job?

PROMPT IF NECESSARY. CODE ONE ONLY.

SHOW ALL B5A-C=1	1	
etc	2	

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1)

READ OUT: Throughout the next set of questions please think just about this main job or role when answering questions.

IF NOT CURRENTLY CLAIMING JSA [B1=2]

B5. Are you currently looking for [IF WORKING (B5A-C=1): other] paid work?

Yes	1	
No	2	

IF NOT DOING ANY OF ABOVE [B5A-I ALL=2]

B6. Why are you not claiming?

DO NOT READ OUT – CODE AS APPROPRIATE. PROBE FULLY.

INTERVIEWER NOTE: IF RESPONDENT GIVES ANSWER AVAILABLE AT B5, RETURN AND CODE IT THERE.

Partner's status changed	1	
Became ill / went to hospital	2	
Decided not to claim	3	
Did not like JCP service	4	
Began living with partner	5	
Told no longer eligible/ benefit stopped	6	
Went to prison	7	
Partner started claiming on respondent's behalf	8	
Moved house	9	
Went overseas	10	
Full time carer	11	
Other (PLEASE SPECIFY)	12	
Don't know	13	

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ASK IF SETTING UP OR CLAIMING ANOTHER BENEFIT (B5H=1)
B7. **Which benefit are you receiving or in the process of claiming for now?**

DO NOT READ OUT – CODE ALL THAT APPLY

Income Support	1	
Incapacity Benefit / Employment Support Allowance	2	
Carer's Allowance	3	
Self Employment Credit	4	
Other (PLEASE SPECIFY)	5	
(DO NOT READ OUT) Don't know	x	

SECTION C: ESTABLISHING IF ANY WORK OUTCOME

IF NOT CURRENTLY IN PAID WORK OR HAD A BREAK BUT NOW CLAIMING JSA AGAIN ((B5A=2 AND B5B=2 AND B5C=2) OR (B2=1 OR 2))
C1. AT ANY POINT SINCE ending your JSA claim on/in [END DATE] have you been . . .

READ OUT

CATI INSTRUCTION: Do not show current activities (if B5E=1 do not show C1E etc).

	Ye s	No
a) self employed	1	2
b) working full time for an employer in a paid role – 30 hours or more per week	1	2
c) working part time for an employer in a paid role – less than 30 hours per week	1	2
d) THERE IS NO CODE D	1	2
e) in full time training or education – 16 hours or more per week	1	2
f) in part time training or education – less than 16 hours per week	1	2
g) THERE IS NO CODE G	1	2
h) receiving, or in process of claiming for another benefit for people who are not working	1	2
i) working for an employer in a voluntary, unpaid role or internship	1	2

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- C2. IF WORKED AT SOME POINT AFTER CLAIM (ANY OF C1A-C OR I=1)
Have you had one [IF HAD EMPLOYER (C1B OR C OR I=1): **job** [IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED (C1A=1 AND (B=1 OR C=1 OR I=1): **or**] [IF SELF EMPLOYED (C1A=1): **period of self employment**] since [END DATE] or more than one?

IF C1A=1 SHOW: INTERVIEWER NOTE: For self employed count different projects / contracts as ONE period unless doing a new role / set up a new business.

One	1	
More than one (please specify number)	2	

Working now	1	B5A OR B OR C=1
Worked after ending claim but not now – one job	2	(C1A OR B OR C =1) AND C2=1
Worked since ending claim but not now – more than one job	3	(C1A OR B OR C =1) AND C2=2
Unpaid role	4	(C1A-C=2 AND (B5I=1 OR C1I=1))
WORKING / WORKED	5	(B5A OR B OR C=1) OR (C1A OR B OR C =1)
MAIN / MOST RECENT ACTIVITY: Self employed	6	(B5X=1 OR D1X=1) OR (B5A=1 AND B5B=2 AND B5C=2) OR (C1A=1 AND C1B=2 AND C1C=2)
MAIN / MOST RECENT ACTIVITY: Working for an employer	7	(B5X=2 OR 3 OR D1X=2 OR 3) OR ((B5B=1 OR B5C=1) AND (B5A=2)) OR ((C1B=1 OR C1C=1) AND CA=2)

SECTION D: EMPLOYMENT DETAILS

CATI INSTRUCTION FOR CURRENT WORKERS THROUGH SECTIONS D AND E:

IF CURRENTLY DO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1) ONLY FOLLOW ROUTING AND TEXT SUBS FOR MAIN TYPE AS RECORDED AT B5X

IF WORKED OR WORKING (B5A-C=1 OR C1A-C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)) READ OUT:

D1. **I'd now like to ask a few questions about the** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**] [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): **job**] [IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED (C1A=1 AND (B=1 OR C=1): **or**] [IF SELF EMPLOYED (B5A=1 OR C1A=1): **self employment**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1): **unpaid role**] **you** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **are currently doing**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C OR I=1) OR (C1A-C=2 AND C1I=1): **did**] [IF >1 JOB (C2=2): **most recently**].

IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED SINCE CLAIM ENDED BUT NOT CURRENTLY (C1A=1 AND (B=1 OR C=1):

D1X **Which of these did you finish most recently?**

PROMPT IF NECESSARY. CODE ONE ONLY.

SHOW ALL C1A-C=1	1	
etc	2	

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C4A-C=1)

READ OUT: **Throughout the rest of the survey please think just about this most recent job or role when answering questions.**

CATI INSTRUCTION FOR THOSE WHO WORKED SINCE ENDING CLAIM BUT NOT NOW THROUGH SECTIONS D AND E:

IF HAVE HAD MORE THAN ONE TYPE OF WORK SINCE CLAIM ENDED (MORE THAN ONE OF C1A-C=1) FOLLOW ROUTING AND TEXT SUBS FOR MOST RECENT TYPE AS RECORDED AT D1X

ASK IF HAVE OR HAD PAID WORK FOR AN EMPLOYER (B5B OR C=1 OR C1B OR C=1)

D2A **Did you gain this employment via an agency?**

Yes	1
No	2
(DO NOT READ OUT) Don't know	3

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ASK IF GAINED EMPLOYMENT VIA AGENCY (D2A=1)
D2B **And were you then paid by the agency or by the company that you were placed with?**

Paid by agency	1
Paid by employer	2
(DO NOT READ OUT) Don't know	3

IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME)
(B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND
(B5I=1 OR C1I=1)

- D2. **What** [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND (B5I=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1 OR (C1A-C=2 AND (C1I=1))): **was**] **the name of your** [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND (C1I=1): **most recent**] **employer** [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=2): **in this unpaid role**]?

INTERVIEWER NOTE: If give name of employment agency ask for place of work instead. If working for a company take that name, not of individual manager etc

WRITE IN.

ALLOW DK AND REF.

IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME)
(B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND
(B5I=1 OR C1I=1)

- D3. **And** [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND B5I=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND C1I=1): **was**] **this job** [TEXT SUB IF EMPLOYER NOT DK: **at** [EMPLOYER FROM D2]] ...

READ OUT – CODE ONE ONLY

On a permanent or open-ended contract	1
On a fixed-term contract lasting 12 months or longer	2
On a fixed-term contract lasting less than 12 months	3
On a temporary or casual basis	4
On some other basis (PLEASE SPECIFY)	5
(DO NOT READ OUT) Don't know	X
(DO NOT READ OUT) Refused	x

IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME)
(B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND
(B5I=1 OR C1I=1)

- D4. **Is** [TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: **"your employer"**] **a?**

CODE ONE ONLY

Interviewer note: IF PAID VIA AGENCY ask about the organisation placed with, not the agency

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Charity / voluntary organisation	1	
Government funded organisation (including schools, hospitals, armed forces etc.)	2	
Neither (i.e. private sector)	3	
(DO NOT READ OUT) Don't know	x	

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED)
 ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR HAD UNPAID WORK
 (C1A-C=2 AND (B5I=1 OR C1I=1))

- D5. **What** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **does**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **did**] [TEXT SUB IF EMPLOYER NOT DK: **[EMPLOYER FROM D2]** TEXT SUB IF D2=DK: **“your employer”** mainly do?

PROBE AS NECESSARY:

What do they make or what service do they offer? What exactly do they make or do? What material or machinery does that involve using?

Interviewer note: IF PAID VIA AGENCY ask about the organisation placed with, not the agency.

[IF SELF EMPLOYED (B5A=1 OR C1A=1)]: **What** [IF WORKING NOW (B5A =1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A =1): **was**] **the main activity of your business?**

PROBE AS NECESSARY:

What is/was the main product or service? What exactly do/did you make or do?

What material or machinery does/did that involve using?

WRITE IN. TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME)
 (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND
 (B5I=1 OR C1I=1))

- D6. **And what** [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND B5I=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND C1I=1): **was**] **your job title and your main duties or responsibilities?**

PROBE FOR FULL DETAILS.

E.G. IF RESPONDENT IS “SUPERVISOR” ASK WHAT KIND OF SUPERVISOR, WHERE? IF ‘ASSISTANT, WHAT SORT OF ASSISTANT?

WRITE IN. TO BE CODED TO 4 DIGIT SOC. ALLOW REF.

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IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))

D7. **And still thinking about the** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=2): **unpaid role**] [IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) **job**] **you** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **are currently doing**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **did** [IF >1 JOB (C2=2): **most recently**] **after ending the JSA claim on/in** [END DATE] **how many hours on average** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **do**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **did**] **you work per week?**

<i>RECORD NUMBER OF HOURS (1-130)</i>
<i>ALLOW DK AND REF</i>

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **were**] **working** [HOURS GIVEN] **hours on AVERAGE per week?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND HOURS

ASK IF DK OR REF HOURS (D7=DK OR REF)

D8. **Would you say that you typically** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **work**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **worked**] ...
READ OUT – CODE ONE ONLY

Less than 16 hours per week	1
At least 16 hours but fewer than 30 hours per week	2
30 hours or more per week	3
Don't know/ Can't remember (DO NOT READ OUT)	X
Refused (DO NOT READ OUT)	x

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C=1)) NOT UNPAID ROLE.

D8A **And whilst you** [IF WORKING NOW (B5A OR B OR C=1): **have been**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **working in this**[IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main role**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) [IF >1 JOB (C2=2): **most recent role**] **have you received?**

READ OUT. CODE ALL MENTIONED.

Working tax credits including Return to Work, In Work, or Child Tax Credits which are paid weekly	1
Job Grant – a tax free lump sum when you start a new job	2
Self Employment Credit	3
None of the above	4
Don't know (DO NOT READ OUT)	5
Unwilling to answer (DO NOT READ OUT)	x

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C=1)) NOT UNPAID ROLE.

D9. **We would like to ask you how much you** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **earning in your** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main role**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) [IF >1 JOB (C2=2): **most recent role after ending the JSA claim on/in** [END DATE]].

Would it be easiest to tell us how much you [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **earning before tax...**

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

READ OUT – CODE ONE ONLY

Per year (annual salary)	1
Per month	2
Per week	3
Per hour	4
Other (please type in) (DO NOT READ OUT)	5
Unwilling to answer (DO NOT READ OUT)	x

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ASK IF WANT TO ANSWER PER YEAR (D9=1)

- D10. **What** [IF WORKING NOW (B5A OR B OR C=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **was**] **your salary per year before tax to the nearest £1000?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 15000

CATI CHECK - IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax [IF WORKING NOW (B5A OR B OR C=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **was**] **£[AMOUNT AT D10]?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER MONTH (D9=2)

- D11. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per month before tax and any other deductions to the nearest £100?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 800

CATI CHECK - IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid £[AMOUNT AT D11] per MONTH, before tax and any other deductions?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER WEEK (D9=3)

- D12. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per week before tax and any other deductions to the nearest £20?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 200

CATI CHECK - IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you [[IF WORKING NOW (B5A OR B OR C=1): **are**]
 [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**]
**paid £[AMOUNT AT D12] per WEEK, before tax and any other
 deductions?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

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ASK IF WANT TO ANSWER PER HOUR (D9=4)

D13. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per hour before tax and any other deductions to the nearest 50 pence?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

CATI CHECK - IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid [AMOUNT AT D13] per HOUR, before tax and any other deductions?**

INTERVIEWER NOTE. **Please use decimal point so 7.50 = £7.50, 10.00 = £10**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER OTHER (D9=5)

D14. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per [AS ENTERED AT D9 OTHER] before tax and any other deductions to the nearest 50 pence?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

Section E: Recruitment subsidy strand

ASK ALL SUBSIDY –VOUCHER (S3=1)

I'd like to move on now to ask a few questions about the self marketing voucher that you used.

VOUCHER ONLY - FIRST REACTIONS TO VOUCHER

- E1 **Thinking about when you first heard about the self marketing voucher, who first told you about this....?**
READ OUT. CODE ONE ONLY.

Jobcentre Plus adviser	1	
Employer during an interview / when offering you a job	2	
Friend / relative / other jobseeker	3	
Recruitment agency	4	
It came in the post	5	
Don't know	6	
Other (write in)	7	

IF SUBSIDY -VOUCHER BUT DID NOT FIRST HEAR ABOUT VOUCHER FROM JCP ADVISER (S3=1 AND E1 NOT 1)

- E2. **Did you discuss how you could use the voucher with a Jobcentre Plus adviser at any point?**

Yes	3	
No	4	
Don't know	5	

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ASK ALL SUBSIDY – VOUCHER (S3=1)

- E3. **How did you feel about using the self marketing voucher when you first found out about it? Would you say you felt...?**

Very positive	1	
Quite positive	2	
Neither positive nor negative	3	
Quite negative	4	
Very negative	5	
Don't know	6	

VOUCHER ONLY - USING THE VOUCHER

- E4. **[IF SPOKE TO ADVISER E1=1 OR E2=1: Once you had spoken to the adviser] how clear was it to you what the voucher was for and how you could use it?**

Very clear	1	
Quite clear	2	
Not very clear	3	
Not at all clear	4	
Don't know	5	

IF SPOKE TO JCP ADVISER (E1=1 OR E2=1)

- E5. **Did the Jobcentre Plus adviser suggest you mention the voucher ...**
READ OUT. CODE ALL THAT APPLY.

On your CV / application forms	1	
During interviews	2	
Or did they not suggest any ways to use it	3	
(DO NOT READ OUT) Don't know	4	
(DO NOT READ OUT) Other (write in)	5	

ASK ALL CONFIRMED AWARE OF SUBSIDY – VOUCHER (S3=1)

- E6. **And once you had a voucher did you mention it . . .**

	All	Some	None	Not applicable	DO NOT READ OUT: DK
a) On your CV / application forms	1	2	3	4	5
b) During interviews	1	2	3	4	5
c) [IF E7A AND C BOTH=3: In some other way (please specify)]	1	2	X	4	5

IF DID NOT MENTION EVERY TIME ((E7A=2 OR E7A=3) OR (E7B=2 OR E7B=3) OR (E7C=2 OR E7C=3))

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- E7. **Why did you not mention the voucher every time . . . ?**
DO NOT READ OUT. PROBE FULLY. CODE ALL THAT APPLY.

Inappropriate for some types of employer	1	
Employer would not be interested in money	2	
Did not understand how the voucher could be used	3	
Embarrassed	4	
Identifies you as being long term unemployed	5	
Other (write in)	6	
Don't know	7	

ASK ALL CONFIRMED AWARE OF SUBSIDY – VOUCHER (S3=1)

E8. **And do you think that using the voucher increased . . . ?**

	Increase d greatly	Increased to some extent	Did not increase at all / no change	DO NOT READ OUT: Decrease d	DO NOT READ OUT: DK
Your confidence in interviews	1	2	3	4	5
Your motivation to apply for MORE jobs	1	2	3	4	5
Your motivation to apply for DIFFERENT TYPES of jobs	1	2	3	4	5
Your confidence when applying for jobs	1	2	3	4	5

VOUCHER AND BULK - THE JOB ROLE ENTERED WHICH EMPLOYER RECEIVED SUBSIDY FOR

ASK IF CURRENTLY IN PAID WORK WITH AN EMPLOYER AND USED RECRUITMENT VOUCHER (B5 B OR C=1) AND S3=1

E9. **Thinking about the [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: main] job you have now [IF SELF EMPLOYED B5A=1: with an employer], would you say that getting this job was...**

A direct result of the self marketing voucher you received from the Jobcentre	1	
Partly a result of the self marketing voucher you received	2	
Or not at all related to the self marketing voucher you received from them	3	
DO NOT READ OUT: Don't Know	X	

ASK IF CURRENTLY IN PAID WORK WITH AN EMPLOYER AND AWARE OF BULK (B5 B OR C=1) AND S4=1

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E10. **Thinking about the [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: main] job you have now [IF SELF EMPLOYED B5A=1: with an employer], would you say that getting this job was...**

A direct result of the payment your employer received from the Jobcentre	1	
Partly a result of payment your employer received	2	
Or not at all related to the payment your employer received from them	3	
DO NOT READ OUT: Don't Know	X	

IF VOUCHER OR BULK AWARE OR BULK UNAWARE AND CURRENTLY / EVER IN PAID WORK WITH AN EMPLOYER ((S3=1 OR S4=1 OR S4=2) AND ((B5 B OR C=1 OR C1 B OR C=1))

E11. **[B5_2 OR 3 =1: Is / C1_2 OR 3 =1: was] the job that you [B5_2 OR 3 =1: are currently doing / C1_2 OR 3 =1: did most recently] [TEXT SUB IF EMPLOYER NOT DK: at [EMPLOYER FROM D2] the [VOUCHER: same role you got with the voucher / BULK AWARE: same role your employer received a payment for / BULK UNAWARE: first role you did after ending your JSA claim in / around [END DATE FROM B4]] ?**

READ OUT. CODE ONE ONLY.

Yes – same role with the same employer	1	CHECK E14
A different role but with the same employer	2	GO TO E13
No – a job with a different employer	3	GO TO E12A THEN ALL OF E13A-M TO TAKE SUBSIDY ROLE CONTRACT, SIC, SOC, HOURS AND PAY

IF DIFFERENT EMPLOYER OR NOT CURRENTLY WORKING / PREVIOUSLY WORKED (E12=3 OR NONE OF B5B-C AND C1B-C=1)

E12ANEW **What was the name of this employer in the [VOUCHER: the role you got with the voucher / BULK AWARE: who received a payment for employing you / BULK UNAWARE: first role you did after ending your JSA claim in / around [END DATE FROM B4]]?**

INTERVIEWER NOTE: If give name of employment agency ask for place of work instead. If working for a company take that name, not of individual manager etc

WRITE IN.

ALLOW DK AND REF.

CATI INSTRUCTIONS – SET UP TEXT SUB FOR ‘ROLE’ AND USE THROUGHOUT THIS SECTION:

IF DIFFERENT EMPLOYER OR NOT CURRENTLY WORKING / PREVIOUSLY WORKED (E12=3 OR NONE OF B5B-C AND C1B-C=1):

VOUCHER: **you got with the voucher** [TEXT SUB IF EMPLOYER AT E12ANEW NOT DK: **at [EMPLOYER FROM E12ANEW]**

BULK AWARE: [TEXT SUB IF EMPLOYER AT E12ANEW NOT DK: **[EMPLOYER FROM E12ANEW]**/ TEXT SUB IF E12ANEW=DK: **your employer**] **received a payment for**

BULK UNAWARE: **you first did** [TEXT SUB IF EMPLOYER AT E12ANEW NOT DK: **at [EMPLOYER FROM E12ANEW]** **after ending your JSA claim in / around [END DATE FROM B4**

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IF DIFFERENT EMPLOYER (E12=3)

E12A READ OUT: I'd now like to ask a few questions about the role [TEXT SUB ROLE]

IF SAME EMPLOYER BUT DIFFERENT ROLE (E12=2)

E12. **Have any of the following things happened since starting the job** [[TEXT SUB ROLE]. . . ?

READ OUT. CODE ALL THAT APPLY.

You were promoted or were given more responsibilities or duties	1	TAKE SOC FOR SUBSIDY ROLE (E13D)
The title, job description or work changed to a lower grade, with less responsibilities or fewer duties	2	
Your hours increased	3	TAKE HOURS FOR SUBSIDY ROLE (E13E)
Your hours decreased	4	
Your pay increased	5	TAKE PAY FOR SUBSIDY ROLE (E13H)
Your pay decreased	6	
Your contract was extended, renewed or made longer term or permanent	7	TAKE CONTRACT FOR SUBSIDY ROLE (E13A)
Your contract was made shorter term or temporary	8	
Don't know	9	

CATI PROGRAMMING NOTE – E13A-H ARE THE SAME AS D3-14 BUT WITH DIFFERENT TEXT SUBSTITUTIONS

IF DIFFERENT EMPLOYER OR CONTRACT (E12=3 OR E13=7 OR 8)

E13A **Was this job ...**

ADD IF NECESSARY – **We would like to know about the role** [TEXT SUB ROLE]

READ OUT – CODE ONE ONLY

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
On some other basis (PLEASE SPECIFY)	5	
(DO NOT READ OUT) Don't know	X	
(DO NOT READ OUT) Refused	x	

IF DIFFERENT EMPLOYER (E12=3)

E13B **Is** [TEXT SUB IF EMPLOYER AT E12ANEW NOT DK: **[EMPLOYER FROM E12ANEW]**/ TEXT SUB IF E12ANEW=DK: **the employer you worked for in the [VOUCHER: role you got with the voucher / BULK AWARE: role your employer received a payment for / BULK UNAWARE: first role you did after ending your JSA claim in / around [END DATE FROM B4]]**] a?

CODE ONE ONLY

Interviewer note: IF PAID VIA AGENCY ask about the organisation placed with, not the agency

Charity / voluntary organisation	1	
Government funded organisation (including schools, hospitals, armed forces etc.)	2	
Neither (i.e. private sector)	3	
(DO NOT READ OUT) Don't know	x	

E13C **What does** [TEXT SUB IF EMPLOYER AT E12ANEW NOT DK: **[EMPLOYER FROM E12ANEW]**/ TEXT SUB IF E12ANEW=DK: **this employer]** mainly do?

PROBE AS NECESSARY:

What do they make or what service do they offer?

What exactly do they make or do?

What material or machinery does that involve using?

Interviewer note: IF PAID VIA AGENCY ask about the organisation placed with, not the agency

PROBE AS NECESSARY:

What is/was the main product or service?

What exactly do/did you make or do?

What material or machinery does/did that involve using?]

WRITE IN. TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

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IF DIFFERENT EMPLOYER OR ROLE (E12=3 OR E13=1 OR 2)
E13D And what was your job title and your main duties or responsibilities in the role [TEXT SUB ROLE]?

PROBE FOR FULL DETAILS.

E.G. IF RESPONDENT IS "SUPERVISOR" ASK WHAT KIND OF SUPERVISOR, WHERE? IF 'ASSISTANT, WHAT SORT OF ASSISTANT?

WRITE IN. TO BE CODED TO 4 DIGIT SOC. ALLOW REF.

IF DIFFERENT EMPLOYER OR HOURS (E12=3 OR E13=3 OR 4)

E13E And still thinking about the role [TEXT SUB ROLE] how many hours on average did you work per week?

RECORD NUMBER OF HOURS (1-130)

ALLOW DK AND REF

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just confirm that you were working [HOURS GIVEN] hours on AVERAGE per week?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND HOURS

ASK IF DK OR REF HOURS (E13E=DK OR REF)

E13F Would you say that you typically worked ...

READ OUT – CODE ONE ONLY

Less than 16 hours per week	1
At least 16 hours but fewer than 30 hours per week	2
30 hours or more per week	3
Don't know/ Can't remember (DO NOT READ OUT)	X
Refused (DO NOT READ OUT)	x

IF DIFFERENT EMPLOYER (E12=3).

E13G **And whilst you were working in this role** TEXT SUB ROLE] **have you received?**

READ OUT. CODE ALL MENTIONED.

Working tax credits including Return to Work, In Work, or Child Tax Credits which are paid weekly	1
Job Grant – a tax free lump sum when you start a new job	2
Self Employment Credit	3
None of the above	4
Don't know (DO NOT READ OUT)	5
Unwilling to answer (DO NOT READ OUT)	x

IF DIFFERENT EMPLOYER OR PAY (E12=3 OR E13=5 OR 6)

E13H **We would like to ask you how much you were paid in the role [TEXT SUB ROLE]. Would it be easiest to tell us how much you were paid before tax...?**

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

READ OUT – CODE ONE ONLY

Per year (annual salary)	1
Per month	2
Per week	3
Per hour	4
Other (please type in) (DO NOT READ OUT)	5
Unwilling to answer (DO NOT READ OUT)	x

ASK IF WANT TO ANSWER PER YEAR (E13H=1)

E13I **What was your salary per year before tax to the nearest £1000?**
DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 15000

CATI CHECK - IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax was £[AMOUNT AT D10]?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

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ASK IF WANT TO ANSWER PER MONTH (E13H =2)

E13J **What were you paid per month before tax and any other deductions to the nearest £100?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 800

CATI CHECK - IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you were paid £[AMOUNT AT D11] per MONTH, before tax and any other deductions?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER WEEK (E13H =3)

E13K **What were you paid per week before tax and any other deductions to the nearest £20?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 200

CATI CHECK - IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you were paid £[AMOUNT AT D12] per WEEK, before tax and any other deductions?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER HOUR (E13H =4)

E13L **What were you paid per hour before tax and any other deductions to the nearest 50 pence?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

CATI CHECK - IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you were paid [AMOUNT AT D13] per HOUR, before tax and any other deductions?

INTERVIEWER NOTE. Please use decimal point so 7.50 = £7.50, 10.00 = £10

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER OTHER (E13H =5)

E13M **What were you paid per [AS ENTERED AT E15H OTHER] before tax and any other deductions to the nearest 50 pence?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

IF WORKED BUT NOT CURRENTLY WORKING OR NO LONGER IN VOUCHER / BULK ROLE (C1_2 OR 3=1 OR E12=2 OR 3)

E13. **How many full months and weeks did you work in the role [TEXT SUB ROLE]?**

Interviewer note: e.g. if worked there for six weeks should be coded as one month in first box and two weeks in second box.

ENTER FULL MONTHS, ALLOW NUMBER 0-6

ALLOW DK AND REF AND SKIP WEEKS IF DK OR REF

ENTER FULL WEEKS, ALLOW NUMBER 0-4

ALLOW DK AND REF

E14. **Why did this job [TEXT SUB ROLE] end?**

DO NOT READ OUT. PROBE FULLY. CODE ALL THAT APPLY.

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Contract ended/ temporary work	1	
Sacked/ dismissed	2	
Made redundant	3	
Went into training/ education	4	
Wasn't earning enough	5	
No promotion prospects	6	
Child care commitments	7	
Health reasons	8	
The company closed	9	
Company did not have enough work / money to employ them	9	
Job was not suitable in some other way (please specify)	10	
Other (PLEASE SPECIFY)	11	
Refused (DO NOT READ OUT)	x	

- IF STILL IN VOUCHER/ BULK ROLE ((B5_2=1 OR B5_3=1) AND E12=1)
 E15. **How many full months and weeks have you worked in this role [TEXT SUB ROLE] for so far?**

Interviewer note: e.g. if worked there for six weeks should be coded as one month in first box and two weeks in second box.

<p><i>ENTER FULL MONTHS, ALLOW NUMBER 0-6</i></p> <p><i>ALLOW DK AND REF AND SKIP WEEKS IF DK OR REF</i></p>

<p><i>ENTER FULL WEEKS, ALLOW NUMBER 0-4</i></p> <p><i>ALLOW DK AND REF</i></p>
--

IF VOUCHER OR BULK AWARE OR BULK UNAWARE (S3=1 OR S4=1 OR S4=2)

E16. To what extent do you agree that the role [TEXT SUB ROLE] was a good match for your experience, skills and interests?

READ OUT AND CODE ONE ONLY

Agree strongly	1	
Agree slightly	2	
Neither agree nor disagree	3	
Disagree slightly	4	
Disagree strongly	5	
Don't know (DO NOT READ OUT)	6	

IF DISAGREE WORK WAS GOOD MATCH (E17=4 OR 5)

E17. Are any of the following reasons why you decided to take this work?

READ OUT AND CODE ALL THAT APPLY

There were few jobs available that matched your experience, skills or interest	1	
You wanted to move into work as soon as possible	2	
You felt under strong pressure from Jobcentre Plus to take THIS job	3	
You hope it will lead to a job that better matches your experience, skills and interest	4	
You needed the money	5	
DO NOT READ OUT: None of the above (please specify)	6	
DO NOT READ OUT: Don't know	7	

IF STILL IN VOUCHER ROLE OR ROLE WITH SAME EMPLOYER USED VOUCHER FOR (B5_2 OR 3=1 AND E12=1 OR 2)

Thinking about this role [TEXT SUB ROLE] does . . . ?

	Yes	No	DK
it offer opportunities for promotion or for substantially increasing your responsibilities	1	2	X
[TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: "your employer" offer you training that would help you get a promotion or more responsibilities	1	2	X

TRAINING IN WORK

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IF VOUCHER OR BULK AWARE OR BULK UNAWARE (S3=1 OR S4=1 OR S4=2)

E20. **Have you done any training in the role [TEXT SUB ROLE?**

Yes	1	
No	2	
Don't know	3	

IF VOUCHER / BULK AND DONE TRAINING IN THAT ROLE (E20=1)

E21. **And has any of this training been designed to lead to a qualification like an NVQ, or part of an NVQ, Apprenticeship or equivalent...?**

Yes – a qualification	1	
Yes – part of a qualification	2	
No	3	
Don't know	4	

IF TRAINING WAS LEADING TO A FULL OR PART QUALIFICATION (E21=1 OR 2)

E22. **Qualifications are often classified by their level. Is / was this further training at...?**

READ OUT, CODE ONE ONLY

LEVEL 3 which includes Advanced Apprenticeships, GNVQ or BTEC National and NVQ Level 3	1	
LEVEL 2 which includes Apprenticeships, GNVQ Intermediate, BTEC Intermediate /Diploma, NVQ Level 2	2	
LEVEL 1 which includes GNVQ /GSVQ Foundation, BTEC First, NVQ Level 1	3	
Entry level qualification, for example City & Guilds certificate or BTEC certificate	4	
Don't know	5	
Other (write in)	6	

IF STILL IN VOUCHER ROLE OR ROLE WITH SAME EMPLOYER USED VOUCHER FOR BUT HAVE NOT DONE ANY TRAINING ((B5_2 OR 3=1) AND (E12=1 OR 2) AND (E20=2 OR 3))

E23. **Do you think your employer will offer you any training in future intending to lead to a qualification?**

Yes	1	
No	2	
Don't know	3	

Section F: Self employment strand

I'd like to move on now to ask a few questions about the [IF ADVICE (S6=1): **self employment or business start up support or training**] [IF BOTH (S5 AND S6=1): **and**] [IF SEC (S5=1): **Self Employment Credit**] that you received.

FIRST REACTIONS TO SUPPORT

ALL SELF EMPLOYMENT STRAND (S5 OR S6=1)

- F1. **Thinking about when you first heard about the option of [IF ADVICE: self employment or business start up support] [IF BOTH: and] [IF SEC: Self Employment Credit], who first told you about this....?**
PROMPT IF NECESSARY. CODE ONE ONLY.

Jobcentre Plus adviser	1	
[ENGLAND: Business Link]	2	
[WALES: Flexible Support for Business]	3	
[SCOTLAND: Business Gateway]	4	
[SCOTLAND: The Training for Work provider]	5	
Friend / relative / other jobseeker	6	
Don't know	7	
Other (write in)	8	

- F2. **How did you feel about the option of [IF ADVICE: self employment or business start up support] IF BOTH: and] [IF SEC: Self Employment Credit] when you first heard about it ? Would you say you felt...?**

READ OUT. CODE ONE ONLY.

Very positive about it	1	
Quite positive	2	
Neither positive nor negative	3	
Quite negative	4	
Very negative about it	5	
Don't know	6	

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- F3. **Which of these statements best describes your situation at the time [IF ADVICE: self employment or business start up support] IF BOTH: and] [IF SEC: Self Employment Credit] was offered?**

READ OUT. CODE ONE ONLY.

I had a business plan	1	
I had an emerging plan	2	
I had an emerging idea	3	
None of the above but I wished to work for myself	4	
(DO NOT READ OUT) Don't know	5	

- F4. **At the time the support was mentioned to you how much advice and guidance did you think you would need in order to become self employed or start a business? Please give your answer on a scale of one to five where one is 'no support at all' and five is 'a great deal of support'?**

READ OUT. CODE ONE ONLY.

1 – No support at all	1	
2	2	
3	3	
4	4	
5 – A great deal of support	5	
(DO NOT READ OUT) Don't know	6	

F5. **Why did you decide to take up the [IF ADVICE: self employment or business start up support] IF BOTH: and] [IF SEC: Self Employment Credit]?**

DO NOT READ OUT. PROBE FULLY. CODE ALL THAT APPLY.

Wanted information on specific elements of being self employed (e.g. finances, employing others, regulations, planning, health and safety)	1	
Wanted guidance on developing ideas or plans into a business	2	
Did not want to apply for other jobs being suggested by adviser	3	
Wanted to gain confidence to go for it	4	
Wanted advice on how to access long term financial support / capital / funding	5	
Wanted a small one off payment of up to £300 to get started, for example for tools, clothing, travel or stock	6	
Liked the idea of working for self	7	
Thought had to do it or might lose benefit	8	
Don't know	9	
Other (write in)	10	

STATUS AND PREVIOUS EXPERIENCE OF SELF EMPLOYMENT

F6. **And AT THE TIME YOU FOUND OUT ABOUT THE SUPPORT was self employment something that you were doing while claiming JSA, something you had had done previously or just something you had considered?**

READ OUT IN ORDER. CODE FIRST ONE AGREE WITH.

Was self employed while claiming	1	
Been self employed before	2	
Considered being self employed but not done it before	3	
Neither been self employed nor considered it before	4	
Don't know	5	

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IF SELF EMPLOYED BEFORE CLAIMING JSA (F7=2)

- F7. **How long ago was your previous period of self employment?**
PLEASE GIVE ANSWER IN MONTHS AND YEARS

WRITE IN

IF CURRENTLY CLAIMING SEC OR JSA OR NOT SELF EMPLOYED
(B1A_A=1 OR B1=1 OR B5A=2)

- F8. **You told us that currently you are [IF B1A_A=1: claiming Self Employment Credit /IF B1=1: claiming JSA /IF ANY OF B5B-I=1 SHOW TEXT FROM B5 / IF NONE OF PREVIOUS: not claiming nor are you working]. Are you [B1A_A=1 OR B1=1: also] . . .?**

[NOT IF B5_1=2: Earning money from being self employed]	1	TAKE DETAILS AS IN SECTION D – SIC (F9A), HOURS (F9B), PAY (F9D)
Working towards becoming self employed but not yet earning money	2	TAKE DETAILS OF ROLE WORKING TOWARDS AS IN SECTION D – SIC(F9A)
Or have you decided against becoming self employed (write in why)	3	GO TO F11
Don't know	4	GO TO F11

CATI PROGRAMMING NOTE – F9A-I ARE THE SAME AS D5, D7, D8, D9-14 BUT WITH DIFFERENT TEXT SUBSTITUTIONS

IF EARNING MONEY OR WORKING TOWARDS BEING SELF EMPLOYED
(F9=1 OR 2)

- F9A **What is or will be the main activity of your business?**

PROBE AS NECESSARY:

What is/was the main product or service?

What exactly do/did you make or do?

What material or machinery does/did that involve using?]

WRITE IN. TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF
--

IF EARNING MONEY FROM BEING SELF EMPLOYED (F9=1)

F9B **And how many hours on average do you work per week in this role?**

<i>RECORD NUMBER OF HOURS (1-130)</i>
<i>ALLOW DK AND REF</i>

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just confirm that you are working [HOURS GIVEN] hours on AVERAGE per week?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND HOURS

ASK IF DK OR REF HOURS (F9B=DK OR REF)

F9C **Would you say that you typically work ...**

READ OUT – CODE ONE ONLY

Less than 16 hours per week	1
At least 16 hours but fewer than 30 hours per week	2
30 hours or more per week	3
Don't know/ Can't remember (DO NOT READ OUT)	X
Refused (DO NOT READ OUT)	x

IF EARNING MONEY FROM BEING SELF EMPLOYED (F9=1)

F9D **We would like to ask you how much you are earning from this self employment.**

Would it be easiest to tell us how much you are earning before tax...

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

READ OUT – CODE ONE ONLY

Per year (annual salary)	1
Per month	2
Per week	3
Per hour	4
Other (please type in) (DO NOT READ OUT)	5
Unwilling to answer (DO NOT READ OUT)	x

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ASK IF WANT TO ANSWER PER YEAR (F9D=1)

F9E **What is your salary per year before tax to the nearest £1000 from this self employment?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 15000

CATI CHECK - IF LESS THAN £5,000 OR MORE THAN £50,000

Can I just confirm that your salary per YEAR, before tax: is £[AMOUNT AT F9E]?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER MONTH (F9D =2)

F9F **What are you earning per month before tax and any other deductions to the nearest £100 from this self employment?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 800

CATI CHECK - IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you are earning £[AMOUNT AT F9F] per MONTH, before tax and any other deductions?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER WEEK (F9D=3)

F9G **What are you earning per week before tax and any other deductions to the nearest £20 from this self employment?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 200

CATI CHECK - IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you are earning £[AMOUNT AT F9G] per WEEK, before tax and any other deductions?

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

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ASK IF WANT TO ANSWER PER HOUR (F9D=4)

F9H **What are you earning per hour before tax and any other deductions to the nearest 50 pence from this self employment?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

CATI CHECK - IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you are earning [AMOUNT AT F9H] per HOUR, before tax and any other deductions?

INTERVIEWER NOTE. **Please use decimal point so 7.50 = £7.50, 10.00 = £10**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER OTHER (F9D =5)

F9I **What are you earning per [AS ENTERED AT F9D OTHER] before tax and any other deductions to the nearest 50 pence from this self employment?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

IF CURRENTLY SELF EMPLOYED (B5_1=1 OR F9=1) AND HAD BEEN SELF EMPLOYED BEFORE (F7=1 OR 2)

- F9. **How similar is the type of self employment you are currently doing to the type you [IF F7=1: were doing whilst claiming JSA / IF F7=2: had done previously]. Are you . . .?**

Currently doing exactly the same type of self employed role you [IF F7=1: were doing whilst claiming JSA / IF F7=2: had done previously]	1	
Currently doing a similar type of self employed role as you [IF F7=1: were doing whilst claiming JSA / IF F7=2: had done previously]	2	
Currently doing a different type of self employed role than you [IF F7=1: were doing whilst claiming JSA / IF F7=2: had done previously]	3	
(DO NOT READ OUT) Don't know	4	

EXTERNAL SUPPORT

ALL SELF EMPLOYMENT STRAND (S5 OR S6=1)

- F10. **Thinking now about the support and guidance you received, can you remember getting a copy of [ENGLAND ONLY: the Business Link guide 'Making Self Employment Happen'] [WALES: the 'Bring us your dream . . . ' leaflet] [SCOTLAND: a leaflet about self employment, business start up or enterprise support]?**

Yes	1	
No	2	
Don't know	3	

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IF GOT COPY OF GUIDE (F11=1)
 F11A **Who gave this to you?**
 READ OUT. CODE ONE ONLY.

Jobcentre Plus adviser	1	
[ENGLAND: Business Link]	1	
[WALES: Flexible Support for Business]	2	
[SCOTLAND: Business Gateway]	3	
[SCOTLAND: the Training for Work programme]	4	
Other [write in]	2	
Don't know	3	

IF GOT GUIDE (F11=1)
 F11. **How useful did you find the [ENGLAND ONLY: **Making Self Employment Happen**' leaflet] [WALES: the '**Bring us your dream . . .**' leaflet] [SCOTLAND: leaflet about self employment or business start up or enterprise support] . . .?**

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
DO NOT READ OUT: Did not read	5	
Don't know	6	

IF NOT USEFUL (F12=3-4)
 F12. **Why do you say that?**

WRITE IN

ALL SELF EMPLOYMENT STRAND (S5 OR S6=1)

- F13. **Have you had any other contact with [ENGLAND: Business Link; WALES: Flexible Support for Business; SCOTLAND: Business Gateway]?**

Yes	1	
No	2	

IF HAD CONTACT WITH BL / EQUIVALENT (F14=1)

- F14. **After the Jobcentre adviser had told you about the self employment support available, how long was it before you had contact with [ENGLAND: Business Link; WALES: Flexible Support for Business; SCOTLAND: Business Gateway]?**

PLEASE GIVE ANSWER IN WEEKS AND DAYS

WRITE IN

- F15. **Did ...**

READ OUT AND CODE ONE ONLY

You initiate contact with them	1	
Did [ENGLAND: Business Link; WALES: Flexible Support for Business; SCOTLAND: Business Gateway] contact you first	2	
Or did a Jobcentre Plus adviser contact [ENGLAND: Business Link; WALES: Flexible Support for Business; SCOTLAND: Business Gateway] for you	3	
(DO NOT READ OUT) Don't know	4	

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F16. **Did you use the [ENGLAND: Business Link; WALES: Flexible Support for Business; SCOTLAND: Business Gateway] helpline at any point?**

Yes	1	
No	2	
Don't know	3	

IF USED BL/ EQUIV HELPLINE (F19=1)

F17. **How would you rate the [ENGLAND: Business Link; WALES: Flexible Support for Business; SCOTLAND: Business Gateway] helpline service in terms of?**

	Very good	Fairly good	Fairly poor	Very poor	DO NOT READ OUT: DK
The length of time advisers talked to you	1	2	3	4	5
The advisers' level of knowledge	1	2	3	4	5
The advisers' understanding of your needs	1	2	3	4	5
The usefulness of the information, advice and guidance	1	2	3	4	5

IF HAD CONTACT WITH BL (F14=1)

F18. **Did** [ENGLAND: **Business Link**; WALES: **Flexible Support for Business**; SCOTLAND: **Business Gateway**] suggest you do any of the following?

FOR EACH SUGGESTED (EACH F21=1)

F19. **And have you done this?**

	F21 – suggested			F22 – done		
	Yes	No	DO NOT READ OUT: DK	Yes	No	DO NOT READ OUT: DK
a) Visit their website	1	2	3	1	2	3
b) Read guides other than the [ENGLAND ONLY: Making Self Employment Happen ’ guide] [WALES: the ‘Bring us your dream . . .’ leaflet] [SCOTLAND: leaflet about self employment or business enterprise support] you were initially given	1	2	3	1	2	3
c) Attend a confidence building workshop	1	2	3	1	2	3
d) Attend workshops on specific elements of self employment e.g. regulations, business planning, finance, market research, business development, employing people, health and safety, ICT	1	2	3	1	2	3
e) Have one to one coaching, [ENGLAND: perhaps called Enterprise Coaching followed by ongoing support for 4 months or being referred to your own dedicated Business Link adviser]	1	2	3	1	2	3
f) Contact other organisations or schemes for funding, credit or financial support, for example Regional Development Agencies or Working Neighbourhoods Fund or charities	1	2	3	1	2	3

BUSINESS LINK SUPPORT – ENTERPRISE COACHING

IF DID ENTERPRISE COACHING (F22E=1)

- F20. **How would you rate the [ENGLAND ONLY: Business Link Enterprise] Coaching in terms of?**

	Very good	Fairly good	Fairly poor	Very poor	DO NOT READ OUT: DK
The helpfulness of the coach	1	2	3	4	5
Giving you information or advice that was suited to your personal needs and circumstances	1	2	3	4	5
Giving you information or advice that was clear	1	2	3	4	5

- F21. **Are you still meeting the coach and participating in the [ENGLAND ONLY: Business Link Enterprise] Coaching?**

Yes	1	
No	2	

IF NO LONGER MEETING THE COACH (F24=2)

- F22. **Why are you no longer meeting the coach?**
DO NOT READ OUT, PROBE FULLY. CODE ALL THAT APPLY.

Ended four months - no longer available	1	
Left to start job with employer	2	
They had already given enough support	3	
Problems getting there (e.g. travel)	4	
Family / personal circumstances	5	
No time – too busy with business	6	
Ill health / disability	7	
Childcare difficulties	8	
Don't know	9	

Other (write in)	10	
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IF DID ENTERPRISE COACHING (F22E=1)

- F23. **How many sessions** [IF STILL MEETING F24=1: **have you had** / IF NO LONGER MEETING F24=2: **did you have**] **with the coach** [IF STILL MEETING F24=1: **so far**]?

WRITE IN
RANGE 1-99

- F24. [IF STILL MEETING F24=1: **Is** / IF NO LONGER MEETING F24=2: **Was**] **the amount of contact you** [IF STILL MEETING F24=1: **have** / IF NO LONGER MEETING F24=2: **had**] **with the** [ENGLAND ONLY: **Business Link**] **coach ...?**

Too much	1	
About right	2	
Too little	3	
Don't know	4	

- F25. THERE IS NO F28

BUSINESS LINK SUPPORT – WORKSHOPS

IF ATTENDED WORKSHOPS (F22C OR D=1)

- F26. **How many** [ENGLAND ONLY: **Business Link**] **workshops have you attended?**

WRITE IN
ALLOW 1 – 30 AND DK

- F27. **How many more do you plan to attend?**
PROMPT IF NECESSARY.

None	1	
A few specific ones	2	
All offered	3	
Don't know	4	

F28. How would you rate the [ENGLAND ONLY: Business Link] workshops in terms of?

	Very good	Fairly good	Fairly poor	Very poor	DO NOT READ OUT: DK
The helpfulness of the teacher	1	2	3	4	5
The teacher's level of knowledge	1	2	3	4	5
Giving you clear information and advice	1	2	3	4	5

TRAINING FOR WORK – SCOTLAND ONLY

IF SELF EMPLOYMENT STRAND AND SCOTLAND (S5 OR S6=1 AND SCOTLAND)

F29. And since [ENTERED STAGE 3] have you participated in any training about self employment or business start ups? You may have heard this being called 'Training for Work'

Yes	1	
No	2	
Don't know	3	

F32A And since [ENTERED STAGE 3] have you done any 'test trading' when a business account is set up and you can test your business?

Yes	4	
No	5	
Don't know	6	

JOBCENTRE PLUS SUPPORT

I'd now like to find out a little bit about any other support Jobcentre Plus offered you.

ALL SELF EMPLOYMENT STRAND AND CONTACT WITH BL / EQUIV (F14=1)

- F30. In your opinion, how well did Jobcentre Plus and [ENGLAND: **Business Link**; WALES: **Flexible Support for Business**; SCOTLAND: **Business Gateway** or the **Training for Work** programme] work together to support your self employment plans?

Very well	1	
Quite well	2	
Not very well	3	
Not at all well	4	
Don't know	5	

ALL SELF EMPLOYMENT STRAND (S5 OR S6=1)

- F31. Did Jobcentre Plus offer you . . . ?

	Yes	No	DO NOT READ OUT: DK
a) A small one off payment of up to £300 to get started, for example for tools, clothing, travel or stock	1	2	5
b) [NONE OFS5, B1A_B OR B1A_C=1: Self Employment Credit, receiving £50 a week for 4 months INSTEAD of claiming JSA	1	2	5

OFFERED ADF (F34A=1)

- F32. And have you received the one off payment?

Yes	1	
No	2	

IF TOOK UP ADF PAYMENT (F35=1)

F33. **What did you use it for or how do you plan to use it?**

PROBE FULLY. CODE ALL THAT APPLY

Tools or equipment	1	
Travel costs or vehicles	2	
Buying stock	3	
Clothing	4	
Don't know	5	
Other (write in)	6	

IF NOT STILL RECEIVING SEC (S5=1 AND B1A_B=1)

F34. **Did you claim Self Employment Credit for the full four months it is available?**

Yes	1	
No	2	
Don't know	3	

IF HAVE NOT CLAIMED FOR 4 MONTHS (F37=2)

F35. **Why did you not claim Self Employment Credit for the full four months it is available?**

DO NOT READ OUT, PROBE FULLY. CODE ALL THAT APPLY

Changed mind about wanting to be self employed	1	
Not enough money	2	
Do not feel confident enough to set up own business / become self employed	3	
Don't know	4	
Other (write in)	5	

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IF WENT TO WORKSHOP, HAD ENTERPRISE COACHING OR RECEIVED SEC OR ADF PAYMENT (F22C, D, OR E=1 OR S5=1 OR F35=1)

- F36. **And overall, how useful did you find each of the types of support you received in setting up your self employment?**
READ OUT, CODE ONE ONLY

	Very useful	Fairly useful	Not very useful	Not at all useful	DO NOT READ OUT: DK
[F22C OR D=1: Workshops run by [ENGLAND: Business Link; WALES: Flexible Support for Business; SCOTLAND: Business Gateway or the Training for Work programme]	1	2	3	4	5
[F22_E=1: One to one [ENGLAND: Enterprise Coaching]	1	2	3	4	5
[S5=1: Self Employment Credit]	1	2	3	4	5
[F35=1: The one off payment from Jobcentre Plus]	1	2	3	4	5
[IF SCOTLAND TRAINING FOR WORK: Training]	1	2	3	4	5
[IF SCOTLAND TRAINING FOR WORK: Test trading]	1	2	3	4	5

ASK ALL SELF EMPLOYMENT STRAND (S5 OR S6=1)

F37. **And do you think that any of the following increased as a DIRECT RESULT of the [IF ADVICE: self employment or business start up support] IF BOTH: and] [IF SEC: Self Employment Credit]?**

READ OUT, CODE ONE ONLY

	Increase d greatly	Increased to some extent	Did not increase at all / no change	DO NOT READ OUT: Decreased	DO NOT READ OUT: DK
Your confidence in becoming self employed or running your own business	1	2	3	4	5
Your motivation to become self employed or run your own business	1	2	3	4	5
Your knowledge of how to become self employed or run your own business	1	2	3	X	5

Section G: Training strand

NATURE OF THE COURSE

ASK ALL WHO STARTED COURSE (S7=1)

I'd now like to find out a little bit about the training you [IF FINISHED (S9= 1 OR 2): did / IF STILL DOING (S9=3): are doing] at the college.G10 **What [IF FINISHED (S9= 1 OR 2): was / IF STILL DOING (S9=3): is] the title of the course?**

PROBE FULLY: **What subject area [IF FINISHED (S9= 1 OR 2): was / IF STILL DOING (S9=3): is] it? What [IF FINISHED (S9= 1 OR 2): did / IF STILL DOING (S9=3): does] it cover? What [IF FINISHED (S9= 1 OR 2): did you learn/ IF STILL DOING (S9=3): are you learning]?**

WRITE IN

G11 [IF FINISHED (S9= 1 OR 2): Was / IF STILL DOING (S9=3): Is] the course designed to lead to a qualification like an NVQ, or part of an NVQ qualification, Apprenticeship or equivalent?

Yes	1	
No	2	
Don't know	3	

IF COURSE WAS LEADING TO A FULL OR PART QUALIFICATION (G11=1)
G12 **Qualifications are often classified by their level. [IF FINISHED (S9= 1 OR 2): Was / IF STILL DOING (S9=3): Is] this course...?**

READ OUT, CODE ONE ONLY

LEVEL 3 which includes GNVQ or BTEC National and NVQ Level 3	1	
LEVEL 2 which includes GNVQ Intermediate, BTEC Intermediate /Diploma, NVQ Level 2	2	
LEVEL 1 which includes GNVQ /GSVQ Foundation, BTEC First, NVQ Level 1	3	
Entry level qualification, for example City & Guilds certificate or BTEC certificate	4	
Don't know	5	
Other (write in)	6	

ASK ALL WHO STARTED TRAINING (S7=1)

G14 **How long** [IF FINISHED (S9= 1 OR 2): **did you attend** / IF STILL DOING (S9=3):: **have you attended**] **the course for** [IF STILL DOING: **so far**]?
PLEASE GIVE ANSWER IN WEEKS / DAYS

WRITE IN

ASK ALL WHO LEFT EARLY OR STILL DOING (S9=2 OR 3)

G14A [IF LEFT EARLY (S9=3):: **You told us earlier that you left the course early.**] **How long should it** [IF LEFT EARLY (S9=3): **have lasted/** IF STILL DOING (S9=2):] **last for in total?**
PLEASE GIVE ANSWER IN MONTHS / WEEKS / DAYS

WRITE IN

ASK ALL WHO STARTED TRAINING (S7=1)

G15 [IF FINISHED (S9= 1 OR 2): **Did** / IF STILL DOING (S9=3): **Does**] **the course involve any of the following things...?**

READ OUT, CODE ALL THAT APPLY

Employers giving talks or holding sessions at the college	1	
Visits to local employers	2	
Work experience or work placements	3	
Advice on how to look or apply for jobs generally	4	
Advice on specific vacancies to apply for	5	
None of these	6	
Don't know	7	

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- IF DID NOT COMPLETE TRAINING (S9=2)
 G16 **Why didn't you complete the training?**
DO NOT READ OUT, CODE ALL THAT APPLY

Left to start a job	1
Left to look for a job	2
Course too advanced / too hard	3
Course too easy	4
Problems attending course because of travel or location	5
Course did not meet expectations	6
Lack of support / help	7
Family / personal circumstances	8
Ill health / disability	9
Childcare difficulties	10
Course cancelled / closed down	11
Did not get on well with the tutor	12
Other (SPECIFY)	13
Don't know / Can't remember	14

FIRST REACTIONS TO TRAINING OFFER

- ASK ALL STARTED TRAINING (S7=1)
 G1. **Now, thinking back to when you first heard about the option of doing this training at the college. How did you hear about it....?**

PROMPT AS NECESSARY, CODE ONE ONLY

Jobcentre Plus adviser	1	
nextstep / careers adviser	2	
College	3	
College advertising – radio, local press, adverts	4	
Family / friend / other jobseeker	5	
Don't know	6	
Other (write in)	7	

G2. **And when you first heard about the option of training, would you say you felt...?**

READ OUT, CODE ONE ONLY

Very positive about it	1	
Quite positive	2	
Neither positive nor negative	3	
Quite negative	4	
Very negative about it	5	
Don't know	6	

G3. **Why did you decide to take up the training?**

DO NOT READ OUT, CODE ALL THAT APPLY. PROBE FULLY.

Felt that it would improve chances of finding work	1	
Wanted to get a qualification	2	
Wanted to gain new skills / update existing skills	3	
College was nearby / convenient	4	
Jobcentre adviser said it was a good idea	5	
Thought had to do it or might lose benefit	6	
Thought it would be interesting	7	
It was free	8	
Chance to meet other people	9	
Don't know	10	
Other (write in)	11	

CHOOSING THE COURSE

ASK STARTED TRAINING – JCP REFERRALS ONLY (S8=1)

- G4. . Which of the following statements best describes how you decided to do that particular course ...?

READ OUT, CODE ONE ONLY

The Jobcentre adviser suggested the particular course	1	
I asked the Jobcentre adviser if they could refer me to the particular course		
The Jobcentre adviser suggested a particular course but I ended up doing a different course once at the college	2	
I did not discuss the type of course with the Jobcentre adviser, they referred me to the college and I decided on the course there	3	
Don't know	4	

ASK ALL STARTED TRAINING (S7=1)

- G5. **To what extent do you agree or disagree that...?**

READ OUT, CODE ONE ONLY

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	(DO NOT READ OUT) DK
You had input into the type of course that you did	1	2	3	4	5	X
There were a range of courses on offer	1	2	3	4	5	X
The course was suited to your personal needs and circumstances	1	2	3	4	5	X
The level of the course was suited to your needs	1	2	3	4	5	X
The subject of the course was suited to your needs	1	2	3	4	5	X
The course was related to the types of jobs available locally	1	2	3	4	5	X

REFERRAL PROCESS AND STARTING THE COURSE

- G6. **After [IF JCP REFERRAL (S8=1)the Jobcentre adviser had initially referred you] [IF SELF REFERRAL (S8=2): you initially spoke] to the college, how long was it before you actually started the course?**

PLEASE GIVE ANSWER IN MONTHS, WEEKS AND DAYS

WRITE IN

- G7. **Would you say the length of time between [IF JCP REFERRAL (S8=1): being referred by the Jobcentre adviser] [IF SELF REFERRAL (S8=2): first speaking to the college] and actually starting the course was...**

READ OUT, CODE ONE ONLY

Too long	1	
About right	2	
Too quick	3	
Don't know	4	

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OUTCOMES FROM THE COURSE

ASK ALL WHO ASK ALL STARTED TRAINING (S7=1)

Now thinking about what, if anything, you [IF STILL DOING: have] got out of doing the training [IF STILL DOING: so far] ...

- G8. [IF FINISHED: **Did** / IF STILL DOING: **Have**] any of the following [IF FINISHED: **increase** / IF STILL DOING: **increased**] as a direct result of doing the training?

READ OUT, CODE ONE ONLY

	Increased greatly	Increased to some extent	Did not increase at all / no change	DO NOT READ OUT: Decreased	DO NOT READ OUT: DK
Skills related to a particular type of job	1	2	3		5
Communication, personal or social skills	1	2	3		5
Team working skills	1	2	3		5
Organisational skills	1	2	3		5
Reading, writing, Maths, numeracy or English language skills	1	2	3		5
IT or computer skills	1	2	3		5
Confidence	1	2	3	4	5
Awareness of the different types of work you could do	1	2	3		5

- G18A **And did you receive a certificate showing which skills you had gained, or are you expecting one?**

Yes - received certificate	1	
Waiting for certificate	2	
No – there will be no certificate	3	
Don't know	4	

G9. **And do you feel you benefited in any of the following ways by doing the training? Are you now...**

READ OUT, CODE ONE ONLY

	Much more	A bit more	No change	Don't know
More motivated to find work	1	2	3	4
More enthusiastic about undertaking learning or training in the future	1	2	3	4

IF FINISHED TRAINING AND IF CONTINUALLY CLAIMED JSA OR ENDED CLAIM BUT NOT IN PAID WORK CURRENTLY NOR HAVE BEEN SINCE ENDING PLACEMENT (B2=3 OR B5A-C ALL=2 OR C1A-C ALL=2)

G10. **Do you feel that because of the training you now have significantly more chance of finding a paid job in the future; do you think your chances have improved slightly or has it made no difference?**

PROMPT IF NECESSARY, CODE ONE ONLY

Significantly more chance	1
Slightly more chance	2
No difference	3
DO NOT READ OUT: Less chance	4
DO NOT READ OUT: Don't Know	x

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IF FINISHED TRAINING AND IF IN PAID WORK CURRENTLY OR HAVE BEEN IN PAID WORK SINCE ENDING TRAINING (S9=1 OR 2 AND (ANY OF B5A-C OR C1A-C=1))

- G11. **Thinking about the [IF CURRENTLY IN PAID WORK B5A-C=1: job you have now / IF HAVE BEEN IN PAID WORK C1A-C=1: the paid job you did after the training ended] would you say that doing the training course helped you get this job?**

ADD IF NECESSARY: **Please think just about whether the training helped you GET the job not whether the training will be used in the job.**

PROMPT IF NECESSARY, CODE ONE ONLY

Yes – helped a lot	1	
Yes – helped a bit	2	
Not at all	3	
DO NOT READ OUT: Don't Know	X	

CONTINUING TRAINING IN WORK

IF FINISHED TRAINING AND IF IN PAID WORK WITH AN EMPLOYER CURRENTLY OR HAVE BEEN SINCE ENDING TRAINING (S9=1 OR 2 AND (ANY OF B5B-C OR C1B-C=1))

- G12. **[IF CURRENTLY IN PAID WORK B5B-C=1 : Have you done or are you doing any further training as part of your current job role? / IF HAVE BEEN IN PAID WORK C1B-C=1: Did you do any further training as part of the job role you took after doing the training course?]**

Yes	1	CONTINUE
No	2	GO TO G26
Don't know	3	GO TO SECTION I

IF FINISHED TRAINING AND IF DONE FURTHER TRAINING (S9=1 OR 2 AND (G23=1))

G13. **And has any of this training been designed to lead to an NVQ qualification, or part of an NVQ qualification or equivalent...?**

Yes – a qualification	1	CONTINUE
Yes – part of a qualification	2	
No	3	GO TO SECTION I
Don't know	4	

IF FINISHED TRAINING AND IF FURTHER TRAINING WAS LEADING TO A FULL OR PART QUALIFICATION (S9=1 OR 2 AND(G24=1 or 2))

G14. **Qualifications are often classified by their level. Is / was this further training at...?**

READ OUT, CODE ONE ONLY

LEVEL 3 which includes Advanced Apprenticeships, GNVQ or BTEC National and NVQ Level 3	7	
LEVEL 2 which includes Apprenticeships, GNVQ Intermediate, BTEC Intermediate /Diploma, NVQ Level 2	8	
LEVEL 1 which includes GNVQ /GSVQ Foundation, BTEC First, NVQ Level 1	9	
Entry level qualification, for example City & Guilds certificate or BTEC certificate	10	
Don't know	11	
Other (write in)	12	

IF FINISHED TRAINING AND IF IN PAID WORK WITH AN EMPLOYER CURRENTLY AND HAVE NOT DONE ANY FURTHER TRAINING (S9=1 OR 2 AND (B5B OR C =1 AND G23=2))

G15. **Do you think your employer will offer you any training in future intending to lead to a qualification?**

Yes	1	
No	2	
Don't know	3	

Section H: Volunteering strand

ASK ALL WHO STARTED A VOLUNTARY PLACEMENT (S11=1-3)

NATURE OF THE PLACEMENT

I'd now like to find out a little bit about the voluntary work placement that that you [IF FINISHED S11=1-2: did / IF STILL DOING S11=3: are doing].
H13ANEW What [IF STILL DOING S11=3: is] [IF FINISHED S11=1-2: was] the name of your employer in this voluntary role?

INTERVIEWER NOTE: If give name of broker agency ask for place of volunteering instead. If working for a company / charity take that name, not of individual manager etc

WRITE IN.

ALLOW DK AND REF.

IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)

H13BNEW READ OUT IF NECESSARY: [IF STILL DOING S11=3: **Is**] [IF FINISHED S11=1-2: **Was**] [PLACEMENT ORGANISATION FROM H13ANEW / IF HA13ANEW NOT DK /REF: **this organisation**] **the same as**, [TEXT SUB IF EMPLOYER NOT DK:[EMPLOYER FROM D2] / IF D2=DK OR REF: **the one**] **which you told me about previously where you worked?**

Yes – same employer / organisation	1	
No - different	2	

ASK ALL WHO STARTED A VOLUNTARY PLACEMENT (S11=1-3)
H13 How many hours a week on average [IF FINISHED S11=1-2: did you volunteer / IF STILL DOING S11=3: are you volunteering] for [IF HA13ANEW NOT DK /REF: at [PLACEMENT ORGANISATION FROM H13ANEW]?

WRITE IN

IF NOT ALREADY TOLD ABOUT ORGANISATION (H13BNEW NOT 1)
H14A Is [PLACEMENT ORGANISATION FROM H13ANEW / IF HA13ANEW NOT DK /REF: the organisation]....?

CODE ONE ONLY

A charity / voluntary organisation	1	
Government funded organisation (including schools, hospitals, armed forces etc.)	2	
Neither (i.e. private sector)	3	
(DO NOT READ OUT) Don't know	x	

H14B **What do they mainly do?**

PROBE AS NECESSARY:

What do they make or what service do they offer?

What exactly do they make or do?

What material or machinery does that involve using??

WRITE IN. TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

ASK ALL WHO STARTED A VOLUNTARY PLACEMENT (S11=1-3)
 H15 **How long [IF FINISHED S11=1-2: did you do / IF STILL DOING S11=3: have you been doing] the placement for?**

PLEASE GIVE ANSWER IN MONTHS, WEEKS AND DAYS

WRITE IN

IF LEFT EARLY OR STILL DOING (S11=2 OR 3)
 H16 **[IF LEFT EARLY S11=3: You told us earlier that you left the placement early]. How long [IF LEFT EARLY S11=3: was/ IF STILL DOING S11=3: is] it meant to last for in total?**

PLEASE GIVE ANSWER IN WEEKS AND DAYS

WRITE IN

SHOW CODE ' NO FIXED END / ONGOING UNTIL GET PAID WORK'
 ALLOW DK

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IF LEFT EARLY (S11=2)

H17 **Why didn't the placement last as long as planned?**

DO NOT READ OUT, CODE ALL THAT APPLY

Left to start a paid job	1
Job role was too difficult	2
Job role was too easy	3
Problems getting there e.g. travel problems	4
Placement did not meet expectations	5
Lack of support / help	6
Family / personal circumstances	7
Ill health / disability	8
Childcare difficulties	9
Employer told me to leave	10
Other (SPECIFY)	11
Don't know / Can't remember	12

ASK IF COMPLETED FULL PLACEMENT (S11=1)

H18 **Would you have wanted the voluntary placement to last longer?**

Yes	1	
No	2	
Don't know	3	

FIRST REACTIONS TO VOLUNTEERING OFFER

H1. **And now, thinking back to when you first heard about the option of a voluntary placement. Who first told you about this....?**

PROMPT AS NECESSARY, CODE ONE ONLY

Jobcentre Plus adviser	1	
nextstep / careers adviser	2	
A charity or voluntary organisation	3	
[BROKER FROM SAMPLE]	4	
Was already working / volunteering there	5	
Family / friend / other jobseeker	6	
Don't know	7	
Other (write in)	8	

H2. **And when you first heard about the option of a voluntary placement would you say you felt...?**

READ OUT, CODE ONE ONLY

Very positive about it	1	
Quite positive	2	
Neither positive nor negative	3	
Quite negative	4	
Very negative about it	5	
Don't know	6	

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H3. Was voluntary work . . . ?

READ OUT, CODE ONE ONLY

Something you had done before	1	
Something you hadn't done before but had considered	2	
Something you had not done or considered before	3	
Don't know	4	

H4. Why did you decide to take up the voluntary placement?

DO NOT READ OUT, CODE ALL THAT APPLY

Felt that it would improve chances of finding work	1	
Hoped that it would lead to a paid role at the same organisation	2	
Wanted to gain new skills or experience	3	
Liked the idea of working for a charity / doing something worthwhile	4	
Placement was nearby / convenient	5	
Jobcentre adviser or [BROKER FROM SAMPLE] said it was a good idea	6	
Thought had to do it or might lose benefit	7	
Don't know	8	
Other (write in)	9	

CHOOSING THE PLACEMENT, REFERRAL PROCESS AND THE BROKER

ASK ALL WHO STARTED A VOLUNTARY PLACEMENT (S11=1-3)

H5. **After the Jobcentre adviser had referred you for a volunteering role, how long was it before you spoke to the organisation that arranged the placement ?**

ADD AS NECESSARY: **This was the person you spoke to who discussed what your needs were and which placements were available, NOT [PLACEMENT ORGANISATION FROM H13ANEW / IF HA13ANEW NOT DK / REF: the organisation where you actually volunteered]. It may have been organised via [BROKER FROM SAMPLE]**

PROMPT AS NECESSARY.

Same day	1	
Two to three days	2	
Within a week	3	
One to two weeks	4	
Three weeks to a month	5	
Over a month (specify months)	6	
Don't know	7	

H6. To what extent do you agree or disagree that the organisation that ARRANGED the placement....?

INTERVIEWER NOTE: NOT asking about [PLACEMENT ORGANISATION FROM H13ANEW / IF HA13ANEW NOT DK /REF: the organisation where you actually volunteered] but the organisation that ARRANGED the voluntary placement.

READ OUT, CODE ONE ONLY

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	(DO NOT READ OUT) DK
Let you have input into the type of placement you got	1	2	3	4	5	X
Had a range of different placement options on offer	1	2	3	4	5	X
Suggested a placement with a location that suited you	1	2	3	4	5	X
Suggested a placement that was suitable for the type of work you are interested in	1	2	3	4	5	X
Suggested a placement that was suitable for your experience and skills	1	2	3	4	5	X

H7. How long was it after first speaking to the organisation that arranged the placement was it before you started the voluntary placement [IF HA13ANEW NOT DK /REF: at [PLACEMENT ORGANISATION FROM H13ANEW]?

PLEASE GIVE ANSWER IN MONTHS, WEEKS AND DAYS

WRITE IN

H8. **And overall, would you say the length of time between being referred for a voluntary placement by the Jobcentre adviser and actually starting the placement was...**

READ OUT, CODE ONE ONLY

Too long	1	
About right	2	
Too quick	3	
Don't know	4	

OUTCOMES FROM THE PLACEMENT

ASK ALL VOLUNTARY STARTS (S11=1-3)**Now thinking about what, if anything, you [IF STILL DOING: have] got out of doing the voluntary placement [IF HA13ANEW NOT DK /REF: at [PLACEMENT ORGANISATION FROM H13ANEW] [IF STILL DOING: so far]...**

H9. **[IF FINISHED: Did / IF STILL DOING: Have] any of the following [IF FINISHED: increase / IF STILL DOING: increased] as a direct result of the voluntary placement?**

READ OUT, CODE ONE ONLY

	Increase d greatly	Increased to some extent	Did not increase at all / no change	DO NOT READ OUT: Decreased	DO NOT READ OUT: DK
Skills related to a particular type of job	1	2	3		5
Communication, personal or social skills	1	2	3		5
Team working skills	1	2	3		5
Organisational skills	1	2	3		5
Reading, writing, Maths, numeracy or English language skills	1	2	3		5
IT or computer skills	1	2	3		5
Confidence	1	2	3	4	5
Awareness of the different types of work you could do	1	2	3		5

H10. And do you feel you benefited in any of the following ways by doing the placement? Are you now...

READ OUT, CODE ONE ONLY

	Much more	A bit more	No change	Don't know
More motivated to find work	1	2	3	4
Feeling better about yourself generally	1	2	3	4
More enthusiastic about taking part in voluntary or community activities in future	1	2	3	4

IF FINISHED AND IF CONTINUALLY CLAIMED JSA OR ENDED CLAIM BUT NOT IN PAID WORK CURRENTLY NOR HAVE BEEN SINCE ENDING PLACEMENT (S11=1 OR 2 AND (B2=3 OR B5A-C ALL=2 OR C1A-C ALL=2))

H11. As a result of the voluntary placement do you feel you now have ...?

PROMPT IF NECESSARY, CODE ONE ONLY

Significantly more chance of finding a paid job in the future	1
Slightly more chance	2
Or has it made no difference	3
DO NOT READ OUT: Don't Know	4

IF FINISHED AND IF IN PAID WORK CURRENTLY OR HAVE BEEN IN PAID WORK SINCE ENDING PLACEMENT (S11=1 OR 2 AND (ANY OF B5A-C=1 OR C1A-C=1))

H12. Thinking about the [IF CURRENTLY IN PAID WORK (ANY OF B5A-C=1): **job you have now** / IF HAVE BEEN IN PAID WORK (ANY OF C1A-C=1): **the paid job you did after the voluntary placement ended**] would you say **doing the voluntary placement** [IF HA13ANEW NOT DK /REF: at [PLACEMENT ORGANISATION FROM H13ANEW] **helped you get this job?**

PROMPT IF NECESSARY. CODE ONE ONLY.

Yes – helped a lot	1	
Yes – helped a bit	2	
Not at all	3	
DO NOT READ OUT: Don't Know	X	

IF FINISHED AND IF PLACEMENT HELPED (H23=1 OR 2)

H13. **How did the placement help you get this job?**

DO NOT READ OUT. CODE ALL THAT APPLY

Was more motivated to find work	1	
Placement encouraged me to apply for different types of work	2	
Was more confident when applying for work	3	
Had (more) work experience on CV	4	
Because of job-related skills gained	5	
Because of other skills gained	6	
Job is with organisation was volunteering with	7	
Other (specify)	8	
DO NOT READ OUT: Don't Know	X	

IF FINISHED AND IF IN PAID WORK WITH AN EMPLOYER CURRENTLY OR HAVE BEEN SINCE ENDING TRAINING (S11=1 OR 2 AND (ANY OF B5B-C OR C1B-C=1))

H14. **You said earlier that you had gained or improved certain skills through doing the placement [IF HA13ANEW NOT DK /REF: at [PLACEMENT ORGANISATION FROM H13ANEW]. [IF CURRENTLY IN PAID WORK (ANY OF B5B-C=1): Are you using / IF HAVE BEEN IN PAID WORK (ANY OF C1B-C=1):: Did you use] any of these skills in [IF CURRENTLY IN PAID WORK (ANY OF B5B-C=1): your current job / IF HAVE BEEN IN PAID WORK (ANY OF C1B-C=1):: the job you got after ending the placement]?**

SHOW ALL THOSE SKILLS THAT INCREASED GREATLY OR SLIGHTLY AT H20

READ OUT

	Yes	No	DK
Skills related to a particular type of job	1	2	3
Communication, personal or social skills	1	2	3
Team working skills	1	2	3
Organisational skills	1	2	3
Reading, writing, Maths, numeracy or English language skills	1	2	3
IT or computer skills	1	2	3

Section I: Choosing the strand and multiple offers

ASK ALL

11. **And thinking back to [DATE ENTERED STAGE 3/ IF ENGLISH TRAINING STRAND: COURSE START DATE FROM ILR], did the Jobcentre adviser offer you any of the following things around that time...**

ADD AS NECESSARY: It doesn't matter if you didn't end up taking up the offer; we're just interested to know whether it was suggested to you.

DO NOT SHOW THE 'CORE' STRAND THAT ALREADY ASKED ABOUT

READ OUT.

	Yes	No	DK
a) The opportunity to take a volunteering role	1	2	X
b) Advice or support on setting up your own business and / or receiving Self Employment Credit	1	2	X
c) A self marketing voucher to offer employers that allows them to claim a one-off payment if they give you a job. This may be part of an A4 booklet or flyer, and may have been posted to you	1	2	X
d) A place on a training course at a local college which may have been related to a particular sector or job role	1	2	X

IF ANY OF I1=1
 12. **And did you**

READ OUT.

	Yes	No
a) Start a volunteering placement	1	2
b) Get advice or support on setting up your own business and / or receive Self Employment Credit	1	2
c) Start working for an employer in a paid role and use the voucher so they were allowed to claim a payment £500 or £1,000	1	2
d) Start a training course at a local college	1	2

ASK IF CURRENTLY IN PAID WORK WITH AN EMPLOYER AND USED RECRUITMENT VOUCHER (B5 B OR C=1) AND I2C=1

13. **Thinking about the [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: main] job you have now [IF SELF EMPLOYED B5A=1: with an employer], would you say that getting this job was...**

A direct result of the self marketing voucher you received from the Jobcentre	1	
Partly a result of the self marketing voucher you received	2	
Or not at all related to the self marketing voucher you received from them	3	
DO NOT READ OUT: Don't Know	X	

ASK IF TOOK UP MORE THAN ONE STRAND (ANY OF I2=1)

14. **Which of the following types of support did you find MOST useful in [IF ENTERED PAID WORK (B5A-C OR C1A-C=1): finding paid work / IF NOT ENTERED PAID WORK (NONE OF B5A-C OR C1A-C=1): moving you closer to finding paid work]?**

SHOW CORE STRAND AND ANY I2=1

Starting a volunteering placement	1	
Getting advice or support on setting up your own business and / or receive Self Employment Credit	2	
Using the voucher so that employers were allowed to claim a payment £500 or £1,000	3	
Starting a training course at a local college	4	
DO NOT READ OUT: All equally useful	5	
DO NOT READ OUT: None useful	6	
DO NOT READ OUT: Don't know	7	

Section J: DEMOGRAPHICS

READ OUT

J1. **That's all I need to know about your experiences of claiming Jobseeker's Allowance. The next few questions are about yourself and are for classification purposes only.**

J2. **In terms of housing do you?**

READ OUT UNTIL CODE YES. CODE ONE ONLY.

Own your property, and are in the process of paying back a mortgage or loan	1	
Own your property outright, no mortgage owed	2	
Live rent free in a relative's/friend's property	3	
Rent	4	
Have your rent fully covered by Housing Benefit	5	
Pay part rent and part mortgage / shared ownership	6	
Squat	7	
Other (please specify)	8	
DO NOT READ OUT: Refused	X	

J3. **IF RENT (J2=4 OR 5)
And who is your landlord . . . ?**

ADD IF NECESSARY: If property is let through an agent, please answer about the owner not the agent.

INTERVIEWER NOTE: If the respondent does not know who the landlord is, use code 6 (other private individual), not DK.

PROMPT IF NECESSARY.

The local authority / council	1	
A housing association, charitable trust or Local Housing Company	2	
The employer (organisation / company) of a household member	3	
The employer (individual person) of a household member	4	

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Relative/friend of a household member	5	
Another individual / private landlord	6	
Another organisation	7	
Other (please specify)	8	
DO NOT READ OUT: Don't know	9	
DO NOT READ OUT: Refused	x	

ASK ALL

- J4. **When you started your claim for Jobseeker's Allowance on [MONTH AND YEAR OF CLAIM START DATE] did you have any qualifications from school, college, university, work, government schemes or anywhere else?**

Yes	1	CONTINUE
No	2	SKIP NEXT
Refused	3	

IF HAD A QUALIFICATION (J4=1)

- J5. **Qualifications are often classified by their level. Did you have any qualifications at the following levels [IF A1B=DK/REF: when you started the claim you were still receiving in [MONTH AND YEAR ENTERED S3 / COURSE STARTED] [IF A1=1 OR START GIVEN AT A1B: on [MONTH AND YEAR OF CLAIM START DATE]?**
PROMPT AS NECESSARY

	Yes	No	Don't know
A) LEVEL 2 which includes 5 GCSEs Grades A-C, 5 GCEs O Level, 5 CSEs Grade 1, GNVQ Intermediate, BTEC Intermediate /Diploma, NVQ Level 2, 1 A Level, 3 or fewer AS Levels	1	2	X
IF YES OR DON'T KNOW TO A ASK B IF NO ASK E			
IF YES OR DK TO A			
B) LEVEL 5 which covers Doctorates, Masters, Postgraduate Diplomas and Postgraduate Certificates	1	2	X
IF NO OR DON'T KNOW TO B ASK C			
C) LEVEL 4 which is an Undergraduate or First degree, Foundation Degree, PGCE, HND, HNC, NVQ Level 4, Dip Ed, Cert Ed, other undergraduate diplomas or certificates or other professional qualifications at an undergraduate level	1	2	X
IF NO OR DON'T KNOW TO C ASK D			
D) LEVEL 3 which includes 2 or more A levels, 4 or more AS levels, GNVQ or BTEC National and NVQ Level 3	1	2	X

IF A=NO OR (A=DK AND (D=NO OR D=DK)) E) LEVEL 1 qualifications, for example GCSE Grades D-G , CSE Grade 2 or under , GNVQ /GSVQ Foundation, BTEC First, NVQ Level 1 or less than 5 GCSE Grades A-C	1	2	X
IF NO OR DON'T KNOW AT E ASK F F) Entry level qualification, for example City & Guilds certificate or BTEC certificate	1	2	X
IF NO OR DON'T KNOW AT F ASK G G) Some other qualifications (IF YES SAY: please specify type, grade and level of the highest qualification you have)	1	2	X

ASK ALL

J6. **What is your date of birth?**

RECORD DD/MM/YYYY

ALLOW 01/01/1940 – 01/01/1994

ALLOW REFUSED

IF AGE IS REFUSED (J6=REFUSED)

J7. **Which of the following age bands do you fall into?**

READ OUT

18-19 years	1	
20-24 years	2	
25-29 years	3	
30-34 years	4	
35-39 years	5	
40-44 years	6	
45-49 years	7	
50-54 years	8	
55-59 years	9	
60+ years	10	
Refused (DO NOT READ OUT)	x	

ASK ALL

J8. **Which of the following best describes your ethnic background?**

PROMPT AS NECESSARY. *CODE ONE ONLY.*

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WHITE British	1	
WHITE Irish	2	
WHITE Other background (SPECIFY)	3	
MIXED White and Black Caribbean	4	
MIXED White and Black African	5	
MIXED White and Asian	6	
MIXED Other mixed background (SPECIFY)	7	
BLACK OR BLACK BRITISH Caribbean	8	
BLACK OR BLACK BRITISH African	9	
BLACK OR BLACK BRITISH Other background (PLEASE SPECIFY)	10	
ASIAN OR ASIAN BRITISH Indian	11	
ASIAN OR ASIAN BRITISH Pakistani	12	
ASIAN OR ASIAN BRITISH Bangladeshi	13	
ASIAN OR ASIAN BRITISH Other background (PLEASE SPECIFY)	14	
CHINESE	15	
OTHER ETHNIC BACKGROUND (PLEASE SPECIFY)	16	
DO NOT READ OUT: Don't know / Refused	17	

ASK ALL

J9. **Are you currently suffering from any long term illness, health problem or disability which limits your daily activities or the work you can do?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

IF HEALTH PROBLEM (J9=1)

J10. **Could you tell me what your MAIN illness, health condition or disability is?**

PROMPT AS NECESSARY. CODE ONE ONLY.

MENTAL HEALTH	
Depression	1
Stress or anxiety	2
Problems due to alcohol or drug addiction	3
Fatigue or problems with concentration or memory	4
Any other mental health condition (please specify)	5
LEARNING DIFFICULTIES	
Learning difficulties including dyslexia	6
MUSCULO-SKELETAL / PHYSICAL INJURY	
Problems with your arms or hands	7
Problems with your legs or feet	8
Problems with your neck or back	9
Pain or discomfort	10
Any other musculo-skeletal problem or physical injuries (please specify)	11
SENSORY IMPAIRMENT	
Difficulty with seeing	12
Difficulty with hearing	13
Dizziness or balance problems	14
Any other sensory impairment problem (please specify)	15
CHRONIC / SYSTEMIC / PROGRESSIVE	
Problems with your bowels, stomach, liver, kidneys or digestion including Crohn's disease	16
Chest or breathing problems including asthma	17
Heart or blood pressure problems including angina	18
Skin conditions or allergies	19
Cancer or other progressive illness not covered above	20
Any other chronic / systemic illness (please specify)	21
OTHER CONDITION OR DISABILITY	
Speech problems	22
Obesity	23
Aspergers syndrome	24

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Any other health condition or disability issue (please specify)	25
Prefer not to say	X

ASK ALL

- J11. **Are you currently living with a spouse or a partner who receives Jobseekers Allowance or another benefit for people who are not working...?**

INTERVIEWER NOTE: Code as Yes if partner receives Income Support, Incapacity Benefit or Employment Support Allowance. Code No if partner receives Tax Credits or Pension / Pension Credits only.

PROMPT IF NECESSARY

Yes – partner claims out of work benefit	1	
No – has no partner or they do not claim an out of work benefit	2	
Unsure (please specify benefit claimed)	3	
DO NOT READ OUT: Refused	X	

ASK ALL

- J12. **Are you the parent or guardian of any children under the age of 16?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

IF HAVE CHILDREN (J12=1)

- J13. **Are you the parent or guardian of any children under the age of 5?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

IF HAVE CHILDREN (J12=1)

- J14. **And are you currently a single parent living with children aged under 16?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

- IF HAVE CHILDREN (J12=1)
 J15. **Are any of your children currently suffering from any long term illness, health problem or disability which limits YOUR daily activities or the work YOU can do?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

ASK ALL

- J16. **People have different barriers or situations which can sometimes make it difficult to find work. To help us analyse the data could you tell me if any of the following four apply to you . . .?**

READ OUT. CODE ALL THAT APPLY

Have you have recently left care	1	
Have you recently left prison, are on probation or are on a community sentence	2	
Are you are in contact with secondary mental health services ADD IF NECESSARY: This is normally community-based treatment, for example through a day hospital, inpatient clinic, home visits, help lines, crisis centres, voluntary drop-in centres or day-care centres	3	
Do you have moderate to severe learning disabilities	4	
Or do none of the above apply	5	
DO NOT READ OUT: Refused	X	

- ASK ALL
 J17. INTERVIEWER RECORD GENDER

Male	1	
Female	2	

ASK ALL

J18. **We would like to contact you again in about a year to find out how things are going. Would this be ok?**

ADD IF NECESSARY: **If IFF contact you the interview would only take around 10-15 minutes and be by phone again.**

Yes	1	
No	2	

ASK ALL

J18A **Our research partners, PSI may like to contact you to speak to you in more detail. Would this be ok?**

ADD IF NECESSARY: **PSI are the Policy Studies Institute at the University of Westminster who are working with IFF on this study.**

Yes	1	
No	2	

IF AGREE TO RE-CONTACT (J18=1OR J18A=1)

J19. **We currently have [TEL NUMBER FROM SAMPLE] as your telephone number. Is there another, alternative number that [IF J18=1: we [IF J18A=1: or PSI] could try to reach you on in a year's time?**

INTERVIEWER NOTE: If you called a number not on the original sample please record it here.

Yes [SPECIFY ONLY ALLOW NUMERIC]	1	
No	2	

IF AGREE TO RE-CONTACT (J18=1OR J18A=1)

J20. **Could I also take the telephone number of a relative or friend in case [IF J18=1 : we [IF J18A=1: or: PSI] find it difficult to contact you?**

Full Name	
Relationship to you – they are your...	
Contact telephone number – only allow numeric	
Refused	x

ASK ALL

- J21. **Would it be OK if the answers you have given to this survey were combined with administrative records held by the Department for Work and Pensions?**

IF ENGLAND TRAINING STRAND: In order for DWP to do this we will need to pass your personal details to them]

Your answers will of course be treated in the strictest confidence by the research team and will not affect your dealings, either now or in the future, with the DWP. Your answers would be used for statistical purposes only and nothing that would identify you as an individual will be used.

ADD IF NECESSARY

- Completing the survey will not affect your benefits or other dealings with DWP or Jobcentre Plus, either now or in the future**
- All responses will be treated with the strictest confidence under the guidelines of the Market Research Society**

Yes	1	
No	2	

IF ENGLAND TRAINING STRAND AND AGREE TO LINKING (J21=1)

J22. **And finally I just need to confirm the following details . . .**

	Yes	No – write in correct
A) Your first name is [FIRST NAME FROM ILR]	1	2
B) Your surname is [SURNAME FROM ILR]	1	2
C) Your postcode is [POSTCODE FROM ILR]	1	2
THANK RESPONDENT AND CLOSE INTERVIEW		

Technical Appendix B: JRFND Stage 3 questionnaire

PRIVATE & CONFIDENTIAL

Jobseekers Regime and
Flexible New Deal Telephone
Survey

STAGE 3 ONLY
J4715

February 2010

BACKGROUND AND INTRODUCTION

ASK FOR NAMED RESPONDENT

- S1. **Good morning / afternoon, my name is _____. I work for IFF RESEARCH, an independent research company currently conducting a project on behalf of the Department for Work and Pensions. We are talking to people who have claimed Jobseeker's Allowance to find out what they think about the services they have received from Jobcentre Plus. We would like to speak to you regardless of whether you are now working, claiming benefit or doing something else. You may recall receiving a letter about the survey?**

If you wish to take part the interview will take around 15 minutes to complete, depending on your answers and will be conducted in accordance with the Market Research Society Code of Conduct.

REASSURANCES TO USE IF NECESSARY

- The interview will take around 15 minutes to complete
- Your name has been randomly selected from Jobcentre Plus records of people who recently claimed Jobseeker's Allowance
- The survey is intended to find out people's views about the support they receive from Jobcentre Plus and about what people do after they stop claiming benefits or change the benefit they are claiming
- We would like to speak to people who are claiming or have claimed Jobseeker's Allowance
- We would like to speak to you regardless of whether you are now claiming benefit, working, or doing something else
- Completing the survey will not affect your benefits or other dealings with DWP or Jobcentre Plus, either now or in the future
- All responses will be treated with the strictest confidence under the guidelines of the Market Research Society

Continue	1	GO TO A1
Definite appointment	2	MAKE DEFINITE APPOINTMENT / SOFT CALL BACK
Soft appointment	3	
Refusal	4	THANK AND CLOSE
Not available in deadline	5	
Respondent not known at address	6	
Respondent has died	7	
Respondent is in prison	8	
Respondent is living outside the UK	9	
Respondent unable to participate due to health / disability (please specify)	10	
Respondent cannot complete interview in English (please specify preferred language if possible)	11	GO TO LANGUAGE TEXT

LANGUAGE TEXT IF RESPONDENT ABLE TO SPECIFY LANGUAGE

We will try our best to call back soon with an interviewer who can speak this language and help you to complete the survey.

THANK AND CLOSE

SECTION A: CONFIRMING STATUS WHEN CLAIM STARTED

ASK ALL

A1a. **First of all, could you confirm that you started a claim for Jobseeker’s Allowance or had a New Jobseeker’s Interview for a new claim in [MONTH AND YEAR OF CLAIM START DATE]?**

ADD IF NECESSARY: **For the moment it does not matter whether you are still claiming, how long the claim was for or if you have now stopped, please could you just confirm if you did start a claim for Jobseeker’s Allowance in [MONTH AND YEAR OF CLAIM START DATE]**

Yes – started claim for JSA in [MONTH AND YEAR]	1	GOTO A2
Started claim for JSA but not in [MONTH AND YEAR]	2	CONTINUE
Started benefit claim or received benefit in [MONTH AND YEAR] but not JSA	3	THANK AND CLOSE
Never started a benefit claim or received benefits	4	
Tried to start a claim but not eligible or did not receive payment	5	

ASK IF DISAGREES WITH SAMPLE NJI MONTH (A1=2)

A1b. **We understand that you were claiming Jobseeker’s Allowance in [MONTH OF ATTENDED INTERVIEW DATE]. When did you start THAT PARTICULAR CLAIM for Jobseeker’s Allowance?**

INTERVIEWER NOTE: **We are asking when they started the claim that they were still claiming in [MONTH OF ATTENDED INTERVIEW DATE], which may not be the most recent claim. Even if they ended that claim and started a new one, we are just interested in when they started that particular claim.**

Before February 2009	1	THANK AND CLOSE
February 2009	2	
March 2009	3	
April 2009	4	
May 2009	5	
June 2009	6	
July 2009	7	
August 2009	8	
September 2009	9	
October 2009	10	
After October 2009	11	THANK AND

		CLOSE
Don't know/ can't remember (DO NOT READ OUT)	12	THANK AND CLOSE
Refused (DO NOT READ OUT)	13	THANK AND CLOSE

CATI INSTRUCTION FOR ALL FUTURE [MONTH AND YEAR OF CLAIM START DATE] TEXT SUBS

IF A1=1 USE MONTH AND YEAR FROM SAMPLE CLAIM START DATE
IF A1=2 USE MONTH AND YEAR GIVEN AT A1B

ASK ALL

- A2. **Had you ever claimed Jobseeker's Allowance BEFORE [MONTH AND YEAR OF CLAIM START DATE]?**

ADD IF NECESSARY: **If you started to set up a claim but did not receive payment please count this as 'no'**

Yes	1	CONTINUE
No	2	ASK A4

- A3. IF CLAIMED BEFORE (A2=1)
In the last three years how many separate claims for Jobseeker's Allowance have you had in total, INCLUDING the claim you started in [MONTH AND YEAR OF CLAIM START DATE]?

ADD IF NECESSARY: **Every time you stop a claim, even if for a short time, then start again it counts as a new claim but if you set up a claim and did not receive any payment do not count this**

<p><i>ENTER NUMBER 1-20</i></p> <p><i>ALLOW DK</i></p>

ASK ALL

- A4. **In the period IMMEDIATELY before you started claiming for Jobseeker's Allowance on or around [MONTH AND YEAR] had you been claiming any of the following benefits (READ OUT)?**

Income Support	1
Incapacity Benefit	2
Employment and Support Allowance	3
Any other benefit (SPECIFY)	4
(DO NOT READ OUT) None / don't know	5

IF INCOME SUPPORT

- A5. **In [MONTH AND YEAR OF CLAIM START DATE] approximately how long had you been claiming Income Support?**

EXACT IF POSSIBLE:

_____ weeks

_____ months (MAX 99)

IF DON'T KNOW: Would you say it was...READ OUT

Less than a month	1
Less than 3 months	2
Less than 6 months	3
Less than 12 months	4
12 months or more	5
Don't know	X

SECTION B: CURRENT SITUATION / OUTCOME

ASK ALL

- B1. **Are you currently claiming or continuing to sign on for Jobseeker's Allowance?**

INTERVIEWER NOTE: If no longer eligible to claim JSA payments but are continuing to sign on and meet the conditions of JSA put 'Yes'.

Yes – claiming or signing on	1	CONTINUE
No	2	GO TO B3

ASK IF STILL CLAIMING (B1=1)

B2. **Can I just check, has there been any period between [MONTH AND YEAR OF CLAIM START DATE] and now when you haven't claimed Jobseeker's Allowance?**

Yes – one period	1	CONTINUE
Yes – more than one period	2	
No – claimed continually	3	

B3. ***There is no B3***

IF B4A IS DK OR REFUSED

B4B Could you tell me which week in [MONTH AND YEAR FROM B4] you ended the claim for Jobseeker’s Allowance you started on [MONTH AND YEAR OF CLAIM START DATE]?

PROMPT IF NECESSARY. CODE ONE ONLY.

First week	1	
Second week	2	
Third week	3	
Fourth week	4	
Fifth week	5	
Don’t know/ can’t remember (DO NOT READ OUT)	6	
Refused (DO NOT READ OUT)	7	

CATI DUMMY VARIABLE
FOR TEXT SUBS (ALL SINGLE CODE)

Claiming currently – continuous claim	1	B1=1 AND B2=3
Claiming currently – break in claim	2	B1=1 AND B2=1-2
Not currently claiming	3	B1=2

IF NOT CURRENTLY CLAIMING (B1=2)

B5. Could you tell me whether you are currently . . . ?

READ OUT

B5H ONLY - INTERVIEWER NOTE:

Code Yes for Income Support, Incapacity Benefit or Employment Support Allowance.

Code No for Tax Credits or Pension / Pension Credits only.

	Ye s	No
d) self employed	1	2
e) working full time for an employer in a paid role - 30 hours or more per week	1	2
f) working part time for an employer in a paid role – less than 30 hours per week	1	2
g) retired and / or claiming a pension / pension credit	1	2
h) in full time training or education – 16 hours or more per week	1	2

i) in part time training or education – less than 16 hours per week	1	2
j) in the process of setting up a new claim for JSA	1	2
k) receiving, or in process of claiming for another benefit for people who are not working	1	2
l) working for an employer in a voluntary, unpaid role or internship	1	2

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1)

B5X Which of these would you consider your main job?

PROMPT IF NECESSARY. CODE ONE ONLY.

SHOW ALL B5A-C=1	1	
etc	2	

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1)

READ OUT: Throughout the rest of the survey please think just about this main job or role when answering questions.

IF NOT CURRENTLY CLAIMING JSA [B1=2]

B6. Are you currently looking for [IF WORKING (B5A-C=1): other] paid work?

Yes	1	
No	2	

IF NOT DOING ANY OF ABOVE [B5A-I ALL=2]

B7. Why are you not claiming?

DO NOT READ OUT – CODE AS APPROPRIATE. PROBE FULLY.

INTERVIEWER NOTE: IF RESPONDENT GIVES ANSWER AVAILABLE AT B5, RETURN AND CODE IT THERE.

Partner's status changed	1	
Became ill / went to hospital	2	
Decided not to claim	3	
Did not like JCP service	4	
Began living with partner	5	
Told no longer eligible/ benefit stopped	6	
Went to prison	7	
Partner started claiming on respondent's behalf	8	
Moved house	9	
Went overseas	10	
Full time carer	11	
Other (PLEASE SPECIFY)	12	
Don't know	13	

- ASK IF SETTING UP OR CLAIMING ANOTHER BENEFIT (B5H=1)
B8. **Which benefit are you receiving or in the process of claiming for now?**

DO NOT READ OUT – MULTI CODE

Income Support	1	
Incapacity Benefit / Employment Support Allowance	2	
Carer's Allowance	3	
Other (PLEASE SPECIFY)	4	
(DO NOT READ OUT) Don't know	x	

SECTION C: ESTABLISHING IF ANY WORK OUTCOME

- IF NOT CURRENTLY IN PAID WORK OR HAD A BREAK BUT NOW CLAIMING AGAIN ((B5A=2 AND B5B=2 AND B5C=2) OR (B2=1 OR 2))
C3. **AT ANY POINT SINCE ending your JSA claim on/in [END DATE] have you been . . . READ OUT**
CATI INSTRUCTION: Do not show current activities (if B5E=1 do not show C1E etc).

	Ye s	No
j) self employed	1	2
k) working full time for an employer in a paid role – 30 hours or more per week	1	2
l) working part time for an employer in a paid role – less than 30 hours per week	1	2
m) THERE IS NO CODE D	1	2
n) in full time training or education – 16 hours or more per week	1	2
o) in part time training or education – less than 16 hours per week	1	2
p) THERE IS NO CODE G	1	2
q) THERE IS NO CODE H	1	2
r) working for an employer in a voluntary, unpaid role or internship	1	2

- IF WORKED AT SOME POINT AFTER CLAIM (ANY OF C1A-C OR I=1)
C4. **Have you had one [IF HAD EMPLOYER (C1B OR C=1): **job** [IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED (C1A=1 AND (B=1 OR C=1): **or**] [IF SELF EMPLOYED (C1A=1): **period of self employment**] since [END DATE] or more than one?**

IF C1A=1 SHOW: INTERVIEWER NOTE: For self employed count different projects / contracts as ONE period unless doing a new role / set up a new business.

One	1	
More than one (please specify number)	2	

CATI DUMMY VARIABLE
FOR TEXT SUBS

Working now	1	B5A OR B OR C=1
Worked after ending claim but not now - one job	2	(C1A OR B OR C =1) AND C2=1
Worked since ending claim but not now – more than one job	3	(C1A OR B OR C =1) AND C2=2
Unpaid role	4	(C1A-C=2 AND (B5I=1 OR C1I=1))
WORKING / WORKED	5	(B5A OR B OR C=1) OR (C1A OR B OR C =1)
MAIN / MOST RECENT ACTIVITY: Self employed	6	(B5X=1 OR D1X=1) OR (B5A=1 AND B5B=2 AND B5C=2) OR (C1A=1 AND C1B=2 AND C1C=2)
MAIN / MOST RECENT ACTIVITY: Working for an employer	7	(B5X=2 OR 3 OR D1X=2 OR 3) OR ((B5B=1 OR B5C=1) AND (B5A=2)) OR ((C1B=1 OR C1C=1) AND CA=2)

SECTION D: EMPLOYMENT DETAILS

CATI INSTRUCTION FOR CURRENT WORKERS THROUGH SECTIONS D
AND E:

IF CURRENTLY DO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1) ONLY FOLLOW ROUTING AND TEXT SUBS FOR MAIN TYPE AS RECORDED AT B5X

IF WORKED OR WORKING (B5A-C=1 OR C1A-C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)) READ OUT:

- D15. **I'd now like to ask a few questions about the** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**] [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): **job**] [IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED (C1A=1 AND (B=1 OR C=1): **or**] [IF SELF EMPLOYED (B5A=1 OR C1A=1): **self employment**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1): **unpaid role**] **you** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **are currently doing**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C OR I=1) OR (C1A-C=2 AND C1I=1): **did**] [IF >1 JOB (C2=2): **most recently**].

IF WORKED FOR AN EMPLOYER AND SELF EMPLOYED SINCE CLAIM ENDED BUT NOT CURRENTLY (C1A=1 AND (B=1 OR C=1):

D1X Which of these did you finish most recently?

PROMPT IF NECESSARY. CODE ONE ONLY.

SHOW ALL C1A-C=1	1	
etc	2	

IF YES TO MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C4A-C=1)

READ OUT: **Throughout the rest of the survey please think just about this most recent job or role when answering questions.**

CATI INSTRUCTION FOR THOSE WHO WORKED SINCE ENDING CLAIM BUT NOT NOW THROUGH SECTIONS D AND E:

IF HAVE HAD MORE THAN ONE TYPE OF WORK SINCE CLAIM ENDED (MORE THAN ONE OF C1A-C=1) FOLLOW ROUTING AND TEXT SUBS FOR MOST RECENT TYPE AS RECORDED AT D1X

ASK IF HAVE OR HAD PAID WORK FOR AN EMPLOYER (B5B OR C=1 OR C1B OR C=1)

D2A Did you gain this employment via an agency?

Yes	1
No	2
(DO NOT READ OUT) Don't know	3

ASK IF GAINED EMPLOYMENT VIA AGENCY (D2A=1)

D2B And were you then paid by the agency or by the company that you were placed with?

Paid by agency	1
Paid by employer	2
(DO NOT READ OUT) Don't know	3

IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)

D16. What [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND (B5I=1): is] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1 OR (C1A-C=2 AND (C1I=1)): was] the name of your [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND (C1I=1): most recent] employer [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=2): in this unpaid role]?

INTERVIEWER NOTE: If give name of employment agency ask for place of work instead. If working for a company take that name, not of individual manager etc

WRITE IN.

ALLOW DK AND REF.

- IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))
- D17. **And** [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND B5I=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND C1I=1): **was**] **this job** [TEXT SUB IF EMPLOYER NOT DK: **at** [EMPLOYER FROM D2]] ...
- READ OUT – SINGLE CODE

On a permanent or open-ended contract	1	
On a fixed-term contract lasting 12 months or longer	2	
On a fixed-term contract lasting less than 12 months	3	
On a temporary or casual basis	4	
On some other basis (PLEASE SPECIFY)	5	
(DO NOT READ OUT) Don't know	X	
(DO NOT READ OUT) Refused	x	

- IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))
- D18. **Is** [TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: **"your employer"**] **a?**

CODE ONE ONLY

Interviewer note: IF PAID VIA AGENCY ask about the organisation placed with, not the agency

Charity / voluntary organisation	1	
Government funded organisation (including schools, hospitals, armed forces etc.)	2	
Neither (i.e. private sector)	3	
(DO NOT READ OUT) Don't know	x	

- IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1))
- D19. **What** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **does**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR

(C1A-C=2 AND C1I=1: **did**] [TEXT SUB IF EMPLOYER NOT DK:
[EMPLOYER FROM D2] TEXT SUB IF D2=DK: “**your employer**” mainly
do?

PROBE AS NECESSARY:

What is the main product or service of your employer?

**What exactly does your employer make or do at this
establishment?**

What material or machinery does that involve using?

*Interviewer note: IF PAID VIA AGENCY ask about the organisation placed
with, not the agency*

[IF SELF EMPLOYED (B5A=1 OR C1A=1)]: **What** [IF WORKING NOW (B5A
=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A =1): **was**] **the
main activity of your business?**

PROBE AS NECESSARY:

What is/was the main product or service?

What exactly do/did you make or do?

What material or machinery does/did that involve using?]

WRITE IN. TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REF

IF WORKING / WORKED FOR AN EMPLOYER (FULL TIME, PART TIME) (B5B OR C=1 OR C1B OR C=1) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)

D20. **And what** [IF WORKING NOW (B5B OR C=1) OR (C1A-C=2 AND B5I=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1B OR C=1) OR (C1A-C=2 AND C1I=1): **was**] **your job title and your main duties or responsibilities?**

PROBE FOR FULL DETAILS.

E.G. IF RESPONDENT IS "SUPERVISOR" ASK WHAT KIND OF SUPERVISOR, WHERE? IF 'ASSISTANT, WHAT SORT OF ASSISTANT?

WRITE IN. TO BE CODED TO 4 DIGIT SOC. ALLOW REF.

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR HAD UNPAID WORK (C1A-C=2 AND (B5I=1 OR C1I=1)

D21. **And still thinking about the** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=2): **unpaid role**] [IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) **job**] **you** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **are currently doing**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **did** [IF >1 JOB (C2=2): **most recently**] **after ending the JSA claim on/in** [END DATE] **how many hours on average** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **do**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **did**] **you work per week?**

RECORD NUMBER OF HOURS (1-130)

ALLOW DK AND REF

CATI CHECK – IF OVER 50 HOURS PER WEEK

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **were**] **working** [HOURS GIVEN] **hours on AVERAGE per week?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND HOURS

ASK IF DK OR REF HOURS (D7=DK OR REF)
 D22. **Would you say that you typically** [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **work**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **worked**] ...
 READ OUT – SINGLE CODE

Less than 16 hours per week	1
At least 16 hours but fewer than 30 hours per week	2
30 hours or more per week	3
Don't know/ Can't remember (DO NOT READ OUT)	X
Refused (DO NOT READ OUT)	x

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED)
 ((B5A OR B OR C=1) OR (C1A OR B OR C=1)) NOT UNPAID ROLE.

D8A **And whilst you** [IF WORKING NOW (B5A OR B OR C=1): **have been**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **working in this**[IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main role**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) [IF >1 JOB (C2=2): **most recent role**] **have you received?**

READ OUT. CODE ALL MENTIONED.

Working tax credits including Return to Work, In Work, or Child Tax Credits which are paid weekly	1
Job Grant - a tax free lump sum when you start a new job	2
None of the above	3
Don't know (DO NOT READ OUT)	4
Unwilling to answer (DO NOT READ OUT)	x

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED)
 ((B5A OR B OR C=1) OR (C1A OR B OR C=1)) NOT UNPAID ROLE.

D23. **We would like to ask you how much you** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid in your** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main role**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) [IF >1 JOB (C2=2): **most recent role after ending the JSA claim on/in** [END DATE]].

Would it be easiest to tell us how much you [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid before tax...**

ADD IF NECESSARY: All your answers will be held in the strictest confidence, and will be used for statistical purposes only

READ OUT – SINGLE CODE

Per year (annual salary)	1
Per month	2
Per week	3
Per hour	4
Other (please type in) (DO NOT READ OUT)	5
Unwilling to answer (DO NOT READ OUT)	x

ASK IF WANT TO ANSWER PER YEAR (D9=1)
 D24. **What** [IF WORKING NOW (B5A OR B OR C=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **was**] **your salary per year before tax to the nearest £1000?**
 DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 15000

CATI CHECK - IF LESS THAN £5,000 OR MORE THAN £50,000
Can I just confirm that your salary per YEAR, before tax [IF WORKING NOW (B5A OR B OR C=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **was**] **£[AMOUNT AT D10]?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER MONTH (D9=2)
 D25. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per month before tax and any other deductions to the nearest £100?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

TYPE IN FIGURE E.G. 800

CATI CHECK - IF LESS THAN £400 OR MORE THAN £4,000

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid £[AMOUNT AT D11] per MONTH, before tax and any other deductions?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER WEEK (D9=3)

D26. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per week before tax and any other deductions to the nearest £20?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY THIS WEEK. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 200

CATI CHECK - IF LESS THAN £100 OR MORE THAN £1,000

Can I just confirm that you [[IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid £[AMOUNT AT D12] per WEEK, before tax and any other deductions?**

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER PER HOUR (D9=4)

D27. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per hour before tax and any other deductions to the nearest 50 pence?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

CATI CHECK - IF LESS THAN £5 OR MORE THAN £25

Can I just confirm that you [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **paid [AMOUNT AT D13] per HOUR, before tax and any other deductions?**

INTERVIEWER NOTE. Please use decimal point so 7.50 = £7.50, 10.00 = £10

Yes	1	CONTINUE
No	2	GO BACK AND AMEND PAY

ASK IF WANT TO ANSWER OTHER (D9=5)

- D28. **What** [IF WORKING NOW (B5A OR B OR C=1): **are**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1): **were**] **you paid per** [AS ENTERED AT D9 OTHER] **before tax and any other deductions to the nearest 50 pence?**

DO NOT INCLUDE ANY BONUSES, TAX CREDITS OR BENEFITS

INTERVIEWER INSTRUCTION: IF RATE OF PAY VARIES THEN ASK FOR RATE OF PAY TODAY. DO NOT INCLUDE OVERTIME RATE IF DIFFERENT TO NORMAL RATE.

TYPE IN FIGURE E.G. 750 = £7.50

SECTION E – VIEWS ON SUITABILITY OF OUTCOME

IF WORKED OR IN UNPAID ROLE AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=2)

- E1. **How many full months and weeks** [IF HAD EMPLOYER (C1B OR C =1) OR (C1A-C=2 AND C1I=1) : **did you work in this**] [IF SELF EMPLOYED (C1A=1): **did this**] [IF >1 JOB (C2=2): **most recent**] [IF SELF EMPLOYED (C1A=1): **period of self employment or freelancing last**] [IF UNPAID ROLE: C1A-C=2 AND C1I=1): **unpaid role**] **for after ending the JSA claim on/in [END DATE]??**

Interviewer note: e.g. if worked there for six weeks should be coded as one month in first box and two weeks in second box.

ENTER FULL MONTHS, ALLOW NUMBER 0-6

ALLOW DK AND REF AND SKIP WEEKS IF DK OR REF

ENTER FULL WEEKS, ALLOW NUMBER 0-4

ALLOW DK AND REF

- E2. IF WORKED OR IN UNPAID ROLE AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1) **Why did you** [IF HAD EMPLOYER (C1B OR C =1)” **leave this job** [IF SELF EMPLOYED (C1A=1): **“end your period of self employment or freelancing”**] [IF UNPAID ROLE: C1A-C=2 AND C1I=1): **leave this** [IF >1 JOB: **most recent**] **unpaid role**]?
- DO NOT READ OUT – MULTI CODE*

Contract ended/ temporary work

1

Sacked/ dismissed	2
Made redundant	3
Went into training/ education	4
Wasn't earning enough	5
No promotion prospects	6
Child care commitments	7
Health reasons	8
The company closed	9
Job was not suitable in some other way (please specify)	10
Transport issues / difficulty getting to work	12
Other (PLEASE SPECIFY)	11
Refused (DO NOT READ OUT)	x

IF WORKING / WORKED (FULL TIME, PART TIME, SELF EMPLOYED) ((B5A OR B OR C=1) OR (C1A OR B OR C =1)) OR IN UNPAID ROLE (C1A-C=2 AND (B5I=1 OR C1I=2))

- E3. **To what extent do you agree that your** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**] [IF PREVIOUSLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C1A-C=1: **most recent**] [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): **job** [IF SELF EMPLOYED (B5A=1 OR C1A=1): **work**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1): **unpaid role**] [IF WORKING NOW (B5A OR B OR C=1) OR (C1A-C=2 AND B5I=1): **is**] [IF WORKED AFTER CLAIM BUT NOT NOW (C1A OR B OR C=1) OR (C1A-C=2 AND C1I=1): **was**] **a good match for your experience, skills and interests?**
READ OUT AND CODE ONE ONLY

Agree strongly	1	
Agree slightly	2	
Neither agree nor disagree	3	
Disagree slightly	4	
Disagree strongly	5	
Don't know (DO NOT READ OUT)	6	

- IF DISAGREE WORK WAS GOOD MATCH (E3=4 OR 5)
- E3A **Are any of the following reasons why you decided to take this** [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: **main**] [IF PREVIOUSLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF C1A-C=1: **most recent**] [IF HAD EMPLOYER (B5B OR C=1 OR C1B OR C=1): **job** [IF SELF EMPLOYED (B5A=1 OR C1A=1): **work**] [IF UNPAID (C1A-C=2 AND (B5I=1 OR C1I=1): **unpaid role**]?
READ OUT AND CODE ALL THAT APPLY

There were few jobs available that matched your experience, skills or interest	1	
You wanted to move into work as soon as possible	2	
You felt under strong pressure from Jobcentre Plus to take THIS job	3	
You hope it will lead to a job that better matches your experience, skills and interest	4	
[NOT IF VOLUNTARY: You needed the money]	5	
DO NOT READ OUT: None of the above (please specify)	6	
DO NOT READ OUT: Don't know	7	

- IF IN PAID WORK WITH AN EMPLOYER CURRENTLY OR HAVE BEEN SINCE AT SOME POINT (ANY OF B5B-C OR C1B-C=1)
- E3B **Whilst with** [[TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: "your employer" [IF CURRENTLY IN PAID WORK B5B-C=1: **have you done** / IF HAVE BEEN IN PAID WORK C1B-C=1: **did you do**] **any of the following ...?**

READ OUT. CODE ALL THAT APPLY.

Attended a training course off-site	1	ASK E3c
Attended training courses at the place where you [IF CURRENTLY IN PAID WORK B5B-C=1: work / IF HAVE BEEN IN PAID WORK C1B-C=1: worked]	2	
Attended seminars or conferences aimed at developing knowledge and skills	3	
Undertaken any other learning or training funded or supported by your employer	4	
(DO NOT READ OUT) None of the above	5	CHECK E4
Don't know	x	

IF TRAINED (E3B=1-4)

E3C And has any of this training been designed to lead to a formal, recognised qualification, or part or a unit of a recognised qualification...?

Yes - a formal, recognised qualification	1	ASK E3D
Yes – part or a unit of a recognised qualification	2	
DO NOT READ OUT: Other (specify)	3	
No - neither	4	ASK E3E
DO NOT READ OUT: Don't know	x	

IF TRAINED AND WAS LEADING TO A FULL OR PART QUALIFICATION (E3C=1 or 2 or 3)

E3D Qualifications are often classified by their level. Is / was this further training at...?

READ OUT, CODE ONE ONLY

LEVEL 3 which includes GNVQ or BTEC National and NVQ Level 3	13	
LEVEL 2 which includes GNVQ Intermediate, BTEC Intermediate /Diploma, NVQ Level 2	14	
LEVEL 1 which includes GNVQ /GSVQ Foundation, BTEC First, NVQ Level 1	15	
Entry level qualification, for example City & Guilds certificate or BTEC certificate	16	
Don't know	17	
Other (write in)	18	

IF TRAINED AND WAS LEADING TO A FULL OR PART QUALIFICATION (E3C=1 or 2 or 3)

E3E What is the name of the qualification?

PROBE FULLY – LEVEL, GRADE.

<i>ALLOW DK AND REFUSED</i>

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IF TRAINED (E3B=1-4)
 E3E Was this training delivered by . . . ?

READ OUT. CODE ONE ONLY.

A private training company	1
A further education college	2
Your employer	3
Anyone else (please specify)	4
DO NOT READ OUT: Don't know	x

IF TRAINED (E3B=1-4)
 E3F And how useful did you find this training for developing your skills and knowledge?

READ OUT. CODE ONE ONLY.

Very useful	1
Quite useful	2
Not very useful	3
Not at all useful	4
DO NOT READ OUT: Don't know	x

IF WORKING FOR EMPLOYER OR IN UNPAID ROLE NOW (B5 B OR C=1)
 OR (C1A-C=2 AND B5I=1)
 E4. Do you think that ...?

	Yes	No	DK
the [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: main] [IF EMPLOYED (B5B OR C=1): job [IF UNPAID (C1A-C=2 AND B5I=1): unpaid role] that you are currently doing offers opportunities for promotion or for substantially increasing your responsibilities	1	2	X
[TEXT SUB IF EMPLOYER NOT DK: [EMPLOYER FROM D2] TEXT SUB IF D2=DK: "your employer" will offer you training that would help you get a promotion or more responsibilities	1	2	X

SECTION F: OVERALL VIEWS ON JCP SUPPORT

CATI DUMMY VARIABLE: FOR “DATE ENTERED STAGE” TEXT SUBS

STAGE 1 / COMPARISON	June 2009
STAGE 2 / COMPARISON	October 2009
STAGE 3 / COMPARISON	SHOW MONTH AND YEAR FROM DATE ENTERED STAGE 3 / EQUIVALENT ON SAMPLE (August / September / October 2009)
FND SURVEYS	October 2009

CATI DUMMY VARIABLE: FOR “END DATE” TEXT SUBS

END DATE FROM B4A/B4 (e.g. “**20th July 2009**”). IF B4=DK/REF: “**the date you ended this particular claim that you had started in [START DATE]**”. IF B4A=DK/REF BUT B4B NOT DK/REF COMBINE B4 AND B4B (E.G. “**the second week of July 2009**”). IF B4A AND B=DK/REF ONLY SHOW MONTH FROM B4 “**July 2009**”

READ OUT

I’d now like to ask a few questions about your general views on the service that you have received from Jobcentre Plus.

We just want to talk about your [IF CONTINUAL CLAIM (B2=3): most recent] experiences on this particular claim you started in [CLAIM START DATE], so please could you just answer about your experiences between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): [END DATE] and not any other experiences.

F1. IS FOR FND ONLY

ASK ALL

F2. **To what extent do you agree that between [DATE ENTERED STAGE]] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE]...?**

FOR SECOND CODE ONLY: INTERVIEWER NOTE: If felt under pressure use agree
ROTATE CODES

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	(DO NOT READ OUT) DK
Support was offered that matched your personal needs and circumstances	1	2	3	4	5	X
You felt under pressure to take part in activities that were not suited to your needs and circumstances	1	2	3	4	5	X

F3. **THERE IS NO F3**

ASK ALL

F4. **As a RESULT of support delivered or arranged BY [IF F1=1: CONTRACT HOLDER; OTHERS: **JOBCENTRE PLUS**] over this period do you feel that.....?**

ROTATE. CODE ONE CODE FOR EACH FACTOR

	Increased greatly	Increased to some extent	Did not increase at all / no change	DO NOT READ OUT: Decreased	DO NOT READ OUT: DK
Your confidence	1	2	3	4	5
Your motivation to find work	1	2	3	4	5
Your awareness of the types of work that you could do	1	2	3		5
Your awareness of the range of ways you can look for job vacancies	1	2	3		5
Your job application, CV writing and interview skills	1	2	3		5

ASK ALL

F5. **Overall, how satisfied are you with the support you received from [IF F1=1: CONTRACT HOLDER; OTHERS: **Jobcentre Plus**] between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): **today** / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE]?**

READ OUT

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know (DO NOT READ OUT)	X	

- ASK IF HAD CLAIMED BEFORE THIS CLAIM (A2=1)
- F6. **Was the support you received from [IF F1/1: CONTRACT HOLDER; OTHERS: Jobcentre Plus] between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE] better or worse than support you received when you claimed Jobseeker's Allowance previously?**

Much better	1	
A bit better	2	
No different	3	
A bit worse	4	
Much worse	5	
Don't know (DO NOT READ OUT)	X	

**SECTION G: EXPERIENCES OF CLAIMING: STAGES 1 AND
2/COMPARISON**

STAGES 1 AND 2 ONLY

SECTION H: EXPERIENCES OF CLAIMING: STAGE 3 / COMPARISON

ASK IF STAGE 3 SURVEY

I'd now like to ask a few questions about some of the specific things that may have happened as part of the process of claiming Jobseeker's Allowance.

Again, throughout this next section we are only interested in your [IF CONTINUAL CLAIM (B2=3): **most recent**] period of claiming between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): **today** / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE], and not any other experiences.

- H1. **Not including signing on, how many face-to-face interviews did you have with a Jobcentre adviser during this period, that is between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE]?**

1-2	1	
3-4	2	
5-6	3	
7-10	4	
More than 10	7	
DO NOT READ OUT: Cannot remember any interviews other than signing on	8	
DO NOT READ OUT: Don't Know	X	

- H2. **IF RECALLS ONE OR MORE INTERVIEWS OR UNSURE (H1=1-7 OR X) And for these interviews between [DATE ENTERED STAGE] and [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE] did you always see the same adviser? Would you say you...**

Always or almost always saw the same adviser	1	
Saw the same adviser sometimes	2	
Saw a different adviser each time	3	
DO NOT READ OUT: Don't Know	X	

H3. **And did you have any telephone, text or email contact with an adviser at all during this period?**

Yes – regularly, more than once a fortnight	1	
Yes – occasionally, less than once a fortnight	2	
Once or twice	3	
No	4	
DO NOT READ OUT: Don't Know	X	

H4. ***There is no H4***

RECALL AND EXPERIENCE OF THE 6 MONTH OFFER

IF STAGE 3 SURVEY

H5. **And again, just thinking about [DATE ENTERED STAGE] to [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE], during this time did the Jobcentre adviser offer you any of the following things...**

ADD AS NECESSARY: It doesn't matter if you didn't end up taking up the offer; we're just interested to know whether it was suggested to you.

	Yes	No	DK
The opportunity to take a volunteering role	1	2	X
Advice or support on setting up your own business, and / or claiming Self Employment Credit	1	2	X
A self marketing voucher to offer employers that allows them to claim a one-off payment if they give you a job. This may be part of an A4 booklet or flyer, and may have been posted to you.	1	2	X
A place on a training course at a local college which may have been related to a particular sector or job role	1	2	X

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IF HAVE BEEN OFFERED ANY OF THE 6MO OPTIONS [ANY OF H5=1)

H6. **And did you....?**

SHOW ONLY OPTIONS OFFERED OF AT H5

Start a volunteering role	1	
Have a telephone conversation with someone at [ENGLAND: Business Link; WALES: Flexible Support for Business; SCOTLAND: Business Gateway or the Training for Work programme]. about what sort of support is available for people wishing to set up their own business	2	
Start claiming Self Employment Credit	2A	
Tell any potential employers about your self marketing voucher or mention it on applications	3	
Start a training course at a local college related to a particular sector or job role	4	
None of these	5	
Don't know	X	

IF SPOKE TO BUSINESS LINK (H6=2)

H6A **And after speaking to someone at [ENGLAND: Business Link; WALES: Flexible Support for Business; SCOTLAND: Business Gateway or the Training for Work programme]., did you take up any FURTHER advice or support on setting up your own business [IF STARTED SEC (H6=2A): apart from starting Self Employment Credit?],?**

Yes	1	
No	2	
DO NOT READ OUT: Don't Know	X	

IF OFFERED BUT DID NOT START VOLUNTEERING ROLE (H5_1=1 AND H6 NOT 1)

H6B [TEXT SUB IF AT LEAST ONE OTHER STRAND OFFERED AS WELL AS VOLUNTEERING: **Thinking about the volunteering role...**] **Did the Jobcentre adviser arrange for you to have a meeting or phonecall with someone to discuss possible volunteering placements?**

Yes –went to meeting / had phonecall	1	
Meeting / phonecall was arranged but did not go	2	
Meeting / phonecall is arranged or being arranged	3	
No – nothing arranged	4	
DO NOT READ OUT: Don't Know	X	

IF OFFERED VOLUNTEERING OPTION BUT DID NOT TO TAKE UP AND BROKER MEETING IS NOT IN *PROCESS* OF BEING ARRANGED (H5_1=1 AND H6_1 NOT 1 AND H6B/NOT 3)

H7. **Why did you not start a volunteering role...?**
 PROBE FULLY. CODE ALL THAT APPLY. DO NOT READ OUT.

Did not feel that would improve chances of finding work	1	
Felt that would get in the way of looking for work	2	
Volunteering options not of interest or not suitable to your needs	3	
Volunteering placements too far away	4	
Did not know how to how to find a placement / did not know what to do next	5	
Lack of confidence	6	
Waiting for placement to be set up	7	
Other (SPECIFY)	8	
Don't know	X	

IF STAGE 3 SURVEY AND SE OPTION OFFERED BUT NOT TAKEN UP (H5_2=1 AND H6 NOT 2 OR 2A)

H8. **Is starting your own business or becoming self-employed an option that is of interest to you?**

Yes	1	
No	2	
DO NOT READ OUT: Don't Know	X	

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IF OFFERED SELF-EMPLOYMENT OPTION BUT DECIDED NOT TO TAKE UP AND SELF-EMPLOYMENT IS OF INTEREST (H5_2=1 AND H6 NOT 2 OR 2A AND H8=1)

H9. **Why did you not move onto Self Employment Credit or take up the option of advice or support on setting up your own business that was offered...?**

PROBE FULLY. CODE ALL THAT APPLY

Did not feel that would improve chances of finding work	1	
Felt that would get in the way of looking for work	2	
Content of advice available not of interest	3	
Organisations providing advice and support located too far away	4	
Did not know how to access this support / did not know what to do next	5	
Waiting for it to be set up	6	
Other (SPECIFY)	7	
Don't know	X	

IF OFFERED RECRUITMENT SUBSIDY OPTION BUT DECIDED NOT TO TAKE UP (H5_3=1 AND H6_3 NOT 1)

H10. **Why did you not use the self marketing voucher with potential employers or on applications ...?**

PROBE FULLY. CODE ALL THAT APPLY. DO NOT READ OUT.

Did not feel that would improve chances of finding work	1	
Did not feel comfortable discussing subsidy with employers	2	
Did not want to alert potential employers to the fact that you were unemployed	3	
DO NOT READ OUT: Did not know how to use it / did not know what to do next	4	
DO NOT READ OUT: Did not apply for any jobs	5	
Other (SPECIFY)	6	
Don't know	X	

IF OFFERED TRAINING OPTION BUT DECIDED NOT TO TAKE UP
(H5_4=1 AND H6_4 NOT 1)

H11. **Why didn't you start a training course at a local college?**
DO NOT READ OUT. PROBE FULLY. CODE ALL THAT APPLY

Did not feel that would improve chances of finding work	1	
Felt that would get in the way of looking for work	2	
Courses available not of interest	3	
Training providers too far away	4	
Did not know how to find or enrol on a course / did not know what to do next	5	
Enrolled and waiting for course to start	6	
Not enrolled but waiting for suitable course	7	
Level of courses too low / person over qualified	8	
Level of courses too high / person under qualified	9	
Other (SPECIFY)	10	
Don't know	X	

ASK IF ANY OF 6MO OPTIONS NOT MENTIONED BY ADVISOR [ANY OF H5 NOT 1]

H12. **Back in [DATE ENTERED STAGE], how interested do you think you would have been in the following. Please tell me whether you would have been very interested, quite interested, not very interested or not at all interested.**

ASK FOR EACH OPTION NOT MENTIONED BY ADVISOR [ALL H5 NOT 1]

	Very interested	Quite interested	Not very interested	Not at all interested	[DO NOT READ OUT:	DK
The opportunity to take a volunteering role	1	2	3	4	Depends on placements available	X
Advice or support on setting up your own business possibly including some funding for the first few months if you moved off JSA to become self employed	1	2	3	4		X

A self marketing voucher to offer employers or use on applications that allows them to claim a one-off payment if they give you a job.	1	2	3	4		X
A place on a training course at a local college related to a particular sector or job role	1	2	3	4	Depends on courses available	X

IF TOOK UP OFFER OF ANY OF THE 6MO OPTIONS EXCEPT VOUCHER
[ANY OF H6_1, 2 or 4=1]

H13. **How useful did you find the following in preparing you for employment....?**

ASK FOR ALL OPTIONS TAKEN UP [EACH OF H6_1, 2 or 4=1]

ADD AS NECESSARY: **If you are still undertaking the activity please tell me how useful you have found it so far.**

	Very useful	Quite useful	Not very useful	Not at all useful	DK
Volunteering experience	1	2	3	4	X
Advice or support on setting up your own business, including any funding received from the Self Employment Credit	1	2	3	4	X
Training at a local college	1	2	3	4	X

ASK IF CURRENTLY IN PAID WORK WITH AN EMPLOYER AND USED RECRUITMENT VOUCHER (B5 B OR C=1) AND H6_3=1

H14. **Thinking about the [IF CURRENTLY MORE THAN ONE TYPE OF WORK (MORE THAN ONE OF B5A-C=1: main] job you have now [IF SELF EMPLOYED B5A=1: with an employer], would you say that getting this job was...?**

A direct result of the self marketing voucher you received from the Jobcentre	1	
Partly a result of the self marketing voucher you received	2	
Or not at all related to the self marketing voucher you received from them	3	
DO NOT READ OUT: Don't Know	X	

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	H15			H16			H17				
	Yes	No	DK	Yes	No	DK	Very useful	Quite useful	Not very useful	Not at all useful	DK
Financial support to help cover the costs associated with looking for or taking work ADD AS NECESSARY: This might have involved money for travel costs, clothes, childcare or tools you needed to take a particular role.	1	2	X	1	2	X	1	2	3	4	X
Advice on what benefits or credits you might be entitled to once in work	1	2	X	1	2	X	1	2	3	4	X
Referral to a careers adviser arranged by the Jobcentre ADD AS NECESSARY: This may have been with a nextstep adviser who may have been based in the Jobcentre or elsewhere, and may have involved a computer based questionnaire called the Skills Diagnostic Tool	1	2	X	1	2	X	1	2	3	4	x
A move to weekly signing	1	2	X	1	2	X	1	2	3	4	X
A short course on maths, writing or English language skills	1	2	X	1	2	X	1	2	3	4	X
Referral to a centre where you attended sessions or a short course on CVs, job applications or interview skills	1	2	X	1	2	X	1	2	3	4	X

	H15			H16			H17				
	Yes	No	DK	Yes	No	DK	Very useful	Quite useful	Not very useful	Not at all useful	DK
PHASE TWO AND 18-24 ONLY: Referral to a Gateway to Work course, which you were required to attend every day for around a week to receive advice and help on things like communication skills, punctuality, timekeeping, team working and problem solving?	1	2	X	1	2	X	1	2	3	4	X
PHASE TWO: Referral to a New Deal programme. ADD AS NECESSARY: This could be to a New Deal option, or New Deal for Musicians [IF 50+: or New Deal 50+]	1	2	X	1	2	X	1	2	3	4	X
Any other sort of advice, support or training from the Jobcentre during this time that we have not mentioned? [PLEASE SPECIFY]	1	2	X	1	2	X	1	2	3	4	X

IF OFFERED ANY TYPE OF ADDITIONAL SUPPORT (ANY OF H15=1)

H18. When claiming JSA everyone has to do certain things such as signing on, attending interviews and proving they are looking for work. BUT did the Jobcentre adviser say you would be at risk of losing your benefit if you didn't take up any of the additional activities or support that you just told me that you were offered ?

You said that you were offered; [TEXT SUB: CATI INSTRUCTION: JUST SHOW THOSE MENTIONED AS OFFERED AT H15],

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Yes	1	
Was told I had to do something other than normal JSA requirements to keep benefits but wasn't one of these things [WRITE IN DETAILS]	2	
No – only normal JSA requirements	4	
DO NOT READ OUT: Don't Know	X	

ASK IF WAS TOLD ONE OF THE ACTIVITIES MENTIONED MANDATORY (H18=1)

H19. **Which of the activities or types of support you mentioned were you told you HAD to do?**

MULTICODE, PROMPT AS NECESSARY

H15 CATI INSTRUCTION: JUST SHOW THOSE MENTIONED AS OFFERED AT

INTERVIEWER INSTRUCTION: **Do not include the normal conditions of claiming JSA such as signing on, attending interviews and showing proof they have been looking for work. If these were the only requirements return to the previous question.**

<i>SHOW EACH OF THE ACTIVITIES OFFERED AT H15 – USING THE VERBATIM SPECIFY TEXT FOR OTHER TRAINING AND OTHER ADVICE/SUPPORT CODES</i>	1
Something else [WRITE IN]	17
DO NOT READ OUT: Don't know	18

ASK IF MORE THAN ONE ACTIVITY USEFUL (VERY OR QUITE) AT H13 OR H17

H20. **And thinking now just about the types of support you found useful. You said that you found [INSERT NUMBER OF ACTIVITIES FOUND USEFUL] things that you have been involved with between from [DATE ENTERED STAGE] to [IF STILL CLAIMING WITH NO BREAK (B2=3): today / IF CLAIM FINISHED (B1=2 OR B2=1-2): END DATE] useful. Which of these would you say was the most useful to you in terms of [IF IN PAID WORK OR HAVE WORKED SINCE ENDING CLAIM (B5A OR B OR C=1 OR C1A OR B OR C=1): finding work / ALL OTHERS: moving you closer to finding paid work?**

<i>SHOW EACH OF THE ACTIVITIES FOUND TO BE USEFUL AT H13 AND H17 – USING THE VERBATIM SPECIFY TEXT FOR OTHER TRAINING AND OTHER ADVICE/SUPPORT CODES</i>	1	
No one thing the most useful / all equally useful	2	
None of the them useful in terms of finding work	3	
DO NOT READ OUT: Don't Know	X	

- H21 ASK IF PHASE 1 OR (PHASE 2 AND AGED 25-49 OR 50+)
 [IF CLAIMING NOW (B1=1): **Have** / IF NOT CLAIMING NOW (B1=2): **Before ending your claim did**] you [IF PHASE 1 AND CLAIMING NOW: **recently started** / IF PHASE 1 AND NOT CLAIMING NOW: **start the Flexible New Deal? This would have involved you no longer attending regular interviews with a Jobcentre adviser but only going to the Jobcentre to sign on, and instead receiving support from a different organisation based at a different location?** / IF PHASE 2 AND CLAIMING NOW: **recently attended** / IF PHASE 2 AND NOT CLAIMING NOW: **attend a 12 month Re-Start Interview? During this your adviser may have discussed ongoing job search activity and revised your action plan or Jobseekers Agreement.**]

This should have been around a year after you started the claim.

Yes	1	
No	2	
DO NOT READ OUT: Don't know	x	

SECTION J: DEMOGRAPHICS

READ OUT

J1. **That's all I need to know about your experiences of claiming Jobseeker's Allowance. The next few questions are about yourself and are for classification purposes only.**

J23. **In terms of housing do you?**

READ OUT UNTIL CODE YES. CODE ONE ONLY.

Own your property, and are in the process of paying back a mortgage or loan	1	
Own your property outright, no mortgage owed	2	
Live rent free in a relative's/friend's property	3	
Rent	4	
Have your rent fully covered by Housing Benefit	5	
Pay part rent and part mortgage / shared ownership	6	
Squat	7	
Other (please specify)	8	
DO NOT READ OUT: Refused	X	

IF RENT (J2=4 OR 5)
J24. **And who is your landlord . . . ?**

ADD IF NECESSARY: If property is let through an agent, please answer about the owner not the agent.

INTERVIEWER NOTE: If the respondent does not know who the landlord is, use code 6 (other private individual), not DK.

PROMPT IF NECESSARY.

The local authority / council	1	
A housing association, charitable trust or Local Housing Company	2	
The employer (organisation / company) of a household member	3	
The employer (individual person) of a household member	4	
Relative/friend of a household member	5	
Another individual / private landlord	6	
Another organisation	7	
Other (please specify)	8	
DO NOT READ OUT: Don't know	9	
DO NOT READ OUT: Refused	x	

ASK ALL
J25. **When you started your claim for Jobseeker's Allowance on [MONTH AND YEAR OF CLAIM START DATE] did you have any qualifications from school, college, university, work, government schemes or anywhere else?**

Yes	1	CONTINUE
No	2	SKIP NEXT
Refused	3	

IF HAD A QUALIFICATION (J4=1)

J26. **Qualifications are often classified by their level. Did you have any qualifications at the following levels on [MONTH AND YEAR OF CLAIM START DATE]?**

PROMPT AS NECESSARY

	Yes	No	Don't know
H) LEVEL 2 which includes 5 GCSEs Grades A-C, 5 GCEs O Level, 5 CSEs Grade 1, GNVQ Intermediate, BTEC Intermediate /Diploma, NVQ Level 2, 1 A Level, 3 or fewer AS Levels	1	2	X
IF YES OR DON'T KNOW TO A ASK B IF NO ASK E			
IF YES OR DK TO A			
I) LEVEL 5 which covers Doctorates, Masters, Postgraduate Diplomas and Postgraduate Certificates	1	2	X
IF NO OR DON'T KNOW TO B ASK C			
J) LEVEL 4 which is an Undergraduate or First degree, Foundation Degree, PGCE, HND, HNC, NVQ Level 4, Dip Ed, Cert Ed, other undergraduate diplomas or certificates or other professional qualifications at an undergraduate level	1	2	X
IF NO OR DON'T KNOW TO C ASK D			
K) LEVEL 3 which includes 2 or more A levels, 4 or more AS levels, GNVQ or BTEC National and NVQ Level 3	1	2	X
IF A=NO OR (A=DK AND (D=NO OR D=DK))			
L) LEVEL 1 qualifications, for example GCSE Grades D-G, CSE Grade 2 or under, GNVQ /GSVQ Foundation, BTEC First, NVQ Level 1 or less than 5 GCSE Grades A-C	1	2	X
IF NO OR DON'T KNOW AT E ASK F			
M) Entry level qualification, for example City & Guilds certificate or BTEC certificate	1	2	X
IF NO OR DON'T KNOW AT F ASK G			
N) Some other qualifications (IF YES SAY: please specify type, grade and level of the highest qualification you have)	1	2	X

ASK ALL

J27. **What is your date of birth?**

RECORD DD/MM/YYYY

ALLOW 01/01/1940 – 01/01/1994

ALLOW REFUSED

IF AGE IS REFUSED (J6=REFUSED)

J28. Which of the following age bands do you fall into?

READ OUT

18-19 years	1	
20-24 years	2	
25-29 years	3	
30-34 years	4	
35-39 years	5	
40-44 years	6	
45-49 years	7	
50-54 years	8	
55-59 years	9	
60+ years	10	
Refused (DO NOT READ OUT)	x	

ASK ALL

J29. Which of the following best describes your ethnic background?

PROMPT AS NECESSARY

SINGLE CODE.

WHITE British	1	
WHITE Irish	2	
WHITE Other background (SPECIFY)	3	
MIXED White and Black Caribbean	4	
MIXED White and Black African	5	
MIXED White and Asian	6	
MIXED Other mixed background (SPECIFY)	7	
BLACK OR BLACK BRITISH Caribbean	8	
BLACK OR BLACK BRITISH African	9	
BLACK OR BLACK BRITISH Other background (PLEASE SPECIFY)	10	
ASIAN OR ASIAN BRITISH Indian	11	
ASIAN OR ASIAN BRITISH Pakistani	12	
ASIAN OR ASIAN BRITISH Bangladeshi	13	
ASIAN OR ASIAN BRITISH Other background (PLEASE SPECIFY)	14	
CHINESE	15	
OTHER ETHNIC BACKGROUND (PLEASE SPECIFY)	16	
DO NOT READ OUT: Don't know / Refused	17	

ASK ALL

J30. **Are you currently suffering from any long term illness, health problem or disability which limits your daily activities or the work you can do?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

IF HEALTH PROBLEM (J9=1)

J31. **Could you tell me what your MAIN illness, health condition or disability is?**

PROMPT AS NECESSARY. CODE ONE ONLY.

MENTAL HEALTH		
Depression	1	
Stress or anxiety	2	
Problems due to alcohol or drug addiction	3	
Fatigue or problems with concentration or memory	4	
Any other mental health condition (please specify)	5	
LEARNING DIFFICULTIES		
Learning difficulties including dyslexia	6	
MUSCULO-SKELETAL / PHYSICAL INJURY		
Problems with your arms or hands	7	
Problems with your legs or feet	8	
Problems with your neck or back	9	
Pain or discomfort	10	
Any other musculo-skeletal problem or physical injuries (please specify)	11	
SENSORY IMPAIRMENT		
Difficulty with seeing	12	
Difficulty with hearing	13	
Dizziness or balance problems	14	
Any other sensory impairment problem (please specify)	15	
CHRONIC / SYSTEMIC / PROGRESSIVE		
Problems with your bowels, stomach, liver, kidneys or digestion including Crohn's disease	16	
Chest or breathing problems including asthma	17	
Heart or blood pressure problems including angina	18	
Skin conditions or allergies	19	

Cancer or other progressive illness not covered above	20	
Any other chronic / systemic illness (please specify)	21	
OTHER CONDITION OR DISABILITY		
Speech problems	22	
Obesity	23	
Aspergers syndrome	24	
Any other health condition or disability issue (please specify)	25	
Prefer not to say	X	

ASK ALL

- J32. **Are you currently living with a spouse or a partner who receives Jobseekers Allowance or another benefit for people who are not working...?**

INTERVIEWER NOTE: Code as Yes if partner receives Income Support, Incapacity Benefit or Employment Support Allowance. Code No if partner receives Tax Credits or Pension / Pension Credits only.

PROMPT IF NECESSARY

Yes – partner claims out of work benefit	1	
No – has no partner or they do not claim an out of work benefit	2	
Unsure (please specify benefit claimed)	3	
DO NOT READ OUT: Refused	X	

ASK ALL

- J33. **Are you the parent or guardian of any children under the age of 16?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

IF HAVE CHILDREN (J12=1)

- J34. **Are you the parent or guardian of any children under the age of 5?**

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

- J35. IF HAVE CHILDREN (J12=1)
And are you currently a single parent living with children aged under 16?

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

- J36. IF HAVE CHILDREN (J12=1)
Are any of your children currently suffering from any long term illness, health problem or disability which limits YOUR daily activities or the work YOU can do?

Yes	1	
No	2	
DO NOT READ OUT: Refused	X	

- J37. ASK ALL
People have different barriers or situations which can sometimes make it difficult to find work, to help us analyse the data could you tell me if any of the following four apply to you . . . ?

READ OUT. CODE ALL THAT APPLY

Have you have recently left care	1	
When you started this claim for JSA had you recently left prison or been on probation or on a community sentence	2	
Are you are in contact with secondary mental health services ADD IF NECESSARY: This is normally community-based treatment, for example through a day hospital, inpatient clinic, home visits, help lines, crisis centres, voluntary drop-in centres or day-care centres	3	
Do you have moderate to severe learning disabilities , not including dyslexia/dyspraxia	4	
Or do none of the above apply	5	
DO NOT READ OUT: Refused	X	

- J38. ASK ALL
INTERVIEWER RECORD GENDER

Male	1	
Female	2	

ASK ALL

- J39. **We would like to contact you again in about a year to find out how things are going. Would this be ok?**

ADD IF NECESSARY: **If IFF contact you the interview would only take around 10-15 minutes and be by phone again.**

Yes	1	
No	2	

ASK ALL

- J18A **Our research partners, PSI may like to contact you to speak to you in more detail. Would this be ok?**

ADD IF NECESSARY: **PSI are the Policy Studies Institute at the University of Westminster who are working with IFF on this study.**

Yes	1	
No	2	

IF AGREE TO RE-CONTACT (J18=1OR J18A=1)

- J40. **We currently have [TEL NUMBER FROM SAMPLE] as your telephone number. Is there another, alternative number that [IF J18=1: we [IF J18A=1: or PSI] could try to reach you on in a year's time?**

Yes [SPECIFY ONLY ALLOW NUMERIC]	1	
No	2	

IF AGREE TO RE-CONTACT (J18=1OR J18A=1)

- J41. **Could I also take the telephone number of a relative or friend in case [IF J18=1 : we [IF J18A=1: or: PSI] find it difficult to contact you?**

Full Name	
Relationship to you – they are your...	
Contact telephone number – only allow numeric	
Refused	X

ASK ALL

- J42. **Would it be OK if the answers you have given to this survey were combined with administrative records held by the Department for Work and Pensions? Your answers will of course be treated in the strictest confidence by the research team and will not affect your dealings, either now or in the future, with the DWP. Your answers would be used for statistical purposes only and nothing that would identify you as an individual will be used.**

Yes	1	
No	2	

THANK RESPONDENT AND CLOSE INTERVIEW
