



Scottish  
Household  
Survey

***Main interviewer instructions***

***JANUARY 2006***

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# 1. Introduction

Thank you for agreeing to work on this important project. These instructions are intended to provide you with everything you need to know about the survey before you start interviewing, including the background to the research, the procedures for sampling and respondent selection, the main features of the questionnaire and procedures for issuing and returning survey materials. It also includes contact numbers for you to call if you have any questions about the sample, the questionnaire or your CAPI machines. Please don't be shy about using these numbers – we want to make sure that everything is running as smoothly as possible.

## 1.1. The background to the survey

The Scottish Household Survey (SHS) is a major survey commissioned by the Scottish Executive in order to provide detailed information about the characteristics, attitudes and behaviour of Scottish households. The Executive needs the survey partly because Census data becomes out of date and because UK government surveys such as the General Household Survey and the Family Resources Survey have relatively small samples in Scotland.

TNS System Three and Ipsos MORI Scotland have a four-year contract to carry out all aspects of the survey, from questionnaire design through fieldwork, analysis and reporting. This means that the two companies work very closely alongside each other in a fully-fledged collaboration – it is not a case of one company simply operating as a sub-contractor for the other.

Over the four years of the survey, the two companies are expected to complete over 60,000 interviews, making the SHS easily the largest exercise of its kind carried out in Scotland. It needs to be remembered, though, that the fieldwork will be spread evenly across that period - in other words, we will be completing about 15,000 interviews a year or roughly 1,300 a month.

Interviews will be spread across the whole of Scotland (including the Islands) with probability roughly proportionate to population. There will, however, be some over-sampling in the smaller local authority areas.

Because of the size of the project, both companies can offer much more regular employment to interviewers throughout the whole of Scotland. What's more, we will know

where we will be interviewing several months in advance, meaning that we are able to give you more notice of where we would like you to work and when.

The survey is quite challenging to carry out, since it is a strictly pre-selected sample and all interviewing will be carried out using CAPI. It should, however, also be a rewarding project to work on, since it has a relatively high profile and covers subjects which people tend to be interested in. All households should have received an advance letter from the Scottish Executive, which will make it easier to gain co-operation on the doorstep.

The interview as a whole should last an average of 45 minutes. It is split into two main parts: the first is with the highest income householder or their spouse/partner and collects mainly factual information about household composition and characteristics; the second is with an adult member of the household selected at random (which may be the same person as for the first part of the interview, but could also be, for example, a 19 year-old son or daughter) and focuses more on individual attitudes and attributes.

#### KEY POINTS

- Major survey to provide information for the Scottish Executive, covering over 60,000 households over 4 years
- Collaborative project between TNS System Three and Ipsos MORI
- Pre-selected sample using CAPI interviewing
- 45 minutes average questionnaire, split into two main parts
- Monthly interviewing, offering regular employment for interviewers throughout Scotland

## 1.2. Survey materials

The packs that you will receive for each sampling point will include the following:

### 1.2.1. *Copies of the letter to respondents*

Because of the importance of the study, the Scottish Executive has agreed to send a letter in advance to all pre-selected households. This explains the background to the study and alerts them to the fact that you will be calling. The fact that there is an advance letter should make your job considerably easier and reduce the amount of time you have to spend explaining things to the respondent. The additional letters in your pack are for use in cases in which the advance letter has gone astray (for example in tenements where we have not been able to specify a particular flat) or you want to leave an additional copy at an address at which you are getting no reply.

### 1.2.2. *Information leaflets about the survey*

To add to the credibility of the survey and to help answer any questions that respondents may have after the interview has finished, the Scottish Executive has produced a short leaflet for you to leave behind. This covers much of the same information as the advance letter, but also explains what will happen to people's responses; how the results of the survey will be used; and emphasises the confidentiality aspects of the survey. In keeping with the inclusive focus of the survey, the leaflet has been translated into the main ethnic languages (including Gaelic).

### 1.2.3. *Summary sheet*

In each sampling point, you will be issued with 18 addresses (explained in more detail later in these instructions) and you will need to list these on the blank summary sheet for each group of addresses. You will be able to use these to record key details of progress to feed back to your supervisor.

### 1.2.4. *Contact sheets*

Because the SHS is based on a strict pre-selected sample, we must be able to account for each address issued. This means that your packs will include a separate pre-printed 'contact sheet' for each of your 18 addresses. Whenever you make a call at an address, you must record what happens on its contact sheet and, once you have either completed an interview or made the required number of visits to an address, each contact sheet *must* be returned your field office. Because of the importance of the contact sheets to the success of the exercise, we are making it a condition of payment that these must all be

returned before we are able to process claim forms. (More information about contact sheets is given below.)

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## 2. Sampling and respondent selection

### 2.1. Introduction

You have been issued with a random selection of addresses. Each address has its own contact sheet, which you need to use to identify the dwelling, household, and the householder to speak to for the first part of the interview.

Most of the sampled addresses will be straightforward, houses or flats, but a few may be more complicated like blocks of flats, tenements, groups of farm cottages etc - even some business addresses or demolished properties. The sample is taken from the Postal Address File, which contains every address to which the Post Office delivers mail, but it has been sorted in a way that should exclude most business addresses.

We cannot stress enough how important *every single address* you have is. It is vital that we do everything we can to achieve interviews at as many addresses as possible and, if it is not possible to get an interview, that we have an accurate and full record of when each attempt was made, and what the final outcome was.

It may be worth emphasising at this point that we are interested in interviewing people at their **main place of residence**. This means the place that they live for most of the year, so, for example, we will not be interviewing people in holiday homes. We will also be interviewing students at their term-time address (if they have one), rather than in their family home. The aim here is to make sure that people with more than one address are not double-counted.

### 2.2. Identifying 'dwellings' and respondents - overview

In most cases, each address will comprise just one "dwelling unit" (that is, a single house, flat etc), but in some cases an address might be a whole tenement building, for example. In these cases, you need to phone your field office to have an address specified.

A dwelling unit might also, in some cases, contain more than one household. This is most likely to happen with properties that are being shared by groups of students or other individuals who do not share meals. In these cases, you may simply interview in the household whose member you initially talk to. You must, however, indicate on the questionnaire how many households there are, and make a note of this on your sample summary sheet that you will be using to keep your supervisor up-to-date on your progress.

Having identified the household, you need to identify the respondent! For this survey, there are actually two respondent types.

The first will provide information about the household/property etc (this is the household respondent, or P1) and should be the householder who has the highest income, or their partner. The second respondent that you will need to speak to (or P2) will be selected at random by the CAPI machine, once you have completed the household grid information in the CAPI questionnaire (information which you will get from the household respondent, P1, at the start of their interview).

*Please note*

- a dwelling is the living unit within which households reside, and might be a bedsit, a flat, house, or even long term living in a guesthouse/bed and breakfast.
- the householders are people in whose name(s) the property is owned, or rented (typically, husband and wife)
- other household members are others who are normally resident at the property (6 months or more per year)
- this is a survey of adults aged 16 and over
- there are to be *no* substitutions for the random individual generated by the CAPI machine.

In some cases, you will be interviewing in a single adult household, in which case the household interview (P1) will be with the same person as is generated by the CAPI interview for the random interview (P2). In other cases, there is still a chance that the CAPI machine selects the same person (with the likelihood declining in households with lots of people aged 16+). Thus you may need to return to conduct the interview with the random individual. To do this, you will need to suspend the interview after the household interview.

#### **2.4. The front page of the Contact Sheet**

##### INFORMATION PROVIDED TO YOU

1. Address details
2. Address Serial Number (SIX DIGIT)

3. MOI (Multi-Occupancy Indicator) - two digits in boxes
4. Selected flat/dwelling – two digits in boxes

#### AREAS YOU WILL COMPLETE

- Record of all calls to the address
- Record of total calls made
  - To achieve interview (P1)
  - Additional calls for P2 (if any)
  - Number of calls for a failure or invalid address
- Final outcome at the address
- Number of dwelling units and transfer MOI number from front page
- Number of adults in household

Each of these are explained below:

#### Address Details

At the top of the Contact Sheet, there is a printed address with the best information we have for that property. If when you get there, there are any particular points that would help you find it again (!) jot these down at the top next to the address.

You should also record a contact 'phone number. This is for your purposes to help secure an appointment with a member of the household, or perhaps to check the availability of the second respondent. During the interview itself, you will need to enter the 'phone number onto the CAPI machine too.

#### Address Serial Number

This is the unique number for the address which you must enter when you start the CAPI interview at the property. **Please do this very carefully** - it is important for the analysis and a small mistake here could seriously affect the data.

The first digit, which is either A to Z or 1 to 6, represents the local authority area you are working in. The next three numbers are unique identifiers for individual addresses within that

area. The second-last digit (a letter between A and L) simply represents the month in which the address was sampled. The final character shows the year in which the address was sampled.

#### Multiple Occupancy Indicator

MOI stands for Multiple Occupancy indicator and tells us how many individual dwelling units there are at each postal address that the Post Office has provided us with. Using this information, we have printed an MOI number on your contact sheet (to the right of the address). In many cases this will be 01, but in some it may be 06, or 25, for example. Under this, we have printed two more boxes. The numbers in these boxes show the dwelling unit that we have selected for interview. When the MOI number is 01, the boxes underneath will also have 01, to show that the address printed is (we believe) sufficient to describe a particular flat/dwelling unit. On the other hand, where the MOI is greater than 01, we have selected a number at random between 01 and the MOI, and this number appears in the boxes under the MOI. This is the flat/dwelling unit at which we would like you to interview (see later).

There are a small number of cases where, although we have an MOI of greater than 01, and have therefore selected a random flat for you, the address details provided by the Post Office also identify a flat. Where that is the case, please interview at the flat specified within the address details and over-write the MOI number to make it 01.

#### Record of calls to the address

You are required to make a **minimum** of six calls at every property to achieve an interview and at least one of these calls must be made during the first week of fieldwork. You **must make at least one call during an evening** (after 5 p.m.), **and one at the weekend**. Please record the information fully, including the days of the week and times of day when you did not find anyone in. This is very important. Your initial calls will be to gain an interview with the highest income earner/spouse (i.e. P1), so tick the box on the front of the contact sheet to indicate which calls were for this purpose. Subsequent calls, if any are needed, will be to gain an interview with the randomly selected adult, so tick the boxes to show which are calls to find them in.

#### Total number of calls

There are three boxes. The first is for the total number of calls you make to achieve an interview with P1, the highest income householder or their spouse/partner.

The second box is for the further calls you needed to make, if any, in order to obtain the interview (or a failure) with the random individual (P2). Clearly, if this is the same person as P1, then there will be no further calls needed (unless you run out of time and need to

return to complete the interview)! If it is a different person, and you are able to interview them at the same time as P1, again, this box will be blank. But if you do have to make further calls, please fill in this box.

The third box is for the number of calls you make to an address where you are unable to obtain an interview at all. In most cases, we hope, this box will be blank.

Please note that you must be very careful, when looking for an address, that you do actually visit the exact address on the contact sheet. If the computer has picked an individual flat in a house or block you must go to that individual dwelling unit and check that address alone. Wherever we have chosen a particular flat in a building with an MOI greater than one, please only go to that address. If the MOI is wrong, you will need to call the office for instructions on which dwelling to select, and amend the address details. Subsequently, that dwelling alone is valid for the survey.

You may need to obtain a detailed street map or, in rural areas, an ordnance survey map, of the areas you will be working in (please claim for this as appropriate with a receipt). For example, in some cases, the town name given in the address details may be the **Post Town** for that address, but not necessarily the name of the village or area that the address **is located in**. Street maps with street names may help, as will asking people in the area, of course.

#### Outcome at valid addresses

Here you should record the outcome at the address on that contact sheet, assuming it is valid for the survey. Valid for survey means the address is an occupied, permanent structure, excluding holiday homes where the person lives for less than 6 months of the year.

#### Outcome at invalid addresses

If you find the property is empty, is solely used for business purposes, is derelict or demolished, etc., indicate the reason here. Note that you should be very careful in choosing the most appropriate code if you find the property is vacant.

**Code 1: Property Vacant** - This will include houses/flats that are being re-furbished with obvious signs of major work going on including areas of floorboards lifted or fittings such as WC's etc missing or not connected up. Windows and/or doors on these properties may be secured against entry with metal or wooden boarding. These may be more likely to be found on large public housing estates.

**Code 2: Institutional** - We are not interviewing people who are resident in institutions, such as university halls of residence, hospitals, prisons, army barracks etc. These should not arise in your sampled addresses, and if they do, they are invalid. Please let your supervisor know straight away if you do find any institutional addresses in your sample.

**Code 3: Property no longer used as dwelling** - These are properties originally built as houses or flats for domestic residential use but are now used as commercial premises, such as offices, doctors or dentists' surgeries etc. However these premises could quite possibly be returned to residential use. An example from the Edinburgh area would be New town flats or terraced houses used as offices or surgeries where if the commercial use was discontinued the premises could, even with some building work required, return to residential use.

**Code 4: Business/Commercial property** - These are addresses where the property is wholly non-residential and commercial by original property design and current use. Examples may be garages, small industrial units, workshops or shops.

The sample addresses for the survey are drawn from the small user PAF and are normally expected to include only residential properties. Large commercial premises that are included may, therefore, have a service flat/house on the premises and care should be taken to find out if the address issued refers to that property. Small commercial premises may however be present on the small user PAF and these are not valid for interview.

However, please note that where there are shops with flats above, or houses attached, that the address given may apply to the residential part of the building.

**Code 5: Derelict/demolished** - These will be residential plots where the dwelling has been deserted or demolished. There should be signs that a dwelling was present on the site with possibly some evidence of walls/foundations having been present or indications on adjoining properties, such as fireplaces in walls etc indicating that a property was present on the site.

**Code 6: Address untraceable/unable to locate** - The address issued cannot be found. Check with local residents, Post Office etc. Do not waste a lot of time if you have other visits planned for the day in the area but follow up later with the electoral register or council tax register at libraries and seek help from the office where necessary.

**Code 7: Other** - It is important that you write in as fully as you can what you are calling "other"

## 2.5. Dwelling Unit (DU) Selection

By dwelling unit we mean a unit of accommodation. A house will usually contain one DU, unless it has been converted into flats, or has been partitioned in some way, when it may contain more. In a tenement block, or a more modern block, each flat would be considered an individual dwelling unit. In tenement blocks, be careful not to accidentally count (shared) bathrooms outside the DU as DUs. At most addresses, no selection will be necessary - there will be only one dwelling present.

**In all cases**, in the boxes at the top of the second page of the contact sheet, write in the number of dwelling that you find, and the MOI number as it appears on the front of your contact sheet.

If there is only one dwelling unit at the address identified on the contact sheet, and when you get to the property you confirm that there is indeed only one dwelling unit present, go straight to the household selection section.

Where there are several dwelling units at a single address, the Post Office MOI number will be greater than one. Where this is the case, we will have identified a single flat for you to interview at, and this number will appear under the MOI on the front page of the contact sheet. As long as the MOI corresponds the number of dwelling units you find in the property, simply go ahead and interview at the flat number we have identified. There is a mechanism for finding it - see below "FINDING THE DWELLING UNIT".

There will be some circumstances when the information on the contact sheet is inaccurate. For example,

- you find that there is more than one dwelling at the address, but no specific dwelling is identified on the contact sheet (even if the MOI and the actual number of dwelling units are the same)
- there is more than one dwelling at the property, but your contact sheet has an MOI of one
- the MOI shown on your contact sheet is incorrect; i.e. the number of dwellings is different from that shown on the contact sheet

In these circumstances we need to identify a dwelling to interview at. The most straightforward way to do this is to phone the office where a small computer program can be used. We need a method that gives each dwelling an equal chance of selection (i.e. it is not simply the nearest, on the ground floor, the one with someone in, etc).

### 2.1.1. Finding the dwelling unit

#### **If flats are sequentially numbered/lettered**

If all the dwelling units in the property are individually and sequentially numbered/lettered, enter the building and record which floor the selected dwelling unit is on at QA2.

Then write in the actual number of the dwelling unit, as it appears on the door of the unit, at QA3. Or, if you are in a tenement, and there is a name on the door, record this at QA4.

#### **If not sequentially numbered**

If the flats are not numbered, count up until you reach the selected dwelling unit, starting from the lowest floor (include the basement if it is part of the address) and working upwards. Go from left to right along each corridor or landing/hall, and from front to back of the building. ALWAYS COUNT IN THIS ORDER.

If the flats/dwelling units are not individually numbered or are not numbered sequentially throughout the whole address, the number of the DU selected on the grid may not correspond to the flat number as it appears on the door.

For example, you might find that you select the 4th dwelling, but that the flats in a tenement are numbered separately on each floor; the ground floor has two flats labelled 1 and 2, but so does the first floor. In the example where you have selected the 4th dwelling, this would generally be flat 2 on the first floor, and could be labelled 2 on the door, or 1F2 in Edinburgh, or 1\2 in Glasgow.

Once you have located the dwelling unit, written in all the details about where it is in the building and how it is identified and noted the floor and number, proceed to the Household Selection

## **2.6. Household and respondent selection**

IT IS CRUCIAL THAT YOU FOLLOW THESE INSTRUCTIONS CAREFULLY:

In most cases there will be just one household in a dwelling unit. A household is a group of people who share at least one meal a day. In many cases, students sharing a house will each be individual households, because they do not share meals (even though they may share a living room). If there is more than one household, you may interview the household with which you first make contact.

Once you have established the correct dwelling, and household, you must now select the person for the first part of the interview - the householder interview, or P1.

This process involves establishing how many people aged 16 or over there are normally living in the household, and which of the **householders** has the highest income. We would like you to gather this information from a householder, rather than from any younger members of the household, since it is information that householders may resent being gleaned from younger members of the family.

If there is only one adult aged 16 or over living at the property, this is the person you must interview (and, in fact, will be the person for both parts of the interview, since they are also bound to be the adult randomly selected from the household grid by the CAPI programme).

Where there are several people aged 16+ living in the household, please write in how many there are on the contact sheet at QC1. There are a number of exclusions, however.

- people who are household/family members but who have been away for six months or more are not to be included in the count of household members
- people who are at school or college and live away from the property during the term time are also not to be included in the count of household members, even if you are interviewing during holiday periods and they happen to be at your address at the time

A householder is someone in whose name the house is owned or rented.

The first part of the interview needs to be done with the **highest income householder**, or their spouse/partner. This is because this is the person who is likely to be in the best position to provide the information in the interview about the household income etc. Thus, in a typical family where there is a mum and dad and two children, you would be able to interview the husband or wife, but not the son or daughter - although they may come up as the random individual if they are aged 16+.

However, there may be some instances where there is another household member that you need to interview. An adult son living with his elderly mother, for example. Here, it may well be appropriate to interview the adult son if he takes some responsibility for managing the household and contributes to the household income. But you will need to be careful in the interview when questions ask about your/your partner. In this situation, the son and mother constitute the household unit, and both contribute to the household's income (the mother may have a pension, or disability allowance etc).

#### Other issues

If the highest income householder, or the random individual (which is more likely) is incapable of responding for medical or other reasons, you should either

- note down the language in which they could be interviewed, and contact the office - we will arrange for an interviewer with that language to go back (there is a code for this situation on the front of the contact sheet)
- interview through another household member where this is convenient.

It is essential that individuals are not excluded from the survey because of communication difficulties or disabilities.

### 3. Introducing the survey

There will be an advance letter for this survey, which should have reached households in advance of your visit. Of course, individual household members may not have seen the letter, it may have been lost or, in situations in which the multiple occupancy indicator is incorrect (e.g. some tenements or tower blocks), the letter may never have been delivered. For this reason, you will find spare copies of the letter in your interviewing packs. These may also be useful to leave at addresses where you are getting no reply.

In general, however, the fact that there has been an advance letter should make it easier for you to obtain co-operation from potential respondents, if for no other reason that you can take a more positive approach from the outset (e.g. 'I'm here about the survey for the Scottish Executive'), rather than having to explain everything from scratch.

In seeking co-operation from potential respondents, the main points to stress about the survey are the following:

- The importance of the survey in providing reliable information to inform the decisions of the Scottish Executive.
- The fact that individual households have been selected entirely at random and that many thousands throughout Scotland will be taking part.
- The absolute guarantee of confidentiality and the fact that the results will only be used for research and statistical purposes.
- That it is important that the survey represents as wide a cross-section of the population as possible and that, however 'atypical' individuals may feel they are, their views are valuable and important to the research.

## 4. The questionnaire

### 4.1. Overall structure

One of the first things you will notice when you start work on this job is that the interview never seems to be the same twice. This is because the questionnaire is heavily routed, depending on the structure of the household and on respondents' answers – though, since it is a CAPI interview, you won't really be aware that this routing is taking place.

The questionnaire covers a wide range of topics, some in greater detail than others. It has been developed over the years and has been extensively piloted by interviewers from both TNS System Three and Ipsos MORI Scotland.

The most important thing to understand about the interview is that it falls into two main parts and these may *or may not* be completed by the same member of the household.

The first part of the interview must be carried out with the **highest income householder** or their spouse/partner (see below for definition) and concentrates on collecting basic factual information about the composition and characteristics of the household. This is likely to last around 20 minutes on average, though is likely to be shorter in single person households and longer in large households since there are a number of 'loops' within the questionnaire collecting the same basic information about everyone who lives there. The broad topic areas covered in this first part of the interview are as follows:

- Household composition and characteristics of household members
- Type of property/accommodation
- Vehicles in household and access to public transport
- Children in the household
- Employment status of the highest income householder
- Household income from employment and other sources
- Savings, credit and debt

The second part of the interview will be with a **randomly selected adult** member of the household. As explained in the previous section, this will not – by any means – always be a different person from the respondent for the first part of the interview. In single person households, the highest income householder and the random adult will always be the same. In two person households, they will be the same in roughly 50% of interviews; in

three person household in roughly 33% of interviews and so on. In fact, experience from the pilot suggests that the same respondent will complete both interviews in as many as 60-70% of cases and, in many of the others, the second person will be available for interview at the same time.

It is essential, however, that if the chosen respondent for the second part of the interview (P2) is a different person from the first (P1), that you only interview the named person. You cannot substitute with another household member, or continue with the first respondent because it is more convenient, or seems to be a sensible thing to do.

The purpose of the interview with the 'random adult' is to collect information about a representative sample of *people*, so the questions tend to focus more on individual attitudes and attributes. This part of the interview is likely to last around 25 minutes on average – though, again, this will vary depending on whether or not the individual selected is the highest income householder or their spouse/partner (if so, some questions will be omitted from the second part of the interview, since they will already have been covered in the first – e.g. employment status). The main topics covered in the random adult part of the questionnaire are the following:

- Educational qualifications
- Perceptions of the local area
- Experience of crime and victimisation
- Use of private and public transport
- Travel patterns on the previous day
- Perceptions of services and local government
- Health problems and caring responsibilities
- Employment status
- Individual income from employment and other sources

Most of the questionnaire is relatively straightforward. Points of clarification about specific questions are included at the end of these instructions. There are, however, one or two sections that may be worth looking at in more detail and these are covered in the following sections.

#### **4.2. The household 'grid'**

The first thing to note about this is that – unlike a conventional paper and pen questionnaire – it does not actually look like a grid! But it is performing the same function.

At the start of the interview, the first thing you will need to do is to list *all* the household members, starting with the respondent and including any children. For each one, you will need to complete their name (forename and surname in different boxes), date of birth and some basic demographic information. If the surname of other household members is the same as the respondent, leave the surname of subsequent members blank. If the respondent does not know the date of birth of someone else in the household, a second screen will appear, asking for their age.

You may find that more than one person in the household (for example, a father and son) has the same name. In this case, you will need to type something in the forename box to distinguish them – e.g. junior, or an extra initial.

Oil-rig workers etc. should be included, unless they have been continuously absent for 6 months or more.

The relationship grid refers to the relationship between the person mentioned and each other member of the household. The people being asked about should be clear from the question wording.

#### **4.3. The schools ‘pop-up’ list**

In households containing children of school age, you will be asked to record the school the child, or one of the children in multi-child households, attends. In most cases, you should not have to actually type the name of the school at this question, but simply select it from a pop-up list. Clearly, if the list contained all the schools in Scotland, it would be very long, so it has been broken down into separate lists for each local authority. The appropriate list for the area that you are working in should appear automatically, since it is linked to the address number.

In order to find the school the child attends, you can either scroll down the full list to the appropriate point, or click on the ‘Search’ button at the top of the screen. If you start to type the name of the school you are looking for, a shorter list will appear containing any schools that contain the letters you have typed. Once the list has reduced down so that you can see it, you do not need to type the full school name, simply click on it in the list to code.

If the child attends a school in a different local authority area, click on “School not on list” and this will offer you the full menu of local authority areas. Then select the appropriate area, and the next screen will give you the full list of schools in that area.

Very occasionally, you will not be able to find the name of the school anywhere in the lists. In this case, you still have the option of entering the name directly.

#### 4.4. The employment and income sections

The questions covering economic activity and employment aim to collect detailed information on the level of employment and unemployment and to collect details of the type of employment undertaken by people in work or who recently became retired or unemployed.

Although respondents are asked about the main economic activity of all household members at the start of the survey, these detailed questions are designed to obtain very precise estimates of economic activity according to official definitions. The questions are the same as those asked in major government surveys and must be asked exactly as they appear on the screen so that the Scottish Household Survey obtains comparable estimates of unemployment and economic activity. Sometimes this may seem repetitive or laborious (especially if the respondent is recently retired), so if necessary you may need to explain to respondents why you seem to be double-checking certain things.

The questions first appear in the section of the questionnaire completed by the household respondent. If this person is the highest income householder or, if the random adult is the highest income householder, these questions will only be asked once. However, if the random adult is not the HIH, the questions will be asked again. This will allow us to classify households according to the occupation of the HIH and to produce estimates of economic activity based on a random sample of adults.

Experience from the pilot suggests that most people will be willing to answer the questions about their employment status and income, but you should reassure respondents, if necessary, that the information will be used **only for research or statistical purposes** and that no individuals will be identified. (We will not, for example, be passing on information to the DSS!)

##### 4.4.1. *Economic activity*

This section asks detailed questions about the activities undertaken by the respondent in the seven days ending on the Sunday immediately before the date of the interview (the reference week). Respondents who did any work in the reference week skip directly to the questions on employment.

The remainder of the section identifies people who had a job but didn't work in the reference week or collects detailed information on people who were not in work in the

week. At the end of this section we will be in a position to calculate the unemployment rate among respondents using the same definition as the official unemployment figures.

#### 4.4.2. *Employment*

In this section respondents in work or those who became unemployed or retired within the past five years are asked about the type of work they do (or did). Like the economic activity questions, this section uses standard questions from government surveys to allow responses to be coded into official classifications for the industry people work in, their occupational grade and social class.

It is important that these questions collect as much information as possible about the industries respondents work in and the type of work they do.

#### 4.4.3. *Income*

The section on income will be relatively straightforward for any one respondent, although there are a number of routes through the income questions depending on the respondent's circumstances. The aim of the questions is to obtain reliable information on household income so the survey collects information on the incomes of the HH and their spouse plus the contribution made to household expenses by other members of the household.

There are three components to household income:

- income from employment
- income from benefits and pensions
- income from other source including contributions made by other household members

*Income from employment* - Over the course of your interviews you may see a number of variations on the income questions depending on:

- whether it is a single or couple household
- if the householders have more than one job
- if they receive income from employment or self-employment
- if their pay varies from week to week or month to month

*Income from benefits* - All respondents are asked whether they receive any of the benefits printed on a show card. Generally, respondents who are in employment will not

receive a large number of benefits and vice versa so a long income section will generally mean a short section on benefits.

The basic structure of the benefits section is as follows:

- which, if any, of the listed benefits do the respondent or their partner receive?
- who receives the benefit – the respondent, their partner or both?
- the last time they received each benefit, how much did they receive?

The questionnaire makes allowances for situations where:

- people say they receive a benefit but do not know how much they receive
- people know they receive a number of benefits but cannot separate the individual amounts.

*Income from other sources* - This part of the questionnaire collects information on the variety of other sources of income households might receive. The main types of income covered by it are:

- pensions from employers
- 'dig' money from children or other household members
- maintenance payments from a former spouse or partner
- income from renting or sub-letting property
- a student grant or loan

#### 4.4.4. Savings

The Scottish Executive will use the information on savings in a number of ways.

- to understand the patterns of saving among different social groups
- to assess the impact of changes in benefits policy on groups such as pensioners
- to assess the ability of households to react to financial problems

The information collected about savings is very straightforward and covers the value of all savings and investments. The only thing to remember is that the value of someone's house should not be included.

#### **4.5. The travel diary**

The travel diary is perhaps the most complicated part of the SHS interview and it is important that you familiarise yourself with it fully before you start interviewing. Because it was clear at the briefings that some further clarification was required, we have provided more detailed information about the travel diary in a separate document accompanying these instructions.

#### **4.6. Obtaining respondent permission for follow-up contact**

One of the uses to which the Scottish Executive hope to put the survey is to identify individuals who may be willing to take part in follow-up research on various topics. Because this research will not necessarily be conducted by Ipsos MORIScotland/TNS System Three, we need to have respondents' specific permission to pass on their contact details to the Scottish Executive, so they can provide it to other researchers, as and when required. This means that at the end of each of the two main parts of the interview, if you are interviewing two different household members, or at the end of the second part of the interview, if the same person has completed both parts, you will be prompted to seek respondents' written consent for this to happen.

On the last page of the contact sheet you will find two spaces for respondents to sign, to indicate if they are willing to have their details used for follow-up research. If the same household member is completing both parts of the interview, they need only sign the consent form once, under 'householder respondent'. If, however, the second part of the interview is completed by a different household member, you need to record their consent separately under 'random adult'.

It is important that you understand what it is you are asking respondents to sign, since they may well ask questions about it.

We are asking respondents for permission to attach their names and addresses to their responses to the survey questions, since it will usually be on the basis of these that the Scottish Executive will identify potential respondents for follow-up research.

It is very important that respondents understand, however, that:

- This does not compromise the confidentiality of their responses in any way.
- The information will be used only for research and statistical purposes under the terms of the Data Protection Act and our professional codes of conduct.

- They are under no obligation to participate in further research even if they have given consent to their details being passed on. We are seeking their consent to be re-contacted, but they will have the opportunity to decline to participate at that point.
- If people *refuse* permission, their anonymity is assured, and they remain highly valued respondents in the survey.

**General - IMPORTANT**

***PROBE FULLY.*** Where asked to probe fully you should try to get as clear an idea of what the respondent means as possible.

***Useful probes include ‘Could you tell me more about that?’, ‘why is that?’, ‘how do you mean?’***

***‘OTHER’ OPTIONS.*** Use the ‘other’ option where a response does not fit the pre-coded responses. In most cases, a text box pops up when you code ‘other’. Write in the response in this text box.

SCREENS WITH NUMBERS/TEXT AND PRECODED RESPONSES. Some screens require you to code numbers or write in text as well as code responses (e.g. the date of birth screens). Write in the numbers and/or text and code the pre-coded list where applicable. If you need to rewrite text or numbers or need to jump to another text box, tap your pen in the box (a number pad or keypad will pop up).

SCREENS WITH ‘PRESS WHEN COMPLETE’ buttons. Some screens will not allow you to continue without coding that the details you have given are complete (e.g. the travel diary and details of walk/bike rides).

***ROUGH ESTIMATES AND EXACT AMOUNTS.*** Some screens require you to indicate whether the amounts given are rough estimates or exact amounts. If the respondent indicates that they are unsure about the amount they have given, or says something like ‘roughly’ or ‘about’, code as a rough estimate. In the Income questions there is also an ‘exact amount consulted pay slip option’

***POSTCODES.*** If respondent does not know full postcodes when asked, ask for the full postal address.

SQUARE pre-coded response areas (□) indicate multi-coded responses. - code **all** that apply

CIRCLE pre-coded response areas (O) indicate single codes.

**Question clarification**

<b>Screen details/ Question No.</b>	<b>Instruction</b>
First screen (Address number)	Enter the six digit address number from the front page of the contact sheet.
Second Screen	Ensure the date is correct. If it is not, code 'No' and write in the day (e.g. 21 for the 21 <sup>st</sup> ) and code the month and year from the lists given..
Date of birth screens	Write in day (e.g. 25) code month and write year in full (e.g. 1971). Take care when typing in the year (errors might affect later routing).
HA7	Take care when coding the 'full time education' options. There are separate options for school and further/higher education.
HA9	Ensure you ask the ethnicity question about <b>every</b> household member. Do not make assumptions about people's ethnicity.
HA12	Examples of those away continuously would be those in prison or working abroad – people who do not have the dwelling as their main residence. See main instructions for definition of 'main residence'.
Random individual selection screen	Establish whether the random individual is available (if it is not the household respondent).
HB1	Simply code this if obvious, otherwise ask. A 4-in-a-block is a cottage style house (with 2 separate dwellings upstairs and down)
HB3	If the flat is all on one level, code the floor of the flat. For maisonettes and flats with an upstairs and downstairs, code the floor that the downstairs or lowest level is on.
HB5	Shared owners pay part of their rent to a Housing Association and also pay a mortgage.
HB6	The responses are labelled 'organisations' and individuals' to help you find the landlord.  Scottish Homes is also known as 'Scottish Special'
HC1/HC2/HC3	Take care for student households, who are likely to share some rooms but might not think of their flat-mates as being 'other households'.
HC4	Include bedrooms used for other purposes (as an extra living room, study, 'den' etc.).  Do not include rooms intended for other purposes that are being used as bedrooms (e.g. a downstairs room such as a living room or dining room used as a bedroom by someone with a mobility problem).
HD4	Include <b>all</b> ADULTS in the household who pay reduced bus and train fares, for whatever reason.

HD19	Include the <b>total</b> spent on fuel for the vehicle by <b>all</b> household members. Exclude the fuel covered by business expenses.
HE1	If the respondent and/or their partner is not the parent or legal guardian of a child under 16 on the list, they are not responsible for them (this includes cases where the respondent/partner is related to the child in other ways, as a grandparent for instance).
HE4	If the respondent/partner does not pay for the child-care, code 'free child care'
School selection	Select school or 'school not on list'. If school not on list select the local authority where the school is at next screen. If school is not on <b>that</b> list, code other and write in the name of the school <b>and</b> its address.
HF1	Make sure to include adults and children.
HF2	This applies to anyone in the household, regardless of whether they have been mentioned in Q6-1 or not.  Regular care or help includes care or help by household members and/or other people for any period of an hour or more each week (this time might be spread across a number of different days).
HF5	Code <b>all</b> the people who provide care, including those in the household <b>and</b> outside the household.
HG28	Temporary employment is a fixed term contract or seasonal employment. If a person's employment is unstable but not fixed term or seasonal you would still code them a permanent employees.
RA8	If the <b>full</b> postcode is not known or the respondent is unsure, please record their previous address as fully as possible.
RB2	If a respondent's answers do not quite fit the pre-coded options, do not force them and use the 'other (specify)' option instead.
RB6/RB8	If there has been more than one incident, ask about the <b>most recent</b> .
RC1	Enter <b>all</b> qualifications obtained, not just the highest.
RE1	The difference between this question and the similar question in the first part of the interview is that this relates to mileage travelled by <b>individuals</b> not by vehicles.
RE6_7/RE8_9	Make sure that you read out both parts of these question.
TRAVEL DIARY	See separate briefing document.
RF13	This question is not about the proximity of services to people's homes, but about how easy they find it to get to different types of services, taking account of mobility, work patterns, family commitments, etc. as well as location.
RG7	This question relates specifically to equipment or adaptations <b>for the use of the</b>

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	<b>respondent themselves.</b> If the household contains equipment or adaptations which have been fitted primarily for the use of another household member, these should be excluded.
HH61/HH63/HH65	TAKE CARE NOT TO DOUBLE COUNT INCOME WHEN IT IS RECEIVED JOINTLY BY THE RESPONDENT AND THEIR PARTNER. Check to see if the income is combined or whether you need to add different totals together.
HJ2	Make sure the respondent includes the cost of an endowment if they have an endowment mortgage (or PEP mortgage). If they have more than one endowment or PEP parts of their mortgage, ask them to include the total cost of all of them.
HJ3	This is the total rent cost, which will be higher than the rent paid if the household receives Housing Benefit.
HJ5	This is the amount the household actually pay in rent.
RA4	Scottish Homes is also known as 'Scottish Special'