

**Survey of Destinations of Working-Age  
Benefits Leavers 2004**

**Proposal for Research**

Prepared for:

**The Department for Work and Pensions**

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## **Introduction**

The Department for Work and Pensions (DWP) has invited BMRB International to submit a proposal for the 2004 survey of benefit leavers. This follows the survey that was carried out in 2003. It is intended that the work will be carried out as part of the DWP's Labour Market Research and Evaluation Partnership.

This proposal sets out the following:

- the objectives of the study
- the way BMRB would approach the research, including method, outputs, time-scale and project management
- the staff at BMRB who will be engaged in the research; and
- the costs for the research.

## 1. Objectives

The research will provide data on the destinations of working age benefit leavers. At present, information on destinations is collected for JSA recipients, but not other leavers. It is planned that this information will be collected administratively from 2004-5. The aim of this study is therefore to provide the equivalent information from survey data collection before this.

It is expected that the methods used in this survey will closely follow those used in the 2003 survey. The aims of the research will be as follows:

- produce data that is as comparable as possible with the future administrative solution
- produce data that is as comparable as possible with the 2003 survey data
- specifically, this will require the collection of information on immediate destination after leaving the benefit; details on hours and earnings where the destination is work; current activity (at time of interview); and demographic information not already held administratively
- provide data for a large and representative sample of leavers in particular client groups
- provide input into the design of the administrative data collection exercise.

As in 2003, the research has very specific objectives, and the success of the study will be enhanced by focusing on these objectives, and excluding peripheral issues.

## **2. Data collection method**

This proposal is based on a mixed data collection method, involving both telephone and face-to-face interviewing. This will ensure that information is obtained from as many leavers as possible, which is a key aim of the study. With this combined method, the telephone stage will allow a large proportion of the sample to be contacted and interviewed in a cost-effective way. The short interview length will make telephone interviewing considerably cheaper than face-to-face interviewing. However, a proportion of the sample will not be covered at this stage, and face-to-face interviewing will be important in ensuring that respondents are not excluded. Assumptions on response rates at each stage are covered later in this proposal.

In some cases, it is not advisable to use a mixed method, in which the same data is collected through different methods for different respondents - this can cause problems with comparability of the survey findings. However, this is not a significant issue for this study, which is focused solely on factual information about the respondent. This combination of telephone and face-to-face interviewing was used successfully in the 2003 survey and so can be repeated in the 2004 survey.

### **3. Sample design and assumptions**

#### **Definition of survey population**

Firstly, it is important to define the population of interest for the survey. It has been agreed that the following will be eligible:

- Lone parents claiming IS
- Sick or disabled people claiming IS and/or IB
- JSA recipients with unknown destinations.

In each case, people will be eligible if they have stopped receiving the benefit in question, during an agreed time period. As noted above, the JSA sample will be limited to those who do not have a destination recorded as part of the administrative data.

People will be eligible if they move from the benefit in question to a different benefit. For the sick and disabled sample, people will be eligible if they no longer receive IB *or* IS. In practice this means that those receiving both of these benefits will not be classified as a leaver if they begin to receive just one – they need to move off IS or IB altogether.

We have assumed provisionally that the survey will cover people who left benefit in February, March or April 2004. This would be consistent with the 2003 survey.

#### **Sample Size and Coverage**

A total sample size of 17,000 has been suggested, and this proposal is based on this assumption. Within the total, the following breakdown is proposed:

- 7,000 lone parents on IS (excluding boosts below)
- 5,250 sick or disabled people on IS and/or IB (excluding boosts below)
- 1,500 JSA with unknown destinations
- 1,500 Jobcentre Plus boost (750 lone parents and 750 sick/disabled people)
- 1,750 IB pilot reform boost (250 per area).

Additional analysis will be required on a number of variables, including sex, age, ethnicity and region. It should be noted that this analysis will be focused on the main samples of lone parents and sick or disabled people, rather than the JSA group or boost samples.

## Sample Design

As in the 2003 survey, the sample frame will initially be split into two batches, according to the date of leaving benefit. Having these two batches will help minimise the gap between leaving benefits and contact in the survey. The sample selection will then follow the same procedure for each batch.

Computerised telephone directories will be used to try to match all records to a telephone number. Following this, cases which have a telephone number (either from the original sample database or the matching process) will be allocated to the telephone sample. Remaining cases will be allocated to the face-to-face sample.

The overall aim is to achieve 75% of interviews by telephone and the remainder face-to-face. Based on the response rates achieved in the 2003 survey, estimates have been made of the number of cases that would be required to achieve the target number of interviews, both overall and within the groups of interest.

For both telephone and face-to-face samples, cases will be stratified by client type, and then within client type they will be sorted by postcode. The client type classification will be based on three client groups: lone parents, sick/disabled and JSA with unknown destination. In addition, cases in Jobcentre Plus pilot areas and IB pilot reform areas will be identified separately, so that larger “boost” samples can be drawn.

For each sample (face-to-face and telephone) and within each client type (client group and boost samples), a “1 in n” sample will then be drawn, in order to select the required number of addresses. As there is some overlap between the Jobcentre Plus pilot and IB pilot reform areas, the sample for the Jobcentre Plus pilot areas will be selected first, and selected cases removed from the sample frame for IB pilot reform areas. This was the approach used in the 2003 survey.

Following telephone fieldwork, cases will be identified where the telephone number is incorrect, no contact has been made with any individual, or where the named individual has moved but no new telephone number has been obtained. We would then allocate a random sample of these cases for a second stage of face-to-face fieldwork, as in the 2003 survey. This will be done by stratifying the eligible cases by client type, and by postcode within client type. A “1 in n” sample will then be drawn, and selected cases issued for the 2<sup>nd</sup> issue face-to-face fieldwork. There will need to be a gap between the telephone fieldwork and this part of the face-to-face fieldwork, so that the sample can be collated, grouped into interviewer assignments and then allocated to individual interviewers.

## Response Rate Assumptions

We can assume that response rates will be very similar to the 2003 survey, and we have therefore used the 2003 response rates to calculate the number of sampled cases that will be required.

	Target number of interviews				Sample required		
	Tele- phone	Face-to- face issue 1	Face-to- face issue 2	Total	Tele- phone	Face-to- face issue 1	Face-to- face issue 2
Lone parents (main)	5250	1050	700	7000	14726	1925	1256
Sick or disabled (main)	3938	787	525	5250	9137	1681	1055
Jobcentre Plus boost (lone parents)	563	113	75	750	1573	237	135
Jobcentre Plus boost (sick or disabled)	563	113	75	750	1538	302	170
IB reform boost (all areas)	1313	263	175	1750	2977	581	357
JSA unknown	1125	225	150	1500	2621	806	437
<b>TOTAL</b>	<b>12750</b>	<b>2550</b>	<b>1700</b>	<b>17000</b>	<b>32320</b>	<b>5294</b>	<b>3366</b>

The table above assumes that 75% of interviews would be conducted by telephone, and that face-to-face interviewing would be split between the first and second fieldwork stages, in the ratio 3:2.

We would use these figures to select the batch 1 sample (half of the required number of cases would be selected). It is possible that the numbers selected at batch 2 would be adjusted slightly, depending on the actual numbers of interviews obtained in the first batch. This would apply in particular to the second face-to-face stage at batch 2.

Section 5 comments on ways of maximising response.

## 4. Questionnaire

Our costs assume that the questionnaire length would be identical to the 2003 questionnaire (around 5 minutes), and that there would be few if any changes to the questionnaire wording.

Because of the very short interview length, the face-to-face version will again be paper based. This will help in allowing interviewers the flexibility to conduct the interview on the doorstep if necessary, and in re-assuring the respondent that the interview will be very short. This will be more difficult if the interviewer needs to go into the home, plug in their laptop and start up the questionnaire program. The telephone version will be in computerised CATI format.

A pilot will not be required, as this work has already been carried out as part of the 2003 survey.

The following items will be included in the questionnaire:

- Clarification of whether individual left benefit as indicated in the database
- Immediate destination on leaving benefit
- Additional questions if destination was work, on earning and hours
- Current activity
- Ethnic origin
- Permission to use survey data in analysis of administrative records.

At the start of the interview, we will include an introduction to be used by interviewers. This will explain the purpose of the study, and re-assure respondents about the use of survey data. A short interview length will help to maximise the response rate. However, with such a short interview length, there will be very little time for the interviewer to establish any rapport with the respondent. As a result, we would expect interviewers will need to spend some time introducing the survey and re-assuring respondents.

### **Proxy data**

Where no interview has been obtained, but some contact has been made (either with the respondent or another member of the household), we would ask a simplified version of the question on current activity. We would not intend to use this as a substitute for the survey data, although this information could be passed on to DWP.

This additional information would be asked at both the telephone and face-to-face stages. During telephone fieldwork, it would be recorded on the interviewer's screen immediately after they record the outcome. At the face-to-face stage, interviewers would record this information on the contact sheet for each record.

## **5. Fieldwork**

This section details our approach to fieldwork. Current information about BMRB's telephone and face-to-face fieldwork can be found in the Appendices.

### **Opt out letters**

We would send those selected in the sample advance "opt out" letters, reproduced on DWP letterhead. The letters will be sent out in batches, at least two weeks before the start of fieldwork for the relevant batch.

These letters will provide a brief explanation of the survey, and will inform sample members that an interviewer will be telephoning or visiting. The letter will provide contact names and telephone numbers which recipients can call if they wish to know more about the survey. Although the letter will be on DWP letterhead, they will be encouraged to contact BMRB in the first instance. Additional copies of the letter will be provided to face-to-face interviewers to give to respondents who claim not to have received them.

A two week period will be given, in which time respondents will be able to telephone (using a free-phone number) or write in (using a freepost address) if they do not wish to take part. These cases will be removed from the issued sample.

### **Telephone look-up**

Where telephone numbers are not listed for sampled cases, we will undertake a look-up process. This will involve firstly an automated search, involving an external agency, and then a manual look-up of numbers which fail the first stage. Both approaches are based on trying to match the name and address against telephone directory data.

If no number is obtained by this process, these cases will go forward immediately into the face-to-face sample. If a telephone number is available, these cases will go into the sample for telephone fieldwork.

### **Maximising response**

As noted above, we would expect the response rate to be similar to the 2003 survey. The measures that we will take to maximise response will be the same, and are outlined below.

For telephone surveys:

- Use of automated sample management and dialler system. This automatically feeds through sample cases and dials the given number. Interviewers are alerted when a respondent answers. Firstly this means that interviewers' time is concentrated on speaking to respondents and conducting interviews, rather than in time making calls and waiting for a

respondent to answer. Secondly this allows tight management and control over the times at which calls are made. Call backs and appointments can be scheduled automatically

- At least 10 calls made to each number, before a “no contact” outcome is recorded. As noted above, the timing of the calls can be managed to ensure that a range of days and times is included
- Feeding through sample in small batches. This allows intensive calling and efforts to obtain an interview, rather than spreading resources thinly over a large sample
- Close supervision of all fieldwork shifts, and daily monitoring of response figures

For face-to-face surveys:

- a relatively large assignment over a lengthy fieldwork period
- close monitoring of response rates by field management
- use of experienced interviewers.

A number of other points are worth stressing for face-to-face fieldwork:

- A key element in minimising non-contact is the requirement that interviewers spend a high proportion of their time working in weekday evenings, when respondents are most likely to be at home. Interviewers will be required to make at least two calls on weekday evenings, if necessary, to achieve an interview.
- A minimum number of five calls is specified, although no maximum is set and in practice interviewers will continue to make calls as long as they are working in the area and believe there is a reasonable chance of contacting someone at the address. (Typically, the average number of calls made to non-contacted addresses will be seven or eight). This is one argument for making workloads reasonably large, to provide numerous opportunities for contact.
- Once contact has been made with a responsible adult in the household, but an interview not yet achieved with the named person, interviewers will be encouraged to obtain telephone numbers so that, if necessary, they can contact hard-to-reach sample members to try and arrange a mutually convenient time for their next visit. Interviewers are also encouraged to seek information from neighbours to help in achieving contact.

Refusal by respondents is a potential problem. Very often, however, the reason is the situation at the time of the call and the same respondent might be quite willing to be interviewed on a different occasion. A skilled interviewer knows how to avoid a direct refusal by quickly suggesting, if (s)he senses reluctance, that (s)he will call again when next in the area - again, larger assignments with many trips to the area make it easier for interviewers to do this. All

interviewers will have received coaching in the best ways to overcome reluctance and avoid refusal in a variety of doorstep situations.

We will structure the payment scheme for interviewers to incentivise them to achieve a high response rate, by paying a bonus sum for interviews achieved above a minimum threshold level. The higher the response rate, the higher the payment for each additional interview.

Interviewers also respond well to working in teams, and we would set these up under the direction of an experienced supervisor. Each member of the team can contact their supervisor for advice or support during the fieldwork period.

It is standard practice on most random surveys to reissue a proportion of non-effective addresses (both non-contacts and refusals) to a supervisor or senior interviewer, in order to maximise response and we will certainly plan to do so on this survey.

Electronic communication with interviewers enables us to keep very tight control over fieldwork progress. Information on address outcomes, are returned daily, so that we have data in the office the morning after the fieldwork. We can therefore keep a very careful check on response rates by interviewer, and take corrective action if necessary.

### **Making Contact with respondents who have moved**

A key issue for the survey is the ability to contact as many sampled respondents as possible. There will be a number of steps involved in this process:

- As noted above, a telephone number search will be carried out, in an attempt to add telephone numbers where these are missing from the sample. Where no number is obtained, these will be issued for the face-to-face fieldwork
- Where telephone numbers exist or are added through the telephone number search, we will attempt to contact the named person by telephone. However, if the telephone number is incorrect, the interviewer will attempt to establish whether the named person lives at the listed address (ie whether it is just the telephone number that is incorrect). They will also try to obtain a correct telephone number and address for the named person
- If a new telephone number is obtained, we will attempt to make contact at the new telephone number
- Where no contact has been made by telephone, we will issue a random selection of these cases for face-to-face fieldwork. We will also issue those cases where the telephone interviewer was able to obtain a new address but not a telephone number

- In the face-to-face fieldwork, where the named person is found not to live at the listed address, interviewers will attempt to obtain a new address from the new occupants and/or neighbours.
- We would also expect to make use of address update files, provided by DWP. The timing of these files will be agreed.

## **Monitoring and reporting fieldwork progress**

As already mentioned, we will receive information back on telephone fieldwork on a daily basis, and on face-to-face fieldwork on a weekly basis, which will allow us to monitor progress on each assignment. We will produce reports on fieldwork progress in a standard format, and report progress to DWP every week.

## **Interviewer Briefing**

For telephone fieldwork, we would provide a personal briefing to interviewers working on the project. This would cover an introduction to the survey, discussion of the sample, contacting respondents, and the questionnaire. Because of the short interview length, we would expect the briefing to last around an hour.

For the face-to-face fieldwork, we do not propose to conduct face-to-face briefings. The issues involved for interviewers are relatively straightforward and the questionnaire is very short. Instead we will provide a video briefing to interviewers. This is a video recording which is sent to interviewers to view in their own time. The video will be a filmed version of a short briefing, in which researchers will explain the key points of the survey. This will be similar in content and coverage to the telephone briefings.

## **Ethnic minority interviews**

Our telephone and face-to-face fieldforces include a number of interviewers who can speak the main ethnic minority languages. Because telephone fieldwork is centrally controlled, it is generally possible to arrange an appointment in these instances, and for the relevant interviewer to call back as requested.

Face-to-face interviewers who speak ethnic minority languages tend to live in areas of relatively high ethnic minority concentration. They will be instructed to translate the interviews if requested. We do not propose to make any other arrangements for interviewer translations unless specifically requested to do so. To do so would require both that we recruit ethnic minority language speaking interviewers and set up systems for reallocation of addresses at which the original interviewers do not speak appropriate languages. We doubt that this would be cost-effective for three reasons:

- it would prove costly;

- this would provide little control over the translations used; normally when surveys use language matched interviewers, questionnaires are provided in translated form so as to standardise the script in each language;
- it would increase the proportion of interviews conducted by interviewers who are new to the work, which in turn is likely to increase response bias.

We therefore propose that if the selected person cannot speak adequate English the interviewer will be instructed to ask another household member to act as translator. If the only person available is a child, interviewers would be instructed to use them as translator only if they are able to undertake the translation task adequately (we usually set a minimum age limit of 14). This is the approach that was adopted in the 2003 survey, and which worked successfully.

## **6. Piloting**

We do not plan to undertake a pilot in this survey as there will be no changes to the survey design or questionnaire from the 2003 survey.

## **7. Data preparation, analysis and reporting**

### **Data entry**

Data entry will comprise:

- CATI data entered by the interviewer at the telephone stage
- Data entered in the office from paper questionnaires and contact sheets. This will be done using scanning facilities. Data will be 100% verified.

We have not costed for any coding of any open-ended questions, or where other answers have been coded.

### **Post-fieldwork edit checks**

In the face-to-face data entry, edit checks can be built into the data entry process. In addition, we will run edit checks for the data that has been entered.

### **Weighting**

Weighting will be applied to the data in consultation with DWP. Any weighting will reflect both probability of selection, including any stratification, and non-response.

### **Data processing**

Data from the two surveys (telephone and face-to-face) will be merged, and the merged data used in the resulting SPSS files. Two versions will be provided, one containing survey data for interviewed respondents, the other containing outcome data for all sampled cases; this will indicate whether they were interviewed and if not the reason for non-response. All sample details (including personal identifiers), survey response data, weight data and a batch serial number will be included in the main dataset. Full documentation will also be provided.

### **Report**

This would be a descriptive report, examining the findings by the sub-groups which have been identified. We would submit this initially in draft form, having agreed the draft structure with the Department in advance. Any comments made after submission of the draft would then be incorporated into the full final report.

We would need to discuss the extent to which the report uses figures from the 2003 survey and examines changes from these figures in 2004.

## 8. Timetable

We have provided a timetable below. This is based on a sample of people leaving benefits in February, March and April 2004.

Project commissioned	March
Agree questionnaire	4 May
Batch 1 sample frame provided	23 April
Batch 1 telephone look-up	26-29 April
Batch 1 telephone sample selected	6 May
Batch 1 telephone opt-out letters sent	7-10 May
Batch 1 face-to-face sample selected	14 May
Batch 1 face-to-face opt-out letters sent	17-19 May
Batch 1 telephone fieldwork	14 June-7 July
Batch 1 face-to-face fieldwork (no telephone number)	7 June-19 July
Batch 1 face-to-face fieldwork (leads from telephone stage)	28 July-25 August
Batch 2 sample frame provided	28 May
Batch 2 telephone look-up	1-4 June
Batch 2 telephone sample selected	10 June
Batch 2 telephone opt-out letters sent	11-14 June
Batch 2 face-to-face sample selected	17 June
Batch 2 face-to-face opt-out letters sent	18-21 June
Batch 2 telephone fieldwork	8-29 July
Batch 2 face-to-face fieldwork (no telephone number)	8 July-19 August
Batch 2 face-to-face fieldwork (leads from telephone stage)	20 August-23 September
Draft SPSS file provided	20 August
Preliminary SPSS data	30 September
Final SPSS data	27 October
Draft report	26 November
Final report	14 January

## 9. Costs

The costs shown below are for the survey as described in this proposal.

The costs per interview are similar to the 2003 survey, reflecting the close similarity in the design and specification. Since the 2003 survey, there has been an increase in the Partnership daily staff rates, and an increase in BMRB non-research costs in line with inflation. However, 2004 costs exclude the piloting and development costs required last year; some additional savings have also been possible (mainly in research and data analysis), because of similarity to the 2003 survey.

### Research day rates

Nick Coleman £615

Jo Wapshott £395

Hannah Carpenter £280

### Research days and costs per category

	Nick Coleman		Jo Wapshott		Hannah Carpenter		Total ex VAT
	Days	£	Days	£	Days	£	£
Project management	5	3075	5	1975	3	840	5890
Data analysis	2	1230	2	790	3	840	2860
Presentations							0
Reporting	4	2460	4	1580	3	840	4880
Opt-out			1	395	1	280	675
Main fieldwork	3	1845	3	1185	3	840	3870
Travel and subsistence							0
Other							0
TOTAL	14	8610	15	5925	13	3640	18175

### Total costs per category

	Research costs	Non-research costs	Total ex VAT	Total inc VAT
	£	£	£	£
Project management	5890	0	5890	6921
Data analysis	2860	30955	33815	39733
Presentations	0	0	0	0
Reporting	4880	0	4880	5734
Opt-out	675	15340	16015	18818
Main fieldwork	3870	421790	425660	500151
Travel and subsistence	0	400	400	470
Other	0	0	0	0
TOTAL	18,175	468,485	486,660	571,826

Institutional overheads are included in the above costs.

## 10. Research Team

We would provide continuity by retaining the research team that worked on the 2003 survey: Nick Coleman and Jo Wapshott, who were involved throughout the study, and Hannah Carpenter, who was involved in the research and analysis.

**Nick Coleman, Senior Associate Director**, will take overall responsibility for the project. Nick is a Senior Associate Director in BMRB's Social Research Unit. Nick joined BMRB in 1997. He has extensive experience of research for central government departments and other organisations, including a number of surveys on employment issues. He is currently managing BMRB's input into the WAED Labour Market Evaluation Research Partnership, including the current evaluation of Personal Adviser Meetings.

As well as the 2003 Destinations survey, and the survey of New Deal Destinations, previous studies include the evaluation of New Deal for Young People and New Deal for Long-Term Unemployed, which BMRB conducted with PSI for the Employment Service. He also managed BMRB's input into the evaluation of ONE, specifically the quantitative client survey, where BMRB worked in partnership with ONS and PSI.

**Jo Wapshott** is an Associate Director who will be responsible for all aspects of the day-to-day running of the project. Jo joined BMRB Social Research in May 2000. Previously, she worked in the Social Research division at another leading Research Agency, Ipsos UK, for over 2 years since graduating from the University of Surrey in 1997 with a BSc Hons degree in Applied Sociology. At BMRB she has been involved in numerous DWP surveys including the evaluation of Joint Claims for JSA, and a study exploring electronic methods of communicating with government departments. She is currently working on the Longitudinal Panel Survey of Learners for DfES, and has also been involved in the 2003 Destinations survey, and the survey of New Deal Destinations.

**Hannah Carpenter** joined BMRB in November 2003 on the graduate training programme. She is currently based in the Social Research Division and is part of the research team working on the Longitudinal Panel Survey of Learners, for DfES. Other projects include the DWP surveys on the Destinations of benefit leavers and customers' experiences of Jobcentre Plus service delivery. Hannah left University College London in June 2003 having obtained a first class degree in Statistics, Computing, Operational Research and Economics.

## APPENDICES

## **BMRB Structure**

All of BMRB's research and operations staff are currently employed directly by BMRB and, with the exception of our field office in Manchester and telephone unit in Hull, are based at BMRB's offices in Ealing, West London.

BMRB is part of the Kantar Group, the information and consultancy arm of WPP, BMRB's parent company. In addition to BMRB, other market research agencies in the Kantar Group include Research International and Millward Brown, as well as a number of smaller, specialist organisations. Whilst to date each of the individual operating companies has provided its own support services, from April 1<sup>st</sup> this year the support services of the Kantar companies will be grouped to form a shared resource. The majority of BMRB's existing operational services, including field management, sampling and data processing will continue to be based at BMRB Head Office in Ealing, but, while still wholly owned by WPP, the new operations centre will be a separate legal entity from BMRB as of April 1st. The operations centre will continue to work to existing quality standards and BMRB will continue to take responsibility for the quality of the work undertaken by our support services. These structural changes do not affect BMRB's research units, which will continue to be employed directly by BMRB.

## **BMRB International Quality Standards**

BMRB International has held the ISO 9001 (Quality Systems) accreditation since 1994. In February 2002 BMRB achieved accreditation to the ISO9001:2000 standard. BMRB have been registered to MRQSA since September 1999 following a successful British Standards Institute assessment for BS7911 (the Quality specification for Organisations providing Market Research). All surveys are conducted in accordance with the requirements of these standards. Our quality policy, manual, procedures and list of approved suppliers are available for inspection.

Detailed working guidelines are available for all our Researchers, Field staff, Data Capture and Data Processing Executives. These documents explain in detail the processes involved and checks that are conducted on all our work.

BMRB Social Research staff are also members of the Social Research Association (SRA) and also work to the Market Research Society (MRS) Code of Conduct.

BMRB's quality standards (unless otherwise specified) are as follows:

### **All surveys conducted in the UK:**

#### **Project Management:**

Our questionnaires are comprehensively tested by our research, field and data processing departments before going into Field.

Where appropriate, sample is checked before fieldwork commences.

#### **Face to Face Interviewing**

All interviewing is conducted in line with or exceeds the Interviewer Quality Control Scheme as documented in BS7911.

All new interviewers receive an initial three and a half days' training.

Supervisors receive an additional two days' training.

Minimum of 10% of all interviews are back-checked.

Interviewers are accompanied and appraised at least twice a year.

#### **Telephone Interviewing**

All interviewing is conducted in line with or exceeds the Interviewer Quality Control Scheme as documented in BS7911.

All new interviewers receive an initial two days training.

Further specialist training courses are given for interviewers working on Business to Business and Customer Satisfaction work.

Supervisors receive an additional two days' training.

A systematic method is used to select interviewers to be monitored, such that all interviewers are monitored on a regular basis

Minimum of 7% of all interviews are monitored

No interviews are carried out without a supervisor present

An interviewer performance review is held each month.

All interviewers are personally briefed on each project

### **Coding Validation**

Codeframes are checked and approved by the researcher

A minimum of 5% of open-ended questions are checked on CATI/CAPI projects.

On paper jobs, 5% of open-ended answers are checked.

Where the 'other' category exceeds 10%, answers are reviewed

### **Data Capture**

#### **(a) Key-to-disk**

A minimum of 10% of questionnaires from each data entry operator is verified. If more than 2 errors are found in a batch of work, all of that operator's work is re-verified.

All data entry sub-contracted is verified 100% by the external agency.

#### **(b) Scanning**

Data Capture will 100% verify random questionnaires - either every *n*th batch or at set time intervals, to ensure that quality is consistent.

### **All surveys conducted in the UK or overseas:**

#### **Data Processing**

Test tables are produced to check specification.

Stringent quality checks, as detailed in BS7911, are made on both tables and electronic output by data processing executive and researcher.

### **Presentations**

The content and format of presentations are reviewed by a senior researcher before being finalised. All presentations of survey results are rehearsed in front of a senior BMRB researcher before they are presented to the client.

### **Reporting**

All reports are reviewed by a senior BMRB researcher before they are produced.

## **Telephone Research Operation**

BMRB currently conducts telephone research from two sites one located in Ealing close to the company's headquarters and the other in Hull East Yorkshire.

The Ealing Telephone Unit has 120 workstations and a team of approximately 450 interviewers of whom 80 specialise in business interviewing and 50 are international interviewers covering all the major European languages.

The Hull Telephone Unit has 70 workstations and an interviewing team of approximately 250 of which 50 specialise in business interviewing and 20 in a variety of European languages.

The Telephone Units are managed by a team of 16 managers and 40 supervisors who handle both the project management of surveys and the personnel resourcing of the units.

Both locations have sophisticated CATI and automated dialling facilities. Monitoring facilities allow any interview in progress to be monitored both from the Telephone Centres and from any off-site location. Client representatives are welcome to listen to interviews at any point during fieldwork.

### ***Training***

All interviewers receive an initial two day training covering both theory and practical elements of their job before being accepted to work for the company. The course is structured as follows:

Day 1: - Introduction to Market Research and BMRB International

- Sampling and Quota control
- Questionnaire design
- Briefing for a project
- Role playing using mock questionnaire
- Communication skills
- Demographics and Social grading

Day 2: - Introduction to CATI

- Role playing with mock questionnaire of CATI
- Working with an Auto dialler

- Role of a Supervisor
- Administration
- Meeting and monitoring to IQCS quality standards

Further specialist training courses are given for interviewers working on Business to Business and Customer Satisfaction work.

### ***Quality Standards***

Our quality control procedures exceed those stipulated by IQCS (*Interviewer Quality Control Scheme*) and BS7911 (the British Standard Specification for Organisations conducting Market Research) and are summarised as follows:

- at least 7% of interviews are monitored
- a systematic method is used to select interviewers to be monitored such that all interviewers are monitored on a regular basis
- monitoring records are completed for each interviewer; these are discussed with the interviewer and signed
- no interviews are carried out without a supervisor present
- an interviewer performance review is held each month
- all interviewers are personally briefed on each project

## Face to Face Field Operation

The BMRB Face to Face fieldforce is in the forefront for quality as well as working at the leading edge of technology. In recognition of this we have made a considerable investment of time effort and money to ensure careful selection and training to build a panel of loyal and confident interviewers.

This investment also extends to our field management department staffed by full time employees.

All our interviewers both previously inexperienced and experienced attend a 3½ day training course of theory and practice.

Day 1 - Introduction to market research and BMRB International

Introduction to CAPI technology both for interviewing and communications

- Classification and Social Grading teach-in
- In office 'dummy' interviewing

Day 2 - More classroom theory and practice

- 'Live' interviewing under supervision afternoon and evening - half a day

Day 3 - Introduction to sampling and quotas

- Recapitulation; terms and definitions and use of computer technology
- Administration

Day 4 - 'Dummy' unaccompanied interviewing and use of electronic communication system - half a day

Our standard quality control procedures exceed those stipulated by IQCS (Interviewer Quality Control Scheme) and BS7911 (the British Standard Specification for Organisations conducting Market Research) and are summarised as follows:

- Our interviewers are accompanied by a Supervisor for an afternoon and/or evening on at least two assignments a year.
- In addition 10% of respondents are re-contacted by phone or letter on all surveys to check classification and key questions.

- For CAPI surveys our electronic communications give us receipt of questionnaires at head office the morning after interviewing takes place. As well as giving us instant knowledge about numbers of questionnaires completed we can also examine the data in terms of interview length contact time and quota achieved giving us tight control of the surveys and interviewer performance.
- For pen and paper surveys the first day's work completed by each interviewer on all assignments is 100% checked edited so that any errors or misunderstandings can be rectified immediately.

BMRB's field operation is currently directed and controlled by a head office field department with 15 full time staff. The department is responsible for our Regional offices in London and Manchester (which in turn have a full time staff of 15) and for the despatch/receipt of work. Our full time Training Co-ordinator together with our 8 Training Supervisors and regional office managers are responsible for recruitment selection training control and supervision of interviewers in their area. 35 employed supervisors who work exclusively for BMRB are responsible for mentoring appraising and coaching the interviewing panel and also work on complex and sensitive surveys. We believe that this office-based system allows tight control of the field operation as well as close liaison with head office.

To enable us to make full use of our technologically advanced fieldforce we have a technical team of 5 people manning a helpline for interviewers and providing expertise in the use of multi media software. We have the ability to create videos for interviewers to run on their laptops providing a motivational and informative way to brief complex surveys.

Our field staff can allocate work and liaise with the fieldforce via email making communication swift and accurate.

## Leavers F2F Briefing Notes

### Aims of Survey:

- To provide data for the DWP to use administratively detailing the destinations of claimants who stop receiving a particular benefit.
- The benefits are: Lone parents who claim Income Support, Sick or disabled people claiming Income support or Incapacity benefit and Job seekers allowance recipients with unknown destinations.

### The Sample

- The sample has come from recent DWP records and Sampling have confirmed the telephone numbers where possible. Any sample with a telephone number will go direct to the telephone unit, but if they have not managed to contact the named respondent, the sample will be forwarded to field. This means that for F2F interviewers, many of the interviews will be conducted towards the end of fieldwork.
- The details about the named contact are confidential. It is essential that if you are not talking to the named respondent you do not mention anything about receiving benefit.
- There is no screening involved in this survey, all named contacts are eligible.
- NB: It is important to note that some respondents may not realise that they have come off a particular benefit. For example, some respondents might have moved off the Job Seekers Allowance but still receive money through the New Deal. These people are still eligible for the survey. For those respondents who are on the New Deal, please probe to confirm that the money they currently receive is a training allowance and not the Job Seekers Allowance.

### The questionnaire

- Go through questionnaire.

**Leavers2 - FINAL QUESTIONNAIRE**  
**LEAM2 - JN: 45102416 - 08 July 2004**  
Quanquest v2.1 - QAL v2.2bmr13 - CATI

---

LEAM2 ASK FOR NAMED RESPONDENT

Good morning/afternoon/evening, my name is ..... from BMRB Social Research. We are doing a survey for the Department for Work and Pensions, part of which was previously known as the DSS, to find out a bit more about people who have recently been receiving benefits. This information will be used to help the Department understand the reasons why people leave benefits and what they do after they finish claiming. You may have received a letter from the DWP about this recently asking if you were happy to take part in the research. I just have a few questions which will take around 5 minutes.

---

**QUANCEPT ITEM:**

---

Questi1 INTERVIEWER: PLEASE CODE OUTCOME OF CALL BELOW

Proceed with interview	1
Proxy refusal	2
Soft refusal	3
Moved	4

(828)

**IF Questi1 = Proxy refusal OR Questi1 = Soft refusal  
THEN ASK: qref**

---

qref Can I just check are you/ is &vsvar1& &vsvar2& &vsvar3& currently in paid work?

Yes	1
No	2
Don't Know	Y
Refused	Z

(829)

---

zref

**IF qref = Yes OR qref = No OR qref = Don't Know OR qref = Refused -  
Termination with data (Quit)**

THANK AND CLOSE

**End of Filter iref**

---

**IF Questi1 = Moved  
THEN ASK: qmov**

---

qmov Do you have a forwarding address or telephone number for this person?  
IF NO, PROMPT: Does anyone else living here have this information?

Yes, have address and telephone number	1	(830)
Yes, telephone only	2	
Yes, address only	3	
No	4	
Don't Know	Y	

---

Znone

**IF qmov = No OR qmov = Don't Know - Termination with data (Quit)**

THANK AND CLOSE

---

**IF qmov = Yes, have address and telephone number OR qmov = Yes, address only  
THEN ASK: qmov1, qmov2, qmov3, qmov4, qmovpc**

---

qmov1 Please can you tell me the first line of the forwarding address.

(831 - 834)

Don't Know Y (831)

---

qmov2 Please can you tell me the second line of the forwarding address.

(835 - 838)

Don't Know

Y

(835)

---

qmov3 Please can you tell me the third line of the forwarding address.

(839 - 842)

Don't Know

Y

(839)

---

qmov4 Please can you tell me the fourth line of the forwarding address.

(843 - 846)

Don't Know

Y

(843)

---

qmovpcPlease can you tell me the postcode of the forwarding address.

(847 - 850)

Don't Know

Y

(847)

---

**QUANCEPT ITEM:**

---

Zadd

**IF qmov = Yes, address only - Termination with data (Quit)**

THANK AND CLOSE

**End of Filter Skip10**

---

**IF qmov = Yes, telephone only OR qmov = Yes, have address and telephone number**

---

**QUANCEPT ITEM:**

**End of Filter Skip11**

**End of Filter Skip9**

---

qadchk Can I just check your name and address are correct?

title: &vsvar1&

first name: &vsvar2&

surname: &vsvar3&

address line 1: &vsdd1&

address line 2: &vsdd2&

address line 3: &vsdd3&

address line 4: &vsdd4&

post code : &vpcode&

change title	1
change first name	2
change surname	3
change address line 1	4
change address line 2	5
change address line 3	6
change address line 4	7
change postcode	8
Name and address all correct	9

(1268)

---

**IF qadchk = change title**

**THEN ASK: qtitch**

---

qtitch Please can I take your title?  
&vsvar1&

(1269 - 1274)

**End of Filter Skip8**

---

**IF qadchk = change first name**

**THEN ASK: qfnch**

---

qfnch Please can I take your first name?  
&vsvar2&

(1275 - 1280)

**End of Filter Skip7**

---

**IF qadchk = change surname  
THEN ASK: qsnch**

---

qsnch Please can I take your surname?  
&vsvar3&

(1308 - 1313)

**End of Filter Skip1**

---

**IF qadchk = change address line 1  
THEN ASK: qadd1**

---

qadd1 Please can I take the first line of your address?  
&vsdd1&

(1314 - 1319)

**End of Filter Skip2**

---

**IF qadchk = change address line 2  
THEN ASK: qadd2**

---

qadd2 Please can I take the second line of your address?  
&vsdd2&

(1320 - 1325)

**End of Filter Skip3**

---

**IF qadchk = change address line 3  
THEN ASK: qadd3**

---

qadd3 Please can I take the third line of your address?  
&vsdd3&

(1326 - 1331)

**End of Filter Skip4**

---

**IF qadchk = change address line 4  
THEN ASK: qadd4**

---

qadd4 Please can I take the fourth line of your address?  
&vsdd4&

(1332 - 1337)

**End of Filter Skip5**

---

**IF qadchk = change postcode  
THEN ASK: qadd5**

---

qadd5 Please can I take the postcode  
&vpcode&

(1338 - 1343)

**End of Filter Skip6**

---

**QUANCEPT ITEM:**

---

**QUANCEPT ITEM:**

---

qclaim We are talking to people who finished a claim for benefit in &vtxt2&. Can I just check that you did finish a claim for &vtxt& around that time?

DO NOT READ OUT

Yes, finished claim at that time	1	(2148)
Finished claim but month is wrong	2	
Finished claim but benefit is wrong	3	
Did not finish claim: still receiving this benefit	4	
Have never received this benefit	5	

---

**IF qclaim = Did not finish claim: still receiving this benefit  
THEN ASK: qstill, dsame**

---

qstill Please could you confirm which benefit you are receiving.

DO NOT READ OUT. MULTICODE OK

Jobseeker's Allowance (JSA)	1	(2149)
Income Support (IS)	2	
Incapacity Benefit (IB)	3	
Other (SPECIFY)	0	
Other specify.....	(2150 - 2153)	

---

**QUANCEPT ITEM:**

---

**IF (( vsvar4 = 1 OR vsvar4 = 2 ) AND qstill <> Income Support (IS) AND qstill <> Incapacity Benefit (IB) )  
THEN ASK: Qnotben**

---

Qnotben      Can I check whether you were receiving &vtxt& in &vtxt2&?

Yes	1
No	2
Don't Know	Y

(2154)

---

**IF Qnotben = No  
THEN ASK: Qwhatbe**

---

Qwhatbe      What benefit(s) were you receiving at that time?

Jobseeker's Allowance (JSA)	1
Income Support (IS)	2
Incapacity Benefit (IB)	3
Don't Know	Y
Other (specify)	0
Other specify.....	(2156 - 2159)

(2155)

**End of Filter inoben**

**End of Filter idiffbe**

**End of Filter istill**

---

**QUANCEPT ITEM:**

---

**IF qclaim = Finished claim but benefit is wrong  
THEN ASK: qben**

---

qben Please can you tell me which benefit you stopped receiving in &vtxt2&

DO NOT READ OUT. MULTICODE OK.

Jobseeker's Allowance (JSA)	1	(2161)
Income Support (IS)	2	
Incapacity Benefit (IB)	3	
Don't Know	Y	
Other (specify)	0	
Other specify.....	(2162 - 2165)	

---

**QUANCEPT ITEM:**

---

**QUANCEPT ITEM:**

**End of Filter imonth**

---

**IF qclaim = Yes, finished claim at that time OR qclaim = Finished claim but month is wrong OR qclaim = Finished claim but benefit is wrong THEN ASK: qfina**

---

qfina Could you tell me which of the following best describe the reason you stopped receiving &vtxt& &vxta& &vxtb& &vxt& at that time.

READ OUT. SINGLE CODE, PRIORITY CODE IF NECESSARY (ie TAKE ANSWER NEAREST THE TOP)

(NOTE- FOR "MOVED ONTO ANOTHER BENEFIT FOR PEOPLE OUT OF WORK", DO NOT INCLUDE CASES WHERE A PARTNER IS/WAS CLAIMING BENEFIT ON RESPONDENT'S BEHALF; CODE AS "NULL")

Returned to or started work, of 16 hours or more per week	1	(2166)
Returned to or started training or education, 16 hours or more per week	2	
Moved on to another benefit for people who are out of work, not including retirement pension	3	
None of these	4	
Don't Know	Y	

---

**QUANCEPT ITEM:**

---

**IF qfini = None of these  
THEN ASK: qreason**

---

qreason            Could you tell me the reason you stopped receiving &vtxt& &vxta& &vxtb& &votxt&?

PROBE FOR ACTIVITY/STATUS IMMEDIATELY AFTER RECEIVING BENEFIT. IF RESPONDENT SAYS "NO LONGER ELIGIBLE FOR BENEFIT" PLEASE PROBE FOR REASON(S) WHY.  
DO NOT READ OUT

Returned to/ started work of less than 16 hours per week (or increased the hours I was working, although still less than 16)	1	(2167)
Returned to/ started education or training of less than 16 hours per week (or increased the hours of study/training, although still less than 16)	2	
Partner status changed (eg started work/began earning more)	3	
Partner started claiming on respondent's behalf	4	
Began living with a partner	5	
Failed the medical assessment (personal capabilities assessment) (IB LEAVERS ONLY)	6	
Told no longer eligible/benefit stopped	7	
Moved house	8	
Retired / started receiving retirement pension or pension credit	9	
Went to prison	0	(2168)
Went abroad	1	
Problem with claim (eg with office renewing claim)	2	
Only temporary break from claim (eg did not sign on)	3	
Don't Know	Y	(2167)
Other	0	
Other specify.....	(2169 - 2172)	

---

**QUANCEPT ITEM:**

**End of Filter ifini**

---

**IF alfini = 3  
THEN ASK: qmove**

---

qmove Which benefit for people out of work did you move on to?

DO NOT READ OUT. MULTICODE OK

Jobseeker's Allowance (JSA)	1	(2173)
Income Support (IS)	2	
Incapacity Benefit (IB)	3	
Invalid Care Allowance (ICA)	4	
Bereavement Benefit (BB)	5	
Don't Know	Y	
Other benefit(s) TYPE IN RESPONSE	0	
Other specify.....	(2174 - 2177)	

---

**IF (( qmove = Jobseeker's Allowance (JSA) AND dtom = dumben AND vsvar4 = 3 ) OR  
( qmove = Income Support (IS) AND dtom = dumben AND vsvar4 = 1 ) OR ( qmove =  
Incapacity Benefit (IB) AND dtom = dumben AND vsvar4 = 2 ) OR ( qmove = Income  
Support (IS) AND dtom = dumben AND vsvar4 = 2 )) OR (( qmove = Jobseeker's  
Allowance (JSA) AND qben = Jobseeker's Allowance (JSA) ) OR ( qmove = Income  
Support (IS) AND qben = Income Support (IS) ) OR ( qmove = Incapacity Benefit (IB)  
AND qben = Incapacity Benefit (IB) ))  
THEN ASK: qtemp**

---

qtemp You said you stopped claiming &vtxtz& &vtxta& &vtxtb& &votxt& in &vtxt2& and started  
claiming &vtxtz& &vtxta& &vtxtb& &votxt& again. Did you have a temporary break in your  
claim?

Yes	1	(2178)
No	2	
Don't Know	Y	

---

**End of Filter itemp**

---

**IF qmove <> Don't Know  
THEN ASK: qrecei**

---

qrecei Can I check, are you still receiving &qmove& now?

Yes	1
No	2
Don't Know	Y

(2179)

**End of Filter iben2**

**End of Filter imove**

**End of Filter iclaim**

---

**IF qfini = Returned to or started work, of 16 hours or more per week  
THEN ASK: qbefore**

---

qbefore Immediately before your claim for &vtxt& &vtxta& &vtxtb& &votxt& were you working 16 hours or more per week?

Yes	1
No	2
Don't know / can't remember	Y

(2180)

**IF qbefore = Yes  
THEN ASK: qbefor2, qsame**

---

qbefor2 Were you working as an employee or self employed?

Employee	1
Self-employed	2
Don't Know	Y

(2208)

qsame Were you returning to the same job that you were in before your claim for &vtxt& &vtxta& &vtxtb& &votxt&?

Yes	1
No	2
Don't Know	Y

(2209)

**End of Filter ibefor**

---

qwork When you FIRST started working after leaving &vtxt& &vxta& &vxtb& &votxt&, were you working as an employee or were you self-employed?

- |               |   |        |
|---------------|---|--------|
| Employee      | 1 | (2210) |
| Self-employed | 2 |        |
| Don't Know    | Y |        |

---

qhours When you FIRST started working after leaving &vtxt& &vxta& &vxtb& &votxt&, how many hours a week did you work, excluding mealbreaks but including any paid overtime?

- |                          |                     |               |
|--------------------------|---------------------|---------------|
|                          |                     | (2211 - 2213) |
|                          | Numeric Range _____ |               |
|                          | Don't Know          | Y (2211)      |
| Permitted Range          |                     |               |
| 0 TO 168 (Numeric Range) |                     |               |

---

**IF qhours < 16  
THEN ASK: qcheck**

---

qcheck PLEASE DOUBLE CHECK THAT THIS FIGURE IS INDEED LESS THAN 16 HOURS A WEEK.

- |                                   |   |        |
|-----------------------------------|---|--------|
| Yes - this is correct             | 1 | (2214) |
| No - go back to previous question | 2 |        |

**End of Filter illess16**

---

qnpay What was your usual take home pay at that time, that is, after all deductions for income tax, National Insurance and so on, but including overtime and any bonuses?

PROBE FOR ESTIMATE

ENTER NUMBER OF £s

(2215 - 2219)

Numeric Range \_\_\_\_\_

Don't

Know

Y

(2215)

Refused

Z

Permitted Range

0 TO 99999 (Numeric Range)

---

**IF qnpay = Numeric Range AND  
THEN ASK: qtime**

---

qtime And what period of time does the pay you have given cover?

One hour

1

(2220)

One day

2

One week

3

Two weeks

4

One calendar month

5

One year

6

Don't Know

Y

Other (SPECIFY)

0

Other specify.....(2221 - 2224)

**End of Filter igpay**

---

**QUANCEPT ITEM:**

---

**IF ( tpaid 50000 ) AND qnpay = Numeric Range  
THEN ASK: Qpayck**

---

Qpayck You have coded an amount of &qnpay& pounds per &qtime&, which is &tpaid& pounds per year after tax deductions.  
Are you sure of this?

Yes	1	(2225)
No	2	
Don't Know	Y	

---

**QUANCEPT ITEM:**

**End of Filter Skip12**

---

qnow Can I check, are you still working 16 hours or more per week now?

Yes	1	(2226)
No	2	
Don't Know	Y	

**End of Filter ifull**

---

**IF qrecei = No OR qnow = No  
THEN ASK: qdoing**

---

qdoing Which of the following best describes what you are doing now?

READ OUT

In full-time work (16 hours or more per week)	1	(2227)
In full-time training or education (16 hours or more per week)	2	
Claiming benefit	3	
Other (TYPE IN RESPONSE)	0	
Other specify.....	(2228 - 2231)	

---

**IF qdoing = Claiming benefit  
THEN ASK: qwhich**

---

qwhich Which benefit are you receiving?

DO NOT READ OUT. MULTICODE OK

Jobseeker's Allowance (JSA)	1	(2232)
Income Support (IS)	2	
Incapacity Benefit (IB)	3	
Invalid Care Allowance (ICA)	4	
Bereavement Benefit (BB)	5	
Don't Know	Y	
Other benefits (TYPE IN RESPONSE)	0	
Other specify.....	(2233 - 2236)	

**End of Filter ibene**

**End of Filter isame**

---

**IF ( qwhich = Jobseeker's Allowance (JSA) AND qmove = Jobseeker's Allowance (JSA) ) OR ( qwhich = Income Support (IS) AND qmove = Income Support (IS) ) OR ( qwhich = Incapacity Benefit (IB) AND qmove = Incapacity Benefit (IB) ) OR ( qwhich = Invalid Care Allowance (ICA) AND qmove = Invalid Care Allowance (ICA) ) OR ( qwhich = Bereavement Benefit (BB) AND qmove = Bereavement Benefit (BB) ) OR ( qwhich = Other benefits (TYPE IN RESPONSE) AND qmove = Other benefit(s) TYPE IN RESPONSE ) THEN ASK: qnolong**

---

qnolong You said you are receiving &qwhich& now and you also stopped receiving &qwhich& recently. Did you have a temporary break in your claim?

Yes	1	(2237)
No	2	
Don't Know	Y	

**End of Filter inolong**

---

qethn That's all I need to ask you about benefits. Can I just ask you a couple more questions?  
To which of these ethnic groups do you consider you belong?

READ OUT

White British	1	(2238)
Any other White background	2	
Mixed White and Black Caribbean	3	
Mixed White and Black African	4	
Mixed White and Asian	5	
Any other Mixed background	6	
Indian	7	
Pakistani	8	
Bangladeshi	9	
Any other Asian background	0	(2239)
Caribbean	1	
African	2	
Any other Black background	3	
Chinese	4	
Any other	5	
Don't Know	Y	(2238)
DO NOT READ OUT Prefer not to say	Z	

---

**IF qethn = Any other White background OR qethn = Any other Mixed background OR  
qethn = Any other Asian background OR qethn = Any other Black background OR  
qethn = Any other  
THEN ASK: qeth2**

---

qeth2 Please can you describe your ethnic group.

TYPE IN

(2240 - 2243)

Don't Know	Y	(2240)
Refused	Z	

**End of Filter iethn**

---

qinfo Would it be okay if the answers you have given to this survey were combined with administrative records held by the Department for Work and Pensions (DWP)? Your answers will of course be treated in strict confidence by BMRB and the research team at DWP and will not affect your dealings, either now or in the future, with the DWP.

IF NECESSARY: In order to know more about what happens to different groups of people who leave benefit, the DWP would like to combine your answers with DWP records which contain information such as when people have moved on and off benefit. This will help the DWP to see how people get on in the future. Your answers would be used for statistical purposes only. No information that would identify you will be used.

IT IS IMPORTANT THAT AS MANY RESPONDENTS AS POSSIBLE GIVE INFORMED CONSENT AT THIS QUESTION.

Yes	1
No	2

(2244)