CIVIL JUSTICE IN ENGLAND AND WALES

Report of Wave 1 of the English and Welsh Civil and Social Justice Panel Survey

English and Welsh Civil and Social Justice Panel Survey: Wave 1

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Findings and Technical Report of the 2010 English and Welsh Civil and Social Justice Panel Survey

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Contents

Executive Summary i

PART A

Section 1 Introduction to the Survey 1
Section 2 The Incidence of Civil Justice Problems 8
Section 3 The Impact of Civil Justice Problems 30
Section 4 People's Understanding of Civil Justice Problems 37
Section 5 Problem Resolution Strategies 39
Section 6 The Outcome of Problems 50
Section 7 Attitudes to the Justice System 53
Section 8 The Experience of Those Eligible for Legal Aid 57

PART B

Section 9 Sampling 63
Section 10 Questionnaire Development and Piloting 69
Section 11 Fieldwork and response Rates 86
Section 12 Data Processing and Weighting 96
Section 13 Panel Maintenance and Next Wave 104

APPENDIX

The CSJPS Wave 1 questionnaire 108

Executive Summary

The ability of people to protect their legal rights and hold others to their legal responsibilities is a prerequisite of the rule of law and underpins social justice. The English and Welsh Civil and Social Justice Panel Survey (CSJPS), which replaced the English and Welsh Civil and Social Justice Survey (CSJS) in 2010, provides the only large-scale representative overview of the public's experience of civil justice issues and successes in seeking justice when addressing them.

This overview report describes the main findings from the first wave of the English and Welsh Civil and Social Justice Panel Survey, as well as setting out the full technical details of the survey.

Introduction to the Survey

The English and Welsh Civil and Social Justice Panel Survey (CSJPS) collects data relating to people's experiences of civil justice (or 'justiciable') problems and the strategies they used to resolve them. The survey is a substantial development of the English and Welsh Civil and Social Justice Survey (CSJS), which was first conducted in 2001, then again in 2004, and on a continuous basis between 2006 and 2009. Respondents to the first wave of the CSJPS, conducted between June and October 2010, were asked about the experience of problems in each of 15 distinct civil justice problem categories: consumer; employment; neighbours; owned housing; rented housing; money; debt; welfare benefits; divorce; problems ancillary to relationship breakdown; domestic violence; education; care proceedings; personal injury, and clinical negligence. For up to *three* problems (selected at random, if more than three problems had been experienced), respondents were asked about disputants, problem resolution strategies, advisers consulted, formal dispute resolution processes, how and when problems concluded, the causes and consequences of problems, understanding of rights, and regrets. For one (random) problem, respondents were also asked for detailed information about the steps they had taken to resolve it. Extensive Demographic and household details were also collected.

There were 3,806 adult respondents, aged 16 years and above, to the Continuous CSJS. The cumulative eligible adult response rate was 54%. The survey was broadly representative of the adult residential household population of England and Wales, which comprises around 98% of the total population.

Summary of Findings

Thirty-three per cent of 2010 CSJPS survey respondents reported having experienced a civil justice problem. This is in line with findings from earlier surveys. Problems were far from being randomly distributed across the 2010 survey population. For example, those more vulnerable to social exclusion tended to report more problems than others. In addition, the proportion of those in vulnerable groups increased as the number of problems reported increased. For example, lone parents, those on benefits, those with a long term limiting illness or disability, those with mental health problems and victims of crime report suffering from multiple problems more often than others.

One-third of problems were attributed to one or more of a variety of causes, with loss of income, money problems and ill-health among the most common. At least one adverse consequence followed from around half of problems. Stress related illnesses were reported to have resulted from almost a quarter of problems. Physical ill health, loss of confidence and loss of income were also commonly reported. Some problem types tended to 'cluster' together. The clusters observed were similar to those reported from earlier surveys, with a 'family' problem cluster and broad 'economic' related problem cluster most noticeable.

Respondents took no action to resolve 10% of problems. Just under 30% of problems saw people obtain formal advice. While this figure is lower than suggested by previous surveys, the 2010 survey was not limited to problems that were difficult to solve. People dealt with problems entirely on their own on 46% of occasions.

Fewer than 10% of problems reported through the 2010 CSJPS were characterised by respondents as 'legal' (despite all problems involving justiciable issues), with 43% being put down to 'bad luck' or 'part of life'. Over one third of respondents had no understanding of their rights at the time they first experienced problems, with a further one fifth having only a partial understanding. Of these people, over half still had, at best, a partial understanding by the time of interview.

When people did understand their rights, this was most frequently attributed to formal advice.

Respondents sought advice for their problems from a wide range of advisers. Solicitors were the most commonly used source of advice – although Citizens Advice Bureaux, local councils and the police were also frequently used. Use of the Internet for advice seeking was observed to have increased to 19%, from 16% in the 2006-9 CSJS, and just 4% in the 2001 CSJS. Respondents reported that advice led to improvements in other areas of their lives on 44% of occasions.

The manner of conclusion of problems was, unsurprisingly, related to problem resolution strategy. For example, those who obtained advice were more likely to see their problem conclude through a formal process. This confirms earlier findings.

Only a small minority of respondents disagreed with the propositions that courts are an important way for people to enforce their rights, or that they would receive a fair hearing in court. There was some evidence that people who experience more problems have less favourable views of the justice system, but those people who used solicitors were more likely to regard them as affordable to people on low incomes.

Respondents eligible for legal aid were more likely to report civil justice problems and typically had a greater number of problems. Problems associated with poverty were particularly pronounced. Respondents eligible for legal aid were also somewhat more likely to do nothing to resolve their problems than the general population. This is despite legal aid eligible respondents also more frequently reporting negative consequences stemming from their problems.

1

Introduction to the Survey

We live in a 'law-thick'[1] world, where the ability of people to make use of the law to protect their legal rights and hold others to their legal responsibilities underpins the rule of law, ensures social justice and helps address the problems of social exclusion.[2]

The English and Welsh Civil and Social Justice Panel Survey (CSJPS) provides the only up-to-date and large-scale representative overview of the public's experience of civil justice issues and successes in seeking justice when addressing them. This overview report describes the main findings from the first wave of the Continuous English and Welsh Civil and Social Justice Survey, as well as setting out the full technical details of the survey

The English and Welsh Civil and Social Justice Panel Survey

The English and Welsh Civil and Social Justice Panel Survey (CSJPS), which replaced the English and Welsh Civil and Social Justice Survey (CSJS) in 2010, provides detailed information on the nature, pattern and impact of people's experience of civil justice (or 'justiciable'[3]) issues. It also represents the primary source of general data on the strategies that users, and potential users, of law and legal services employ in order to resolve their civil justice problems. The survey constitutes the principal method by which government is able to inform itself about the overall need

[1] Hadfield, G.K. (2010) Higher Demand, Lower Supply? A Comparative Assessment of the Legal Landscape for Ordinary Americans. 31(1) *Fordham Urban Law Journal:129-156*.

[2] Pleasence, P. (2006) *Causes of Action: Civil Law and Social Justice*, Norwich: TSO. See, also, Lord Chancellor's Department (1998) *Modernising Justice*, London: HMSO (Cmd. 4155); Lord Chancellor's Department and Law Centres Federation (2001) *Legal and Advice Services: A Pathway out of Social Exclusion*, London: Lord Chancellor's Department; Department for Constitutional Affairs and Law Centres Federation (2004) *Legal and Advice Services: A Pathway to Regeneration*, London: Department for Constitutional Affairs; Department for Constitutional Affairs (2006) *DCA Departmental Report*, Norwich: HMSO; Legal Services Commission (2007) *Corporate Plan 2007/8-2009/10*, London: Legal Services Commission.

[3] 'A matter experienced by a respondent which raised legal issues, whether or not it was recognised by the respondent as being "legal" and whether or not any action taken by the respondent to deal with the [matter] involved the use of any part of the civil justice system': H. Genn (1999) *Paths to Justice: What People Do and Think About Going to Law*, Oxford: Hart Publishing, p.12.

for, provision and quality of individual-oriented legal services.[4] It is central to the empirical base upon which access to justice, and broader civil justice policy, develops.

The CSJS was first conducted in 2001, then again in 2004 and, from 2006 to 2009, on a continuous basis; meaning that fieldwork was conducted every month of every year. From 2010 the survey moved to a longitudinal format, with a panel of respondents interviewed, for the first time, between June and October. The panel survey will allow unconcluded problems to be followed up, better insight into the development of problem resolution behaviour over time, more accurate ordering of life events, and the accumulation of more extensive demographic data. Set against this, the panel survey will introduce the possibility of conditioning effects and involves a smaller sample size. The second wave of interviews is scheduled for Winter 2011.

In terms of detail, the CSJPS is the most extensive survey of its kind so far undertaken. The survey has its distant origins in surveys of 'legal need' undertaken during the recession at the United States' Bar in the 1930s.[5] Its more recent origins, though, are in the *Paths to Justice* surveys, carried out in England and Scotland in the late 1990s[6] and, of course, the cross-sectional CSJS.

All respondents to the first wave of the CSJPS completed a general interview, in which they were asked if they had experienced 'a problem' in the preceding 18 months in each of 15 distinct civil justice problem categories: consumer; employment; neighbours; owned housing; rented housing; money; debt; welfare benefits; divorce; problems ancillary to relationship breakdown; domestic violence; education; care proceedings; personal injury, and clinical negligence. To assist recall and to allow some assessment of the relative incidence of the different types of problem falling within these categories, respondents were presented with 'show cards' setting out detailed lists of constituent problems, and respondents were asked to indicate which of them, if any, matched their own problems. So, for example, constituent problems relating to employment included unfavourable changes being made to terms and

[4] See, for example, s.4(6) of the Access to Justice Act 1999

[5] C. Clark and E. Corstvet (1938) The Lawyer and the Public: An A.A.L.S. Survey, 47 *Yale Law Journal*, p.1972. For a history, see P. Pleasence et al. (2001), above, n.19, pp.7-27, and Kritzer, H.M (2009) Empirical Legal Studies Before 1940: A Bibliographic Essay. 6(4) *Journal of Empirical Legal Studies*, pp.925-968.

[6] H. Genn (1999) *Paths to Justice: What People Think and Do About Going to Law*, Oxford: Hart; H. Genn and A. Paterson (2001) *Paths to Justice Scotland: What People in Scotland Think and Do About Going to Law*, Oxford: Hart.

conditions of employment, the work environment being unsatisfactory or dangerous, and being sacked or made redundant. Problems relating to rented housing included difficulties in getting a landlord to make repairs, difficulties in obtaining repayment of a deposit and eviction. Full details are set out in Part B of this report.

Respondents to the survey were also asked whether they had been a victim of crime during the survey reference period, or whether they had had any contact with the police in the previous 12 months.

For up to *three* problems (selected at random, if more than three problems had been experienced), respondents were asked about disputants, problem resolution strategies, advisers consulted, formal dispute resolution processes, how and when problems concluded, the causes and consequences of problems, understanding of rights, and regrets. All respondents were also asked for an extensive range of details about themselves and the household in which they resided.

If respondents reported at least one problem in the general interview, they progressed to a follow-up interview, which addressed, in depth, the strategy adopted to resolve a *single* (random) problem.

All interviews were conducted face-to-face in respondents' own homes and were arranged and conducted by Ipsos MORI. 3,806 adults were included in the survey, drawn from a random selection of 3,335 residential household addresses across 194 postcode sectors of England and Wales. Sixty-one per cent of adult household members (16 years of age or over) were interviewed. The household response rate was 88%, and the cumulative eligible adult response rate was 54%. This compares to response rates of 52%, 57% and 58% in 2001, 2004 and 2006-9 respectively. Of 3,806 completed interviews 111 were completed by proxy (3%), a reduction from the 12% in the 2006-08 CSJS.

Seventeen per cent of survey households contained just one adult, 51% contained two adults and the remainder contained three or more. The average number of adults in each household was 2.3, and the average number of interviews was 1.6. Overall, the average household size was 2.8, slightly larger than the 2001 census estimate of 2.4. Also, 19.4% of respondents aged between 25 and 74 years old reported a long-term limiting illness or disability, compared to the 2001 census estimate of 24%.

Limitations Of The Civil And Social Justice Panel Survey Sample Frame

As the Civil and Social Justice Survey draws on a sample of residential addresses taken from the small user Postcode Address File (PAF) – as is standard in large scale national probability sample surveys – some sections of the population fall outside its sample frame. In total these populations account for around 2% of the overall population. However, some of these populations are particularly vulnerable in their nature and can be expected to experience civil justice in a different way to the general population. While the experience of people who share many of the characteristics of such 'out of sample' populations will be captured by the CSJPS, and will cast good light on what the experience of 'out of sample' populations is likely to be like, it is important to bear this limitation of the survey in mind when considering its findings.

The two largest population groups that fall outside of the survey's sample frame are elderly people in residential care and students living in education establishments, such as halls of residence. The 2001 Census recorded that more than 320,000 people over the age of 60 were living on communal medical and care establishments, as were a further 70,000 people under the age of 60. Of these, around 15,000 people would have been patients involuntarily detained in hospitals under the Mental Health Act 1983 and other legislation. The 2001 Census also recorded that more than 200,000 students were living in communal establishments. As Edwards and Fontana have described, the experience of civil justice problems of groups such as older people in care are likely to be quite different from people in the general population.[7]

Two other large population groups living within communal establishments falling outside the survey's sample frame are prisoners and military personnel living in defence establishments. Around the time of the fieldwork for the first phase of the CSJPS, just over 85,000 people were detained in prisons in England and Wales. [8] The 2001 Census also recorded just under 50,000 military personnel living in defence establishments.[9] Again, the experience of prisoners and military personnel living in defence establishments is likely to be different from the general population. Both

[7] Edwards, S. and Fontana, A. (2004) *The Legal Information Needs of Older People*, Sydney: Law and Justice Foundation of New South Wales.
[8] HM Prison Service (2010) *Population Bulletin – Weekly 4 July 2010.* London: Ministry of Justice.
[9] Bajekal, M., Wheller, L and Dix, D. (2006) *Estimating Residents and Staff in Communal Establishments from the 2001 Census,* London: Office for National Statistics.

populations are relatively young, and the prison population in particular, is characteristic of core socially excluded groups.

There are around 55,000 people living in local authority provided temporary accommodation in England and Wales.[10] In England, a further 500 people are reported by the Government to sleep rough on the streets, although there are problems in counting 'non-visible' rough sleepers.[11] Although people in temporary accommodation often fall outside the Civil and Social Justice Survey sample frame, in this instance we have a better idea of their experience of civil justice problems, as a result of the Legal Services Research Centre's 2001 survey of people living in temporary accommodation. Those people not living in hostels, refuges or bed and breakfast accommodation live in self-contained private sector or social housing and will generally fall into the survey sample frame.

In addition to the above, there are also around 2,000 bed spaces in immigration detention centres.

A large non-communal establishment population falling outside of the Civil and Social Justice Survey's sample frame are Gypsies/travellers. It is believed that the majority of Gypsies/travellers live in conventional housing (contained within the CSJPS sample frame). However, of the approximately 300,000 Gypsies/travellers living in England and Wales[12] between 90,000 and 140,000 are thought to live in caravans.[13] Population estimates concerning Gypsies/Travellers are recognised as being deficient and prone to error.[14]

In addition, there are an unquantifiable number of 'hidden' members of the population, such as some immigrants, without an appropriate visa, who live in non-standard accommodation in England and Wales.

As well as population groups that fall outside survey sample frame, there are those people who live in accommodation within the sample frame, but who choose

[10] Department of Communities and Local Government (2010) *Statistical Release: Statutory Homelessness, 4th Quarter 2009, England.* London: DCLG; Statistics for Wales (2010) *Homelessness, July to September 2009,* Cardiff: Welsh Assembly Government.

[11] Department of Communities and Local Government (2007) *Rough Sleeping England, Total Street Count 2009.* London: DCLG. A small number of people will also sleep rough in Wales.

[12] R. Morris & L. Clements (2002) *At What Cost? The economics of Gypsy and Traveller encampments*. Bristol: Policy Press.

[13] Niner, P.M. (2002) *The Provision and Condition of Local Authority Gypsy/Traveller Sites in England*. London: Office of the Deputy Prime Minister; Niner, P. (2006) *The accommodation needs of Gypsy-Travellers in Wales*. Cardiff: National Assembly for Wales

[14] Niner, P.M. (2004) Counting Gypsies & Travellers: A Review of the Gypsy Caravan Count System. London: Office of the Deputy Prime Minister.

not to participate in the survey. Also, there are other populations that, by virtue of their size relative to the population as a whole, are difficult to study through the survey. For example, well under one per of the population of England and Wales live in sparsely populated rural areas.[15] Similarly, while 12.5% of people in the 2001 Census were Black or Minority Ethnic (BME), this figure masks tremendous ethnic diversity within the 12.5%. Thus, although the Civil and Social Justice Panel Survey covers a sizeable number of BME respondents, important patterns of experience can be missed if they relate to small and specific BME populations.[16]

Finally, while provision is made for the CSJPS to be conducted in Welsh in Wales, not all languages spoken within England and Wales can be catered for. A small number of people each year (less than 1%) cannot be interviewed as a result.

Structure of the Report

Part A of this report provides an overview of findings from the 2010 CSJPS. Section 2 sets out the pattern of incidence of civil justice problems across England and Wales. It provides details of how differences in life circumstances are associated with differences in levels of problem reporting, both in general terms and within individual problem categories. Finally, it demonstrates how people who experience multiple problems become disproportionately more likely to experience the problems that play a direct role in social exclusion.

Section 3 sets out the reported causes and consequences of civil justice problems. It then sets out the types of problem that are commonly experienced in combination.

Section 4 looks at how civil justice problems are characterised by the people who face them. It then details the extent to which people understand their legal rights.

Section 5 describes the ways in which people deal with problems. It reveals that inaction is common in relation to some serious problem types, and also more common among some population groups. It also details the many sources from which people attempt to obtain advice The section also demonstrates the relatively

[15] 2001 Census.
[16] O'Grady, A., Balmer, N.J., Carter, B., Pleasence, P., Buck, A. and Genn, H. (2005) "Institutional Racism and Civil Justice," 28(4) *Ethnic and Racial Studies*, 620-628.

infrequent use of court, tribunal and, particularly, alternative dispute resolution processes in problem resolution.

Section 5 sets out people's characterisations of their problems and provides an indication of the extent to which people understood their legal rights.

Section 6 sets out how problems conclude. In doing this, it describes the different outcome patterns associated with different problem resolution strategies.

Section 7 briefly outlines attitudes to the justice system and sets out how these relate to the experience of civil justice problems.

Section 8 provides an overview of the experience of civil justice problems on the basis of legal aid eligibility.

Sections 9 to 13 set out the technical details of the 2010 survey.

2

The Incidence of Civil Justice Problems

This section sets out the pattern of experience of civil justice problems across England and Wales. It provides a detailed account of the different rates of problem incidence associated with differently constituted population groups, both in general terms and within individual problem categories. It then describes the distribution of civil justice problems among those who reported having experienced multiple problems.

The Incidence of Civil Justice Problems

Thirty-three per cent of respondents (1,259 of 3,806) to the survey reported having experienced one or more civil justice problems over the past eighteen months. This is in line with previous findings from the CSJS (e.g. 36% and 33% of 2006-9 and 2004 CSJS respondents, respectively, reported one or more problems). As with the previous surveys carried out in England and Wales in previous years, and elsewhere in the world, certain problems were reported much more often than others. Table 1 shows incidence of each of the broad problem types in the survey.

Table 1. Prevalence of civil justice problems of different types

Problem type	N	% respondents
Neighbours	359	9.4%
Consumer	338	8.9%
Employment	211	5.5%
Money	202	5.3%
Debt	185	4.9%
Rented housing	144	3.8%
Welfare benefits	166	4.4%
Personal injury	155	4.1%
Relationship breakdown	80	2.1%
Education	71	1.9%
Owned housing	59	1.6%
Clinical negligence	53	1.4%
Divorce	41	1.1%
Domestic violence	39	1.0%
Care proceedings	9	0.2%

Perceptions of Discrimination

In previous surveys, discrimination was presented as a further discrete problem type; with respondents asked whether they had experienced a problem involving discrimination on the grounds of race, gender, disability, sexual orientation, age or religion. The CSJPS did not feature discrimination as a discrete problem type, but rather as an aspect of other problems (with the exception of family problems and domestic violence), with respondents asked whether, as part of experiencing problems, they felt that they were being discriminated against, again on the basis of race, gender, disability, sexual orientation, age or religion[17].

Overall, respondents suggested that 129 of 1,595 (8.1%) problems also involved being discriminated against, with this varying by problem type as shown in Figure 1.

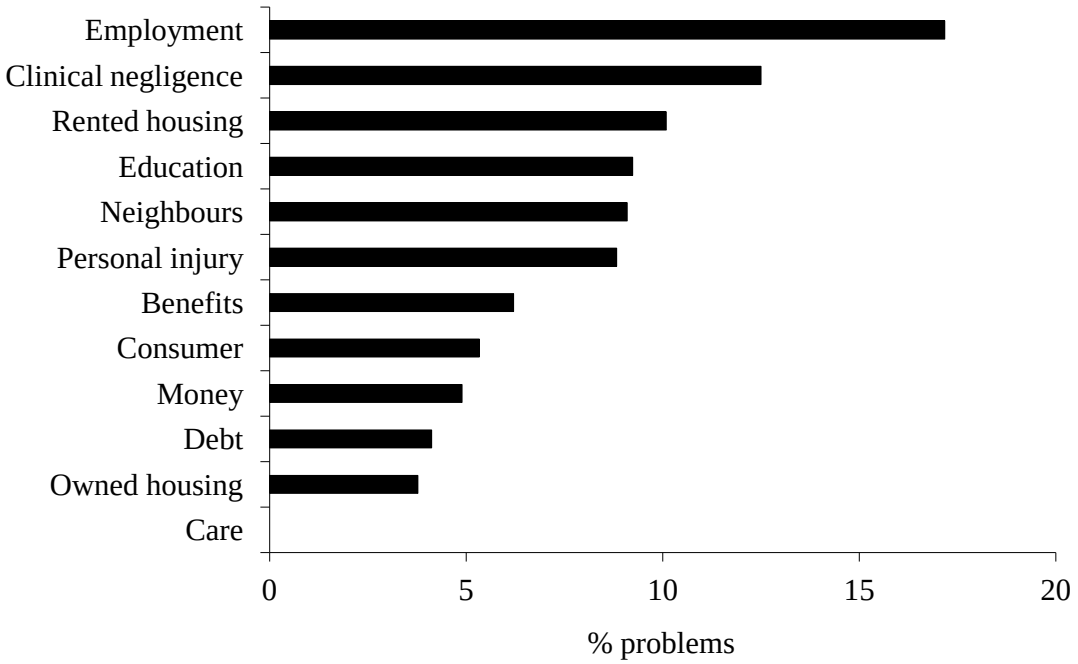

Figure 1. Percentage of problems of each type where respondents felt they were also discriminated against

Considering all problems, age discrimination was most common (53 of 1,595; 3.3%) followed by discrimination on the basis of race (31 of 1,595; 1.9%), disability (28 of

[17] The experience of discrimination in both the 2006-2009 CSJS and CSJPS is covered in detail in Pleasence, P. and Balmer, N. (2011). *Discrimination in England and Wales.* Cambridge: PPSR.

1,595; 1.8%), gender (23 of 1,595; 1.4%), sexual orientation (6 of 1,595; 0.4%) and religion (5 of 1,595; 0.3%).

The Distribution of Justiciable Problems

Although over one-third of 2006-9 survey respondents reported one or more justiciable problems, the experience of problems was far from randomly distributed across the survey populations. Certain population groups reported certain types of problem more often.

The general incidence of problems among differently constituted population groups is set out in Table 2. As has been observed previously,[18] people vulnerable to social exclusion (e.g. lone parents, those on benefits, those who have a long-term illness or disability and victims of crime) report problems more often than others. The association between consumer problems and affluence also results in higher income respondents reporting problems more frequently.

The incidence of problems of different types among differently constituted population groups is set out in Tables 3 to 20. In each table, N refers to the number of respondents in each sub-category who reported one or more problems.

[18] Pleasence, P. (2006) *Causes of Action: Civil Law and Social Justice*, Norwich: TSO, Chapter 2.

Table 2. General Problem Incidence by Respondent Characteristics

		Any problem			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	1407	67.5%	676	32.5%
	Male	1153	66.9%	570	33.1%
Ethnicity	White British	2233	66.8%	1111	33.2%
	White other	69	65.1%	37	34.9%
	Asian	158	82.3%	34	17.7%
	Black	58	69.9%	25	30.1%
	Mixed/other	36	50.0%	36	50.0%
Housing type	Detached	909	72.1%	351	27.9%
	Semi	792	67.3%	384	32.7%
	Terrace	599	62.9%	353	37.1%
	Flat	243	61.8%	150	38.2%
Use of transport	No transport	632	67.4%	305	32.6%
	Transport	1928	67.2%	941	32.8%
Family type	Married couple, children	400	64.1%	224	35.9%
	Married couple, no children	1024	74.0%	359	26.0%
	Lone parent	73	46.2%	85	53.8%
	Single, no children	857	67.9%	406	32.1%
	Cohabiting, children	68	50.0%	68	50.0%
	Cohabiting, no children	138	57.0%	104	43.0%
Tenure	Own	970	74.9%	325	25.1%
	Mortgage	803	67.0%	396	33.0%
	Public sector rent	354	59.0%	246	41.0%
	Private sector rent	215	55.3%	174	44.7%
	Rent free	212	67.5%	102	32.5%
Economic activity	Not active	1223	71.1%	497	28.9%
	Active	1319	64.0%	743	36.0%
Long-term illness or disability	No illness/disability	1984	67.8%	943	32.2%
	Illness/disability	576	65.5%	303	34.5%
Mental health problems	No mental health issues	2280	70.9%	938	29.1%
	Mental health issues	276	47.3%	307	52.7%
Academic qualifications	None	784	75.2%	259	24.8%
	Some qualifications	1776	64.3%	987	35.7%
Benefits (unemployment/IS)	None	2438	68.8%	1107	31.2%
	Unemployed/IS benefits	122	46.7%	139	53.3%
Age group	16-24	279	65.8%	145	34.2%
	25-34	288	58.1%	208	41.9%
	35-44	353	56.9%	267	43.1%
	45-59	665	64.8%	361	35.2%
	60-74	619	74.7%	210	25.3%
	75+	340	86.5%	53	13.5%
Income	Less than £10k	759	65.7%	396	34.3%
	All other	1251	65.5%	660	34.5%
	£50k or more	90	63.4%	52	36.6%
	Refused/not known	460	76.9%	138	23.1%

Table 3. Incidence of Consumer Problems by Respondent Characteristics

		Consumer			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	1912	91.8%	171	8.2%
	Male	1557	90.4%	166	9.6%
Ethnicity	White British	3032	90.7%	312	9.3%
	White other	100	94.3%	6	5.7%
	Asian	180	93.8%	12	6.3%
	Black	82	98.8%	1	1.2%
	Mixed/other	66	91.7%	6	8.3%
Housing type	Detached	1142	90.6%	118	9.4%
	Semi	1078	91.7%	98	8.3%
	Terrace	861	90.4%	91	9.6%
	Flat	365	92.9%	28	7.1%
Use of transport	No transport	883	94.2%	54	5.8%
	Transport	2586	90.1%	283	9.9%
Family type	Married couple, children	562	90.1%	62	9.9%
	Married couple, no children	1257	90.9%	126	9.1%
	Lone parent	149	94.3%	9	5.7%
	Single, no children	1170	92.6%	93	7.4%
	Cohabiting, children	122	89.7%	14	10.3%
	Cohabiting, no children	209	86.4%	33	13.6%
Tenure	Own	1176	90.8%	119	9.2%
	Mortgage	1075	89.7%	124	10.3%
	Public sector rent	565	94.2%	35	5.8%
	Private sector rent	350	90.0%	39	10.0%
	Rent free	294	93.6%	20	6.4%
Economic activity	Not active	1594	92.7%	126	7.3%
	Active	1851	89.8%	211	10.2%
Long-term illness or disability	No illness/disability	2671	91.3%	256	8.7%
	Illness/disability	798	90.8%	81	9.2%
Mental health problems	No mental health issues	2947	91.6%	271	8.4%
	Mental health issues	517	88.7%	66	11.3%
Academic qualifications	None	997	95.6%	46	4.4%
	Some qualifications	2472	89.5%	291	10.5%
Benefits (unemployment/IS)	None	3228	91.1%	317	8.9%
	Unemployed/IS benefits	241	92.3%	20	7.7%
Age group	16-24	397	93.6%	27	6.4%
	25-34	447	90.1%	49	9.9%
	35-44	551	88.9%	69	11.1%
	45-59	927	90.4%	99	9.6%
	60-74	758	91.4%	71	8.6%
	75+	373	94.9%	20	5.1%
Income	Less than £10k	1068	92.5%	87	7.5%
	All other	1719	90.0%	192	10.0%
	£50k or more	126	88.7%	16	11.3%
	Refused/not known	556	93.0%	42	7.0%

Table 4. Incidence of Employment Problems by Respondent Characteristics

		Employment			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	1978	95.0%	105	5.0%
	Male	1619	94.0%	104	6.0%
Ethnicity	White British	3160	94.5%	184	5.5%
	White other	98	92.5%	8	7.5%
	Asian	185	96.4%	7	3.6%
	Black	81	97.6%	2	2.4%
	Mixed/other	64	88.9%	8	11.1%
Housing type	Detached	1209	96.0%	51	4.0%
	Semi	1098	93.4%	78	6.6%
	Terrace	900	94.5%	52	5.5%
	Flat	365	92.9%	28	7.1%
Use of transport	No transport	898	95.8%	39	4.2%
	Transport	2699	94.1%	170	5.9%
Family type	Married couple, children	578	92.6%	46	7.4%
	Married couple, no children	1324	95.7%	59	4.3%
	Lone parent	146	92.4%	12	7.6%
	Single, no children	1203	95.2%	60	4.8%
	Cohabiting, children	128	94.1%	8	5.9%
	Cohabiting, no children	218	90.1%	24	9.9%
Tenure	Own	1256	97.0%	39	3.0%
	Mortgage	1105	92.2%	94	7.8%
	Public sector rent	573	95.5%	27	4.5%
	Private sector rent	358	92.0%	31	8.0%
	Rent free	297	94.6%	17	5.4%
Economic activity	Not active	1685	98.0%	35	2.0%
	Active	1889	91.6%	173	8.4%
Long-term illness or disability	No illness/disability	2759	94.3%	168	5.7%
	Illness/disability	838	95.3%	41	4.7%
Mental health problems	No mental health issues	3078	95.6%	140	4.4%
	Mental health issues	514	88.2%	69	11.8%
Academic qualifications	None	1019	97.7%	24	2.3%
	Some qualifications	2578	93.3%	185	6.7%
Benefits (unemployment/IS)	None	3357	94.7%	188	5.3%
	Unemployed/IS benefits	240	92.0%	21	8.0%
Age group	16-24	402	94.8%	22	5.2%
	25-34	456	91.9%	40	8.1%
	35-44	570	91.9%	50	8.1%
	45-59	943	91.9%	83	8.1%
	60-74	816	98.4%	13	1.6%
	75+	393	100.0%	0	.0%
Income	Less than £10k	1096	94.9%	59	5.1%
	All other	1782	93.2%	129	6.8%
	£50k or more	129	90.8%	13	9.2%
	Refused/not known	590	98.7%	8	1.3%

Table 5. Incidence of Neighbours Problems by Respondent Characteristics

		Neighbours			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	1872	89.9%	211	10.1%
	Male	1575	91.4%	148	8.6%
Ethnicity	White British	3024	90.4%	320	9.6%
	White other	94	88.7%	12	11.3%
	Asian	180	93.8%	12	6.3%
	Black	76	91.6%	7	8.4%
	Mixed/other	65	90.3%	7	9.7%
Housing type	Detached	1189	94.4%	71	5.6%
	Semi	1080	91.8%	96	8.2%
	Terrace	830	87.2%	122	12.8%
	Flat	326	83.0%	67	17.0%
Use of transport	No transport	842	89.9%	95	10.1%
	Transport	2605	90.8%	264	9.2%
Family type	Married couple, children	551	88.3%	73	11.7%
	Married couple, no children	1282	92.7%	101	7.3%
	Lone parent	133	84.2%	25	15.8%
	Single, no children	1143	90.5%	120	9.5%
	Cohabiting, children	123	90.4%	13	9.6%
	Cohabiting, no children	215	88.8%	27	11.2%
Tenure	Own	1209	93.4%	86	6.6%
	Mortgage	1102	91.9%	97	8.1%
	Public sector rent	492	82.0%	108	18.0%
	Private sector rent	339	87.1%	50	12.9%
	Rent free	296	94.3%	18	5.7%
Economic activity	Not active	1566	91.0%	154	9.0%
	Active	1858	90.1%	204	9.9%
Long-term illness or disability	No illness/disability	2655	90.7%	272	9.3%
	Illness/disability	792	90.1%	87	9.9%
Mental health problems	No mental health issues	2965	92.1%	253	7.9%
	Mental health issues	477	81.8%	106	18.2%
Academic qualifications	None	951	91.2%	92	8.8%
	Some qualifications	2496	90.3%	267	9.7%
Benefits (unemployment/IS)	None	3223	90.9%	322	9.1%
	Unemployed/IS benefits	224	85.8%	37	14.2%
Age group	16-24	384	90.6%	40	9.4%
	25-34	444	89.5%	52	10.5%
	35-44	539	86.9%	81	13.1%
	45-59	917	89.4%	109	10.6%
	60-74	769	92.8%	60	7.2%
	75+	377	95.9%	16	4.1%
Income	Less than £10k	1039	90.0%	116	10.0%
	All other	1715	89.7%	196	10.3%
	£50k or more	131	92.3%	11	7.7%
	Refused/not known	562	94.0%	36	6.0%

Table 6. Incidence of Owned Housing Problems by Respondent Characteristics

		Owned housing			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	2055	98.7%	28	1.3%
	Male	1692	98.2%	31	1.8%
Ethnicity	White British	3288	98.3%	56	1.7%
	White other	106	100.0%	0	.0%
	Asian	192	100.0%	0	.0%
	Black	81	97.6%	2	2.4%
	Mixed/other	71	98.6%	1	1.4%
Housing type	Detached	1236	98.1%	24	1.9%
	Semi	1159	98.6%	17	1.4%
	Terrace	940	98.7%	12	1.3%
	Flat	387	98.5%	6	1.5%
Use of transport	No transport	927	98.9%	10	1.1%
	Transport	2820	98.3%	49	1.7%
Family type	Married couple, children	615	98.6%	9	1.4%
	Married couple, no children	1357	98.1%	26	1.9%
	Lone parent	154	97.5%	4	2.5%
	Single, no children	1248	98.8%	15	1.2%
	Cohabiting, children	135	99.3%	1	.7%
	Cohabiting, no children	238	98.3%	4	1.7%
Tenure	Own	1276	98.5%	19	1.5%
	Mortgage	1169	97.5%	30	2.5%
	Public sector rent	599	99.8%	1	.2%
	Private sector rent	384	98.7%	5	1.3%
	Rent free	311	99.0%	3	1.0%
Economic activity	Not active	1699	98.8%	21	1.2%
	Active	2024	98.2%	38	1.8%
Long-term illness or disability	No illness/disability	2881	98.4%	46	1.6%
	Illness/disability	866	98.5%	13	1.5%
Mental health problems	No mental health issues	3177	98.7%	41	1.3%
	Mental health issues	565	96.9%	18	3.1%
Academic qualifications	None	1034	99.1%	9	.9%
	Some qualifications	2713	98.2%	50	1.8%
Benefits (unemployment/IS)	None	3489	98.4%	56	1.6%
	Unemployed/IS benefits	258	98.9%	3	1.1%
Age group	16-24	423	99.8%	1	.2%
	25-34	488	98.4%	8	1.6%
	35-44	606	97.7%	14	2.3%
	45-59	1006	98.1%	20	1.9%
	60-74	816	98.4%	13	1.6%
	75+	391	99.5%	2	.5%
Income	Less than £10k	1145	99.1%	10	.9%
	All other	1874	98.1%	37	1.9%
	£50k or more	134	94.4%	8	5.6%
	Refused/not known	594	99.3%	4	.7%

Table 7. Incidence of Rented Housing Problems by Respondent Characteristics

		Rented housing			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	2008	96.4%	75	3.6%
	Male	1673	97.1%	50	2.9%
Ethnicity	White British	3245	97.0%	99	3.0%
	White other	97	91.5%	9	8.5%
	Asian	187	97.4%	5	2.6%
	Black	76	91.6%	7	8.4%
	Mixed/other	67	93.1%	5	6.9%
Housing type	Detached	1247	99.0%	13	1.0%
	Semi	1142	97.1%	34	2.9%
	Terrace	912	95.8%	40	4.2%
	Flat	355	90.3%	38	9.7%
Use of transport	No transport	886	94.6%	51	5.4%
	Transport	2795	97.4%	74	2.6%
Family type	Married couple, children	611	97.9%	13	2.1%
	Married couple, no children	1359	98.3%	24	1.7%
	Lone parent	141	89.2%	17	10.8%
	Single, no children	1213	96.0%	50	4.0%
	Cohabiting, children	126	92.6%	10	7.4%
	Cohabiting, no children	231	95.5%	11	4.5%
Tenure	Own	1293	99.8%	2	.2%
	Mortgage	1183	98.7%	16	1.3%
	Public sector rent	541	90.2%	59	9.8%
	Private sector rent	347	89.2%	42	10.8%
	Rent free	308	98.1%	6	1.9%
Economic activity	Not active	1666	96.9%	54	3.1%
	Active	1992	96.6%	70	3.4%
Long-term illness or disability	No illness/disability	2844	97.2%	83	2.8%
	Illness/disability	837	95.2%	42	4.8%
Mental health problems	No mental health issues	3142	97.6%	76	2.4%
	Mental health issues	534	91.6%	49	8.4%
Academic qualifications	None	1013	97.1%	30	2.9%
	Some qualifications	2668	96.6%	95	3.4%
Benefits (unemployment/IS)	None	3448	97.3%	97	2.7%
	Unemployed/IS benefits	233	89.3%	28	10.7%
Age group	16-24	392	92.5%	32	7.5%
	25-34	465	93.8%	31	6.3%
	35-44	593	95.6%	27	4.4%
	45-59	1000	97.5%	26	2.5%
	60-74	822	99.2%	7	.8%
	75+	391	99.5%	2	.5%
Income	Less than £10k	1104	95.6%	51	4.4%
	All other	1849	96.8%	62	3.2%
	£50k or more	142	100.0%	0	.0%
	Refused/not known	586	98.0%	12	2.0%

Table 8. Incidence of Money Problems by Respondent Characteristics

		Money			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	1981	95.1%	102	4.9%
	Male	1627	94.4%	96	5.6%
Ethnicity	White British	3169	94.8%	175	5.2%
	White other	102	96.2%	4	3.8%
	Asian	185	96.4%	7	3.6%
	Black	78	94.0%	5	6.0%
	Mixed/other	65	90.3%	7	9.7%
Housing type	Detached	1204	95.6%	56	4.4%
	Semi	1109	94.3%	67	5.7%
	Terrace	900	94.5%	52	5.5%
	Flat	371	94.4%	22	5.6%
Use of transport	No transport	894	95.4%	43	4.6%
	Transport	2714	94.6%	155	5.4%
Family type	Married couple, children	596	95.5%	28	4.5%
	Married couple, no children	1329	96.1%	54	3.9%
	Lone parent	145	91.8%	13	8.2%
	Single, no children	1190	94.2%	73	5.8%
	Cohabiting, children	123	90.4%	13	9.6%
	Cohabiting, no children	225	93.0%	17	7.0%
Tenure	Own	1246	96.2%	49	3.8%
	Mortgage	1132	94.4%	67	5.6%
	Public sector rent	568	94.7%	32	5.3%
	Private sector rent	355	91.3%	34	8.7%
	Rent free	298	94.9%	16	5.1%
Economic activity	Not active	1655	96.2%	65	3.8%
	Active	1930	93.6%	132	6.4%
Long-term illness or disability	No illness/disability	2786	95.2%	141	4.8%
	Illness/disability	822	93.5%	57	6.5%
Mental health problems	No mental health issues	3077	95.6%	141	4.4%
	Mental health issues	526	90.2%	57	9.8%
Academic qualifications	None	1012	97.0%	31	3.0%
	Some qualifications	2596	94.0%	167	6.0%
Benefits (unemployment/IS)	None	3373	95.1%	172	4.9%
	Unemployed/IS benefits	235	90.0%	26	10.0%
Age group	16-24	407	96.0%	17	4.0%
	25-34	467	94.2%	29	5.8%
	35-44	572	92.3%	48	7.7%
	45-59	961	93.7%	65	6.3%
	60-74	798	96.3%	31	3.7%
	75+	386	98.2%	7	1.8%
Income	Less than £10k	1097	95.0%	58	5.0%
	All other	1798	94.1%	113	5.9%
	£50k or more	129	90.8%	13	9.2%
	Refused/not known	584	97.7%	14	2.3%

Table 9. Incidence of Debt Problems by Respondent Characteristics

		Debt			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	1992	95.6%	91	4.4%
	Male	1637	95.0%	86	5.0%
Ethnicity	White British	3180	95.1%	164	4.9%
	White other	101	95.3%	5	4.7%
	Asian	190	99.0%	2	1.0%
	Black	80	96.4%	3	3.6%
	Mixed/other	69	95.8%	3	4.2%
Housing type	Detached	1234	97.9%	26	2.1%
	Semi	1126	95.7%	50	4.3%
	Terrace	888	93.3%	64	6.7%
	Flat	357	90.8%	36	9.2%
Use of transport	No transport	867	92.5%	70	7.5%
	Transport	2762	96.3%	107	3.7%
Family type	Married couple, children	592	94.9%	32	5.1%
	Married couple, no children	1363	98.6%	20	1.4%
	Lone parent	139	88.0%	19	12.0%
	Single, no children	1188	94.1%	75	5.9%
	Cohabiting, children	117	86.0%	19	14.0%
	Cohabiting, no children	230	95.0%	12	5.0%
Tenure	Own	1283	99.1%	12	.9%
	Mortgage	1157	96.5%	42	3.5%
	Public sector rent	539	89.8%	61	10.2%
	Private sector rent	345	88.7%	44	11.3%
	Rent free	296	94.3%	18	5.7%
Economic activity	Not active	1647	95.8%	73	4.2%
	Active	1959	95.0%	103	5.0%
Long-term illness or disability	No illness/disability	2798	95.6%	129	4.4%
	Illness/disability	831	94.5%	48	5.5%
Mental health problems	No mental health issues	3114	96.8%	104	3.2%
	Mental health issues	510	87.5%	73	12.5%
Academic qualifications	None	996	95.5%	47	4.5%
	Some qualifications	2633	95.3%	130	4.7%
Benefits (unemployment/IS)	None	3412	96.2%	133	3.8%
	Unemployed/IS benefits	217	83.1%	44	16.9%
Age group	16-24	402	94.8%	22	5.2%
	25-34	454	91.5%	42	8.5%
	35-44	573	92.4%	47	7.6%
	45-59	972	94.7%	54	5.3%
	60-74	818	98.7%	11	1.3%
	75+	392	99.7%	1	.3%
Income	Less than £10k	1072	92.8%	83	7.2%
	All other	1826	95.6%	85	4.4%
	£50k or more	140	98.6%	2	1.4%
	Refused/not known	591	98.8%	7	1.2%

Table 10. Incidence of Welfare Benefits Problems by Respondent Characteristics

		Welfare benefits			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	1995	95.8%	88	4.2%
	Male	1653	95.9%	70	4.1%
Ethnicity	White British	3205	95.8%	139	4.2%
	White other	102	96.2%	4	3.8%
	Asian	190	99.0%	2	1.0%
	Black	77	92.8%	6	7.2%
	Mixed/other	65	90.3%	7	9.7%
Housing type	Detached	1221	96.9%	39	3.1%
	Semi	1134	96.4%	42	3.6%
	Terrace	906	95.2%	46	4.8%
	Flat	363	92.4%	30	7.6%
Use of transport	No transport	887	94.7%	50	5.3%
	Transport	2761	96.2%	108	3.8%
Family type	Married couple, children	595	95.4%	29	4.6%
	Married couple, no children	1362	98.5%	21	1.5%
	Lone parent	136	86.1%	22	13.9%
	Single, no children	1203	95.2%	60	4.8%
	Cohabiting, children	122	89.7%	14	10.3%
	Cohabiting, no children	230	95.0%	12	5.0%
Tenure	Own	1272	98.2%	23	1.8%
	Mortgage	1162	96.9%	37	3.1%
	Public sector rent	555	92.5%	45	7.5%
	Private sector rent	355	91.3%	34	8.7%
	Rent free	295	93.9%	19	6.1%
Economic activity	Not active	1647	95.8%	73	4.2%
	Active	1979	96.0%	83	4.0%
Long-term illness or disability	No illness/disability	2832	96.8%	95	3.2%
	Illness/disability	816	92.8%	63	7.2%
Mental health problems	No mental health issues	3117	96.9%	101	3.1%
	Mental health issues	526	90.2%	57	9.8%
Academic qualifications	None	1016	97.4%	27	2.6%
	Some qualifications	2632	95.3%	131	4.7%
Benefits (unemployment/IS)	None	3409	96.2%	136	3.8%
	Unemployed/IS benefits	239	91.6%	22	8.4%
Age group	16-24	398	93.9%	26	6.1%
	25-34	462	93.1%	34	6.9%
	35-44	583	94.0%	37	6.0%
	45-59	985	96.0%	41	4.0%
	60-74	813	98.1%	16	1.9%
	75+	390	99.2%	3	.8%
Income	Less than £10k	1097	95.0%	58	5.0%
	All other	1837	96.1%	74	3.9%
	£50k or more	140	98.6%	2	1.4%
	Refused/not known	574	96.0%	24	4.0%

Table 11. Incidence of Education Problems by Respondent Characteristics

		Education			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	2031	97.5%	52	2.5%
	Male	1704	98.9%	19	1.1%
Ethnicity	White British	3283	98.2%	61	1.8%
	White other	104	98.1%	2	1.9%
	Asian	190	99.0%	2	1.0%
	Black	83	100.0%	0	.0%
	Mixed/other	66	91.7%	6	8.3%
Housing type	Detached	1242	98.6%	18	1.4%
	Semi	1156	98.3%	20	1.7%
	Terrace	926	97.3%	26	2.7%
	Flat	387	98.5%	6	1.5%
Use of transport	No transport	921	98.3%	16	1.7%
	Transport	2814	98.1%	55	1.9%
Family type	Married couple, children	593	95.0%	31	5.0%
	Married couple, no children	1382	99.9%	1	.1%
	Lone parent	141	89.2%	17	10.8%
	Single, no children	1257	99.5%	6	.5%
	Cohabiting, children	126	92.6%	10	7.4%
	Cohabiting, no children	236	97.5%	6	2.5%
Tenure	Own	1287	99.4%	8	.6%
	Mortgage	1176	98.1%	23	1.9%
	Public sector rent	574	95.7%	26	4.3%
	Private sector rent	376	96.7%	13	3.3%
	Rent free	313	99.7%	1	.3%
Economic activity	Not active	1688	98.1%	32	1.9%
	Active	2024	98.2%	38	1.8%
Long-term illness or disability	No illness/disability	2876	98.3%	51	1.7%
	Illness/disability	859	97.7%	20	2.3%
Mental health problems	No mental health issues	3172	98.6%	46	1.4%
	Mental health issues	558	95.7%	25	4.3%
Academic qualifications	None	1029	98.7%	14	1.3%
	Some qualifications	2706	97.9%	57	2.1%
Benefits (unemployment/IS)	None	3487	98.4%	58	1.6%
	Unemployed/IS benefits	248	95.0%	13	5.0%
Age group	16-24	418	98.6%	6	1.4%
	25-34	481	97.0%	15	3.0%
	35-44	584	94.2%	36	5.8%
	45-59	1012	98.6%	14	1.4%
	60-74	829	100.0%	0	.0%
	75+	393	100.0%	0	.0%
Income	Less than £10k	1123	97.2%	32	2.8%
	All other	1881	98.4%	30	1.6%
	£50k or more	138	97.2%	4	2.8%
	Refused/not known	593	99.2%	5	.8%

Table 12. Incidence of Personal Injury by Respondent Characteristics

		Personal injury			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	2013	96.6%	70	3.4%
	Male	1642	95.3%	81	4.7%
Ethnicity	White British	3211	96.0%	133	4.0%
	White other	95	89.6%	11	10.4%
	Asian	190	99.0%	2	1.0%
	Black	82	98.8%	1	1.2%
	Mixed/other	69	95.8%	3	4.2%
Housing type	Detached	1212	96.2%	48	3.8%
	Semi	1139	96.9%	37	3.1%
	Terrace	907	95.3%	45	4.7%
	Flat	372	94.7%	21	5.3%
Use of transport	No transport	895	95.5%	42	4.5%
	Transport	2760	96.2%	109	3.8%
Family type	Married couple, children	606	97.1%	18	2.9%
	Married couple, no children	1341	97.0%	42	3.0%
	Lone parent	153	96.8%	5	3.2%
	Single, no children	1200	95.0%	63	5.0%
	Cohabiting, children	131	96.3%	5	3.7%
	Cohabiting, no children	224	92.6%	18	7.4%
Tenure	Own	1257	97.1%	38	2.9%
	Mortgage	1150	95.9%	49	4.1%
	Public sector rent	578	96.3%	22	3.7%
	Private sector rent	367	94.3%	22	5.7%
	Rent free	295	93.9%	19	6.1%
Economic activity	Not active	1663	96.7%	57	3.3%
	Active	1968	95.4%	94	4.6%
Long-term illness or disability	No illness/disability	2822	96.4%	105	3.6%
	Illness/disability	833	94.8%	46	5.2%
Mental health problems	No mental health issues	3109	96.6%	109	3.4%
	Mental health issues	541	92.8%	42	7.2%
Academic qualifications	None	1004	96.3%	39	3.7%
	Some qualifications	2651	95.9%	112	4.1%
Benefits (unemployment/IS)	None	3407	96.1%	138	3.9%
	Unemployed/IS benefits	248	95.0%	13	5.0%
Age group	16-24	407	96.0%	17	4.0%
	25-34	463	93.3%	33	6.7%
	35-44	592	95.5%	28	4.5%
	45-59	991	96.6%	35	3.4%
	60-74	799	96.4%	30	3.6%
	75+	385	98.0%	8	2.0%
Income	Less than £10k	1121	97.1%	34	2.9%
	All other	1818	95.1%	93	4.9%
	£50k or more	134	94.4%	8	5.6%
	Refused/not known	582	97.3%	16	2.7%

Table 13. Incidence of Clinical Negligence by Respondent Characteristics

		Clinical negligence			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	2052	98.5%	31	1.5%
	Male	1698	98.5%	25	1.5%
Ethnicity	White British	3298	98.6%	46	1.4%
	White other	102	96.2%	4	3.8%
	Asian	191	99.5%	1	.5%
	Black	81	97.6%	2	2.4%
	Mixed/other	70	97.2%	2	2.8%
Housing type	Detached	1245	98.8%	15	1.2%
	Semi	1155	98.2%	21	1.8%
	Terrace	942	98.9%	10	1.1%
	Flat	383	97.5%	10	2.5%
Use of transport	No transport	920	98.2%	17	1.8%
	Transport	2830	98.6%	39	1.4%
Family type	Married couple, children	612	98.1%	12	1.9%
	Married couple, no children	1367	98.8%	16	1.2%
	Lone parent	154	97.5%	4	2.5%
	Single, no children	1241	98.3%	22	1.7%
	Cohabiting, children	134	98.5%	2	1.5%
	Cohabiting, no children	242	100.0%	0	.0%
Tenure	Own	1281	98.9%	14	1.1%
	Mortgage	1184	98.7%	15	1.3%
	Public sector rent	585	97.5%	15	2.5%
	Private sector rent	383	98.5%	6	1.5%
	Rent free	308	98.1%	6	1.9%
Economic activity	Not active	1689	98.2%	31	1.8%
	Active	2037	98.8%	25	1.2%
Long-term illness or disability	No illness/disability	2898	99.0%	29	1.0%
	Illness/disability	852	96.9%	27	3.1%
Mental health problems	No mental health issues	3187	99.0%	31	1.0%
	Mental health issues	558	95.7%	25	4.3%
Academic qualifications	None	1028	98.6%	15	1.4%
	Some qualifications	2722	98.5%	41	1.5%
Benefits (unemployment/IS)	None	3497	98.6%	48	1.4%
	Unemployed/IS benefits	253	96.9%	8	3.1%
Age group	16-24	417	98.3%	7	1.7%
	25-34	494	99.6%	2	.4%
	35-44	607	97.9%	13	2.1%
	45-59	1005	98.0%	21	2.0%
	60-74	817	98.6%	12	1.4%
	75+	392	99.7%	1	.3%
Income	Less than £10k	1131	97.9%	24	2.1%
	All other	1890	98.9%	21	1.1%
	£50k or more	139	97.9%	3	2.1%
	Refused/not known	590	98.7%	8	1.3%

Table 14. Incidence of Divorce Problems by Respondent Characteristics

		Divorce			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	2060	98.9%	23	1.1%
	Male	1703	98.8%	20	1.2%
Ethnicity	White British	3308	98.9%	36	1.1%
	White other	104	98.1%	2	1.9%
	Asian	190	99.0%	2	1.0%
	Black	81	97.6%	2	2.4%
	Mixed/other	71	98.6%	1	1.4%
Housing type	Detached	1244	98.7%	16	1.3%
	Semi	1164	99.0%	12	1.0%
	Terrace	942	98.9%	10	1.1%
	Flat	389	99.0%	4	1.0%
Use of transport	No transport	926	98.8%	11	1.2%
	Transport	2837	98.9%	32	1.1%
Family type	Married couple, children	618	99.0%	6	1.0%
	Married couple, no children	1382	99.9%	1	.1%
	Lone parent	153	96.8%	5	3.2%
	Single, no children	1241	98.3%	22	1.7%
	Cohabiting, children	131	96.3%	5	3.7%
	Cohabiting, no children	238	98.3%	4	1.7%
Tenure	Own	1289	99.5%	6	.5%
	Mortgage	1177	98.2%	22	1.8%
	Public sector rent	595	99.2%	5	.8%
	Private sector rent	383	98.5%	6	1.5%
	Rent free	310	98.7%	4	1.3%
Economic activity	Not active	1710	99.4%	10	.6%
	Active	2031	98.5%	31	1.5%
Long-term illness or disability	No illness/disability	2892	98.8%	35	1.2%
	Illness/disability	871	99.1%	8	.9%
Mental health problems	No mental health issues	3194	99.3%	24	.7%
	Mental health issues	565	96.9%	18	3.1%
Academic qualifications	None	1033	99.0%	10	1.0%
	Some qualifications	2730	98.8%	33	1.2%
Benefits (unemployment/IS)	None	3509	99.0%	36	1.0%
	Unemployed/IS benefits	254	97.3%	7	2.7%
Age group	16-24	421	99.3%	3	.7%
	25-34	488	98.4%	8	1.6%
	35-44	609	98.2%	11	1.8%
	45-59	1011	98.5%	15	1.5%
	60-74	823	99.3%	6	.7%
	75+	393	100.0%	0	.0%
Income	Less than £10k	1148	99.4%	7	.6%
	All other	1884	98.6%	27	1.4%
	£50k or more	137	96.5%	5	3.5%
	Refused/not known	594	99.3%	4	.7%

Table 15. Incidence of Relationship Breakdown Problems by Respondent Characteristics

		Relationship breakdown			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	2034	97.6%	49	2.4%
	Male	1694	98.3%	29	1.7%
Ethnicity	White British	3275	97.9%	69	2.1%
	White other	106	100.0%	0	.0%
	Asian	192	100.0%	0	.0%
	Black	80	96.4%	3	3.6%
	Mixed/other	66	91.7%	6	8.3%
Housing type	Detached	1242	98.6%	18	1.4%
	Semi	1152	98.0%	24	2.0%
	Terrace	926	97.3%	26	2.7%
	Flat	384	97.7%	9	2.3%
Use of transport	No transport	909	97.0%	28	3.0%
	Transport	2819	98.3%	50	1.7%
Family type	Married couple, children	612	98.1%	12	1.9%
	Married couple, no children	1377	99.6%	6	.4%
	Lone parent	131	82.9%	27	17.1%
	Single, no children	1242	98.3%	21	1.7%
	Cohabiting, children	129	94.9%	7	5.1%
	Cohabiting, no children	237	97.9%	5	2.1%
Tenure	Own	1288	99.5%	7	.5%
	Mortgage	1176	98.1%	23	1.9%
	Public sector rent	579	96.5%	21	3.5%
	Private sector rent	367	94.3%	22	5.7%
	Rent free	309	98.4%	5	1.6%
Economic activity	Not active	1687	98.1%	33	1.9%
	Active	2018	97.9%	44	2.1%
Long-term illness or disability	No illness/disability	2868	98.0%	59	2.0%
	Illness/disability	860	97.8%	19	2.2%
Mental health problems	No mental health issues	3176	98.7%	42	1.3%
	Mental health issues	548	94.0%	35	6.0%
Academic qualifications	None	1028	98.6%	15	1.4%
	Some qualifications	2700	97.7%	63	2.3%
Benefits (unemployment/IS)	None	3492	98.5%	53	1.5%
	Unemployed/IS benefits	236	90.4%	25	9.6%
Age group	16-24	416	98.1%	8	1.9%
	25-34	473	95.4%	23	4.6%
	35-44	593	95.6%	27	4.4%
	45-59	1009	98.3%	17	1.7%
	60-74	827	99.8%	2	.2%
	75+	392	99.7%	1	.3%
Income	Less than £10k	1130	97.8%	25	2.2%
	All other	1869	97.8%	42	2.2%
	£50k or more	137	96.5%	5	3.5%
	Refused/not known	592	99.0%	6	1.0%

Table 16. Incidence of Domestic Violence by Respondent Characteristics

		Domestic violence			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	2052	98.5%	31	1.5%
	Male	1716	99.6%	7	.4%
Ethnicity	White British	3313	99.1%	31	.9%
	White other	106	100.0%	0	.0%
	Asian	191	99.5%	1	.5%
	Black	81	97.6%	2	2.4%
	Mixed/other	68	94.4%	4	5.6%
Housing type	Detached	1254	99.5%	6	.5%
	Semi	1167	99.2%	9	.8%
	Terrace	936	98.3%	16	1.7%
	Flat	386	98.2%	7	1.8%
Use of transport	No transport	919	98.1%	18	1.9%
	Transport	2849	99.3%	20	.7%
Family type	Married couple, children	621	99.5%	3	.5%
	Married couple, no children	1380	99.8%	3	.2%
	Lone parent	142	89.9%	16	10.1%
	Single, no children	1253	99.2%	10	.8%
	Cohabiting, children	133	97.8%	3	2.2%
	Cohabiting, no children	239	98.8%	3	1.2%
Tenure	Own	1290	99.6%	5	.4%
	Mortgage	1187	99.0%	12	1.0%
	Public sector rent	588	98.0%	12	2.0%
	Private sector rent	384	98.7%	5	1.3%
	Rent free	310	98.7%	4	1.3%
Economic activity	Not active	1701	98.9%	19	1.1%
	Active	2043	99.1%	19	.9%
Long-term illness or disability	No illness/disability	2900	99.1%	27	.9%
	Illness/disability	868	98.7%	11	1.3%
Mental health problems	No mental health issues	3203	99.5%	15	.5%
	Mental health issues	560	96.1%	23	3.9%
Academic qualifications	None	1027	98.5%	16	1.5%
	Some qualifications	2741	99.2%	22	.8%
Benefits (unemployment/IS)	None	3521	99.3%	24	.7%
	Unemployed/IS benefits	247	94.6%	14	5.4%
Age group	16-24	417	98.3%	7	1.7%
	25-34	490	98.8%	6	1.2%
	35-44	603	97.3%	17	2.7%
	45-59	1021	99.5%	5	.5%
	60-74	827	99.8%	2	.2%
	75+	392	99.7%	1	.3%
Income	Less than £10k	1136	98.4%	19	1.6%
	All other	1895	99.2%	16	.8%
	£50k or more	142	100.0%	0	.0%
	Refused/not known	595	99.5%	3	.5%

Table 17. Incidence of Care Proceedings Problems by Respondent Characteristics

		Care proceedings			
		No		Yes	
		Count	Row N %	Count	Row N %
Gender	Female	2076	99.7%	7	.3%
	Male	1720	99.8%	3	.2%
Ethnicity	White British	3334	99.7%	10	.3%
	White other	106	100.0%	0	.0%
	Asian	192	100.0%	0	.0%
	Black	83	100.0%	0	.0%
	Mixed/other	72	100.0%	0	.0%
Housing type	Detached	1260	100.0%	0	.0%
	Semi	1171	99.6%	5	.4%
	Terrace	948	99.6%	4	.4%
	Flat	392	99.7%	1	.3%
Use of transport	No transport	933	99.6%	4	.4%
	Transport	2863	99.8%	6	.2%
Family type	Married couple, children	623	99.8%	1	.2%
	Married couple, no children	1383	100.0%	0	.0%
	Lone parent	155	98.1%	3	1.9%
	Single, no children	1259	99.7%	4	.3%
	Cohabiting, children	135	99.3%	1	.7%
	Cohabiting, no children	241	99.6%	1	.4%
Tenure	Own	1295	100.0%	0	.0%
	Mortgage	1197	99.8%	2	.2%
	Public sector rent	594	99.0%	6	1.0%
	Private sector rent	388	99.7%	1	.3%
	Rent free	313	99.7%	1	.3%
Economic activity	Not active	1713	99.6%	7	.4%
	Active	2059	99.9%	3	.1%
Long-term illness or disability	No illness/disability	2921	99.8%	6	.2%
	Illness/disability	875	99.5%	4	.5%
Mental health problems	No mental health issues	3213	99.8%	5	.2%
	Mental health issues	578	99.1%	5	.9%
Academic qualifications	None	1039	99.6%	4	.4%
	Some qualifications	2757	99.8%	6	.2%
Benefits (unemployment/IS)	None	3540	99.9%	5	.1%
	Unemployed/IS benefits	256	98.1%	5	1.9%
Age group	16-24	424	100.0%	0	.0%
	25-34	494	99.6%	2	.4%
	35-44	615	99.2%	5	.8%
	45-59	1023	99.7%	3	.3%
	60-74	829	100.0%	0	.0%
	75+	393	100.0%	0	.0%
Income	Less than £10k	1147	99.3%	8	.7%
	All other	1909	99.9%	2	.1%
	£50k or more	142	100.0%	0	.0%
	Refused/not known	598	100.0%	0	.0%

Figure 2 sets out the number of problems reported by respondents.

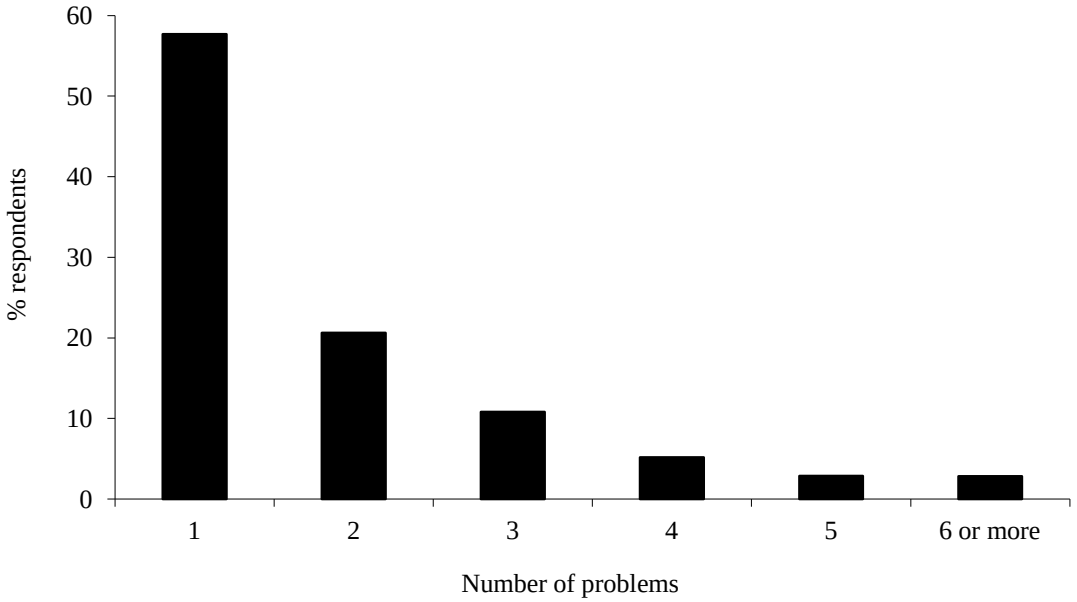

Figure 2. Number of Problems Reported

As illustrated above, certain population groups are more vulnerable than others to justiciable problems. It has been shown that problems can also act to bring about or reinforce characteristics of vulnerability (such as unemployment, relationship breakdown and illness).[19] Thus, as Figure 3 shows, the proportion of respondents in vulnerable groups increases as the number of problems reported increases. For instance, while 2.7% of those reporting no problems in the 2010 survey were lone parents, this percentage rose to 3.6% of those reporting one problem and 13.9% of those reporting five or more problems. Likewise, whereas 20.2% of those reporting no problems were ill or disabled, this rose to 38.9% for those who reported five or more problems.

[19] Pleasence, P. (2006) *Causes of Action: Civil Law and Social Justice*, Norwich: TSO.

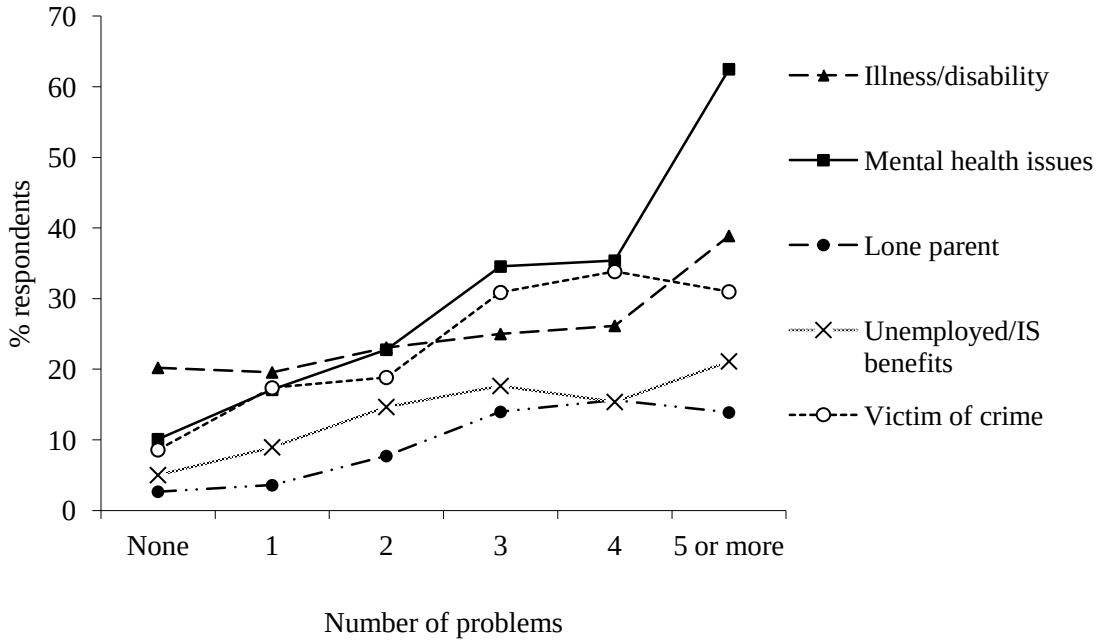

Figure 3. Proportion of Vulnerable Respondents by Number of Problems (2006-9)

As with individual problems, experience of multiple problems, do not affect people uniformly across the population. Certain population groups experience multiple problems more often than others. This is depicted in Table 18.

Table 18 illustrates that those living in high density housing, rented housing, lone parents, those on benefits, and those between the ages of 35 and 44 tend to report having multiple problems more than others.

Table 18 – Problem Incidence by Demographics

		Number of problems							
		1		2		3		4 or more	
		Count	Row N %	Count	Row N %	Count	Row N %	Count	Row N %
Gender	Female	367	57.6%	125	19.6%	74	11.7%	71	11.1%
	Male	359	57.8%	134	21.6%	62	9.9%	66	10.6%
Ethnicity	White British	631	57.5%	234	21.3%	116	10.6%	115	10.5%
	White other	25	56.6%	7	15.4%	4	9.8%	8	18.2%
	Asian	27	61.8%	8	18.1%	4	10.1%	4	10.0%
	Black	16	52.6%	7	25.0%	4	14.8%	2	7.7%
	Mixed/other	25	60.3%	3	7.7%	7	15.9%	7	16.2%
Housing type	Detached	213	64.2%	66	20.0%	31	9.3%	22	6.5%
	Semi	228	61.9%	70	19.0%	34	9.1%	37	10.0%
	Terrace	207	54.5%	79	20.8%	44	11.5%	50	13.2%
	Flat	71	42.2%	43	25.5%	28	16.5%	27	15.8%
Use of transport	No transport	175	52.0%	76	22.7%	44	13.0%	42	12.4%
	Transport	551	59.8%	183	19.9%	92	10.0%	95	10.3%
Family type	Married couple, children	125	55.1%	51	22.6%	30	13.2%	21	9.1%
	Married couple, no children	220	68.4%	56	17.5%	26	8.2%	19	6.0%
	Lone parent	26	31.2%	20	23.5%	19	22.2%	19	23.1%
	Single, no children	251	57.6%	94	21.7%	36	8.2%	54	12.5%
	Cohabiting, children	37	52.0%	15	20.6%	7	9.4%	13	18.1%
	Cohabiting, no children	66	56.2%	23	19.5%	18	15.8%	10	8.5%
Tenure	Own	208	73.2%	51	17.8%	15	5.3%	10	3.7%
	Mortgage	234	59.1%	73	18.4%	43	10.9%	46	11.7%
	Public sector rent	112	45.6%	66	27.0%	34	13.7%	34	13.7%
	Private sector rent	88	43.1%	48	23.3%	32	15.5%	37	18.1%
	Rent free	80	64.5%	22	17.8%	13	10.2%	9	7.5%
Economic activity	Not active	284	60.0%	100	21.2%	48	10.1%	41	8.6%
	Active	438	56.2%	159	20.4%	87	11.2%	95	12.2%
Long-term illness or disability	No illness/disability	584	59.7%	200	20.4%	102	10.4%	92	9.4%
	Illness/disability	142	50.7%	60	21.3%	34	12.1%	44	15.8%
Mental health problems	No mental health issues	601	62.7%	200	20.9%	89	9.3%	69	7.2%
	Mental health issues	124	41.8%	59	19.7%	47	15.8%	68	22.8%
Academic qualifications	None	151	59.4%	62	24.6%	16	6.5%	24	9.5%
	Some qualifications	575	57.3%	197	19.6%	120	11.9%	113	11.2%
Benefits (unemployment/income support)	None	660	59.8%	221	20.0%	112	10.1%	111	10.1%
	Unemployed/IS benefits	65	42.6%	38	24.9%	24	15.9%	25	16.5%
Age group	16-24	103	55.6%	44	23.8%	20	10.7%	18	9.9%
	25-34	128	50.9%	55	22.0%	40	15.8%	28	11.3%
	35-44	147	51.2%	58	20.2%	40	13.8%	43	14.9%
	45-59	182	57.8%	65	20.6%	28	9.0%	40	12.7%
	60-74	129	75.9%	25	14.9%	9	5.3%	7	3.9%
	75+	37	74.8%	12	25.2%	0	.0%	0	.0%
Income	Less than £10k	219	55.2%	94	23.6%	32	8.1%	52	13.1%
	All other	391	57.8%	127	18.7%	86	12.7%	73	10.8%
	£50k or more	29	52.8%	10	17.7%	9	16.1%	7	13.3%
	Refused/not known	87	66.9%	30	22.7%	10	7.3%	4	3.1%

3

The Causes and Consequences of Civil Justice Problems

This section sets out the causes and consequences of civil justice problems, as described by respondents to the Civil and Social Justice Panel Survey. It also details the extent to which problems co-occur, or 'cluster' together

Causes of Civil Justice Problems

Civil justice problems can stem from a variety of other types of problem or life events. Respondents' perceptions of the causes of reported problems are set out in Table 19. 585 of 1,760 civil justice problems (33.2%) were attributed to at least one of the causes detailed in Table 19.

Table 19. Causes or partial causes of civil justice problems

Cause or partial cause	N	% problems
Physical ill health	64	3.6%
Stress related ill health	118	6.7%
Other mental ill health	35	2.0%
A disability	32	1.8%
A drink or drug problem	34	1.9%
Loss or change of employment	53	3.0%
Other problems at work	22	1.3%
Moving home	39	2.2%
Irregular income	45	2.6%
A loss of income	101	5.7%
Not having enough money	124	7.0%
Breaking up with a partner	51	2.9%
Death of a family member	23	1.3%
Respondent or a family member being sent to prison	0	.0%
Violence aimed towards me	43	2.4%
Being violent	12	.7%
Not knowing my or someone else's rights	114	6.5%

The Broad Impact of Civil Justice Problems

Justiciable problems can bring about a range of social, economic and health problems. Table 20 and 21 set out the percentage of problems for which respondents to the Civil and Social Justice Panel Survey reported having experienced a range of adverse consequences.

Around half of problems (49.6%) were reported to have led to at least one adverse consequence. These consequences were split into those related to health and wellbeing (Table 20) – which followed on from 39.4% of problems – and those relating to changes in circumstances (Table 21) – which followed on from 26.1% of problems. As can be seen, almost a quarter of problems were reported to have led to stress related illness, with physical ill-health, loss of confidence and loss of income also being frequently reported to follow from problems.

Table 20. Health and wellbeing consequences of civil justice problems

Consequence	N	% problems
Physical ill health	144	8.2%
Stress related ill health	387	22.0%
Other mental ill health	59	3.4%
A drinking problem	18	1.0%
A drug problem	3	0.2%
Being harassed or verbally abused	116	6.6%
Being assaulted or physically threatened	45	2.6%
Damage to your property	85	4.8%
Loss of confidence	209	11.9%
Fear	158	9.0%

Table 21. Changes in circumstances as a consequence of civil justice problems

Consequence	N	% problems
Breaking up with a partner	46	2.6%
Damage to a family relationship	99	5.6%
Having to move home	88	5.0%
Becoming homeless	18	1.0%
Having to change jobs	57	3.2%
Becoming unemployed	63	3.6%
Loss of income	263	14.9%
Problems to do with your education	20	1.1%

Certain problems appear to typically result in adverse consequences. Table 22 shows, for example, that problems concerning domestic violence, relationship breakdown, personal injury and employment led to adverse consequences on more than 70% of occasions. On the other hand, only 18% of respondents reported adverse consequences as a result of their consumer problems.

Table 22. Adverse consequences following from problems of different types

	Consequence					
	Health and wellbeing		Change in circumstances		Any	
Problem type	N	% problems	N	% problems	N	% problems
Consumer	47	15.7%	14	4.7%	53	17.7%
Employment	97	49.0%	102	51.5%	143	72.2%
Neighbours	102	40.3%	23	9.1%	104	41.1%
Owned housing	25	47.2%	11	20.8%	30	56.6%
Rented housing	49	41.2%	26	21.8%	58	48.7%
Debt	73	42.9%	39	22.9%	84	49.4%
Money	49	26.6%	60	32.6%	85	46.2%
Benefits	45	34.9%	47	36.4%	70	54.3%
Education	22	33.8%	12	18.5%	28	43.1%
Personal injury	48	70.6%	16	23.5%	52	76.5%
Clinical negligence	33	68.8%	11	22.9%	33	68.8%
Family	68	53.5%	73	57.5%	96	75.6%
Domestic violence	32	84.2%	20	52.6%	32	84.2%
Care	4	50.0%	5	62.5%	5	62.5%

Problem Clusters

Certain justiciable problems have a tendency to co-occur, or ‘cluster’ together. This means that when one problem type occurs, other problems are more likely to be of particular types. This does not mean that problems have to cause or be caused by one another. They may, for instance, both be caused by a third factor (e.g., poor health). However, it is useful to understand which problems tend to co-occur.

Hierarchical cluster analysis was used to establish general and underlying connections between different problem types. Average between groups linkage was employed as the clustering method.

The results of the hierarchical cluster analyses are summarised in a dendrogram, set out in Figure 4. Dendrograms illustrate the complete clustering procedure and the divisions made at each stage of analysis. The closer the ‘forks’ or

'branches' are to the left side of the dendrogram, the stronger the association between problem types. The illustrated associations, or 'clusters' are similar to clusters from previous research.[20]

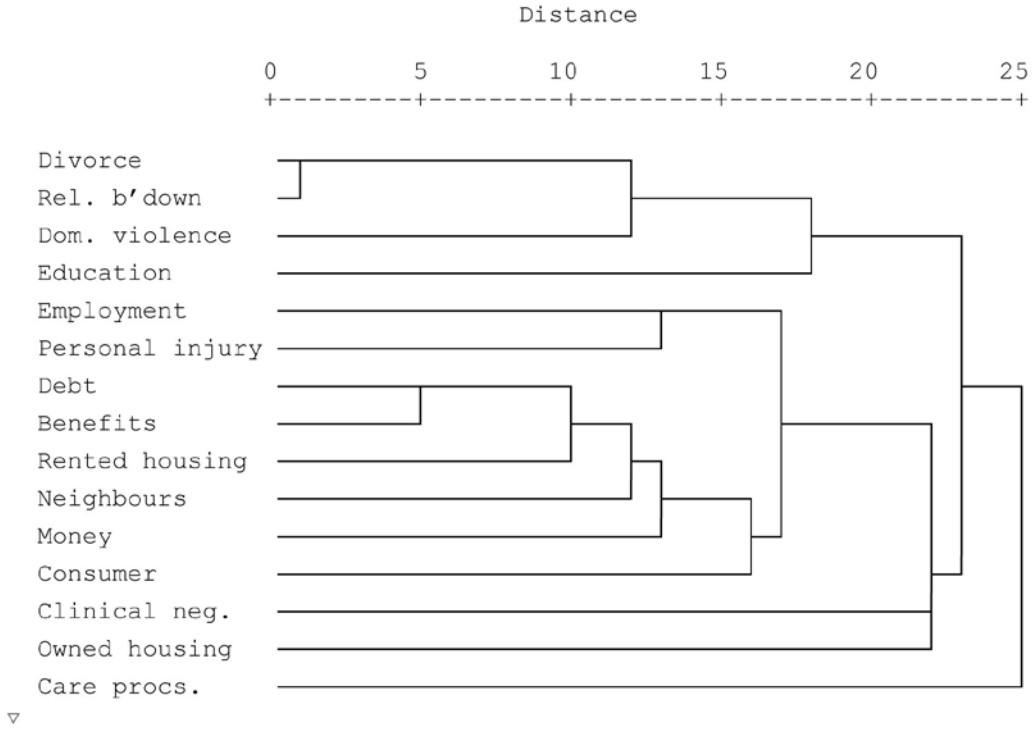

Figure 4. Dendrogram of problems clusters

'Family' Cluster

As has also been shown elsewhere,[21] family problems (comprised of domestic violence, divorce and relationship breakdown problems) cluster together strongly. As Table 23 shows, 39% of those who reported suffering from domestic violence in the 2010 survey also reported problems ancillary to relationship breakdown, and 9% reported a divorce. Likewise, 22% of those who reported problems ancillary to relationship breakdown also reported a divorce, and 19% suffer from domestic violence.

'Economic' Cluster

[20] Pleasence, P. (2006) *Causes of Action: Civil Law and Social Justice*, TSO: Norwich.
[21] *Ibid*.

The 2010 survey also re-confirmed the existence of a second cluster incorporating problems linking to economic activity: consumer, money, debt, employment, welfare benefits, personal injury and neighbours problems. As Table 23 shows, 23% of those who reported having employment problems also had consumer problems, 16% had money problems, 16% had debt problems, and 19% had problems with neighbours.

Degree of Problem Overlap

Table 23 also sets out the degree of overlap between the experiences of different problem types in the 2010 survey. Percentages represent the percentage of problems of the types indicated in the left column of the table that were accompanied by the types indicated by each column (e.g., 30.3% of those with rented housing problems also had debt problems).

Table 23. Degree of Overlap of Problem Types

	Consumer		Employment		Neighbours		Owned housing		Rented housing		Money		Debt		Welfare benefits	
Problem type	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %
Consumer (N=338)	-	-	49	14.4	60	17.9	16	4.6	28	8.4	36	10.6	32	9.4	29	8.5
Employment (N=211)	49	23.0	-	-	40	19.2	9	4.2	20	9.6	33	15.7	31	14.6	21	10.2
Neighbours (N=359)	60	16.8	40	11.3	-	-	10	2.8	57	16.0	31	8.5	57	15.8	48	13.3
Owned housing (N=59)	16	26.4	9	15.2	10	16.9	-	-	1	1.5	11	18.3	9	15.6	8	14.0
Rented housing (N=144)	28	19.7	20	14.1	57	40.0	1	0.6	-	-	27	18.8	44	30.3	29	20.0
Money (N=202)	36	17.8	33	16.4	31	15.1	11	5.3	27	13.4	-	-	50	24.7	22	11.1
Debt (N=185)	32	17.2	31	16.6	57	30.6	9	5.0	44	23.5	50	26.8	-	-	46	24.9
Welfare benefits (N=166)	29	17.2	21	12.9	48	28.6	8	5.0	29	17.3	22	13.5	46	27.7	-	-
Education (N=71)	13	17.9	7	9.9	17	24.3	2	3.1	8	11.3	9	12.5	16	22.3	15	21.7
Personal injury (N=155)	24	15.7	34	21.8	26	16.7	10	6.2	12	7.5	21	13.4	19	11.9	13	8.6
Clinical negligence (N=53)	14	26.1	6	11.6	16	29.6	2	4.6	6	11.7	6	11.9	6	11.6	9	17.6
Divorce (N=41)	3	7.2	2	4.6	2	4.5	1	2.1	1	2.0	6	14.6	5	11.5	0	0.0
Relationship breakdown (N=80)	12	15.4	11	14.0	12	15.1	5	6.7	8	9.8	15	18.7	21	26.2	13	16.4
Domestic violence (N=39)	10	25.3	6	15.6	4	11.1	1	2.1	4	8.9	9	23.4	15	38.4	10	25.2
Care proceedings (N=9)	1	10.7	0	0.0	4	39.3	0	0.0	2	19.5	2	22.0	4	42.3	1	7.4
	Education		Personal injury		Clinical negligence		Divorce		Relationship breakdown		Domestic violence		Care proceedings			
Problem type	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %	N	Row %		
Consumer (N=338)	13	3.8	24	7.2	14	4.1	3	0.9	12	3.6	10	2.9	1	0.3		
Employment (N=211)	7	3.4	34	16.0	6	2.9	2	0.9	11	5.3	6	2.9	0	0.0		
Neighbours (N=359)	17	4.8	26	7.2	16	4.4	2	0.5	12	3.4	4	1.2	4	1.0		
Owned housing (N=59)	2	3.8	10	16.3	2	4.2	1	1.5	5	9.1	1	1.4	0	0.0		
Rented housing (N=144)	8	5.6	12	8.1	6	4.3	1	0.6	8	5.4	4	2.4	2	1.2		
Money (N=202)	9	4.4	21	10.4	6	3.1	6	3.0	15	7.4	9	4.5	2	1.0		
Debt (N=185)	16	8.6	19	10.0	6	3.3	5	2.5	21	11.3	15	8.1	4	2.1		
Welfare benefits (N=166)	15	9.3	13	8.1	9	5.6	0	0.0	13	7.9	10	6.0	1	0.4		
Education (N=71)	-	-	7	10.4	2	3.2	3	3.8	11	14.9	7	10.1	0	0.0		
Personal injury (N=155)	7	4.8	-	-	8	5.4	2	1.1	3	1.8	2	1.0	1	0.6		
Clinical negligence (N=53)	2	4.4	8	15.8	-	-	0	0.0	3	6.6	2	2.9	0	0.0		
Divorce (N=41)	3	6.7	2	4.2	0	0.0	-	-	17	42.1	3	8.3	1	1.5		
Relationship breakdown (N=80)	11	13.2	3	3.5	3	4.4	17	21.5	-	-	15	19.2	3	3.5		
Domestic violence (N=39)	7	18.4	2	4.0	2	4.0	3	8.7	15	39.2	-	-	1	2.0		
Care proceedings (N=9)	0	0.0	1	10.7	0	0.0	1	6.8	3	30.8	1	8.6	-	-		

4

People's Understanding of Civil Justice Problems

This section describes how people characterise civil justice problems, and then sets out the extent to which people understand their legal rights in relation to the problems that they face.

Characterisation of Problems

Respondents were asked to characterise the problems they faced, as shown in Table 24. Interestingly, fewer than 10 per cent of problems were characterised as being 'legal', with the most common response being to characterise problems as simply 'bad luck' or 'part of life'.

Table 24. Characterisation of civil justice problems

Characterisation	N	% problems
Bad luck / part of life	757	43.0%
Moral	188	10.7%
Private (i.e. not something to involve others with)	107	6.1%
Criminal	113	6.4%
Legal	168	9.5%
Social	187	10.6%
Bureaucratic	292	16.6%
Family / community (i.e. something to be dealt with within the family/community)	83	4.7%

Understanding of rights

Respondents were asked about the extent to which they felt they knew their legal rights when their problem started. Respondents felt they had a complete understanding of their rights for 396 of 1,751 problems (22.6%), mostly understood their rights for a further 319 (18.2%), partly for 356 (20.3%) and not at all for 612 (35.0%). A further 68 said that they did not know (3.9%).

Where respondents said that they did not understand their rights, only partly understood their rights, or did not know whether they understood their rights, they were also asked whether they now knew their legal position (at the time of interview).

For these 1,030 problems, respondents felt they now completely understood their rights in the case of 140 (13.6%), mostly understood their rights for 205 (19.9%), partly for 345 (33.5%), not at all for 289 (28.1%), with 51 (5.0%) suggesting that they did not know. Table 25 shows the relationship between the two knowledge of rights questions, illustrating the extent to which those who felt they did not know their rights when their problem started knew their rights by the time of interview.

Table 25 Respondent's understanding of their rights when their problem started and at the time of interview (problems where they knew their rights at the start of the problem are excluded)

To what extent the respondent understood their legal position when the problem first started	To what extent the respondent understood their legal position at the time of interview				
	Don't know	Completely	Mostly	Partly	Not at all
Don't know	42	3	5	4	8
	67.7%	4.8%	8.1%	6.5%	12.9%
Partly	1	72	108	172	3
	.3%	20.2%	30.3%	48.3%	.8%
Not at all	8	65	92	169	278
	1.3%	10.6%	15.0%	27.6%	45.4%

Where respondents suggested that they knew their legal rights completely or mostly, either at the start of their problem or at the time of interview, they were asked how they came by their knowledge (Table 26). The most common responses were through 'talking to an advisor' followed by 'talking to friends, family or colleagues'.

Table 26. How respondents came to understand their legal position

	N	% problems
Talking to friends/family/colleagues	246	23.2%
Talking to an advisor	287	27.1%
Talking to the other side	95	9.0%
Information from the internet	108	10.2%
Information from a leaflet/booklet/book	71	6.7%
Have had experience of similar problems	152	14.3%
Other	158	14.9%
Don't know	79	7.5%

5

Problem Resolution Strategies

This section sets out the ways in which people deal with justicable problems. It examines the different rates of action and use of advice services that are associated with different population groups and different problem types.

How People Respond to Justiciable Problems

In a change from previous surveys, the CSJPS introduced a single question to summarise respondents' problem solving behaviour when faced with problems. Overall, for 214 (10.4%) of 2,049 problems people did nothing. People handled problems entirely on their own in the case of 937 (45.7%) problems. People obtained informal help (e.g. family and friends) in respect of a further 298 (14.5%) problems, and obtained formal advice on 600 (29.3%) occasions.

Of those handling their problem with informal help, 13 (4.4%) indicated that their family or friends acted to resolve the problem on their behalf. Of those who obtained formal advice, 93 (15.5%) suggested that they also received help from family or friends, 298 (49.7%) with only the help of an adviser, while 171 (28.5%) reported that an adviser was sorting the problem out on their behalf and the remaining 38 (6.3%) suggested that both an adviser and family or friends were sorting the problem out for them.

Direct comparison of these figures with those from earlier surveys is complicated by the fact that the 2010 survey included problems that were not 'difficult to solve'. This is likely to account for the substantial rise in the proportion of people reporting that they dealt with problems on their own

Table 27 sets out the different broad responses to civil justice problems associated for various population groups, with variation in strategy by problem type shown in Table 28.

Table 27. Response to Justiciable Problems by Respondent Characteristics

		Broad response to problems							
		Did nothing		Handled alone		Handled with informal help		Obtained advice	
		N	%	N	%	N	%	N	%
Gender	Female	125	11.0%	472	41.7%	182	16.1%	353	31.2%
	Male	89	9.7%	465	50.7%	116	12.6%	247	26.9%
Ethnicity	White British	181	10.0%	846	46.6%	268	14.8%	521	28.7%
	White other	12	19.0%	25	39.7%	4	6.3%	22	34.9%
	Asian	7	12.3%	25	43.9%	12	21.1%	13	22.8%
	Black	7	16.7%	17	40.5%	2	4.8%	16	38.1%
	Mixed/other	6	8.7%	24	34.8%	11	15.9%	28	40.6%
Housing type	Detached	40	7.9%	250	49.6%	75	14.9%	139	27.6%
	Semi	63	10.3%	264	43.2%	83	13.6%	201	32.9%
	Terrace	72	11.7%	257	41.9%	109	17.8%	176	28.7%
	Flat	39	12.6%	157	50.8%	30	9.7%	83	26.9%
Use of transport	No transport	72	13.1%	236	43.1%	85	15.5%	155	28.3%
	Transport	142	9.5%	701	46.7%	213	14.2%	445	29.6%
Family type	Married couple, children	42	11.4%	171	46.6%	51	13.9%	103	28.1%
	Married couple, no children	44	9.5%	242	52.0%	66	14.2%	113	24.3%
	Lone parent	24	10.9%	104	47.3%	20	9.1%	72	32.7%
	Single, no children	77	11.2%	284	41.3%	103	15.0%	224	32.6%
	Cohabiting, children	13	9.8%	72	54.5%	17	12.9%	30	22.7%
	Cohabiting, no children	14	7.9%	64	36.2%	41	23.2%	58	32.8%
Tenure	Own	35	8.9%	183	46.6%	67	17.0%	108	27.5%
	Mortgage	51	7.8%	304	46.3%	89	13.6%	212	32.3%
	Public sector rent	67	13.7%	211	43.1%	54	11.0%	158	32.2%
	Private sector rent	37	10.4%	170	47.8%	56	15.7%	93	26.1%
	Rent free	23	15.1%	69	45.4%	32	21.1%	28	18.4%
Economic activity	Not active	89	11.4%	336	43.1%	134	17.2%	220	28.2%
	Active	125	9.9%	595	47.3%	163	12.9%	376	29.9%
Long-term illness or disability	No illness/disability	149	10.1%	676	45.8%	216	14.6%	434	29.4%
	Illness/disability	65	11.3%	261	45.5%	82	14.3%	166	28.9%
Mental health problems	No mental health issues	149	11.0%	636	46.8%	214	15.7%	361	26.5%
	Mental health issues	65	9.4%	301	43.8%	84	12.2%	238	34.6%

Academic qualifications	None	61	15.3%	168	42.2%	62	15.6%	107	26.9%
	Some qualifications	153	9.3%	769	46.6%	236	14.3%	493	29.9%
Benefits (unemployment/IS)	None	174	10.0%	802	46.1%	252	14.5%	513	29.5%
	Unemployed/IS benefits	40	13.0%	135	43.8%	46	14.9%	87	28.2%
Age group	16-24	33	14.2%	90	38.8%	55	23.7%	54	23.3%
	25-34	36	9.7%	157	42.1%	62	16.6%	118	31.6%
	35-44	49	9.3%	262	49.9%	58	11.0%	156	29.7%
	45-59	68	11.0%	279	45.2%	74	12.0%	196	31.8%
	60-74	25	10.4%	121	50.4%	33	13.8%	61	25.4%
	75+	3	5.6%	24	44.4%	15	27.8%	12	22.2%
Income	Less than £10k	83	12.1%	289	42.3%	119	17.4%	193	28.2%
	All other	105	9.5%	527	47.6%	148	13.4%	327	29.5%
	£50k or more	7	8.2%	40	47.1%	11	12.9%	27	31.8%
	Refused/not known	19	11.0%	81	46.8%	20	11.6%	53	30.6%

Table 28. Broad response to problems by type of problem

Problem type	Broad response to problems							
	Did nothing		Handled alone		Handled with informal help		Obtained advice	
	N	%	N	%	N	%	N	%
Consumer	14	3.8%	220	60.1%	80	21.9%	52	14.2%
Employment	42	18.4%	71	31.1%	16	7.0%	99	43.4%
Neighbours	54	19.4%	100	36.0%	38	13.7%	86	30.9%
Owned housing	2	3.3%	18	29.5%	6	9.8%	35	57.4%
Rented housing	9	6.4%	67	47.9%	26	18.6%	38	27.1%
Debt	16	8.1%	97	49.2%	26	13.2%	58	29.4%
Money	16	7.6%	124	59.0%	22	10.5%	48	22.9%
Benefits	8	4.8%	98	59.4%	21	12.7%	38	23.0%
Education	4	5.1%	38	48.7%	17	21.8%	19	24.4%
Personal injury	10	13.3%	22	29.3%	11	14.7%	32	42.7%
Clinical negligence	17	29.8%	27	47.4%	7	12.3%	6	10.5%
Family	18	12.6%	38	26.6%	13	9.1%	74	51.7%
Domestic violence	2	4.9%	14	34.1%	14	34.1%	11	26.8%
Care	2	20.0%	3	30.0%	1	10.0%	4	40.0%

As is evident from Table 28, people frequently take no action to resolve serious problems.

Formal Advice

Supporting earlier findings from the United Kingdom and elsewhere, the CSJPS indicates that respondents who sought formal advice about justiciable problems did so from a wide range of sources. In line with earlier surveys, Table 30 reveals that solicitors are the most often used source of advice for justiciable problems. Local councils, Citizens Advice Bureaux and the police are also common sources of advice.

Regardless of whether or not they reported problems, respondents were asked which of a range of advisers they felt they knew something about. Responses are summarised in Table 31.

Table 30. Sources of Advice

	N	% problems
Local council		
General enquiries at your local council	24	4.6
A council advice service	17	3.2
Trading standards	14	2.7
Other council department	30	5.7
Advice agency		
Citizens Advice Bureau	83	15.8
Law Centre	9	1.7
Other independent advice agency	24	4.6
Trade union/professional body		
Trade union/professional body	50	9.5
Lawyer		
Solicitor	124	23.7
Barrister	10	1.9
Other person or organisation		
Community group	7	1.3
Insurance company legal advice service	14	2.7
Police	43	8.2
Your employer	15	2.9
Doctor or other health worker	23	4.4
ACAS	8	1.5
Jobcentre	6	1.1
Social worker	13	2.5
MP or local councillor	8	1.5
Other person or organisation	114	21.8

Table 31. Whether respondents felt they knew something about advisers

	N	% respondents
Shelter	2146	58.1%
Citizens Advice	3316	89.7%
Consumer Direct	960	26.0%
Community Legal Advice	748	20.2%
National Debtline	1547	41.9%
Solicitors	3243	87.8%
Law Centres	1237	33.5%
Financial Services Ombudsman	1564	42.3%
Local Government Ombudsman	1120	30.3%
Local council	3206	86.8%

Mode of Contact

Table 32 reveals how respondents initially contacted their adviser, along with the predominant methods used to obtain advice. As in 2004 and 2006-9, the *telephone* was most common means of establishing contact.

Table 32. Method of first contact and predominant methods of contact for first advisers

	First contact		Predominant methods	
Method of contact	N	%	N	%
In person	229	43.1	265	49.3
Email/Internet	26	4.9	38	7.1
Telephone	247	46.5	209	38.9
Post	6	1.1	21	3.9
Through someone else	23	4.3	11	2.0

Respondents used the Internet to help to sort out their problems for 328 of 1,760 problems (18.6%). This continues the upward trend observed in the 2001, 2004 and 2006-9 surveys (4%, 10% and 16%, respectively). They used a leaflet, booklet or book for 113 of 1,760 problems (6.4%).

Satisfaction with and improvements in life attributable to advice

The majority of respondents who obtained advice were satisfied with the first adviser used. One hundred and fifty of 537 respondents (27.9%) suggested that they were extremely satisfied with their first advisers, 171 (31.8%) very satisfied, 127 (23.6%) somewhat satisfied, 22 (4.1%) somewhat dissatisfied, 24 (4.5%) very dissatisfied and 32 (6.0%) extremely dissatisfied. The remaining 11 (2.0%) said that they did not know. While numbers were small and should be interpreted with some caution, table 33 shows satisfaction with advice received from first advisers by adviser type.

Table 33. Satisfaction with advice received from first advisers by adviser type

	How satisfied the respondent was with the help they received from first adviser.						
First adviser	Don't know	Extremely satisfied	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Extremely dissatisfied
Local council (gen. enquiries)	0	1	11	7	1	1	1
	0.0%	4.5%	50.0%	31.8%	4.5%	4.5%	4.5%
A council advice service	1	3	4	2	0	1	1
	8.3%	25.0%	33.3%	16.7%	0.0%	8.3%	8.3%
Trading Standards	1	2	5	5	1	0	2
	6.3%	12.5%	31.3%	31.3%	6.3%	0.0%	12.5%
Other Council Department	0	7	5	3	2	2	2
	0.0%	33.3%	23.8%	14.3%	9.5%	9.5%	9.5%
Citizens Advice Bureau	4	13	25	14	1	5	1
	6.3%	20.6%	39.7%	22.2%	1.6%	7.9%	1.6%
Law Centre	0	3	0	1	0	0	1
	0.0%	60.0%	0.0%	20.0%	0.0%	0.0%	20.0%
Other advice agency	0	3	3	4	0	2	1
	0.0%	23.1%	23.1%	30.8%	0.0%	15.4%	7.7%
Trade Union	1	8	11	12	1	2	6
	2.4%	19.5%	26.8%	29.3%	2.4%	4.9%	14.6%
Solicitor	0	24	23	16	2	2	4
	0.0%	33.8%	32.4%	22.5%	2.8%	2.8%	5.6%
Barrister	0	0	1	1	0	0	0
	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%
Community group	0	3	1	1	1	0	0
	0.0%	50.0%	16.7%	16.7%	16.7%	0.0%	0.0%
Insurance company	1	1	8	1	0	0	0
	9.1%	9.1%	72.7%	9.1%	0.0%	0.0%	0.0%
Police	0	17	13	12	4	6	7
	0.0%	28.8%	22.0%	20.3%	6.8%	10.2%	11.9%
Employer	1	4	4	4	2	0	1
	6.3%	25.0%	25.0%	25.0%	12.5%	0.0%	6.3%
Doctor/health worker	0	16	7	6	1	0	0
	0.0%	53.3%	23.3%	20.0%	3.3%	0.0%	0.0%

ACAS	0	2	2	4	0	0	0
	0.0%	25.0%	25.0%	50.0%	0.0%	0.0%	0.0%
Jobcentre	0	1	3	1	0	1	0
	0.0%	16.7%	50.0%	16.7%	0.0%	16.7%	0.0%
Social worker	0	1	3	0	0	0	0
	0.0%	25.0%	75.0%	0.0%	0.0%	0.0%	0.0%
MP or local councillor	0	1	2	3	0	0	1
	0.0%	14.3%	28.6%	42.9%	0.0%	0.0%	14.3%
Other person or organisation	2	40	40	30	6	2	4
	1.6%	32.3%	32.3%	24.2%	4.8%	1.6%	3.2%

Table 34 shows the extent to which respondents felt that advice led to improvements in other areas of their lives. Overall, respondents reported that advice led to improvements in other areas of life for 225 of 507 (44.4%) problems where advice was obtained.

Table 34. Improvements on other areas of life attributed to advice

Area of improvement	N	%
Physical health	19	3.7%
Levels of stress	125	24.7%
Relationships	15	3.0%
Levels of violence towards you/your property	12	2.4%
Housing circumstances	16	3.2%
Employment circumstances	21	4.1%
Income	29	5.7%
Confidence	62	12.2%
Involvement in community	6	1.2%
Other	8	1.6%

6

The Outcomes of Problems

This section describes the different outcomes associated with different resolution strategies and problem types. It points to evidence that problems conclude more effectively where people act to resolve them.

How Problems Conclude

Of 1,719 civil justice problems reported through the 2010 CSJPS, respondents considered 963 (56.0%) to be over, 82 (4.8%) most likely over and 587 (34.1%) ongoing. It was 'too early to say' whether 69 (4.0%) were over, with respondents in the remaining 18 (1.0%) cases saying they did not know.

Of 1,002 concluded problems, 52 (5.2%) were resolved through a court or tribunal, 53 (5.3%) through some other process, 414 (41.3%) by agreement, 87 (8.7%) were resolved independently, 199 (19.9%) resolved themselves, with respondents giving up for the remaining 197 (19.7%). Figure 5 shows how problems concluded by the broad strategy adopted by respondents. As can be seen, courts, tribunals and other processes were most common outcomes where advice was obtained, with agreement fairly consistent whether advice was obtained, the problem was handled with informal help or handled alone. In contrast, those who did nothing reported far lower levels of agreement and high levels of giving up.

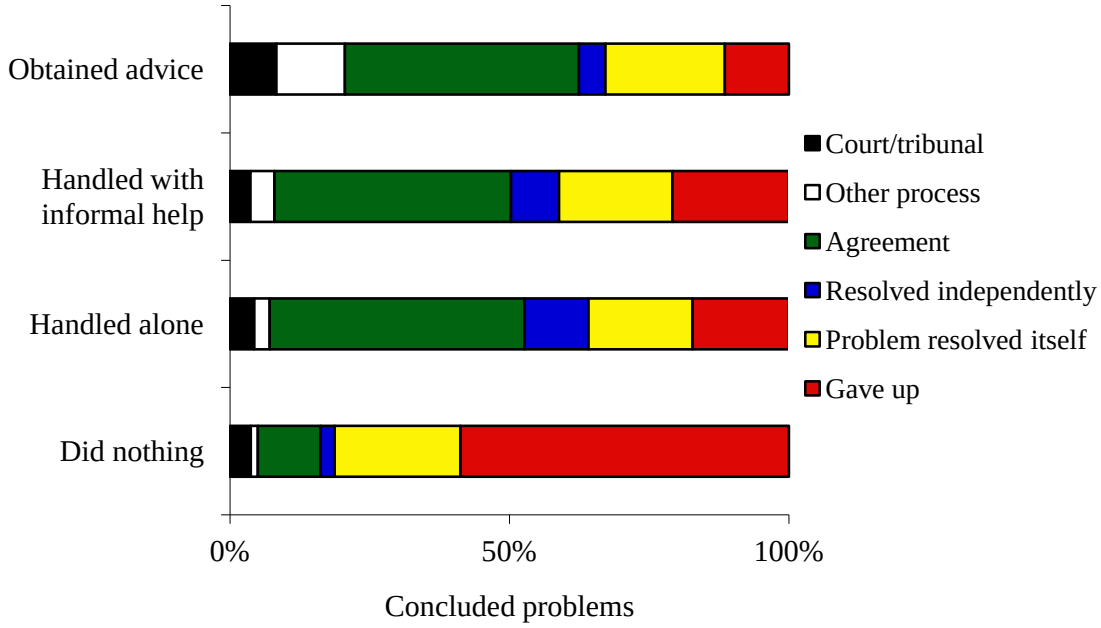

Figure 5. Problem Outcome by Resolution Strategy Adopted

Figure 6 shows problem outcome by problem type. As can be seen, concluding by court or tribunal was most common for owned housing and family problems, as well as a very small number of domestic violence (n = 16) and care problems (n = 4). Other processes were most common in owned housing and neighbours problems, while debt problems had a particularly high rate of agreement. Giving up was common for employment, clinical negligence, rented housing and personal injury problems.

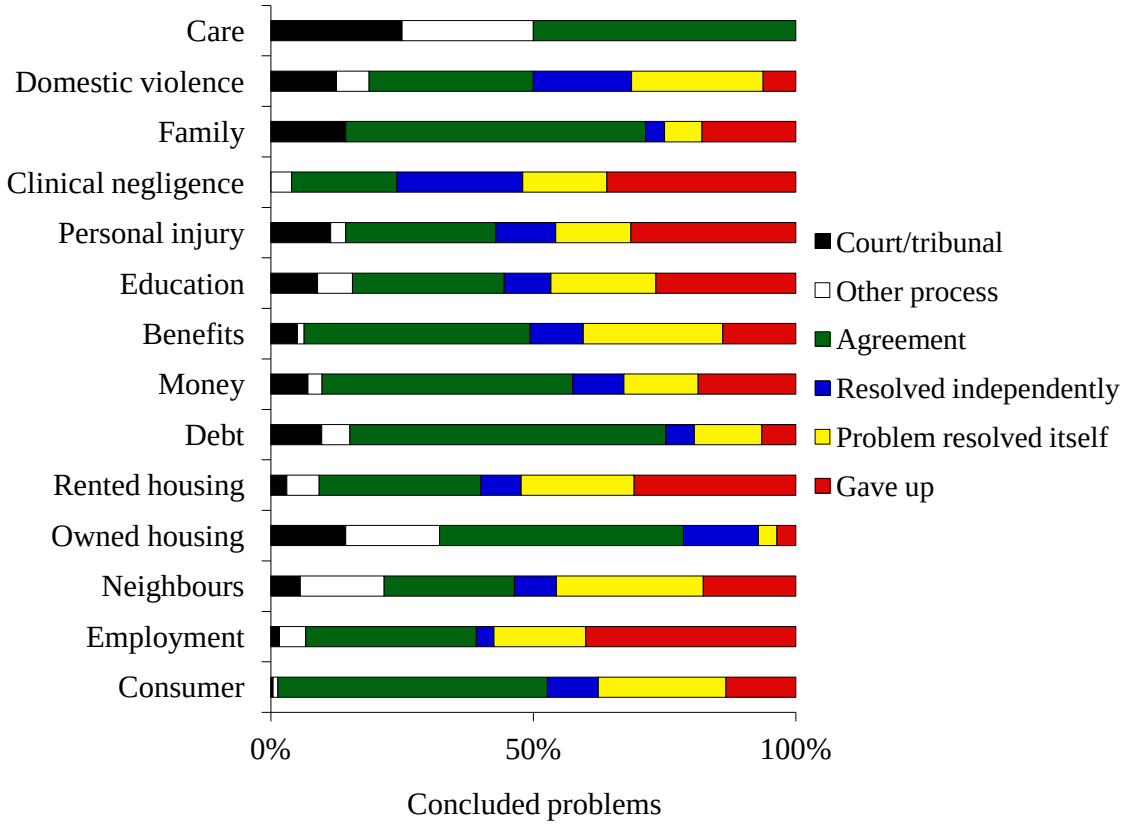

Figure 6. Problem Outcome by Problem Type

7

Attitudes to the Justice System

This section outlines attitudes to the justice system reported by respondents to the 2010 CSJPS, and sets out how these relate to the number of problems experienced. It suggests that 'civic exclusion', an institutional aspect of social exclusion relating to dissatisfaction with institutional legal processes, may be more common among those respondents who report multiple problems and those respondents who have been to court in relation to their problems.

Attitudes to the Justice System

All respondents to the 2010 CSJPS were asked the extent to which they agreed with the following statements:

1. "If you went to a court with a problem, you would be confident of getting a fair hearing"
2. "Lawyers are not affordable for people on low incomes"
3. "Courts are an important way for ordinary people to enforce their rights"
4. " You should follow laws even when you believe it would be better not to"
5. "People should resolve their problems within their family or community, not by using lawyers or courts"

Responses to the questions were on a five point scale, with overall findings shown in Table 35. As can be seen, a good majority of respondents agreed that the courts are an important way for ordinary people to enforce their rights (76.4%) and that they could expect a fair hearing in court (68.2%). However, only a minority saw lawyers as being affordable. Tying in with the finding, set out in Section 4, that people tend not to regard justiciable problems as being 'legal', the 2010 CSJPS indicated that over 60% of people agreed with the proposition that problems should be resolved within families or the community, not by using lawyers or courts.

Table 35. Attitudes to the Civil Justice System

	Fair hearing		Lawyers not affordable		Courts important		Should follow law		Resolve in community	
Response	N	%	N	%	N	%	N	%	N	%
Don't know	112	3.0%	157	4.3%	87	2.3%	52	1.4%	41	1.1%
Strongly agree	598	16.2%	720	19.5%	601	16.3%	794	21.5%	526	14.2%
Agree	1920	52.0%	1363	36.9%	2218	60.1%	2043	55.3%	1719	46.5%
Neither agree nor disagree	627	17.0%	415	11.2%	476	12.9%	484	13.1%	882	23.9%
Disagree	336	9.1%	908	24.6%	261	7.1%	270	7.3%	464	12.6%
Strongly disagree	99	2.7%	130	3.5%	49	1.3%	49	1.3%	60	1.6%

Table 36 explores whether responses to questions on attitudes to the justice system were related to the number of problems reported by respondents. For the question whether or not respondents would be confident of a fair hearing in court, the percentage of respondents giving positive responses generally fell as the number of problems increased. This was also broadly the case for the extent to which they felt courts are an important way for ordinary people to enforce their rights. There was also less support for problem resolution within families or the community among those people experiencing multiple problems. There was relatively little evidence of changes in positive responses as number of problems increased for questions regarding the affordability of lawyers and whether people should follow laws even when they believe it would be better not to.

Table 36. Positive statements made about the justice system by number of problems

	Fair hearing		Lawyers not affordable		Courts important		Should follow law		Resolve in community	
Number of problems	N	%	N	%	N	%	N	%	N	%
None	1712	72.3%	1359	58.3%	1888	79.0%	1922	79.6%	1596	66.0%
1	478	68.8%	424	61.4%	560	80.3%	536	76.5%	399	56.5%
2	173	68.7%	149	59.5%	188	74.9%	178	70.1%	124	48.4%
3	79	59.5%	69	52.6%	91	69.1%	101	75.2%	60	44.3%
4	35	55.7%	38	61.5%	41	63.7%	45	69.7%	35	53.6%
5+	41	58.4%	45	62.1%	51	72.0%	54	77.1%	30	42.2%

Table 37 compares the responses of those respondents who had contact with a court or tribunal and those who did not. Only those who experienced problems are included.

Those who had contact with courts or tribunals were somewhat more likely to agree that they constitute an important way for ordinary people to enforce their rights, though this was not reflected in their attitude towards whether they would receive a fair hearing at court.

Table 37. Attitudes of respondents with civil justice problems, by contact with courts or tribunals

Contact with court or tribunal	Don't know		Agree strongly		Agree		Neither agree nor disagree		Disagree		Disagree strongly	
	N	%	N	%	N	%	N	%	N	%	N	%
	Whether respondent would be confident of getting a fair hearing if they went to court with a problem.											
No	53	2.8	278	14.6	867	45.6	385	20.2	226	11.9	93	4.9
Yes	2	1.4	17	11.8	62	43.1	41	28.5	15	10.4	7	4.9
	Whether respondent believes that lawyers are not affordable for people on low incomes											
No	54	2.8	446	23.4	671	35.3	169	8.9	471	24.8	91	4.8
Yes	1	0.7	39	27.1	46	31.9	14	9.7	41	28.5	3	2.1
	Whether respondent believes that courts are an important way for ordinary people to enforce their rights											
No	44	2.3	251	13.2	1100	57.9	252	13.3	199	10.5	53	2.8
Yes	1	0.7	28	19.6	85	59.4	10	7.0	12	8.4	7	4.9
	Whether respondent believes that you should follow laws even when you believe it would be better not to											
No	23	1.2	388	20.5	1000	52.7	264	13.9	167	8.8	54	2.8
Yes	2	1.4	31	21.8	79	55.6	18	12.7	10	7.0	2	1.4
	Whether respondent believes that people should resolve their problems within their family or community, not by using lawyers or courts											
No	16	0.8	189	9.9	768	40.4	491	25.8	373	19.6	63	3.3
Yes	1	0.7	14	9.8	49	34.3	41	28.7	32	22.4	6	4.2

Table 38 presents similar information, this time split by whether or not respondents had obtained advice from a solicitor. It is noticeable that those who had used solicitors were less likely to regard solicitors as unaffordable for people on low incomes.

Table 38. Attitudes of respondents with civil justice problems, use of solicitor

Use of solicitor	Don't know		Agree strongly		Agree		Neither agree nor disagree		Disagree		Disagree strongly	
	N	%	N	%	N	%	N	%	N	%	N	%
	Whether respondent would be confident of getting a fair hearing if they went to court with a problem.											
No	51	2.7	283	14.7	872	45.4	404	21.0	224	11.7	88	4.6
Yes	4	3.2	12	9.7	57	46.0	22	17.7	17	13.7	12	9.7
	Whether respondent believes that lawyers are not affordable for people on low incomes											
No	55	2.9	457	23.8	675	35.1	178	9.3	469	24.4	88	4.6
Yes	0	0.0	28	22.6	42	33.9	5	4.0	43	34.7	6	4.8
	Whether respondent believes that courts are an important way for ordinary people to enforce their rights											
No	45	2.3	256	13.3	1105	57.6	254	13.2	201	10.5	57	3.0
Yes	0	0.0	23	18.5	80	64.5	8	6.5	10	8.1	3	2.4
	Whether respondent believes that you should follow laws even when you believe it would be better not to											
No	22	1.1	396	20.7	1005	52.5	272	14.2	164	8.6	55	2.9
Yes	3	2.4	23	18.5	74	59.7	10	8.1	13	10.5	1	0.8
	Whether respondent believes that people should resolve their problems within their family or community, not by using lawyers or courts											
No	17	0.9	193	10.1	767	40.0	502	26.2	377	19.6	63	3.3
Yes	0	0.0	10	8.1	50	40.3	30	24.2	28	22.6	6	4.8

8

The Experience of Those Eligible for Legal Aid

This section sets out the pattern of experience of civil justice problems reported by survey respondents who were likely to be eligible for legal aid.[22] It details the general incidence of problems among this population group, the experience of multiple problems, and the consequences of these problems. This section also describes problem resolution strategies, including how respondents seek advice and information for their rights based problems (in person, over the telephone, on the internet etc.). The outcomes of respondents' problems strategies are then outlined.

Incidence of Problems Among those Eligible for Legal Aid

Overall, legal aid eligible respondents had a higher percentage with one or more civil justice problem (372 of 932, 39.9%) than ineligible respondents (762 of 2,243, 34.0%). As shown in Table 39, there were also differences in types of problem reported by eligible and ineligible respondents, with neighbours, rented housing, debt, welfare benefits and relationship breakdown problems particularly common for eligible respondents when compared to other respondents. There were also increases in some less common problem types, such as education, domestic violence and clinical negligence problems, while all nine problems concerning care proceedings were reported by eligible respondents.

Table 39. Incidence of civil justice problems by eligibility for legal aid

[22] Eligibility is based on a benefits and income related proxy.

Problem type	Eligibility for Legal Aid			
	Ineligible		Eligible	
	N	%	N	%
Consumer	227	10.1%	76	8.2%
Employment	153	6.8%	48	5.1%
Neighbours	196	8.7%	129	13.9%
Owned housing	43	1.9%	11	1.2%
Rented housing	69	3.1%	67	7.2%
Money	132	5.9%	51	5.5%
Debt	89	4.0%	88	9.4%
Welfare benefits	81	3.6%	68	7.3%
Education	37	1.7%	30	3.2%
Personal injury	109	4.9%	34	3.6%
Clinical negligence	23	1.0%	23	2.5%
Divorce	25	1.1%	12	1.3%
Relationship breakdown	36	1.6%	40	4.3%
Domestic violence	12	.6%	21	2.3%
Care proceedings	0	.0%	9	1.0%

Figure 7 shows number of problems reported split by legal aid eligibility for those reporting one or more problem. Of those reporting problems, legal aid eligible respondents were less likely to have a single problem compared to ineligible respondents, and more likely to have five or more problems (10% compared to 4%).

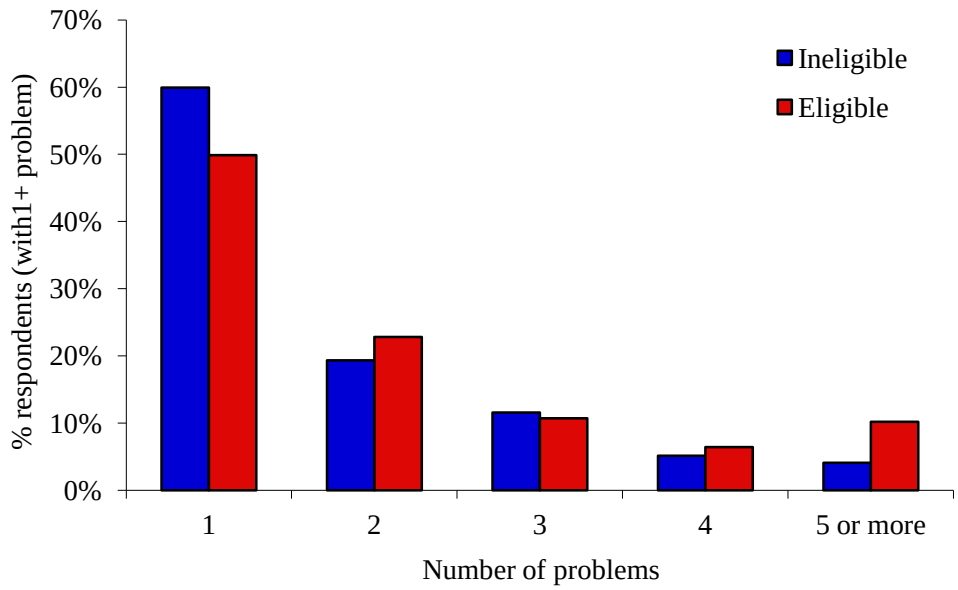

Figure 7. Number of civil justice problems for those with one or more problem by eligibility for legal aid

The Consequence of Problems

Legal aid eligible respondents were more likely to report adverse consequences as a result of their problems. Of 591 problems reported by eligible respondents, 294

(49.7%) resulted in a negative consequence on health and wellbeing compared to 345 of 1,013 (34.1%) for problems reported by ineligible respondents. Eligible respondents were also more likely to report a change in circumstances, doing so for 189 of 591 problems (32.0%) compared to 243 of 1,013 problems (24.0%) for ineligible respondents. Considering both adverse impact on health and wellbeing and changes in circumstances simultaneously, eligible respondents reported one or more adverse consequence for 347 of 591 problems (58.7%) compared to 460 of 1,013 (45.4%) for ineligible respondents. Table 40 shows the specific adverse consequences on health and wellbeing reported, split by eligibility for legal aid. Table 41 presents similar information for changes in circumstances.

Table 40. Health and wellbeing consequences of civil justice problems, split by eligibility for legal aid

	Ineligible		Eligible	
Consequence	N	% problems	N	% problems
Physical ill health	74	7.3%	58	9.8%
Stress related ill health	171	16.9%	191	32.3%
Other mental ill health	20	2.0%	39	6.6%
A drinking problem	10	1.0%	7	1.2%
A drug problem	2	0.2%	1	0.2%
Being harassed or verbally abused	64	6.3%	41	6.9%
Being assaulted or physically threatened	25	2.5%	16	2.7%
Damage to your property	58	5.7%	21	3.6%
Loss of confidence	120	11.8%	78	13.2%
Fear	84	8.3%	65	11.0%

Table 41. Changes in circumstances as a consequence of civil justice problems, split by eligibility for legal aid

Consequence	N	% problems	N	% problems
Breaking up with a partner	20	2.0%	24	4.1%
Damage to a family relationship	43	4.2%	49	8.3%
Having to move home	51	5.0%	32	5.4%
Becoming homeless	9	0.9%	9	1.5%
Having to change jobs	42	4.1%	13	2.2%
Becoming unemployed	33	3.3%	28	4.7%
Loss of income	146	14.4%	104	17.6%
Problems to do with your education	9	0.9%	9	1.5%

Table 42 shows response to civil justice problems by whether or not respondents were eligible for legal aid. As can be seen, eligible respondents were more likely to do nothing, less likely to handle alone and slightly more likely to obtain advice.

Table 42. Response to problem by legal aid eligibility

	Response to problem			
Eligibility for legal aid	Did nothing	Handled alone	Handled with informal help	Obtained advice
Ineligible	102	561	172	332
	8.7%	48.1%	14.7%	28.4%
Eligible	89	299	107	219
	12.5%	41.9%	15.0%	30.7%

As can be seen from Table 43, legal aid eligible respondents who did seek advice were more likely than respondents in general to use face-to-face advice as the predominant mode of contact from first advisers. Telephone advice, email/internet advice and advice by post were all less common predominant methods for eligible respondents, while obtaining advice through someone else was more common, though based on relatively small numbers. As previously observed, this is consistent with the hypothesis that the problems reported by legal aid eligible respondents were more severe and thus tended towards face-to-face provision. It may also reflect that alternatives to face-to-face provision may be less appropriate or favoured amongst this cohort.

Table 43. Method of first contact and predominant methods of contact for first advisers by eligibility for legal aid

	Ineligible				Eligible			
	First contact		Predominant methods		First contact		Predominant methods	
Method of contact	N	%	N	%	N	%	N	%
In person	122	39.6%	128	41.4%	83	47.7%	106	60.2%
Email/Internet	22	7.1%	34	11.0%	4	2.3%	4	2.3%
Telephone	148	48.1%	132	42.6%	76	43.7%	60	34.1%
Post	5	1.6%	17	5.5%	0	0.0%	3	1.7%
Through someone else	11	3.6%	5	1.6%	11	6.3%	6	3.4%

Problem Outcomes by Eligibility for Legal Aid

Table 44 shows problem outcome by whether or not respondents were eligible for legal aid. Overall, broad outcomes were comparable, though eligible respondents were somewhat less likely to resolve problems by agreement. Figure 8 illustrates problem outcome by response to problems for legal aid eligible respondents only, with findings comparable to the dataset as a whole (Figure 5). Again, courts, tribunals and other processes were most common outcomes where advice was obtained, with agreement fairly consistent whether advice was obtained, the problem was handled with informal help or handled alone. As previously, those who did nothing, who were more common among eligible respondents, reported far lower levels of agreement and high levels of giving up.

Table 44. Problem outcome by eligibility for legal aid

	Legal aid eligibility	
How problem concluded	Ineligible	Eligible
Court/tribunal	28	19
	4.7%	5.9%
Other process	31	17
	5.2%	5.3%
Agreement	259	119
	43.7%	37.2%
Resolved independently	55	26
	9.3%	8.1%
Problem resolved itself	110	72
	18.5%	22.5%
Gave up	110	67
	18.5%	20.9%

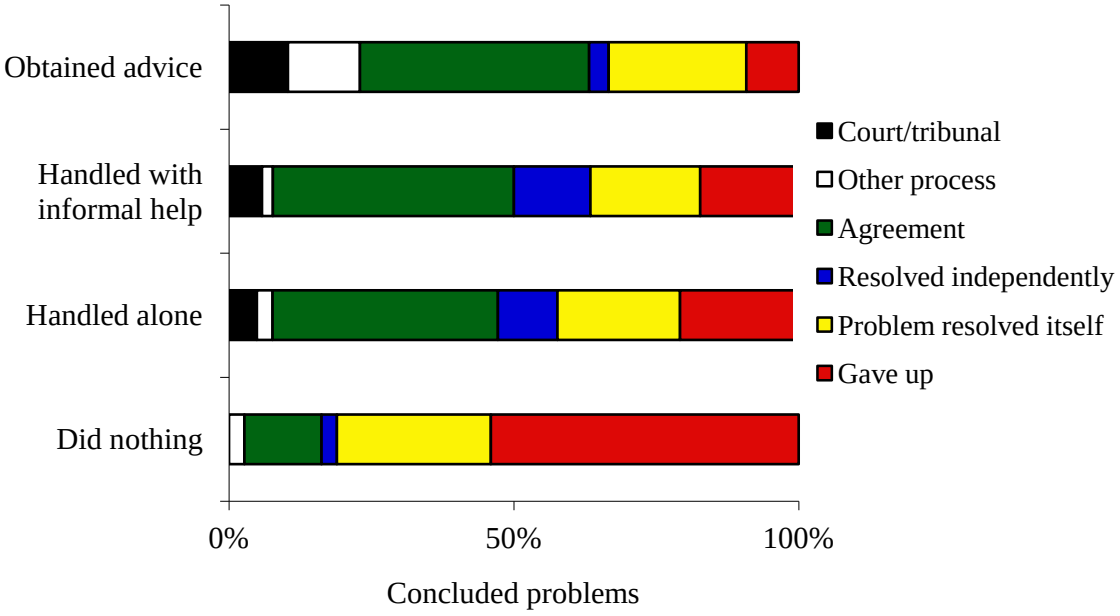

Figure 8. Outcome by response to problems (legal aid eligible respondents only)

9

Sampling

Population and sample requirements

Wave 1 (2010)

The sample design for wave 1 of the CSJPS was a two-stage equal-probability sample of addresses, with interviews attempted with all adults at each address.

The target population for the survey was all adults aged 16 and over living in England and Wales. The survey population differed from the target population by limiting coverage to those living in private residential accommodation, thus excluding adults living in communal establishments. However because the communal establishment population is relatively small (around 2% of the adult population), its exclusion can have little impact on the overall population estimates derived from the survey.

The CSJPS survey population differed to the CSJS survey population by its inclusion of 16/17 year olds (formerly the survey was of adults aged 18 and over), but in all other respects was the same.

Wave 2 (2011/12)

In addition, all individuals interviewed will be followed up for an additional interview 18 months after the first. Fresh cross-sectional sample will also be added at follow-up waves to maintain the size of the panel. Hence from the second wave the sample will take a split panel design; with wave 2 panel sample supplemented with a new (relatively small) cross-sectional element.

This opens several analytic possibilities in terms of how the population is defined – the resulting populations at wave 2 will either be (i) the population at wave 1 based on the wave 1 sample only (the population that can be used for longitudinal analysis); (ii) the wave 2 population based on wave 1 and wave 2 samples suitably weighted (the population used to make wave 2 estimates); or (iii) the union of the

wave 1 and wave 2 cross-sectional populations, also based upon combined wave 1 and wave 2 samples.

Sampling frame

The Post Office's small user postcode address file (PAF) was used as a sampling frame for the survey. PAF has become the only viable sampling frame for nationally representative face-to-face survey samples, and was also the sampling frame of choice for the 2001 – 2008 surveys.

Selection of individuals at addresses

As PAF contains addresses rather than individuals it was necessary for interviewers working in the field to conduct a second stage of sample selection at each contacted address. This is often handled on other government surveys by making a random selection out of the eligible individuals living at the address. Alternatively, surveys can aim to interview more than one, or all, eligible individuals. As in previous versions of the survey the CSJPS took the latter approach, and an interview was attempted with every adult aged 16+ at each address.

This method is advantageous in terms of fieldwork efficiency and hence cost. Although it is associated with household level clustering, this usually has a less detrimental impact on survey precision than does the weighting required by the alternative method of randomly selecting an adult in each household for interview.

Wave 1 sample design

As in previous years postcode sectors were used as primary sampling units (PSUs) for the survey. The following sections describe the procedures for clustering of the survey, stratification, and selection of PSUs and addresses.

Clustering

The sample was issued in postcode sector clusters each comprising 21 addresses. Under the assumptions of 9% address deadwood, 1.8 adults per address and an overall 60% response rate this was intended to deliver an average of 20.6 interviews per

cluster[23]. The most recent CSJS (the 2006-2008 continuous survey) used an issued cluster size of 22 addresses, which, given that the extension to include 16/17 year olds would mean slightly larger households in 2010, would yield a roughly similar achieved interview cluster sizes (under conditions of similar sample outcome assumptions).

In line with good sampling practice, all small sectors in England and Wales (containing fewer than 1,000 delivery points) were combined with adjacent sectors before the first stage of sampling (i.e before PSUs were selected). This ensured that each PSU covered a reasonably large geographic area.

Stratification

Stratification was undertaken prior to selection of PSUs, in order to (potentially) improve the accuracy of survey estimates. PSUs, once suitably combined with neighbours to ensure a minimum of 1,000 addresses in each, were stratified by GOR and within this by population density (by splitting the sample into three equal-sized bands of density, based on numbers of addresses), housing tenure (using the same procedure as described for population density, within each GOR/population density stratum) and proportion who are lone parents (by sorting the sample by this variable prior to selection).

The stratification scheme used was the same as used for the latest version of CSJS. Stratification is effective to the extent that variables chosen as stratifiers correlate with key survey estimates, and as such the variables used had been selected on an empirical basis using survey data.

Selection of PSUs and addresses

A total of 388 PSUs were selected with probability proportional to address count, which were allocated systematically to main and reserve sample (providing 194 PSUs in each). Twenty one addresses were then selected systematically from the postcode/address ordered list of addresses in each PSU, thereby ensuring that

[23] The survey was initially planned to include adults aged 18 and over as in previous years, and the assumption of a household size of 1.8 was based on this age range. During the planning stages it was decided to extend the survey to include 16/17 year olds (to provide a larger sample of young people), and it was agreed that the sample design would not need adjustment to accommodate this marginal change. In the event, the average household size across the screened sample proved to be 1.86.

addresses were evenly spread across it. This delivered an equal probability address sample across England and Wales. No reserve sample was issued.

Selection of households

In the relatively infrequent cases where a PAF address generated more than one household, one was selected by the interviewer in the field using a random, Kish grid, selection method. In each selected household, all individuals aged 16 and over were eligible for interview.

Selection of problems

A further selection process was carried out if respondents reported multiple problems eligible for further follow-up questions. This selection was made automatically within the CAPI (computer assisted personal interviewing) interview programme. The following rules of selection were applied:

1. Irrespective of the number of problems reported by a respondent, problems were eligible for further follow-up only if they were within a pre-set range of severity. This range was set to include all but the most trivial problems (see chapter 12 for further details).

2. Where respondents reported four or more problems within severity range for follow-up, a random selection of three problems for the preliminary (actions and consequences) follow-up section was made within the interview programme.

3. Where respondents reported two or more problems within the eligible severity range, a further selection of one problem was made, to be followed-up in more detail (resolution strategy questions). This selection was made out of the selected problems chosen for the first follow-up section.

These procedures delivered an unequal probability random selection of problems within a set range of severity. Corrective weights to equalise problem selection probabilities would hence also need to be applied to the selected problems of those respondents experiencing problems which were not followed up.

Summary of wave 1 sample design

Table 45 summarises the proposed sample. Key assumptions concerning sample outcomes were that 9% of addresses would not contain any eligible households, that 80% of households would be screened and would contain 1.8 adults on average, and that the response rate out of adults identified would be 75%, giving an overall response rate of 60%.

Table 45. Summary of wave 1 sample design

No. PSUs	194
Issued sample	4,074
Ineligible addresses (9%)	367
Eligible addresses	3,707
(a) Addresses screened (80%)	2,966
Adults identified	5,339
(b) Achieved sample (75%)	4,004
Overall response rate (a x b)	*60%*

Wave 2 sample design

Fieldwork for the second wave of CSJPS will begin in December 2011, 18 months after the start of wave 1.

Longitudinal sample

The panel element of wave 2 will involve following up all individuals interviewed at wave 1, including those who change address. Movers will be traced to the addresses where they move, providing this is within England and Wales, and where access can be negotiated follow up interviews will include those who move into institutional accommodation. Those individuals who are missed at wave 2 will remain eligible for future follow-ups (providing they have not opted out of further participation in the study).

Fresh sample

Fresh cross-sectional sample will be drawn each follow-up wave of CSJPS to maintain the size of the overall sample at 4,000 respondents. Individuals added to the sample in this way will be followed up at future waves under the same following rules (described above) as wave 1 sample members.

The approach for adding fresh sample members will be (i) to interview all new adults in households containing people sampled at wave 1 (irrespective of whether the latter were actually interviewed at wave 1 and irrespective of whether they are now living at their initially sampled addresses or at new addresses); and (ii) through drawing a fresh sample of addresses from the same PSUs used for the wave 1 sample. New adults refer to any not interviewed before, meaning that some who were sampled but not interviewed at wave 1 will be eligible at subsequent waves. Wave 1 sampled adults will include those for whom we have information via a completed household grid.

Following up new members of households lived in by wave 1 sample members is generally done in household panel surveys (e.g. Understanding Society) and may be regarded as standard practice. It will however require that careful consideration be given to how these new individuals are weighted within the dataset.

Inclusion of a fresh sample of addresses is also commonly undertaken, although not necessarily from the same PSUs as were used for the wave 1 sample. The advantage of returning to the same PSUs is that, to the extent that problem frequencies and characteristics vary consistently over time across PSUs, this will improve the precision of estimates of change. For this reason this approach has been used in other national surveys such as the British Crime Survey and the existing CSJS continuous surveys. The fresh sample of addresses will be sampled using the same sampling method as was used to select the initial wave 1 sample.

10

Questionnaire Development and Piloting

Introduction

The 2010 questionnaire was based on the questionnaire from the 2006-2008 CSJS study. However, significant changes were made in terms of questionnaire structure, content, and length. Questions were added or removed, where relevant, to reflect the changing policy landscape and developments in the objectives of the survey since 2008. On average the interview took 37 minutes to administer in the field.

In developing and refining the questionnaire, two phases of cognitive testing and a pilot were carried out.

Cognitive testing

Cognitive testing is a practice which aims to ensure that questions are interpreted in the way they are intended. Cognitive interviews are qualitative in nature, involving a small sample and in-depth probing techniques. They help to reduce measurement error by ensuring questions are designed in such a way that respondents understand and are willing and able to answer them. The techniques used help to establish how respondents interpret questions, how they arrive at their responses, how confident they are in their responses, and what, if any, problems questions may pose.

Two batches of cognitive interviews were conducted, the first in December 2009, the second in February 2010. All interviews were conducted by the CSJPS Ipsos MORI research team. Interviews were conducted in six locations across England and Wales, chosen to ensure a broad geographic spread. Interviews lasted on average between 45 minutes and one hour, and each respondent received £25 in cash conditional on completing the interview.

All interviews were recorded, and interviewers made detailed notes during each interview, which were collated following completion of each batch of cognitive testing. The interview notes were used to produce short reports of findings, including recommendations on changes to the question wording and ordering.

For the first batch of cognitive interviews, a total of eleven interviews were carried out with members of the public between 15 -17 December 2009 in three locations: Cambridgeshire, Oxfordshire; and Leicestershire. Field recruiters recruited five respondents in each area face-to-face to quotas on age, gender and social class, to provide a broadly nationally representative sample, and to a further quota on problems experienced such that a minimum of three of the five recruited had, over the past three years, experienced at least one problem or dispute that they found 'difficult to solve' from the following problem categories: consumer issues (goods and services); neighbours; employment; money/debt; personal injury; rented housing or owned housing.

The following question areas were among those tested:

- Respondents' understanding of 'the character of the problem';
- The extent to which respondents saw a distinction between 'rights and responsibilities';
- Respondents' understanding of problems being 'over' or 'ongoing';
- Respondents' ability to recall the start and end dates of problems;
- Reasons respondents chose to discuss problem(s) with family or friends, what they were hoping their family or friends would do; and what they actually did;
- What respondents wanted to achieve by talking or writing to the other side;
- Whether respondents had a disagreement with the other side in resolving the problem, and if so, the extent of the disagreement.

Feedback from these interviews was used to refine and revise the tested questions. Following these revisions, some of the questions were deemed ready and suitable to be included in the questionnaire. In some cases, however, it was felt appropriate to conduct further testing – these questions were carried forward to the second round of cognitive interviewing.

For the second batch of cognitive interviews, a total of eleven interviews were carried out with members of the public between 1-5 February 2010 in three locations: Cardiff, Stockport, and London. Interviewers recruited five respondents in each area face-to-face, using the same quotas as were used for the first batch of cognitive interviews, described above.

The following question areas were among those tested:

- Respondents' understanding of (and enjoyment answering) a variety of hypothetical scenarios relating to justiciable problems, and technical terms included in associated questions;
- How respondents assessed whether they had experienced one of a number of different types of problems, and what their 'cut-off point' was for deeming something 'a problem or dispute';
- Whether assessing whether problems were initiated by the respondent, the 'other side', both, or neither, was best done via a read-out question, or a showcard;
- How best to ask respondents about 'how the disagreement [within the wider problem] concluded', and about 'how the problem concluded', without causing confusion between the two concepts;
- How best to ask and record the specific dates at which problems and disputes commenced and ended.

Questionnaire structure and interview procedures

While much of the questionnaire content remained the same, as in the 2008 survey questionnaire some significant changes were made. The most significant of these were:

- A shortening of the reference period (the period of eligibility for CSJPS problems or disputes) from three years to 18 months;
- The inclusion of a section of 'hypothetical scenarios' designed to test respondents' understanding of the law relating to a variety of justiciable problems, and also intended to provide a point of interest for the survey to encourage future response;
- Some revisions to the problem categories asked about. For instance, problems relating to mental health; immigration; unfair treatment by the police; discrimination; and homelessness were dropped;
- The addition of detailed questions about how problems were dealt with, as well as a number of demographic questions, including personality questions; and

- Refinements to question order to minimise under-reporting of problems. This was achieved firstly be asking all problem identification questions before any follow-up questions (previously the first follow-up section had been asked directly after each problem's identification), and secondly by randomising the order of the problem identification questions.

Detailed structure and interview procedures

The questionnaire consisted of seven sections (see appendix for the full questionnaire), the content and structure of which are illustrated in Figure 9, and explained in more detail in the text which follows. Interviews were attempted with all adults in each household and could be conducted by proxy (as a last resort and only with partners). Question labelling conventions are shown in square brackets.

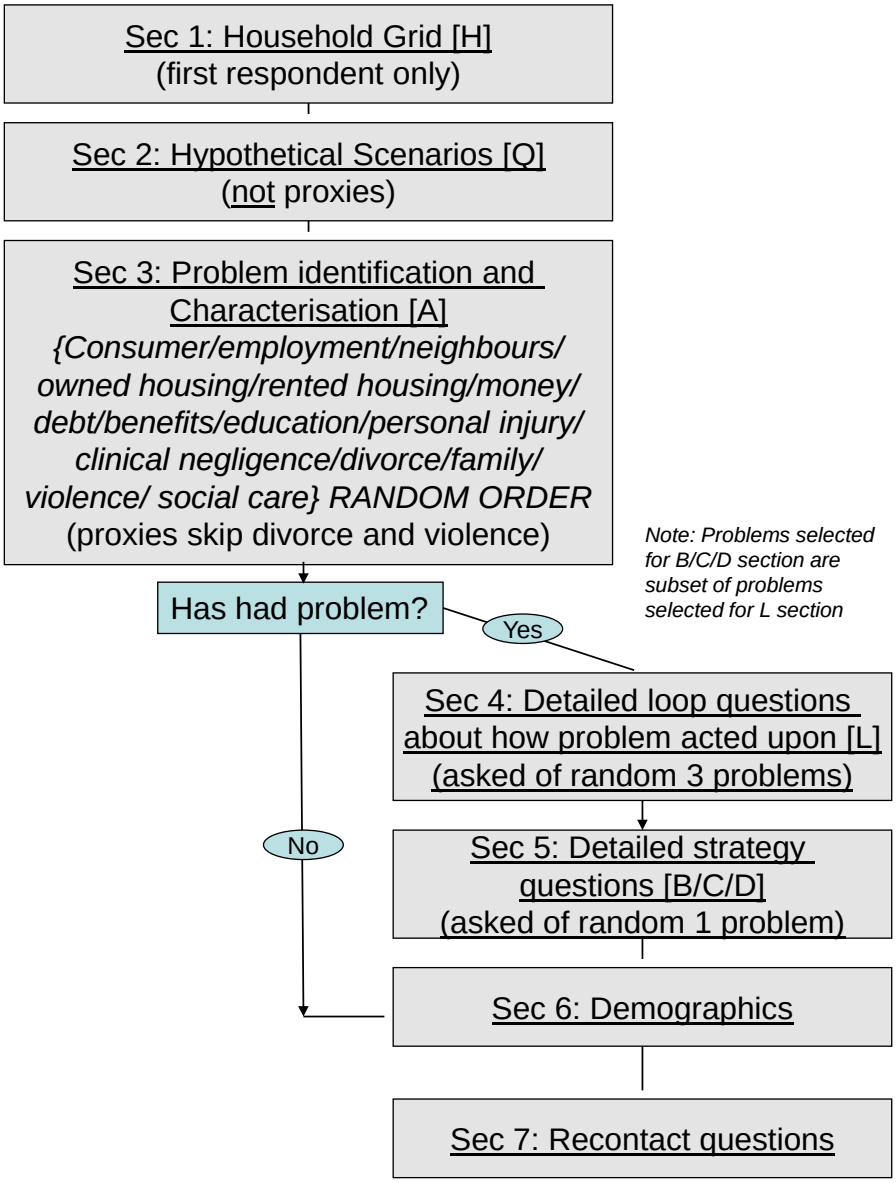

Figure 9: Questionnaire structure

Section 1 [H]: Household grid (administered to the first adult interviewed in the household)

- Collected basic information about all individuals (including children under 16) in the household, and relationships between them. This information included name, age, gender, whether in full time education, and marital status. Household level questions were also asked, including accommodation type and number of rooms in the household.

Section 2 [Q]: Hypothetical scenarios (not asked of proxy respondents)

- This section was intended to assess understanding of the law relating to four justiciable problem areas: 1) rented accommodation; 2) employment; 3) consumer purchases; and 4) relationship breakdown.
- Each respondent was asked questions about two hypothetical scenarios experienced by fictional characters which related to these different problems. Respondents were asked about one of problems 1-3 (randomly selected), and then about problem 4 (relationships).
- Within each hypothetical scenario there was some randomised automation of wordings. For instance, in the rented accommodations scenario, the protagonist could have agreed to have rented a house for six months; one year; or two years.
- A refinement was made in the early stages of fieldwork to reduce the interview length whereby only those respondents below the age of 70 were eligible to be asked the scenario about relationship breakdown.

Section 3 [A]: Problem identification and characterisation for each of 15 problem categories, maximum of two problems per problem type (proxy respondents not asked about relationship breakdown, family problems related to relationship breakdown or violence)

- For each of the 15 problem categories, respondents were asked in turn whether they had experienced a problem of this type within the reference period (the last 18 months). The problem categories were:
  - Consumer,
  - Employment,
  - Neighbours,
  - Housing (owned),
  - Housing (rented),
  - Money,
  - Debt,
  - Benefits,
  - Education,
    - Personal injury,

- Clinical negligence,
- Divorce/relationship breakdown,
- Family problems related to relationship breakdown,
- Violence, and
- Social care.

- In order to facilitate accurate recall of whether problems occurred within the reference period, interviewers were provided with calendars covering the 18 months prior to the fieldwork period. A copy of the calendar used is included in appendix. For instance, with the help of the interviewer, respondents would write dates that problems started/ended, as well as other significant events (for instance, their birthday, or dates of a holiday they went on) to serve as a reference to help them pinpoint other dates.
- Where respondents had experienced a problem, they were immediately asked a short series of follow-up questions to determine the character of the problem, before moving on to the next problem category. These follow-up questions determined: what type of problem it was; what overall strategy the respondent used to sort the problem out; how severe the problem was; and whether it was linked to any other problems already mentioned.
- For each of the 15 problem categories, respondents were asked the follow-up characterisation questions about up to two problems. For instance, if a respondent had experienced two employment related problems within the last 18 months, they answered questions about both of them. Where a respondent had experienced more than two problems within a given problem category, the questionnaire captured the details at the two most recent, and then the number of additional problems the respondent had experienced in the reference period (without asking for any further details).
- The severity of the problem was determined via a 'severity showcard', a copy of which is included in the appendix. Respondents were asked to make a mark on a vertical line to represent how serious they perceived the problem to be. The line featured no numeric or other scale markings, but was bounded by 'Most severe' at the top, and 'Least severe' at the bottom. Two example problems were printed on the card to provide additional reference points ("being regularly physically assaulted by a partner" near the top of the

line, and "purchasing a moderately expensive electrical item that proves to be faulty" near the bottom of the line).

- Once the respondent had made their mark on the severity showcard, they or the interviewer wrote a brief description of the problem next to the mark for reference. Where respondents had experienced more than one problem, they marked the severity of subsequent problems on the same card, and were given the option of moving previous marks if, for instance, problems were re-appraised to be more (or less) serious on consideration of subsequent problems.
- At the end of the problem identification and characterisation section, interviewers folded the severity card along a dotted line to align a numeric scale (which was printed on the back of the card and was hitherto unseen by the respondent) with the scale on which respondents had marked the severity of their problems. The numeric scale ranged from 1 (most severe) to 50 (least severe). Interviewers inputted the relevant severity scores for each experienced problem in turn into the CAPI machine. Those problems which fell towards the least severe end of the scale (scoring between 47-50) were not eligible for inclusion in the detailed follow-up sections (sections 4 and 5 described below).
- At the end of this section, the CAPI programme randomly selected up to three problems of those identified, and of sufficient severity, to feed into Section 4 (detailed questions about how problem acted upon), and of these three, one problem to feed into Section 5 (detailed questions about how respondents went about getting help and advice).[24]

Section 4 [L]: Detailed questions about each problem identified and how acted upon for up to three randomly selected questions

- Respondents were asked detailed questions about three problems (of sufficient severity) identified in section 3 (or fewer, if fewer than three problems had been identified). The questions included: who the other side was; how the dispute arose; whether the problem was over or ongoing; how

[24] Four and two problems were initially followed up for the action/detailed strategy sections respectively, but these numbers were changed to three and one after the first 794 interviews to bring down the average, and in particular the maximum, interview length.

the respondent went about sorting out the problem; whether they got help and if so from whom; how the problem and disagreement concluded; what they wish they had known at the start/what they would have done differently; consequences of the problem; the extent to which they understood their legal position; and dates of the problem. Where appropriate, interviewers used the calendar provided to facilitate respondents' recall of the sequence of events and associated dates.

Section 5 [B/C/D]: Detailed strategy questions for up to one randomly selected problem (not asked of proxy respondents)

Respondents were asked a further section of detailed questions about one of the problems selected for section 4. These questions were split into three main sections:

- **Section B:** Included questions on whether the respondent thought the problem would resolve itself of its own accord; who the respondent chose to discuss the problem with and why; whether the respondent communicated with the other side and if so what this achieved; how long the respondent waited after the problem started to get help; whether the respondent used leaflets, books or the internet to help the resolve the problem; and the respondent's objective(s) where they took action to address the problem.
- **Section C:** Where respondents had received help from an advisor or advisors, this section of questions was looped (within the B section) for up to four advisors, selected in the order in which the respondent contacted them. The questions included: what help was received; the respondent's satisfaction with the help; how the respondent found out about and made contact with the advisor; how the respondent communicated with the advisor; and whether the respondent, or anyone else, paid for the advice.
- **Section D:** Where respondents had unsuccessfully tried to get help from an advisor or advisors, respondents were asked, for up to two randomly selected advisors: how they tried to contact the advisor (telephone, in person etc.); and why they were unable to get help from the advisor.

Section 6 [X/SF]: Demographics

- A series of questions were asked, including: tenure; vehicle use; use of information technology; employment and marital status history throughout the reference period; receipt of benefits; physical and mental health; victimisation; use of drugs and alcohol; personality questions; ethnicity; religion; income; and attitudes towards justice in Britain.

Section 7 [RC]: Recontact questions

- To enable respondents to be contacted for the follow-up wave, respondents were asked to provide: confirmation of their address; two contact telephone numbers (mobile and landline); their email address; the name, address, and the telephone numbers of up to two family members or friends; and their permission to be recontacted.

Leaflets

- Finally, all respondents were provided with leaflet titled 'need help with your problems?'. This leaflet was published by Community Legal Advice and provided contact details where respondents could receive free and confidential help and advice with their problems.
- Two further leaflets were distributed, both also published by Community Legal Advice, on an experimental basis. For those respondents who were cohabiting, a random half were offered a leaflet entitled 'Living together' which set out the rights of cohobating couples. For those respondents who had not made a will, a random half were offered a leaflet entitled 'dealing with a will', which set out the reasons for making a will and consequences of dying without having made one. The random distribution of these leaflets was intended to test hypotheses about responses at the follow-up wave between individuals who had, and had not been offered these leaflets.

Proxy interviews

Proxy interviews could be conducted with the partner of a respondent, providing they had lived together for the full survey reference period (the previous 18 months). A proxy interview could not be the first interview in the household, and proxies skipped a number of sections, including the problem scenarios; relationship, family, divorce and violence problems; the detailed strategy (second follow-up) section; and the personality and attitudes to justice demographic questions.

Questionnaire scripting

The questionnaire was scripted in sections by a team of scripters at Ipsos MORI. The scripted sections were checked by both researchers at Ipsos MORI, and at the Legal Services Research Centre, before being signed off and combined and rechecked as a whole. The scripting was carried out between 15 February and 29 March 2010 (for the pilot), and between 10-31 May for the revisions to the main survey script.

The household grid was scripted such that after completion by the first adult interviewed, interviewers would, on subsequent household visits, be presented with a screen displaying the names of the remaining eligible household members from which they could select and start an interview. A subsequent screen would ask for confirmation as to whether the interview was being completed by the named respondent, or by proxy.

Details of household members were downloaded at the end of each day's interviewing, and uploaded before the start of each day's interviewing, such that each interviewer had a fully up to date record of household members and completed interviews at all households. This enabled interviews to work between sample points where necessary, as well as allowing new interviewers to work reissued sample.

A comprehensive series of checks was carried out on the CAPI script. These included:

- A thorough check of all routing possibilities by running through the script in its entirety numerous times;
- Checking routing and randomisation by running off 'dummy toplines' and 'dummy SPSS' files, whereby several thousand 'respondents' are automatically routed through the script, their answers to questions being randomly allocated;

- Conducting a number of 'mock interviews', in which hypothetical responses to key questions were pre-determined, and entered into the script to check question wording, routing, and randomisation;
- A thorough 'sense check' of the script, in particular to identify any instances where errors of consistency, logic, or chronology had occurred.

Dress rehearsal pilot

Aims of the pilot

A full-scale pre-selected pilot was conducted two months prior to the start of the main survey fieldwork. The pilot was a full and comprehensive dress rehearsal test of all procedures and materials. The main aims of the pilot were to test:

- The contact process and contact sheet;
- The advance letters and survey leaflets;
- Response rate assumptions;
- The procedure for interviewing all adults (aged 16 and older) in the household, and the number of visits required to achieve all interviews;
- The questionnaire for comprehension, content, and length;
- The accuracy and operation of the CAPI script;
- Respondents' understanding of questions;
- The use of voice recordings;
- The procedures and question wordings for conducting proxy interviews;
- The collection of respondent details at the end of the interview, and assumptions about the recontact rate.

Pilot respondents will also be followed up as part of the wave 2 pilot, and will receive the same between-wave communications as those planned for the main sample.

Sampling

Interviews were carried out in five areas: Peterborough; Southend-on-Sea; South Tyneside; Selby; and Bournemouth. In order to achieve a range of interviews with

respondents of different types (e.g. who had/had not experienced justiciable problems), thus providing for a broad test of the CAPI script and fieldwork procedures, postcode sectors were chosen which represented a mixture of deprived (based on the Index of Multiple Deprivation (IMD)) and affluent (one area in the top decile of the IMD was chosen) areas; areas of high and low population density; areas with different types of housing; and areas with a high proportion of renters and lone parents (variables shown in the past to correlate positively with problem incidence). Table 46 below provides details of the areas selected.

Table 46. Areas selected for pilot interviews.

Area	Population density	Housing stock	Deprivation
Peterborough	Med/high density, suburban	Semi-detached	Top 10% most deprived
Southend-on-Sea	High density, urban	Terraced	Top 20% most deprived
South Tyneside	Med/low density, suburban	Semi-detached	Top 10% most deprived
Selby	Rural/village	Detached/semi-detached	Top 10% most affluent
Bournemouth	High density, urban	Terraced, semi-detached	Top 5% most deprived

A total of 24 addresses were selected in each area, spread evenly across selected sectors. This was slightly more than the 21 addresses issued per sector for mainstage suervey fieldwork, in order to boost the number of interviews achieved across a less intensive fieldwork period (without reissues). The intention was to achieve 100 interviews with a response rate of around 50%.

A full day briefing and a half day debrief were conducted prior to and after pilot fieldwork.

Fieldwork

A total of 85 interviews were completed across 52 households between 19 April and 3 May 2010. The fieldwork procedures were the same as those employed during mainstage fieldwork. No proxy interviews were conducted. The overall response rate was 44%, below expectation, but with fairly substantial variation between the points – three of the five points achieved over 20 interviews (reflecting a better-than-expected response rate), while the remaining two achieved seven and 13 interviews. Table 47 below shows the broad response outcomes for the pilot.

Table 47. Pilot response outcomes

	N	Households %	Individuals %	Overall %
Total issued addresses	120	100.0		
Deadwood	12	10.0		
Total eligible addresses	108	100.0		
Screened households (number of adults ascertained) (screening rate, a)	86	79.6		
Number of adults identified	153		100.0	
Successful interviews (individual response rate, b)	85		55.6	
Overall response rate (a x b)				44.2

Interviewer feedback indicated that some very long interviews (of up to 2.5 hours) had hampered performance in the under-performing points, and that response rates may have been improved with a longer fieldwork period (to accommodate the additional workload necessitated by longer than expected interviews) and/or a shorter interview length (which may have made the interview more attractive to others in the same households as those with long interviews). As such key survey assumptions were not adjusted for the main survey. The average interview length of the pilot questionnaire was 40 minutes.

Interviewer debrief

On completion of the pilot, a debrief meeting was held, attended by researchers from both Ipsos MORI and the Legal Services Research Centre, as well as the interviewers who had worked on the pilot. This meeting allowed for a full discussion of how fieldwork procedures, and the questionnaire more generally, were working.

Prior to the debrief session, interviewers filled in an 'Interviewer feedback' questionnaire to guide discussions. This questionnaire allowed interviewers to provide open-ended feedback on: the survey generally; the contact procedures; the questionnaire; the showcards and other fieldwork materials; and the voice recordings.

Post-pilot changes to the questionnaire

After the pilot, in light of interviewer feedback, as well as an analysis of survey data and meta-data, a number of revisions were made to the questionnaire:

- The overall structure of the questionnaire was amended such that all problem identification questions were asked together, with detailed follow-up questions relating to any experienced problems being asked in a subsequent section. During the pilot, the questionnaire was structured such that immediately on identification of a problem, follow-up questions relating to that problem would be asked, before respondents were routed back to the problem identification section;
- Steps were taken to reduce the mean, and in particular the maximum, interview length. Specifically, during the pilot *all* problems identified were followed up in detail in section 4 of the questionnaire, and up to four problems were followed up in further detail in section 5 of the questionnaire. After the pilot, this was limited to four problems in section 4, and two problems in section 5 (later changed to three and one);
- The pilot found that many identified problems were followed up which were of a trivial nature, leading to respondent frustration/fatigue. This was likely to be due to the removal of the condition that respondents must have found problems 'difficult to solve', which was the wording used in continuous CSJS surveys. To address this, problems which respondents rated as falling towards the least severe end of the severity scale (scoring between 47-50) were not followed up.
- Voice recordings were removed;
- A number of changes or deletions were made to specific questions. For instance, some personality questions were removed to reduce the overall questionnaire length, and follow-up eligibility for problems with anti-social behaviour by neighbours was refined to include only those instances where the perpetrator was known to the respondent.

Voice recordings

Prior to the pilot, the possibility of using 'voice recordings' at selected open-ended questions in the questionnaire was tested. The objective of using voice recordings was to obtain short recordings from respondents who had experienced a problem, in their own words, to allow for analyses of a more qualitative nature to be carried out. Voice recordings were trialled in the field (two interviewers working two days each) in January 2010 and again in the pilot i) to discern how best to implement them from a technological and administrative perspective, and ii) to understand interviewers and respondents' reaction to and engagement with the process.

After testing with a number of methods for obtaining voice recordings, it was decided that an external microphone should be used which plugged directly into interviewers' CAPI machines. The voice recordings were recorded directly onto the hard drive of CAPI machines, and were compressed and downloaded back to head office, along with the CAPI data, by interviewers at the end of each day of fieldwork.

Interviewers were instructed to position the microphone as close to the respondent as possible, to carry out the recording where possible in a quiet room (e.g. away from children, pets, TVs, and radios), and to ask respondents to speak clearly during the recording.

Respondents were asked to give their consent at the start of the interview for some of their responses to be recorded, and again before each question to be recorded. Interviewers notified respondents that the recording device had been turned off after they had provided each response.

The questions for which voice recordings were tested were:

- L57: Can you describe in your own words, briefly, what your legal position was at the time the problem first started?
- L62: In your own words, could you very briefly describe the problem and how it ended?

The pilot found that while voice recordings worked for some respondents, in many cases the quality of the recordings was too poor to be of use, and furthermore, interviewer feedback suggested that many respondents felt uncomfortable providing their answers in this way (and the interviewers themselves were unfavourable towards

it). As a result, it was decided that voice recordings would not be used in the main survey interviews.

11

Fieldwork and Response Rates

Preparation for fieldwork

Interviewer briefings

Face-to-face briefings were undertaken from 7 to 14 June 2010 with all interviewers who worked on the survey, in 8 different locations: London (2 briefings including a master briefing) Leeds, Bristol, Birmingham, Derby, Manchester, Cambridge and Gatwick. A total of 184 interviewers attended face-to-face briefings and additional telephone briefings were undertaken with a handful of experienced interviewers who worked the reissue stage of fieldwork.

Briefings were undertaken to ensure that respondents were approached and interviews conducted in a consistent manner. The following topics were covered:

- **The background to the survey**. This included information on the importance of the survey and how it differed methodologically from previous waves (e.g. the change to a longitudinal methodology and change of reference period to 18 months). The background section of the briefing also included a presentation by the LSRC covering the history and purpose of the survey; how data had been used previously to inform policy makers and change policy; and plans for how it would be used in the future. Background information of this nature is particularly useful as it arms interviewers with material for persuasion on the doorstep.
- **Overview of fieldwork**. Interviewers were provided with general information about fieldwork including: the target number of achieved interviews, target response rates, the number of sample points issued and the number of individual addresses issued at each sample point. Key features of the fieldwork methodology were covered including the requirement to interview all people

within each household, rules for proxy interviews, the call pattern, the use of incentives, and procedures for interviewing under-18s.

- **Contact procedures and recording field outcomes**. The full contact procedure from advance letters, screening out deadwood, kish selection of dwelling units and doorstep screening/introducing the survey were described. Instruction was given in filling out contact sheets and electronic daily progress updates. Interviewers also worked through hypothetical contact scenarios to familiarise themselves with filling in the contact sheets.
- **The content of the questionnaire**. Interviewers were provided with an overview of the topics covered in the questionnaire and its overall structure. Unusual features such as use of severity showcards and different sets of showcards for the questionnaire sections were highlighted in greater detail. In addition a dummy interview was carried out collectively and key questions were flagged and discussed in greater detail. Each interviewer was also required to complete and download a further dummy interview before starting fieldwork.
- **Procedures for panel maintenance**. Interviewers were given details regarding procedures to gain consent for re-contact for future waves of CSJPS. Interviewers were instructed to collect additional details for respondents' friends and family and to provide respondents with change of address cards and free-post return envelopes.

Fieldwork materials

Before fieldwork interviewers were provided with a pack containing materials providing additional information about the survey and the materials required for fieldwork. The fieldwork materials included:

- **Interviewer instructions**. Detailed instructions with comprehensive information about survey procedures to act as a reference for interviewers.
- **Advance letters and survey information leaflets**. Stamped (first class post) and addressed envelopes containing advance letters, information leaflets about the survey and an unconditional incentive of a booklet of six first-class stamps. Envelopes were printed with the text 'not a circular – stamps enclosed' in an attempt to emphasise that the letters were not junk mail (and in the hope that fewer stamps would end up in the bin – as is often the case with advance letters

which are addressed 'to the occupier'). Interviewers were also provided with a laminated copy of the advance letter and information leaflet to present on the doorstep. Advance letters for addresses in Wales were printed double-sided with English text on one side and Welsh on the other.

- **Contact sheets** were pre-printed for each address. The contact sheets guided interviewers through the contact procedure and were used to record an outcome for each address/individual. 'Continuation sheets' were used for households containing more than four adults.
- **A laminated language card** was provided to help interviewers identify the language spoken by non-English speakers so that arrangements to interview in that language could be facilitated if possible.
- **A paper copy of the questionnaire**
- **Three sets showcards**. Three sets of colour-coded showcards were provided; each set relating to a particular section of the questionnaire. The problem identification showcards contained tabs to make them easier to find as interviewers negotiated the random sequence of problems through the interview.
- **Severity showcards**. A number of 'severity showcards' were provided for interviewers and respondents to record the severity of problems identified.
- **Change of address cards** and business reply envelopes were provided to be left with respondents at the end of the interview.
- **Interviewer calling cards** for interviewers to leave at addresses should respondents be out at the time of a call.
- **Incentive vouchers**. Each respondent (except proxies) was paid a £5 high street voucher incentive on completion of an interview.
- **LSC information leaflets**.

Fieldwork

Fieldwork for wave 1 of the CSJPS was conducted between 12 June and 8 October 2010. A total of 3,806 interviews were completed. Fieldwork was extended from an initial end date of 12 September to maximise the time available for reissues and boost the response rate (a total of 175 interviews, 5% of the achieved sample, was achieved during this extension).

Contact procedures

The contact procedures for the 2010 survey were designed to replicate those used in previous waves. However, the procedures relating to undertaking interviews by proxy were amended, with tighter rules designed to minimise the number of proxy interviews completed. The contact procedures were as follows:

1. Interviewers were instructed to post advance letters (one per household) at least a week before visiting each address. As described above a book of six first-class stamps was enclosed with the advance letter, to encourage response, along with a full colour leaflet explaining the study in greater detail.
2. Interviewers visited each address, initially to establish whether addresses were occupied and residential. If a selected address consisted of several dwelling units interviewers selected one at random by using the 'Kish grid' pre-printed on contact sheets.
3. Interviewers were then required to make contact with a resident aged 16 or over and screen the household by establishing the number of adults (16+) living at the property. Information about the number of adults was recorded on contact sheets and in electronic daily interviewer updates (so that the size of the sample could be monitored) and efforts were made to complete interviews with each eligible person.
4. While market research guidelines do not require explicit parental consent to interview 16/17 year olds (although this is generally considered good practice), it was felt that this consent would be particularly appropriate for the CSJPS given its multi-interview in household and panel methodologies. Signed consent where obtained was recorded on contact sheets.
5. Interviewers were instructed to make a minimum of eight calls (face to face visits) at each address, in order to interview all eligible people resident, before an outcome of 'no contact' could be recorded for a respondent. Interviewers were also instructed to spread their calls to leave a gap of at least three weeks between the first and last call at each address. Of the eight calls made interviewers were required to make one call during the weekend, one call in the evening after 6pm and one further call which could be made at either the weekend or in the evening.

6. Interviews could be undertaken by proxy only with partners of the respondent provided they had been living together for the full 18 month reference period. Procedures were to allow a proxy interview only from the fourth household visit unless the sampled individual was away or otherwise unable to complete the interview within the fieldwork period. Of 3,806 completed interviews 111 were completed by proxy (3%), a reduction from the 12% in the 2006-08 CSJS.
7. Household interpreters were permitted provided the person interpreting was aged over 16. Out of 3,608 completed interviews 14 were completed in languages other than English; 8 in Gujarati, 5 in Urdu and 1 in Turkish.

Survey incentives

As described incentives were offered in the form of an unconditional booklet of six first class stamps (included with the advance letter, and hence one was available to each household), and in addition a conditional incentive of a £5 high street voucher was paid to each respondent (except proxies) on completion of an interview. This was the same incentive structure as was used in the latter stages of the 2006-08 surveys.

Interview length

After the first week of interviewing fieldwork monitoring showed that the average length of interviews was greater (at 42 minutes) than the intended length (35 minutes). Furthermore the intention was to limit the maximum interview length to no more than 90 minutes, to prevent excessive respondent fatigue and the potential detrimental impact on response rates amongst other adults in the same household (and at follow-up survey waves). The key determinant of long interviews was the number of problems experienced by respondents; in the early stages of fieldwork interviews of over two and a half hours were recorded (and 4% of interviews prior to script amendment were over 90 minutes – excluding implausible outliers (which tend to reflect interviews completed in more than one sitting or interviewers not finalising the post-interview administrative details directly following the interview) – these respondents were sent an additional £5 high street voucher as thanks and to apologise for their overly long interviews).

Following analysis of the lengths of different sections of the questionnaire, amendments were agreed (and modifications to the interview script made) to bring the average length back in line with survey assumptions. These amendments were as follows:

- The numbers of problems followed up were reduced to a maximum of three and one (from four and two) for the initial and detailed follow-up sections respectively (this change in particular was expected to reduce the maximum interview length);
- For a proportion of respondents, a single problem scenario (instead of two) was administered; and
- Some personality and wellbeing questions were removed from the section dealing with demographic profiling, while others were randomly excluded for half of the sample (the intention being to ask these at wave 2).

The amended version of the script was released to interviewers on 23 June 2010 (although some interviews were completed using the old version after this date). In total 794 interviews were completed using the original version of the script; with an average interview length of 42 minutes. In total 3,012 interviews were completed using the amended version of the script with an average interview length of 35 minutes.

Overall interview length statistics for the original and amended interview versions, and overall, are shown in table 48 below. The mean interview length was substantially longer than the median, reflecting a skew of the interview length distribution towards the shorter lengths.

Table 48. Interview length statistics (in minutes)[25]

Interview script version	Total number of interviews	Mean interview length	Median interview length
Original	762	42 (n=748)	36 (n=749)
Amended	3,044	35 (n=2,993)	30 (n=2,995)

[25] Interviews with no start/end time have been excluded from all analyses; interviews of over 180 minutes (which may reflect completion in multiple sittings) have been capped in the mean analysis.

Overall	3,806	37 (n=3,741)	31 (n=3,744)

Interview length varied depending on the number of problems experienced by the respondent, whether the respondent was the first in their household to complete an interview (requiring the household grid to be completed), or whether the interview was by proxy. Table 49 below shows average interview lengths for different types of interview.

Table 49. Interview lengths by types of interview (in minutes)[4]

Number of problems eligible for follow-ups	Total number of interviews	Mean interview length	Median interview length
No problems	2,699	28 (n=2,671)	27 (n=2,672)
1 problem	658	50 (n=638)	49 (n=639)
2 problems	231	62 (n=226)	60 (n=226)
3 or more problems	217	78 (n=207)	76 (n=207)
First household interview	2,234	42 (n=2,192)	35 (n=2,195)
Subsequent household interview	1,572	30 (n=1,549)	25 (n=1,549)
Proxy interview	111	10 (n=111)	9 (n=111)

Monitoring fieldwork

Fieldwork progress was monitored in a number of ways. During fieldwork interviewers used information collected on contact sheets as an aide memoire to update the Ipsos MORI 'iProgress' electronic survey management system each day. Information from this system was collated into interim outcomes for each address within reporting systems. This allowed for real-time monitoring of the proportion of eligible addresses in the sample, extent of interviewer contact with addresses, the numbers of screened households and identified adults, and the number of calls and appointments made and interviews completed.

Interim deadlines were set during fieldwork, including numbers of achieved interviews and the timing of first visits, and progress was monitored against these targets. Interviewers were in regular contact with their regional managers and coordinators concerning any issues or queries, and under-performance was dealt with as necessary.

Interviewers also downloaded completed interviews on a daily basis to be collated into an automated SPSS file produced daily, which could be used for further monitoring and data checks. This information was used to ascertain key information about the interviews, such as numbers of problems being reported, overall problem incidence, and interview length.

Public contact

Respondents were provided with a freephone number and email address on all materials so that contact could be made with the research team at Ipsos MORI. Similarly, respondents could use these means of contact in order to opt out of the survey altogether or to inform the research team of any change of address.

In total 75 respondents contacted the research team to opt out of the survey (2% of issued addresses). While a numbers of respondents got in touch to ask for further information about the survey no formal complaints were received by the Ipsos MORI or LSC research teams.

Respondents continued to make contact with the research team during and after wave 1 fieldwork in order to inform of any changes of address. All contacts were (and will be) logged by the project team for use in future waves of the survey.

Response rates

Response outcomes are set out in table 50 below. An overall response rate, out of all eligible/assumed eligible individuals, of 54% was achieved on the survey. This was made up of an 88% screening response rate (out of 3,809 eligible addresses) and a 61% individual response rate (out of 6,202 eligible adults identified, an average of 1.86 adults per successfully screened household).

Table 50. Survey response outcomes and response rate

		Households		**Individuals**	**Overall**
		Issued	**In scope**		
	N	**%**	**%**	**%**	**%**
Total issued addresses	4,074	100.0			
Deadwood	265	6.5			

Total eligible addresses	3,809	100.0	
Unscreened households (no information about adults)	474	12.4	
Refused (information about adults)	*161*	*4.2*	
No contact	*248*	*6.5*	
Other unproductive	*65*	*1.7*	
Screened households (number of adults ascertained) (screening rate, a)	3,335	87.6	
Number of adults identified	6,212	100.0	
Respondent ineligible	10	0.2	
Total eligible adults	6,202	100.0	
Unproductive	2,396	38.6	
Refused	*1,555*	*25.1*	
No contact	*369*	*5.9*	
Other unproductive	*472*	*7.6*	
Successful interviews (individual response rate, b)	3,806	61.4	
Overall response rate estimate (a x b)[1]			53.7

[1] Assumes that households not responding to screen are the same size as those responding

It is also common, particularly on longitudinal surveys, to quote a household-level response rate. That is the proportion of eligible households at which an interview was achieved. The response rate is informative of survey quality as household-level variables have been captured for these households, and household-level analyses can be conducted at this level. Furthermore in future waves responding households will be included as part of the sample, and attempts will be made to interview those who did not respond at the baseline.

The household level response rate was 61%. Table 51 below sets out the overall response outcomes at the household level.

Table 51. Household level response outcomes and response rate

	N	Issued %	In scope %	Screened %
Total issued addresses	4,074			
Deadwood	265	6.5%		
Total eligible addresses	3,809		100.0%	
Screened households (number of adults ascertained, a)	3,335		87.6%	100.0
Interviewed households (interview achieved with 1+ householders, b)	2,316			69.4%
Overall household level response rate (a x b)				60.8%

Towards the end of fieldwork it became clear that the survey would achieve a lower than assumed response rate, and hence fewer interviews than targeted. An extensive exercise of reissuing unsuccessful households, and individuals within households, was undertaken to boost the response rate. In total 1,547 households (38% of the total issued) were reissued in an attempt to convert additional households/individuals. A total of 328 interviews (9% of all interviews) were achieved from reissues. At this stage an option would have been to issue some of the reserve sample to make up the shortfall. However this would have been likely to further depress the response rate (as there would be insufficient time to reissue initially unsuccessful reserve sample addresses), and for this reason it was agreed not to use issue any reserve sample.

The achieved response rate was lower than the 58% achieved across the 2006-08 CSJS. There are a number of potential reasons for this (besides differential field force performance), including: (i) a longer interview (the CSJS had an average length of 25 minutes, compared with 37 minutes for the CSJPS); and (ii) tighter conditions for proxy interviews meaning that fewer were conducted (3% of achieved interviews compared with 12%).

12

Data Processing and Weighting

Editing and data validation

Data edits

Range, logic, and consistency checks were built into the CAPI script, and any inconsistencies were resolved by interviewers during the interviews. These checks included sense checks on household grid data, including logic checks on age/sex and the relationships between individuals (e.g. thresholds were set for minimum age differences between parents/grandparents and children, and where these were exceeded the interviewer was required to double-check respondents' answers with them). Range and logic checks were also built into the start and end dates of problems identified during the interview to ensure, among other things, that part of each problem fell within the survey reference period.

In addition to the procedures for ensuring that the CAPI interview script did not contain routing errors, a full routing check was undertaken within the first three weeks of fieldwork, using raw survey data in SPSS. Where necessary syntax was written to recreate complex routing conditions to assist with checking the base sizes of such questions. Through this process it was found that the advisor loop section (section C, within the detailed strategy section) was not picking up all advisors reported in earlier sections, and this was corrected.

Following completion of fieldwork further checks and edits of the data were carried out, including:

- Each question in the SPSS data was checked against top line frequency counts that were produced directly from the Quantum database (the data is converted from CAPI to SPSS via this database). This was to ensure that the numbers on the SPSS file were a reflection of the numbers in the actual

database and that no corruption or error had occurred during the creation of the SPSS file;

- Every question in the SPSS data was checked to ensure the base size was consistent with the routing (filter) for that question. Questions were also checked to ensure that the don't know/refused codes had been coded correctly and that the labelling was correct; and
- Agreed data conventions were applied to the data, including ensuring variable names matched the questionnaire, changing the wording of variable labels to the third person, specifying agreed values and labels for don't know/refused responses, and specifying the variable types for analysis.

Quality assurance during fieldwork

A number of processes were undertaken during fieldwork to assure the quality of the data, including back-checking (via short telephone interviews with respondents) 10% of all interviews and interviewer supervision (as part of Ipsos MORI's ongoing field quality processes).

In addition, exception checks carried out in the early stages of fieldwork using survey data. These checks were designed to ensure that interviewers were administering the survey accurately, and included checks on the length of interviews and the problem incidence and proportion of problems screened out via low severity within each interviewer assignment (i.e. factors which could be known by interviewers as ways to shorten the interviews). Outliers were flagged and double-checked for plausibility (e.g. a low problem incidence would be more feasible if the sample point was in an affluent area) and anomalies were followed up with interviewers.

Coding

All verbatim responses to other-specify and open-ended survey questions were provided to the LSC, who carried out coding of the survey data. Coded data was then returned by the LSC to Ipsos MORI to be included in the final datasets.

Weighting

Separate individual-level and household-level weights were calculated. The individual weight should be used when interrogating the dataset for any individual level estimates (which will cover most analyses). The household weight should be used for household-level estimates (e.g. the household questions asked of the first respondent in each household (section H) or any variables derived from the individual data which apply to whole households and will be reported at the level of households).
The method of calculating each of these weights is described below.

Individual weights

Design weight

At each contacted address the interviewer established the number of dwelling units (DUs). While most addresses contained a single DU, at a small proportion of addresses (<1%) there were multiple DUs. In such cases the interviewer used the Kish grid[26] to select a single DU for inclusion in the survey. The DU selection weight adjusts for this selection and is equivalent to the number of DUs at the selected address.

Final calibrated individual weight

To calculate the individual weights the data were calibrated (after applying the design weight for DU selection) to the population of England and Wales aged 16 or over. Information for each interviewed individual in the dataset was used to calculate the weights.

Calibration weighting is a technique that creates weights which, when applied to survey data, give survey estimates that match the population estimates for certain key variables. It corrects for any differences between population and achieved sample profiles on these key variables which arise because of (i) random variation in the selection process and (ii) differential non-response. The CSJS 2006-2008 surveys were calibrated to Labour Force Survey (LFS) population data using age within sex as

[26] A computer-generated Kish grid was provided on each contact sheet.

control totals. Scrutiny of 2010 data however showed differential rates of response (and correlation with problem incidence) by GOR and household size. Hence it was considered beneficial to include these variables in the 2010 CSJPS weighting scheme.

The population estimates used for the calibration were based on ONS 2009 mid year population estimates of adults aged 16+ for age/sex (14 categories) and GOR (10 categories, including Wales); and LFS Q2 2010 totals of household size (number of adults) at individual level (four categories). As the LFS itself is calibrated to mid year estimates the age/sex control totals were effectively equivalent to those used in the CSJS. The population figures used are given in Tables 52, 53 and 54.

Three separate weights were provided:

- Dwgt: The DU selection (design) weight.
- Weight2_gross: final individual weight, grossed to England and Wales population totals.
- Weight2_scaled: final individual weight, scaled so that the weighted base size equalled the unweighted base size.

Table 52. 2009 mid-year population estimates (adults 16 and over) by age and sex

Age by sex	*N*	*%*
Male 16-19	1462188	3.3%
Male 20-25	2313414	5.2%
Male 26-35	3570403	8.0%
Male 36-45	4036687	9.1%
Male 46-65	6679504	15.0%
Male 66-78	2598384	5.8%
Male 79+	1070579	2.4%
Female 16-19	1384245	3.1%
Female 20-25	2207516	5.0%
Female 26-35	3494766	7.8%
Female 36-45	4091071	9.2%
Female 46-65	6899132	15.5%
Female 66-78	2942589	6.6%
Female 79+	1804002	4.0%
Total	44554480	100.0%

Table 53. 2009 mid-year population estimates (adults 16 and over) by Government Office Region

Government Office Region	*N*	*%*
East Midlands	3635489	8.2%
East of England	4675061	10.5%
London	6254866	14.0%
North East	2125717	4.8%
North West	5600795	12.6%
South East	6839422	15.4%

South West	4308873	9.7%
Wales	2449171	5.5%
West Midlands	4378188	9.8%
Yorkshire and the Humber	4286898	9.6%
Total	44554480	100.0%

Table 54. LFS Q2 2010 population estimates (adults 16 and over) by number of adults in household

Number of adults in household	*N*	*%*
1 adult in hh	7740072	17.4%
2 adults in hh	22839791	51.3%
3 adults in hh	7770668	17.4%
4+ adults in hh	6203949	13.9%
Total	44554480[27]	100.0%

Household weights

Design weight

The design weight for DU selection (as described above) was also used for the household weight.

Final calibrated household weight

Design weighted data was then calibrated to population totals for England and Wales, using information for every person living in each household *whether or not they were interviewed* (collected as part of the household grid at the start of the first interview in each household).

A considerable virtue of calibration weighting is that it allows household weights to be generated on the basis of the characteristics of household members. This means households can be weighted using external criterion information about individuals, which is more reliable and readily available than external information about households. The method means the calibration weight for a particular household depends upon individual household members' response propensities which in turn reflect their age/sex profiles. Region was also included to ensure the calibration weights took account of the differential response by region identified in the sample.

[27] The LFS population totals have been re-based to the ONS mid year estimate totals.

The population estimates used for the calibration were age/sex (18 categories) and GOR (10 categories, including Wales), based on ONS 2009 mid year population estimates for England and Wales. The population profile is provided in tables 55 and 56.

Household weights were provided in a separate household-level dataset (containing 2,318 cases, one per household). The following weights were provided:

- Dwgt: The DU selection (design weight).
- HH_wght_grossed: final household weight, grossed to England and Wales estimated household population totals which were in turn based on known individual population totals.
- HH_wght_scaled: final household weight, scaled so that the weighted base size equalled the unweighted base size.

Table 55. 2009 mid-year population estimates by age and sex

Age by sex	*N*	*%*
Male 0-9	3270684	6.0%
Male 10-15	1978270	3.6%
Male 16-19	1462188	2.7%
Male 20-25	2313414	4.2%
Male 26-35	3570403	6.5%
Male 36-45	4036687	7.4%
Male 46-65	6679504	12.2%
Male 66-78	2598384	4.7%
Male 79+	1070579	2.0%
Female 0-9	3121027	5.7%
Female 10-15	1884599	3.4%
Female 16-19	1384245	2.5%
Female 20-25	2207516	4.0%
Female 26-35	3494766	6.4%
Female 36-45	4091071	7.5%
Female 46-65	6899132	12.6%
Female 66-78	2942589	5.4%
Female 79+	1804002	3.3%
Total	54809060	100.0%

Table 56. 2009 mid-year population estimates by Government Office Region

Government Office Region	*N*	*%*
East Midlands	4451240	8.1%
East of England	5766625	10.5%
London	7753555	14.1%
North East	2584262	4.7%
North West	6897905	12.6%
South East	8435718	15.4%
South West	5231243	9.5%
Wales	2999319	5.5%

West Midlands	5431079	9.9%
Yorkshire and the Humber	5258114	9.6%
Total	54809060	100.0%

Derived variables

A number of derived variables were provided to specification in the final dataset, including:

- L62 – links between problems. A series of questions were asked after identification of each problem to ascertain whether it was linked to any others reported. As only the last problem identified by a respondent (amongst those with three or more) could be compared with all other problems reported, the remaining link variables were populated with data from later questions (e.g. if a consumer and debt problem were linked, but the debt problem had not been identified when links between the consumer problem and other problems were captured, this link could be taken from the set of link questions asked after the debt problem had been identified). Similarly, a single exhaustive set of all problem links was derived from this data (L62all).
- Probreport, probelig, probLselect and probBselect. This series of variables was derived to indicate the number of problems of each type reported, the number of problems of each type eligible for follow-up and the number of problems of each type selected for follow up in each of the follow-up sections.
- Recontact, rc variables. Variables were derived to indicate whether permission to recontact each respondent had been obtained, and whether respondents had provided the different forms of contact details requested to assist with making contact at the following wave.
- Dx5curr, dx21 and dx36 – current employment status, marital status, and whether the respondent currently had a disability (derived from the most recent status captured across the survey reference period).

Datasets

Two main SPSS datasets were provided, an individual level file and a problem level file, and in addition a separate household level file (based on household data from the individual file) was provided with the household weights.

- The **individual level dataset** consisted of one case per respondent, a total of 3,806 cases were provided in the file. This dataset contained all survey data and the individual weights described above.
- The **problem level dataset** was made up of a single case per problem reported (irrespective of whether the problem was eligible for further follow up questions). A total of 2,057 cases were provided in the file, covering problems reported by 1,165 respondents.

13

Panel Maintenance and the Next Wave

Introduction

Minimising panel attrition is an important consideration in any longitudinal study. It is important to ensure that we minimise the number of respondents dropping out of the survey, as this will lead to a reduction in the initial sample size over time and may mean some sub group analysis will not be possible. Panel attrition can also cause bias within the survey if respondents who drop out share similar characteristics and differ to those who remain.

Survey attrition is caused by a number of different factors, including: respondent movement and failure to track a respondent to a new address, being unsuccessful in contacting a respondent at a known address, and respondent refusal and death. From LFS data we would expect 16% of respondents to move after 18 months.

The following sections describe measures undertaken during wave 1 fieldwork to minimise panel attrition, and measures undertaken between survey waves.

Measures undertaken during wave 1

Survey management and process data

A survey management system was put in place at the start of the survey to monitor and record new information between survey waves. This will be used to record new addresses discovered during follow-up fieldwork; and re-allocate interviewers where necessary. In addition, survey process data has been collected during the survey, which will be useful at the follow-up wave. This includes the previous response history of the household, the number of visits required to complete interviews, and the times of day and days of the week of successful visits. Such information will be useful

to interviewers when attempting to make contact with the same households at the next wave.

Information collected during the interview

In addition to confirming respondents' addresses, several pieces of contact information were collected to assist with making contact in future waves. This included home telephone number (provided by 73%), mobile number (52%), email address (33%) and the contact details of up to two stable contacts (who might be contacted in the event of losing touch with a mobile respondent – this was only sought from those who did not say they were "not at all likely" to move house within the next year – and was obtained for 6% of the full sample).

In addition, permission to re-contact respondents for future waves was sought from each survey participant, and was obtained from 96% of the sample.

Thank you letters

Thank you letters were sent out, to each individual interviewed, in tranches during fieldwork (so that most respondents received a letter within a month, and no more than two months, of their interview). The letter thanked respondents for their contribution and made mention of the upcoming survey wave. Change of address cards and freepost envelopes were enclosed with the letters, so that respondents would be able to get in touch with the survey team to notify a change of address.

Additional means to find out more about the survey, or get in touch with the research team, were also provided on these (and all other) communications. These included a freephone telephone number, email address and survey website.

In an attempt to counter the potential adverse impact (at the next wave) of the longer-than-expected interviews recorded at the start of fieldwork (before the interview script was changed to reduce this), all individuals with an interview of over 90 minutes were sent a tailored letter which made mention of this, along with a further £5 incentive voucher to thank them for their contribution. In order to avoid appearing to value some respondents' contributions (with respect to long interviews) more than others, anyone else in a household with a 90 minute interview, whose interview was

60 minutes or more, were also sent a further incentive. A total of 90 additional incentive vouchers were posted to respondents.

Between wave communications

Between wave 1 and the initial follow-up wave respondents will be sent a summary newsletter every six months, including information on the survey results and how they are being used, and enclosing freepost change of address cards. These mail-outs will take place twice between wave 1 and wave 2 of the study.

The final mail out will be timed four to six months before the follow-up wave and will ask each household to confirm or update their address details by returning a freepost address confirmation card. An incentive of £5 per household will be paid per returned card. Evidence from other studies suggests that attempts to get respondents to update their address details between waves in a panel survey has benefits in terms of location propensity and cooperation in later waves, and hence can help to make follow-up fieldwork more efficient (as well as potentially boosting response rates).

Measures at the follow-up wave

A number of procedures will be followed prior to and during the next survey wave, to maximise contact and cooperation across the panel. Firstly a number of administrative processes will be followed prior to issuing sample for the next wave, so that the issued addresses are as accurate as possible. These include

- Keeping in touch with panellists, and logging any change of address notifications received.
- Incentivising panellists to update or confirm their address details (as described above) prior to the next fieldwork wave.
- The full sample of addresses will be run against the National Change of Address Database (NCOA).
- Where feasible the same interviewers will be used for follow up interviews.
- As described above, relevant survey process data will be included with the paperwork provided to interviewers at the next survey wave.

The ability of interviewers to trace respondents where a mover is identified in the field will also be important to the success of the panel, and a number of methods will be used in the field to obtain mover information. These will include making use of the contact details collected at wave 1 of the survey, and talking to neighbours and taking details of other people who may know where the respondent has moved to.

Appendix

The CSJPS wave 1 questionnaire

Baseline questionnaire

Household Grid

H1 **[ASK FIRST HOUSEHOLD RESPONDENT ONLY]**
INTERVIEWER: RECORD NUMBER OF DWELLING UNITS AT ADDRESS FROM CONTACT SHEET.

NUMERIC 1-20

H2 **[ASK FIRST HOUSEHOLD RESPONDENT ONLY]**
First, I'd like to ask a few questions about yourself and the people who live here.

Thinking of all members of your household and including yourself and any children, how many people live here regularly as members of this household?

NUMERIC 1-12

H3a **[ASK FIRST HOUSEHOLD RESPONDENT ONLY]**
INTERVIEWER: ENTER SELECTED **RESPONDENT'S** FIRST NAME - ASK IF NECESSARY

OPEN

H3b etc. **[If asking about the second or subsequent person in the household]**
And what is the first name of the next person in your household?
OPEN

Note: The names entered in grid are used for text substitution in following questions (NAME).

Note: Sex, age and relationship to each other person in the household are asked about every other person in the household

[If asking about the first person in the household]
H4a INTERVIEWER: CODE THE SELECTED RESPONDENT'S SEX
1. Male
2. Female

H4b etc. **[If asking about the second or subsequent person in the household]**
INTERVIEWER: CODE (NAME'S) SEX – ASK IF NECESSARY
Male
Female

H5a **[If asking about the first person in the household]**
What is your date of birth?
IF REFUSE:
What was your age last birthday?

RESPONDENTS AGE MUST BE BETWEEN 16 AND 97

NUMERIC 16-97
Don't Know
Refused

H5b etc. **[If asking about the second or subsequent person in the household]**
What is (NAME's) date of birth?
IF REFUSE:
What was (NAME's) age last birthday?

IF LESS THAN 1 YEAR, CODE 0

NUMERIC 0-97
Don't Know
Refused

H5checkb etc. **[ASK IF H5a, b etc = DK or Ref]**

INTERVIEWER CODE: ASK IF NECESSARY
IS (NAME) AGE … READ OUT BANDS
IF NOT KNOWN, TRY TO GET BEST ESTIMATE

1. under 10 years
2. 10 to 15 years
3. 16 years to 25 years
4. 26 years to 35 years
5. 36 years to 45 years
6. 45 years to 65 years
7. 66 years and over
8. Don't Know
9. Refused

H6b etc **[ASK IF ANY HOUSEHOLD MEMBERS AGED 16-78]**
Is (NAME) currently in full-time education?

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

H7a1 **[ASK OF HOUSEHOLD MEMBERS AGED 16+]**
May I check, do you have any children (of your own) aged under 16, or under 18 and in full-time education, who do not live with you in this household?

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

H7b1 etc. **[ASK OF HOUSEHOLD MEMBERS AGED 16+]**
[If asking about the second or subsequent person in the household]
And does (NAME) have any children (of their own) aged under 16, or under 18 and in full-time education, who do not live with [him/her] in this household?

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

4. Refused

H8a1 **[IF more than one person in household ask for each person]**
And what is your relationship to (PERSON02 etc.)?
PROMPT OR CHECK IF NECESSARY: So, you are (PERSON02)'s …?
CODE ONE ONLY

1. Husband/Wife
2. Partner
3. Son/daughter (natural)
4. Son/daughter (adopted)
5. Son/daughter (foster)
6. Son/daughter (step)
7. Son/daughter (in law)
8. Mother/father (natural)
9. Mother/father (adoptive)
10. Mother/father (foster)
11. Mother/father (step)
12. Mother/father (in law)
13. Brother/Sister (including step, foster and adopted)
14. Grandparent
15. Grandchild
16. Other relative
17. Other non relative
18. Don't Know
19. Refused

H8b1 etc. **[IF more than one person in household ask for each person. Establish relationship with each other people in household] [Programmed so that each inter-relationship is only asked once]**
And what is (PERSON02's) relationship to (PERSON03 etc.)?
PROMPT OR CHECK IF NECESSARY: So (PERSON02) is (PERSON03 etc.)'s …?
CODE ONE ONLY

1. Husband/Wife
2. Partner
3. Son/daughter (natural)
4. Son/daughter (adopted)
5. Son/daughter (foster)
6. Son/daughter (step)
7. Son/daughter (in law)
8. Mother/father (natural)
9. Mother/father (adoptive)
10. Mother/father (foster)
11. Mother/father (step)
12. Mother/father (in law)
13. Brother/Sister (including step, foster and adopted)
14. Grandparent
15. Grandchild
16. Other relative
17. Other non relative
18. Don't Know
19. Refused

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

H9a **[If asking about the first person in the household]**
Can I just check what is your marital status?
READ OUT AND CODE FIRST TO APPLY

1. Single, that is never married
2. Co-habiting and never married
3. Married and living with (husband/wife)
4. Married, but separated from (husband/wife) and not co-habiting
5. Married, but separated from (husband/wife) and co-habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don't Know
11. Refused

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

H9b etc **[If asking about the second or subsequent person in the household]**
Can I just check what is (NAME's) marital status?
READ OUT AND CODE FIRST TO APPLY

1. Single, that is never married
2. Co-habiting and never married
3. Married and living with (husband/wife)
4. Married, but separated from (husband/wife) and not co-habiting
5. Married, but separated from (husband/wife) and co-habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don't Know
11. Refused

H10 **[ASK FIRST HOUSEHOLD RESPONDENT ONLY]**
Can I just check, is there anyone else you haven't already mentioned living here regularly as a member of this household?
1. Yes
2. No
3. Don't know
4. Refused

[ASK IF H10 = 1]
INTERVIEWER – YOU WILL NOW BE SENT BACK TO THE START OF THE GRID TO INCLUDE THIS PERSON

(Household level questions)

H11 **[ASK FIRST HOUSEHOLD RESPONDENT ONLY]**
ASK OR RECORD
SHOWCARD (BLUE) A
Which of these best describes this accommodation?

1. Whole house or bungalow - detached
2. Whole house or bungalow – semi-detached
3. Whole house or bungalow – terrace/ end of terrace
4. Flat/ maisonette – purpose built
5. Flat/ maisonette – converted (excluding bedsit)
6. Flat/ maisonette – bedsit
7. Flat/ maisonette – in a commercial building (over shop/ hotel/ in office)
8. Caravan
9. Other mobile or temporary structure
10. Don't know

11. Refused

H12 **[ASK FIRST HOUSEHOLD RESPONDENT ONLY]**
How many rooms does your household have use of in this accommodation, not including bathrooms or kitchens?

NUMERIC 1-50
Don't Know
Refused

H13 **[ASK FIRST HOUSEHOLD RESPONDENT ONLY]**
Does your household share any of these rooms with anyone else who is not a member of your household?

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

H14 **[ASK IF H13 = 1]**
How many rooms are shared?

NUMERIC 1-50
Don't Know
Refused

H15 **[ASK FIRST HOUSEHOLD RESPONDENT ONLY]**
Does your accommodation have central heating or storage heaters?
INTERVIEWER: IF ONLY IN SOME ROOMS OR NOT WORKING CODE YES

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

Proxies **INTERVIEWER CODE WHETHER INTERVIEW BEING CONDUCTED IN PERSON OR BY PROXY FOR PARTNER**
1. In person
2. By proxy

Problem scenario questions – this section is skipped for proxies (proxies skip to Problem Identification and Characterisation)

One of scenarios 1 to 3 should be randomly selected by the computer. Then, scenario 4 should be presented to all respondents.

In a moment I will ask you about your experience of a selection of problems or disputes people sometimes face in their lives.
But before that, I would like to present you with two problem scenarios and ask you some questions about the rights of the people in the scenarios and what they might do to try to sort out the problem. The scenarios may seem unfamiliar, so throughout, if you are unsure, please just say so.

Scenario 1: Rented accommodation

[BLUE OPTION to be randomly entered into text in bold (for clarity for interviewers). The option that is used for each interview should be detailed in a separate column of data Q1rand1]

First, can I ask you to imagine **the following scenario concerning living in rented accommodation:**

- ALISHA agrees to rent a house for **[A. Six months/ B. One year/ C. Two years]**, from a landlord who lets out a number of properties and lives elsewhere.
- 6 weeks after moving in, ALISHA discovers that the bath has been leaking, causing the house to become damp.
- ALISHA asks the landlord to repair the leak.
- Without providing any notice, the landlord visits the house one afternoon and, after knocking on the door, lets himself in to inspect the leak.

Q1 Is the landlord entitled to enter the house in this way? If you are unsure, just say so

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

Q2 Is the landlord legally obliged to repair the leak?

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

Now, imagine that:

- The landlord refuses to repair the leak.
- So, three months after moving in ALISHA herself pays for the repair to be done and deducts the cost from the next rent payment.
- ALISHA does not tell the landlord that she is going to do this, but encloses a note with the rent payment explaining what she has done.
- After the next rent becomes due, the landlord calls ALISHA and says that she must leave the house **in 28 days time**.
- He says she is in breach of the tenancy agreement by not paying the rent in full.

Q3 Has ALISHA breached her tenancy agreement by not paying the rent in full?

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

4. Refused

Q4 If ALISHA refuses to leave, will the landlord be able to evict ALISHA without first obtaining a Court Order saying that Alisha must leave?

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

- After the 28 days have passed, two employees of the landlord arrive at the house and say they have been sent by the landlord to help ALISHA move out.

Q5 Do the two employees have the legal right to enter the property to remove ALISHA'S belongings?

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

- Suppose that before the 28th day, the landlord had obtained a Court Order stating that ALISHA must leave the house by the 28th day.

Q6 Would the two employees now have the legal right to enter the property to remove ALISHA'S belongings after 28 days have passed?

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

- ALISHA refuses to let the employees come in and bolts the door.

Q7 What should ALISHA do in this situation?
[Open]

Q8 If ALISHA wanted to get independent advice about the situation, where would be a good place to get it?'
[Open]

Scenario 2: Employment

[BLUE OPTION to be randomly entered into text in bold (for clarity for interviewers). The option that is used for each interview should be detailed in a separate column of data Q9rand1]
First, can I ask you to imagine **the following scenario about employment:**

- ALISHA is 59 years old.
- She has been working 48 hours per week as an employee ZAP COMPUTERS for **[A. Six months/ B. One year/C. Two years]**.
- She earns £5.50 per hour.
- Her manager, PAUL, says he needs her to increase her hours to **50** hours per week.
- ALISHA does not want to work the extra hours.
- PAUL shows her a part of her contract which says she can be asked to work up to 50 hours per week.

Q9 Does ALISHA have to work 50 hours per week? If you are unsure, just say so.

1. Yes

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

Q10 Is ALISHA'S salary, £5.50 per hour, above, below or the same as the National Minimum Wage?

1. Above
2. Below
3. Same
4. Don't know
5. Refused

Q11 Does the National Minimum Wage vary according to how old you are?

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

- ALISHA has been asking to see details of the main terms of her contract of employment 'since she started at ZAP [six months/one year/two years] earlier.

Q12 Does ALISHA have a legal right to see the main terms of her contract of employment?

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

- One month later – when ALISHA has been working at ZAP for [seven months/just over one year/just over two years] – PAUL tells her she is going to lose her job.

Q13 Is ALISHA covered by the full range of unfair dismissal laws?

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

- Zap's personnel manager explains that ZAP is reducing the number of technicians it employs, and that ALISHA is going to be made redundant.
- The personnel manager tells her it is only fair that 'the older staff go first'.

Q14 Is ZAP allowed to consider ALISHA'S age in deciding who is to be made redundant?

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

Q15 What should ALISHA do in this situation?
[Open]

Q16 If ALISHA wanted to get independent advice about the situation, where would be a good place to get it?
[Open]

Scenario 3: Consumer

[BLUE OPTION to be randomly entered into text in bold (for clarity for interviewers). The option that is used for each interview should be detailed in a separate column of data Q17rand1]
First, can I ask you to imagine **the following scenario about the consumer purchase:**

- ALISHA buys a new 'off the shelf' sofa from local discount shop SOFAS4U.
- She agrees a delivery date that is in two weeks time.
- No delivery is made on the scheduled delivery date.
- When ALISHA calls SOFAS4U, the shop says they forgot to send the sofa out.

Q17 Does ALISHA have the right to cancel the order and get a refund? If you are unsure, just say so.

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

- The sofa is delivered the next day
- However, **(A. One day/B. Three days/C. Seven days)** after ALISHA **receives** the sofa she decides she does **not want** it.
- She **has not yet unpacked** the sofa.
- SOFAS4U tell ALISHA they **do not accept returns or offer refunds**.

Q18 Do SOFAS4U have to take the sofa back and provide a refund?

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

- Now imagine that instead of having bought the sofa from SOFAS4U'S shop, she had bought it from their website.

Q19 **In this case**, would SOFAS4U have to take the sofa back and provide a refund?

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

- ALISHA keeps the sofa, but when she unpacks it the next day, she discovers a minor defect that SOFAS4U should be able to repair easily.
- ALISHA calls SOFAS4U and asks them if they will arrange for a replacement or repair.
- SOFAS4U say she should get in touch with the manufacturer and not them.

Q20 Is SOFAS4U legally obliged to replace the sofa? If you are unsure, just say so.

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

Q21 **[ASK IF Q20 = 2]**
Is SOFAS4U legally obliged to repair the sofa? If you are unsure, just say so.

1. Yes

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

- The sofa then collapses when two of ALISHA'S friends sit down on it at the same time.
- ALISHA calls SOFAS4U and the manufacturer, but finds that they have both gone bust.
- The sofa had cost £400 and ALISHA **paid with a credit card**.
- ALISHA decides to call the credit card company to see if they will pay for the repair or give her a refund.
- The credit card company says her problem has nothing to do with them.

Q22 Is the credit card company right that ALISHA'S problem is nothing to do with them?

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

Q23 What should ALISHA do in this situation?
[Open]

Q24 If ALISHA wanted to get independent advice about the situation, where would be a good place to get it?
[Open]

Scenario 4: Relationships

Now can I ask you to **imagine** the following scenario about relationships?

[BLUE OPTIONS to be randomly entered into text in bold (for clarity for interviewers). The options that are used for each interview should be detailed in two columns of data Q25rand1 and Q26rand2]

- JOHN and SARAH have been [**A. living together as a couple/ B. married and living**] in a rented house for [**random duration between 1 month and 15 years**].
- Since they started living together SARAH has looked after the home and not worked.
- JOHN now earns a good salary and has sizeable savings.
- [If random selection is living together as a couple: "JOHN and SARAH have thought about getting married, but have not got round to it"]
- They have no children.

Q25 If the couple now break-up, after living together [**as an unmarried couple/as husband and wife**] for [**number of months/years**], will SARAH have a **good legal claim** to financial support from JOHN?

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

Q26 If, instead of breaking up, JOHN dies without leaving a will, will SARAH automatically inherit any of his savings or belongings?

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

Now I am going to change the scenario slightly:

- Now imagine John and Sarah have a one year old child.
- Through an oversight, JOHN'S name was not put on the birth certificate.
- JOHN has never signed **any** other forms or documents concerning their child, always leaving SARAH to do so.

Q27 **In this new situation**, if the couple break-up up after [**number of months/years**] of living together, and the child goes to live with SARAH, will JOHN have a legal obligation to provide financial support **for the child**? JOHN does not dispute that he is father of the child.

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

Q28 In this new situation, will SARAH have a **good legal claim <u>for herself</u>** to financial support from JOHN?

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

Q29 If JOHN wanted to get independent advice about this situation, where would be a good place for him to get it?
[Open]

Q30 If SARAH wanted to get independent advice about this situation, where would be a good place for her to get it?
[Open]

And finally, can I ask you to imagine that

- Before any break-up, JOHN and SARAH'S child was involved in an accident and rushed to hospital in an unconscious state.
- Doctors said that it was necessary to decide between two treatments that had very different risks attached to them.

Q31a Would JOHN have had the legal right to decide upon the treatment, in the absence of SARAH?

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

Q31b Would SARAH have had the legal right to decide upon the treatment, in the absence of JOHN?

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

Sources of help questions

Now I would like to ask you about sources of help about rights.

Q32 Which of these people or organisations do you know something about (For example, what they do)?
SHOWCARD (BLUE) B
CODE ALL

1. Shelter
2. Citizens Advice
3. Consumer Direct
4. Community Legal Advice
5. National Debtline
6. Solicitors
7. Law Centres
8. Financial Services Ombudsman
9. Local Government Ombudsman
10. Local council
11. None of these
12. Don't know

Q33 Which of these people or organisations have you ever contacted?
SHOWCARD (BLUE) B
CODE ALL

1. Shelter
2. Citizens Advice
3. Consumer Direct
4. Community Legal Advice
5. National Debtline
6. Solicitors
7. Law Centres
8. Financial Services Ombudsman
9. Local Government Ombudsman
10. Local council
11. None of these
12. Don't know

Q34 **Which of these people or organisations are within easy travelling distance of your home?**

1. Shelter
2. Citizens Advice
3. Consumer Direct
4. Community Legal Advice
5. National Debtline
6. Solicitors
7. Law Centres
8. Financial Services Ombudsman
9. Local Government Ombudsman
10. Local council
11. None of these
12. Don't know

Problem Identification and Characterisation

Problems to be presented in random order, but the following problems should be in groups in sequence: Finance group (Debt then Money) Family group (Divorce then violence then care)

*Note that each respondent is asked the questions contained in this section with regards to their **two most recent problems** in each problem category. However, many respondents will not have experienced any problems in some categories, or may have only experienced one problem.*

*If the interview is being conducted **by proxy** the question text indicates substitute wording "your partner" or "their" etc. where applicable.*

***Reference period** [18 months] is calculated from the month of interview – e.g. if interview taking place in May 2010, substitute 'November 2008'.*

SHOW CALENDAR

I would now like to ask you about different kinds of problems or disputes [you/your partner] might have had.
Please only include problems or disputes [you have had yourself/your partner has had themselves], not situations where [you/your partner] helped somebody else with their problem.

INTERVIEWER: GIVE CALENDAR TO RESPONDENT AND MARK WHERE THE REFERENCE PERIOD BEGINS ([18 months ago]).
We are only interested in problems or disputes [you've had/your partner has had] since [18 months ago], by which I mean problems that started since [18 months ago], or before then, but went on afterwards. Also, we are only interested in problems [you've/your partner has] experienced as an individual, not any experienced by [you/your partner's] employer or by any business [you/they] run.

(CONSUMER)

A1con. SHOWCARD (PINK) B

Problems or disputes to do with "RECEIVING FAULTY GOODS OR SERVICES".
[IF PROBLEM IDENTIFIED: Excluding anything you've already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]?

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

A2con. **[ASK IF A1con = 1]**
SHOWCARD (PINK) B
Thinking of the most recent (second most recent) problem or dispute, what type of goods or services were involved?
INTERVIEWER: PLEASE CHECK THE RESPONDENT IS REFERRING TO THE MOST RECENT PROBLEM
MUTLTICODE
Faulty Goods
1. High value household or personal items (e.g. computer, washing machine, furniture suite).
2. Cars, motorcycles, etc.

Faulty Services

3. Major building work, e.g. conservatory, new roof
4. Trades people (e.g. plumbers, electricians, painters and decorators)
5. Major repairs to cars, motorcycles, etc.
6. Holidays/Travel
7. Major disruption in the supply of utilities (e.g. water, electricity, gas, phone, internet)

A3con. **[ASK IF A1con = 1]**
And what was the value of the goods or services involved?

1. Under £100
2. £100 - £499
3. £500 - £999
4. £1,000 - £9,999
5. £10,000 - £49,999
6. £50,000 or more
7. Don't know
8. Refused

L10con **[ASK IF A1con = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

L46con **[ASK IF A1con = 1]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor[28]] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62con **[ASK IF A1con = 1 and another problem identified]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?

[28] See end of questionnaire for a definition of the problem descriptor

IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1con]

(ONCE TWO LOOPS COMPLETED)

L63con **[ASK IF A1con = 1]**
SHOWCARD (PINK) B
I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

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

L64con **[ASK IF L63con = 1]**
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don't know

EMPLOYMENT

A1emp SHOWCARD (PINK) C
Next, problems or disputes to do with EMPLOYMENT, including pensions from employment.

[IF PROBLEM IDENTIFIED: Excluding anything you've already told me about], [have you/has your partner] had any problems or disputes of the type shown on this card since [18 months]?

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

A2emp **[ASK IF A1emp = 1]**
SHOWCARD (PINK) C
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

1. Being sacked
2. Being made redundant
3. Being threatened with the sack
4. Being unfairly rejected for a job interview / unfairly not selected following interview
5. Getting pay or a pension to which you were entitled
6. Other rights at work, e.g. maternity leave, sickness pay, holiday entitlement, working hours
7. Changes to [your/their] terms and conditions of employment that made things worse
8. Unsatisfactory or dangerous working conditions
9. Unfair disciplinary procedures or other treatment
10. A grievance (of [yours/theirs]) not being taken seriously or adequately dealt with
11. Harassment at work

L10emp **[ASK IF A1emp = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

L46emp **[ASK IF A1emp = 1]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.

Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62emp **[ASK IF A1emp = 1 and another problem identified]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1emp]

(ONCE TWO LOOPS COMPLETED)

L63emp **[ASK IF A1emp = 1]**
SHOWCARD (PINK) C
I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

1. Yes
2. No

3. Don’t know
4. Refused

L64emp **[ASK IF L63emp = 1]**
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

NEIGHBOURS

A1nei SHOWCARD (PINK) D

Next, problems or disputes to do with ANTI-SOCIAL BEHAVIOUR BY NEIGHBOURS, i.e. people who you know live in the immediate vicinity [IF PROBLEM IDENTIFIED: Excluding anything you've already told me about], [have you/has your partner] had any (other) problems of the type shown on this card since [18 months]?

(EXPLAIN IF NECESSARY - boundary disputes covered elsewhere)

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

A2nei **[ASK IF A1nei = 1]**
SHOWCARD (PINK) D
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

1. Regular and excessive noise
2. Threats or harassment
3. Violence
4. Damage to your property or garden
5. Other vandalism

A2ident **[ASK IF A1nei = 1]**
"[Do you/does your partner] know the identity of the person/people who you have/had a problem with?"
MULTICODE

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

L10nei **[ASK IF A2ident = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

L46nei **[ASK IF A2ident = 1]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem

you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62nei **[ASK IF A2ident = 1 and another problem identified]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 – etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1nei]

(ONCE TWO LOOPS COMPLETED)

L63nei **[ASK IF A2ident = 1]**
SHOWCARD (PINK) D
I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

1. Yes
2. No

3. Don’t know
4. Refused

L64nei **[ASK IF L63nei = 1]**
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

OWNED HOUSING

A1own SHOWCARD (PINK) E

Next, problems or disputes to do with OWNING OR BUYING RESIDENTIAL PROPERTY.

[IF PROBLEM IDENTIFIED: Excluding anything you've already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]? Please don't include not being able to get a mortgage because of lack of money.

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

A2own **[ASK IF A1own = 1]**
SHOWCARD (PINK) E
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

1. Planning permission or consent
2. Selling or buying property (e.g. misleading property survey, problems with lease)
3. Communal repairs or maintenance
4. Repossession of the home
5. Having several mortgage payments in arrears
6. Dealing with squatters
7. Boundaries or rights of way or access to your property (including passage of services (e.g. water, electricity, etc.) over other people's land)
8. Damage caused by a problem (e.g. fire) on adjoining land

L10own **[ASK IF A1own = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

L46own **[ASK IF A1own = 1]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.

Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62own **[ASK IF A1own = 1 and another problem identified]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1own]

(ONCE TWO LOOPS COMPLETED)

L63own **[ASK IF A1own = 1]**
SHOWCARD (PINK) E
I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

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

L64own **[ASK IF L63own = 1]**

How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?

OPEN NUMERIC

1. Don’t know

RENTED HOUSING

A1rent SHOWCARD (PINK) F

Next, problems or disputes to do with LIVING IN RENTED ACCOMODATION.

[IF PROBLEM IDENTIFIED: Excluding anything you've already told me about], [have you/has your partner] had any (other) problems of the type shown on this card since [18 months]?

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

A2rent. **[ASK IF A1rent = 1]**
SHOWCARD (PINK) F
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

Condition of accommodation
1. Unsafe living conditions
2. Other unsuitable conditions for yourself/family (e.g. overcrowding)
3. Getting the landlord to do repairs or maintain the property

Problems to do with money
4. Getting a deposit back
5. Being several rent payments in arrears

Eviction
6. Being evicted
7. Being threatened with eviction

Terms of lease or tenancy
8. Getting the landlord to provide other services under the terms of the lease or tenancy, such as furniture
9. Agreeing (with your landlord) on rent, council tax, housing benefit payments, pre-payment meters for utilities, or other terms of the lease or tenancy agreement
10. Getting your landlord to provide a written tenancy agreement (or statement of the main terms of the tenancy)
11. Transfer of lease or tenancy

Other problems
12. Harassment by your landlord
13. Flatmates not paying the rent or behaving in an anti-social manner
14. Boundaries or rights of way or access to your property

A3rent **[ASK IF A2rent = 6 or 7]**
SHOWCARD (PINK) G
Who was your landlord at this time?
SINGLE CODE

1. Local authority/council/new town development
2. Housing association or charitable trust
3. Employer (organisation) of a household member
4. Another organisation

5. Relative/friend (before you lived here) of a household member
6. Employer (individual) of a household member
7. Another individual private landlord (not a relative, friend or employer of a household member)
8. Don't know
9. Refused

L10rent **[ASK IF A1rent = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

L46rent **[ASK IF A1rent = 1]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62rent **[ASK IF A1rent = 1 and another problem identified]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 – etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1

14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1rent]

(ONCE TWO LOOPS COMPLETED)

L63rent **[ASK IF A1rent = 1]**
SHOWCARD (PINK) F
I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

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

L64rent **[ASK IF L63rent = 1]**
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don't know

DEBT

A1debt SHOWCARD (PINK) I

Next, problems or disputes to do with DEBT.

[IF PROBLEM IDENTIFIED: Excluding anything you've already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]? Please don't include problems related to a business that [you were/your partner was] associated with.

(EXPLAIN IF NECESSARY - mortgage and rent arrears are dealt with elsewhere)

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

A2debt. **[ASK IF A1debt = 1]**
SHOWCARD (PINK) I
Thinking of the most recent (second most recent) problem or dispute, excluding business-related problems, which of these best describes it?
MULTICODE

1. Being behind with and unable to pay
   (a) Credit or store cards
   (b) Personal loans (including Home Collected Credit and Logbook loans, but **excluding mortgages**)
   (c) Hire Purchase or on-credit purchases
   (d) Utility bills (e.g. water, electricity, gas, phone, internet)
   (e) TV licence
   (f) Council tax, income tax or VAT
   (g) Court fines
2. Severe difficulties managing to pay money you owe(d) (including money owed to family or friends)
3. Unreasonable harassment from people or organisations to whom you owe(d) money

A3debt1 [ASK IF A2debt = 1(a)-(g)]
SHOWCARD (PINK) J
As a result of this problem, did any of the following things happen?
MULTICODE

1. Took out a consolidating loan
2. Agreed a debt repayment plan
3. Entered into an Individual Voluntary Agreement
4. Obtained a Debt Relief Order
5. Became personally bankrupt
6. Had County court judgment against you
7. Had any other Court Order made against [you/your partner]
8. Had Bailiffs or Debt Collectors take (or attempt to take) any property from you / your household
9. No, none of these
10. Don't know

A3debt2 [ASK IF A2debt = 1b]
And can I just ask whether, at the time of taking the personal loan, [you were/your partner was] in a position to repay it?

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

L10debt **[ASK IF A1DEBT = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

L46debt **[ASK IF A1DEBT = 1]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62debt **[ASK IF A1DEBT = 1 and another problem identified]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1

16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1debt]

(ONCE TWO LOOPS COMPLETED)

L63debt **[ASK IF A1debt = 1]**
SHOWCARD (PINK) I
I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

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

L64debt **[ASK IF L63debt = 1]**
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don't know

MONEY

A1mon SHOWCARD (PINK) H

Next, problems or disputes to do with MONEY.

[IF PROBLEM IDENTIFIED: Excluding anything you've already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]? Please don't include problems related to a business that [you were/your partner was] associated with.

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

A2mon **[ASK IF A1mon = 1]**
SHOWCARD (PINK) H
Thinking of the most recent (second most recent) problem or dispute, excluding business-related problems, which of these best describes it?
MULTICODE

Difficulty obtaining money
1. Getting someone to pay money that they owe [you/your partner]
2. Insurance companies unfairly rejecting claims
3. Incorrect information about you leading to a refusal of credit
4. Disagreement over the content of a will or the division of property after the death of a family member

Poor financial advice/financial management
5. Being given incorrect information or advice that led you to buy insurance, pensions, mortgages or other financial products
6. Mismanagement of a pension fund to which [you/your partner] contributed resulting in financial loss
7. Mismanagement by an investment manager (of an investment other than a pension) resulting in financial loss

Other
8. Incorrect or disputed (large) bills, excluding rent/mortgage payments
9. Incorrect tax assessment, including council tax
10. Repeated incorrect/excessive charges by banks or utilities

L10mon **[ASK IF A1mon = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

L46mon **[ASK IF A1mon = 1]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62mon **[ASK IF A1mon = 1 and another problem identified]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 – etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1mon]

(ONCE TWO LOOPS COMPLETED)

L63mon **[ASK IF A1mon = 1]**
SHOWCARD (PINK) H

I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

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

L64mon **[ASK IF L63mon = 1]**
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don't know

BENEFITS AND TAX CREDITS

A1ben SHOWCARD (PINK) K
Next, problems or disputes to do with WELFARE BENEFITS, TAX CREDITS, STATE PENSIONS, STUDENT LOANS OR GRANTS.

[IF PROBLEM IDENTIFIED: Excluding anything you've already told me about], [have you/has your partner] had any (other) problems or disputes of the type shown on this card since [18 months]?

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

A2ben **[ASK IF A1ben = 1]**
SHOWCARD (PINK) K
Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

Your entitlement to:
1. Welfare benefits or tax credits (including council tax benefit, tax credits)
2. State pension/Pension credits
3. Student loans or grants

Error in assessed amount of (including under- and over-assessments):
4. Welfare benefits or tax credits (including council tax benefit, tax credits)
5. State pension/Pension credits
6. Student loans or grants

Processing:
7. Unreasonable time processing a claim/application

A3ben **[ASK IF A2ben = 4 - 6]**
And did the problem concern an under-assessment payment or over-assessment of money to be paid **to [you/your partner]**?

1. Under-assessment
2. Over-assessment
3. Don't know
4. Refused

L10ben **[ASK IF A1ben = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

L46ben **[ASK IF A1ben = 1]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62ben **[ASK IF A1ben = 1 and another problem identified]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1

22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1ben]

(ONCE TWO LOOPS COMPLETED)

L63ben **[ASK IF A1ben = 1]**
SHOWCARD (PINK) K
I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

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

L64ben **[ASK IF L63ben = 1]**
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don't know

EDUCATION

A1proca. **[ASK IF A1proca. not asked already]**
Can I just confirm, how many children [do you/does your partner] have who are aged 18 or younger, including biological, foster, step and adopted children?

INTERVIEWER: INCLUDE ALL CHILDREN, REGARDLESS OF WHETHER THEY'VE BEEN MENTIONED PREVIOUSLY AS PART OF THE HOUSEHOLD GRID.

INCLUDE CHILDREN WHO DON'T LIVE IN THE HOUSEHOLD.

NUMERIC
Don't know
Refused

A1edu. **[ASK IF A1proca > 0 OR respondent aged <20]**
if respondent aged 20+ SHOWCARD (PINK) L
if respondent aged <20 SHOWCARD (PINK) M
Since [18 months], [have you/has your partner] had any (other) problems or disputes to do with children who were under 16 at the time of the types shown on this card?

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

A2edu. **[ASK IF A1edu = 1]**
if respondent aged 20+ SHOWCARD (PINK) L
if respondent aged <20 SHOWCARD (PINK) M

Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?
MULTICODE

1. Difficulties obtaining a place at a school (you or) your children are eligible to attend
2. Difficulties with (you or) your children receiving an appropriate education (e.g. special needs)
3. (You or your) Children being unfairly excluded or suspended from school
4. A school not properly protecting (you or) your children from bullying
5. School or local authority action following repeated truancy or other unauthorised absence

No A3edu.

L10edu **[ASK IF A1edu = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

L46edu **[ASK IF A1edu = 1]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62edu **[ASK IF A1edu = 1 and another problem identified]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[RETURN ONCE TO A1emp]

(ONCE TWO LOOPS COMPLETED)

L63edu **[ASK IF A1edu = 1]**
if respondent aged 20+ SHOWCARD (PINK) L
if respondent aged <20 SHOWCARD (PINK) M
I won't be asking you for any more details, but [have you/has your partner] experienced any other problems, apart from the one(s) you have told me about, of this description since (18 months).

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

L64edu **[ASK IF L63edu = 1]**
How many other problems or disputes of the kind shown on this card [have you/has your partner] had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don't know

PERSONAL INJURY

A1inj. Excluding anything you've already told me about, [have you/has your partner] suffered any injury or health problem since [18 months], either as **a result of an accident** or as **a result of poor working conditions**?
MULTICODE

1. Yes – as a result of an accident
2. Yes – as a result of poor working conditions
3. No
4. Don't know
5. Refused

A2inj. **[ASK IF A1inj = 1]**
On how many occasions has this happened since [18 months]?

NUMERIC
Don't know
Refused

A3inja. **[ASK IF A1inj = 1]**
[If A2inj=1 add "When" else "The most recent (second most recent) time"] this happened, did [you/your partner] have to see a doctor or dentist or go to a hospital as a result of the injury or health problem?

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

A3injb. **[ASK IF A1inj = 1]**
[IF A2inj=1 add "When" else "The most recent (second most recent) time"] this happened, might any other person or organisation have been responsible or partly responsible for the accident? Such as a local authority for not maintaining the roads or pavements, or the owner of property for not ensuring it was safe

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

L10inj **[ASK IF A1inj = 1 and A3injb <> No]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

L46inj **[ASK IF A1inj = 1 and A3injb <> No]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem

you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62inj **[ASK IF A1inj = 1 and A3injb <> No and another problem identified]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 - etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[If A2inj > 1, then RETURN ONCE TO A3inja]

CLINICAL NEGLIGENCE

A1clin [IF PROBLEM IDENTIFIED: Excluding anything you've already told me about], [have you/has your partner] suffered any injury or health problem as a result of negligent or wrong medical or dental treatment since [18 months]?
MULTICODE

1. Medical treatment
2. Dental treatment
3. None
4. Don't know
5. Refused

A2clin **[ASK IF A1clin = 1 or 2]**
On how many occasions has this happened since [18 months]?

NUMERIC
Don't know
Refused

A3clin **[ASK IF A1clin = 1 AND 2]**
[If A2clin = 1 add "When"/ else "The most recent (second most recent) time"] this happened, was this to do with medical treatment or dental treatment?

1. Medical treatment
2. Dental treatment
3. Refused

[Display text on second loop and if A1clin = 1 or 2 (and not both)]
I would now like to ask about the second most recent time [you/your partner] suffered any injury or health problem as a result of negligent or wrong medical or dental treatment.

L10clin **[ASK IF A1clin = 1 or 2]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

L46clin **[ASK IF A1clin = 1 or 2]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.

Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

L62clin **[ASK IF A1clin = 1 or 2 and another problem identified]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – problem descriptor
3. Employment 1 – problem descriptor
4. Employment 2 – problem descriptor
5. Neighbours 1 – etc
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

[If A2clin > 1, then RETURN ONCE TO A3clin]

Family problem identification problems

Proxies skip DIVORCE & DOMESTIC VIOLENCE sections

DIVORCE AND RELATIONSHIP BREAKDOWN – Proxies skip this section (skip to 'CARE PROCEEDINGS', A1proca)

A1div1. RELATIONSHIPS AND OTHER FAMILY MATTERS.
Next, problems or disputes to do with RELATIONSHIPS AND OTHER FAMILY MATTERS.

Can I just check, have you been involved in divorce proceedings (even if no divorce was obtained), separated from a spouse/civil partner or broken up with a partner you were living with since (18 months)?

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

A2div1a. **[ASK IF A1div1 = 1]**
SHOWCARD (PINK) N
(Thinking of the most recent time this happened) which of these is the best description?
SINGLE CODE.

1. Divorce proceedings
2. Formal separation from spouse
3. Dissolution of a formal Civil Partnership
4. Formal separation from a Civil Partner
5. Break-up with partner you were living with

A10div1. **[ASK IF A1div1 = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how you went (have gone) about sorting out the [break-up descriptor[29]]?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me

A46div1. **[ASK IF A1div1 = 1]**
SEVERITY SCALE SHOWCARD
Thinking about the *[break-up descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[break-up descriptor]*.
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

[29] See end of questionnaire for a definition of the break-up descriptor

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [break-up descriptor] WRITTEN NEXT TO THE SCALE.

A62div1 **[ASK IF A1div1 = 1]**
And was the [break-up descriptor] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – etc
3. Employment 1
4. Employment 2
5. Neighbours 1
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

A63div1. **[IF A1div1 = 1]**
[If two loops completed "I won't be asking you for any more details, but] (And) did you experience any other divorce, partnership dissolution, separation or break-up apart from the one(s) you just told me about since [18 months]?

[then loop for "second most recent" BREAK-UP (A1div1) from A2div1 to A63div1]

A64div1. How many other divorces, partnership dissolutions, separations or break-ups have you had since (18 months), excluding the two you have just told me about?

RELATIONSHIP BREAKDOWN 2 – Proxies skip this section (skip to 'CARE PROCEEDINGS', A1proca)

A1div2. SHOWCARD (PINK) O

(Apart from problems that followed on from a divorce, dissolution of a civil partnership, separation or break-up that you have told me about) have you had any problems or disputes, connected to your children, a divorce, dissolution of a Civil Partnership, or separation from a spouse or partner, of the type shown on this card 18 months?

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

A3div2. **[ASK IF A1div2 = 1]**
Thinking of the most recent problem or dispute, who was the problem with?
1. Ex-husband/wife/Civil Partner
2. Ex-partner who you lived with
3. Ex-partner who you did not live with
4. A parent
5. A grandparent or other relative
6. Other (specify)

A2div2. **[ASK IF A1div2 = 1]**
SHOWCARD (PINK) O
And thinking of all the problems or disputes you have had with (A3div2) in the past 18 months, concerning your children or the break-up of your relationship, which of these best describes them?

1. Disagreement over the division of property, pensions, savings, investments, other assets, or debts
2. Difficulties obtaining maintenance from a former partner for yourself (excluding payments for children)
3. Difficulties agreeing to pay maintenance to a former partner (excluding payments for children)
4. Difficulties obtaining child support payments
5. Difficulties agreeing to pay child support payments
6. Difficulties with (residence) custody arrangements for children
7. Difficulties with (contact) access arrangements for children

A10div2. **[ASK IF A1div2 = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how you went (have gone) about sorting out the problem?
SINGLECODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

A46div2. **[ASK IF A1div2 = 1]**

SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

A62div2 **[ASK IF A1div2 = 1]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – etc
3. Employment 1
4. Employment 2
5. Neighbours 1
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

A63div2. **[IF A1div2 = 1]**
SHOWCARD (PINK) O
[If two loops completed "I won't be asking you for any more details, but] (And) did you experience any other problems, apart from the one(s) you just told me about, of this description since [18 months]?

[then loop for "second most recent" problem from A2div2 (first two questions in loop reversed in order in this case) to A63div2]

A64div2. How many other problems or disputes of the kind shown on this card have you had since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don’t know

DOMESTIC VIOLENCE – proxies skip this section

A1viol. SHOWCARD (PINK) P

Have you had any problems of the type shown on this card since (18 months)?

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

A2viola. **[ASK IF A1viol = 1]**
SHOWCARD (PINK) P
Thinking of the most recent problem, which of these best describes it?
MAX OF 2, ONE OF 1-3 AND ONE OF 4-6

You
1. Suffering physical violence from a current partner, ex-partner or other family/household member
2. Suffering threats of physical violence from a current partner, ex-partner or other family/household member
3. Suffering other abuse from a current partner, ex-partner or other family/household member

Another adult or child in your household
4. Another adult or child suffering physical violence from a current partner, ex-partner or other family/household member
5. Another adult or child suffering threats of physical violence from a current partner, partner or other family/household member
6. Another adult or child suffering other abuse from a current partner, ex-partner or other family/household member

A2violb **[ASK IF A2viola = 1 - 3]**
Thinking of the abuse that you suffered, can I check which of your current partner, ex-partner or other family/household member was violent or abusive to you?
1. Current partner
2. Ex-partner
3. Other family member
4. Other household member
5. Don't know
6. Refused

A2violc. **[ASK IF A2viola = 4 - 6]**
Which was the other person (or people) in your household who suffered violence or threats of violence?
INSERT PERSON NUMBERS

A2viold **[ASK IF A2viola = 4 - 6]**
Thinking of the abuse that another adult(s) or child(ren) in your household suffered. Can I check which of your current partner, ex-partner or other family/household member was violent or abusive?

1. Current partner
2. Ex-partner
3. Other family member
4. Other household member
5. Don't know

6. Refused

A2viole. **[ASK IF A1viol = 1]**
And would you describe the abuse against (you/other person in household) by this person as a one-off, infrequent or frequent?

1. One-off
2. Infrequent
3. Frequent
4. Don't know
5. Refused

A10viol. **[ASK IF A1viol = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how you went (have gone) about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

A46viol. **[ASK IF A1viol = 1]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

A62viol **[ASK IF A1viol = 1]**
And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1– problem descriptor
2. Consumer 2 – etc
3. Employment 1
4. Employment 2
5. Neighbours 1
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1

10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

A63viol **[IF A1viol = 1]**
SHOWCARD (PINK) P
[If two loops completed "I won't be asking you for any more details, but] (And) did you/another adult or child in your household experience any other problems of this description, apart from concerning (you/other adult or child) and (partner/ex-partner/family member/household member) since [18 months].

[then loop for "second most recent" problem from A2viol to A63viol]

A64viol How many other problems of the kind shown on this card have you experienced since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don't know

CARE PROCEDINGS – proxies DO go through this section

A1proca. **[ASK IF A1proca. not asked already]**
Can I just confirm, how many children do [you/does your partner] have who are aged 18 or younger, including biological, foster, step and adopted children?

INTERVIEWER: INCLUDE ALL CHILDREN, REGARDLESS OF WHETHER THEY'VE BEEN MENTIONED PREVIOUSLY AS PART OF THE HOUSEHOLD GRID.

INCLUDE CHILDREN WHO DON'T LIVE IN THE HOUSEHOLD.

NUMERIC
Don't know
Refused

A1procb. **[ASK IF A1proca>0]**
Can I just ask whether you have a family social worker?

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

4. Refused

A1procc. **[ASK IF A1proca>0]**
SHOWCARD (PINK) Q
Since (18 months), [have you/has your partner] had any problems or disputes to do with children who were under 16 at the time of the types shown on this card?

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

A2proc. **[ASK IF A1procc = 1]**
SHOWCARD (PINK) Q

Thinking of the most recent (second most recent) problem or dispute, which of these best describes it?

1. Children being considered for inclusion on the Child Protection Register
2. Children being considered for a Child Protection Plan
3. Children being placed on the Child Protection Register
4. Children being subject to a Child Protection Plan
5. The possibility of children being taken into care
6. Children being taken into care

A10proc. **[ASK IF A1procc = 1]**
SHOWCARD (PINK) A
Which of these descriptions best indicates how [you/your partner] went about sorting out the problem?
SINGLE CODE

1. Did nothing
2. Entirely on my own
3. With the help of *family/friends*
4. With the help of an *adviser/representative*
5. With the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* sorted out (or are sorting out) the problem for me
7. *Adviser/representative* sorted out (or is sorting out) the problem for me
8. *Friends/family* and a *adviser/representative* sorted out (or are sorting out) the problem for me
9. Don't know

A46proc. **[ASK IF A1procc = 1]**
SEVERITY SCALE SHOWCARD
Thinking about the *[problem descriptor] as a whole* **–** and looking at this scale, where the top of the bar represents the most serious type of problem you could face and the bottom represents the least serious – please mark where on the scale you would place the *[problem descriptor]*.
Two problems are already placed on the scale as reference points. You can put the mark anywhere on the line, including above or below the problems already on the card.

PROMPT IF ONE OR MORE PROBLEMS ALREADY MARKED You may move problems you have already marked on the scale if you want to.

INTERVIEWER, PLEASE ENSURE THE SHOWCARD IS MARKED CLEARLY WITH [problem descriptor] WRITTEN NEXT TO THE SCALE.

A62proc And was the [**problem descriptor**] linked to any other problem that you have already told me about?
IF YES, WHICH ONES

1. Consumer 1 – problem descriptor
2. Consumer 2 – etc
3. Employment 1
4. Employment 2
5. Neighbours 1
6. Neighbours 2
7. Owned housing 1
8. Owned housing 2
9. Rented housing 1
10. Rented housing 2
11. Money 1
12. Money 2
13. Debt 1
14. Debt 2
15. Education 1
16. Education 2
17. Personal injury 1
18. Personal injury 2
19. Clinical negligence 1
20. Clinical negligence 2
21. Divorce/relationship 1-1
22. Divorce/relationship 1-2
23. Divorce/relationship 2-1
24. Divorce/relationship 2-2
25. Violence 1
26. Violence 2
27. Care 1
28. Care 2

A63proc. **[IF A1procc = 1]**
SHOWCARD (PINK) Q
[If two loops completed "I won't be asking you for any more details, but] (And) did [you/your partner] experience any other problems, apart from the one(s) you just told me about, of this description since [18 months]?

[then loop for "second most recent" problem from A2proc to A63proc]

A64proc. How many other problems or disputes of the kind shown on this card [have you had/has your partner had] since (18 months), excluding the two you have just told me about?
OPEN NUMERIC
1. Don't know

INTERVIEWER TO ENTER THE SEVERITY SCALE POINT INTO THE COMPUTER

A64x **[IF 1+ problem identified]**
I am now going to enter the problem severity scale into the computer. The numbers are just so that I can record the scale position(s).

INTERVIEWER: CODE THE POSITION OF EACH PROBLEM MARKED ON THE SCALE (1-50)

[problem descriptor1] OPEN NUMERIC 1-50
[problem descriptor2] OPEN NUMERIC 1-50
Etc

A65shrd **[IF 1+ problem identified]**
I'd now like you to think about all the problems you have just told me about. Was anyone else aged 16 or over who is currently a member of your household affected by any of these problems? Which ones?

[Insert all problems mentioned previously]
None of these

A65shrdn **[For each problem identified at A65shrd]**
How many adults in the household were affected by [problem descriptor]?

(Initial problem identification loop questions:
Consumer, Employment, Neighbours [only if code 1 (yes) AT A2ident], **Owned housing, Rented housing, Money, Debt, Benefits, Education, Personal injury** [only if not code 2 (no) at A3injb]**, Clinical negligence)**[30]

*Ask the a/l loop of **three** randomly selected problems, and of these, ask the detailed b loop for **one** randomly selected problem. Where the b loop is selected, it should follow on immediately after the a/l loop. Problems not eligible for follow-up should be excluded from the randomisation process and not be followed up – as defined above, and excluding problems scoring 47 or above on the respective severity question (l46) (i.e. the least severe problems should not be followed up).*

See end of the questionnaire for [problem descriptor] text substitution definitions

I am now going to ask you some questions about how you went about dealing with [if respondent has identified 4+ problems in total add: some of] these problems. [if respondent has identified 4+ problems in total add: the problems for further follow-up have been selected at random by the computer.]

[First of all/Next], the [problem descriptor / break-up descriptor]

L4 Who was the other side in the *[problem descriptor]*?
(PROMPT FOR CONSUMER: e.g. a shop, a garage, an individual)
(PROMPT FOR EMPLOYMENT: e.g. [your/your partner's employer], a work colleague, someone you manage)
(PROMPT FOR NEIGHBOURS: e.g. an individual neighbour, a family, a business)
(PROMPT FOR OWNED HOUSING: e.g. a surveyor, a neighbour, a planning authority)
(PROMPT FOR RENTED HOUSING: e.g. your landlord, a housemate)
(PROMPT FOR MONEY: e.g. a bank, an insurance company, a friend)
(PROMPT FOR DEBT: e.g. a bank, a money lender, a friend)
(PROMPT FOR BENEFITS: e.g. a Jobcentre, a local authority)
(PROMPT FOR EDUCATION: e.g. a school, a local authority)
(PROMPTS FOR PERSONAL INJURY: If A1inj = 1: e.g. a local authority that maintains the roads, the owner of premises in which an accident occurs. If A1inj = 2: e.g. [your/your partner's employer], the owner of the place [you were/your partner was] working)
(PROMPT FOR CLINICAL NEGLIGENCE: e.g. a doctor, a nurse, a hospital)

OPEN

L5 Thinking about at the time the *[problem descriptor]* first started, would you say: SINGLE CODE. READ OUT.

- [You/your partner] thought the other side had done something wrong, or were at fault
- The other side thought [you/your partner] had done something wrong, or were at fault
  Or both, or neither.

1. [You/your partner] thought other side had done something wrong
2. Other side thought [you/your partner] had done something wrong
3. Both thought other had done something wrong

[30] (1) Divorce, (2) relationship breakdown and (3) care have complete sets of initial problem identification questions.

4. Neither thought other had done anything wrong
5. Don't know

L6 [DO NOT ASK FOR FOLLOWING PROBLEM TYPES: Consumer]
SHOWCARD (GREEN) A
And [do you think you/did your partner think they] were being discriminated against on the basis of any of the things on this card? Just read out the letter which applies.
MULTICODE

1. No, none of these
2. Being discriminated against because of race
3. Being discriminated against because of gender
4. Being discriminated against because of disability
5. Being discriminated against because of sexual orientation
6. Being discriminated against because of age
7. Being discriminated against because of religion
8. Don't know
9. Refused

L7 Was there ever any disagreement between [you/your partner] and the other side about what [you/your partner] or they should do/give/get in order to sort out the *[problem descriptor]*?
1. Yes
2. No
3. Don't know
4. Refused

L8 **[ASK IF L7 = 1]**
Is there still a disagreement?
1. Yes
2. No
3. Don't know
4. Refused

L9 And would you say this *[problem descriptor]* is now over or is it still ongoing?
PROBE FULLY.
1. now over
2. most likely now over
3. too early to say
4. ongoing
5. Don't know
6. Refused

I'm now going to ask some questions about how [you/your partner] went about sorting out the problem.

L11 Did [you/your partner]/[have you/has your partner] use(d) the internet or any leaflet, booklet or book to help sort out the [problem descriptor]?
IF YES, which one?
SINGLE CODE

1. Yes, the internet
2. Yes, a leaflet, booklet or book
3. No, neither
4. Don't know

L12 **[ASK IF L10 = 4, 5, 7 or 8]**
SHOWCARD (GREEN) F

Which of these people or organisations best describes the advisers/representatives who helped (are helping) [you/your partner] sort out the problem?
MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don't know

L13 **[ASK IF L10 = 4, 5, 7 or 8]**
Did [you/your partner], **personally**, have to pay for any of the help [you/they] received from (any of these/this) adviser(s)?
1. Yes
2. No
3. Don't know
4. Refused

L14 **[ASK IF L10 = 4, 5, 7 or 8]**
SHOWCARD (GREEN) G
Did any of these pay for any of the help [you/your partner] received from (any of these/this) adviser(s)?
MULTICODE

1. Legal aid, Community Legal Service Fund, Legal Services Commission
2. An Insurance company (or you through insurance premiums)

3. A Trade union or professional body (or you through subscription fees)
4. Your employer
5. A relative or friend
6. A no win, no fee agreement
7. A loan
8. Someone or something else (excluding advisers themselves)
9. None of these
10. Don't know

L15 SHOWCARD (GREEN) H
And did [you/your partner (have you/they)] **unsuccessfully try (tried)** to get help from any of these people or organisations? Please tell me about particular advisors, rather than particular occasions.
MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. Your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No/none of these
22. Don't know

L16 SHOWCARD (GREEN) I
And can I check whether any of the following things happened (have happened) as part of the problem or sorting the problem out?

PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing. Please consider the options carefully.
MULTICODE

1. You contacted a regulator or ombudsman (e.g. Ofcom, Financial Ombudsman Service)
2. You or the other side contacted the police
3. You or the other side contacted, or were contacted by, a lawyer
4. You or the other side contacted, or were contacted by, a tribunal or court
5. You or the other side contacted a formal appeals service
6. You were contacted by a formal agent of the other side (e.g. debt collection agency)
7. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
8. A court or tribunal hearing took place
9. A court or tribunal made a decision about the problem
10. None of these
11. Don't know
12. Refused

[ASK IF L16 = 1]

L16b Which regulator or ombudsman was it?
[OPEN] ALLOW DK

L17 **[ASK IF L16 = 5]**
And, was the formal appeals service operated by other side, or an independent service?

1. Operated by the other side
2. Independent
3. Don't know
4. Refused

L18 **[ASK IF L17 = 2]**
And did the appeals service involve any 'hearings' - for example, where [you/your partner] had to appear before the appeals service to make your case?

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

L19 **[ASK IF L17 = 2]**
And did the appeals service make a decision about the problem?

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

L20 **[ASK IF L16 = 6]**
And, what sort of formal agent was it?
[OPEN] ALLOW DK

L21 **[ASK IF L16 = 7]**
And were any conciliation, mediation or arbitration sessions held?

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

L22 **[ASK IF L16 = 8 or 9]**

And, did [you/they], or somebody acting on [your/their] behalf, attend any court or tribunal hearings?

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

L23 **[ASK IF L22 = 1]**
Who?
[OPEN]

L24 **[ASK IF L8 = 2]**
SHOWCARD (GREEN) L
You said earlier that [you/your partner] and the other side are no longer in disagreement. Which of these descriptions best describes how the disagreement **concluded**?
Tribunals have been known as the Appeals Service

CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.

1. A. Decision of a Court/Tribunal
2. B. Decision of a formal appeals service
3. C. Decision/action of an independent third party (e.g. the police, a regulator)
4. D. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. E. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. F. Agreement reached by you personally, with the other side
7. G. The other side acted independently to end the disagreement
8. H. You acted independently of the other side to end the disagreement
9. I. Agreement occurred without you or the other needing to do anything
10. Don't know
11. Refused

L25 **[ASK IF L8 = 2]** And, to what extent would you say the disagreement concluded in [your/your partner's] favour? PROBE FULLY

1. Mostly in [your/your partner's] favour
2. Somewhat in [your/your partner's] favour
3. Mostly not in [your/your partner's] favour
4. Don't know
5. Refused

L26 **[ASK IF L9 = 1 or 2]**
SHOWCARD (GREEN) O
And you said earlier that the problem is [now over/most likely now over]. Which of these descriptions best describes how the problem **concluded**?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of a court/tribunal
2. Decision of a formal appeals service
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, **personally**, with the other side

7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don't know
13. Refused

L27 **[ASK IF L26 = 11]**

You said earlier that the [problem descriptor] had concluded, but also that [you are/your partner is] still "putting up" with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

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

L28 **[ASK IF L27 = 1]**

So, when you said that it had concluded, did you mean that it still exists, but [you are/your partner is] not expecting that you or anybody else will do anything about it in the future?

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

L29 **[ASK IF L28 = 1]**

Do you see a time in the future when the problem no longer exists?

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

L30 **[IF problem concluded (L9 = 1 or 2), provided L28 not 2]**

How satisfied [were/was you/your partner] with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

L31 **[ASK IF L9 = 1/2, provided L28 not 2]**

How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

L32 **[ASK IF L9 = 1/2, provided L28 not 2]**

Is there anything [you/your partner] wish(es) [you/they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/them] to deal with it?

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

4. Refused

L33 **[ASK IF L32 = 1]**
What do [you/they] wish [you/they] had known?
[OPEN]
DK

L34 **[If problem concluded, provided L28 not 2]**
Is there anything that [you/your partner] wish(es) [you/they] had done differently about trying to sort out the problem?
1. Yes
2. No
3. Don't know
4. Refused

L35 **[ASK IF L34 = 1]**
What do [you/they] wish [you/they] had done differently?
MULTICODE. DO NOT PROMPT.

1. Got advice / more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don't know
12. Refused

L36 **[ASK IF L8 = 1]**
You said earlier that [you/your partner] had not reached agreement with the other side about what [you/your partner] or they should do/give/get in order to sort out the [problem descriptor]
Do you see a time when agreement will be reached?

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

L37

[ASK IF L36=1]
How long do you think it will be before [you reach/your partner reaches] agreement?

OPEN NUMERIC
1. Weeks
2. Months
3. Years
4. DK

L38 **[ASK IF L9 =3 (problem not over)]**
Do you see a time when the *[problem descriptor]* will be over?

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

L39 **[ASK IF L38 = 1]**
How long do you think it will be before *[problem descriptor]* will be over?
OPEN NUMERIC

1. Weeks
2. Months
3. Years
4. DK

L40 **[ASK IF L9 = 3/4 OR L28 =2]**
Is there anything [you wish you/your partner wishes they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/them] to deal with it?

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

L41 **[ASK IF L40 = 1]**
What do [you/they] wish [you/they] had known?
[OPEN]
DK

L42 **[ASK IF L9 = 3/4 OR L28 =2]**
Is there anything that [you/they] wish [you/they] had done differently about trying to sort out the problem?

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

L43 **[ASK IF L42 = 1]**
What do [you/they] wish you had done differently?
[Open]
DK

L44 **[ASK IF L9 = 1 or 2]**
And, how fair [do you/does your partner] think the outcome was to everybody concerned? PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don't know

L45 And [are you/is your partner] happy with how things have turned out ["so far" if L9 not 1 or 2] with this *[problem descriptor]?*

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

L47 SHOWCARD (GREEN) R

Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9 None of these
10 Don't know

L48 SHOWCARD (GREEN) S
Did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this *[problem descriptor]*? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A drinking problem
5. A drug problem
6. Being harassed or verbally abused
7. Being assaulted or physically threatened
8. Damage to your property
9. Loss of confidence
10. Fear
11. None of these
12. Refused

L49 SHOWCARD (GREEN) T
And did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this *[problem descriptor]*? Please just read out the numbers.

1. Breaking up with a partner
2. Damage to a family relationship
3. Having to move home
4. Becoming homeless
5. Having to change jobs
6. Becoming unemployed
7. Loss of income
8. Problems to do with your education
9. None of these
10. Refused

L51 SHOWCARD (GREEN) U
Were any of the things on this card the cause, or part of the cause, of this *[problem descriptor]* arising? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A disability
5. A drink or drug problem
6. Loss or change of employment
7. Other problems at work

8. Moving home
9. Irregular income
10. A loss of income
11. Not having enough money
12. Breaking up with a partner
13. Death of a family member
14. Me or a family member being sent to prison
15. Violence aimed towards me
16. Being violent
17. Not knowing my or someone else's rights
18. None of the above
19. Refused

L52 SHOWCARD (GREEN) V
[ASK IF L12 = 1-20]
Do you feel that the help [you/your partner] received from [L12] led to improvements in any of the things on this card?

INTERVIEWER: IF 'YES' ASK 'WHICH ONES'?

1. Physical health
2. Levels of stress
3. Relationships
4. Levels of violence towards you/your property
5. Housing circumstances
6. Employment circumstances
7. Income
8. Confidence
9. Involvement in community
10. None of these
11. Don't know
12. Refused

L54 Thinking about the time the problem **first started**, to what extent did [you/your partner] understand [your/their] **legal position** - for example, what [your/their] legal rights were? PROBE FULLY

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

L55 **[ASK IF L54 = 3, 4, 5]**
To what extent do [you/they] now understand what [your/their] legal position was? PROBE FULLY

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

L56 **[ASK IF L54 = 1 or 2 <u>OR</u> L55 = 1 or 2]**
How did [you/your partner] come to understand where [you/they] stood, legally at the time the problem first started?
MULTICODE. DO NOT PROMPT

1. Talking to friends/family/colleagues
2. Talking to an advisor
3. Talking to the other side
4. Information from the internet
5. Information from a leaflet/booklet/book
6. Have had experience of similar problems
7. Other (specify)
8. Don't know
9. Refused

L57 **[ASK IF L54 = 1 or 2 OR L55 = 1 or 2]**
Can you describe, briefly, what [your/your partner's] legal position was?

[OPEN]

[proxies skip]

L53 What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?

CODE IN POUNDS, ALLOW ZERO DK

L58 Finally, can I ask when the *[problem descriptor]* began?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY

MONTH/YEAR

L59 **[ASK IF L7 = 1]**
And when did the disagreement [you/your partner] had about *[problem descriptor]* begin?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY

MONTH/YEAR

L60 **[ASK IF L8 = 2]**
And when did the disagreement [you/your partner] had about *[problem descriptor]* end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY

MONTH/YEAR

L61 **[ASK IF L9 = 1 or 2]**
(And) when did the *[problem descriptor]* itself end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY

MONTH/YEAR

L62a In your own words, could you very briefly describe the problem?

OPE ENDED. ALLOW DK

L62b **[ASK IF L9 = 1 or 2]**

And could you please describe how it ended?

OPEN. ALLOW DK

DIVORCE & DOMESTIC VIOLENCE sections (proxies skip)

[First of all/Next], the [problem descriptor / break-up descriptor]

A2div1b **[ASK IF A2div1a = 1-4]**
When did [divorce proceedings/dissolution proceedings/separation] commence? Please tell me the month and then the year.

DATE
Don't know
Refused

A3div1a. **[ASK IF A2div1a = 1 or 3]**
Has the divorce been finalised?

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

A3div1b. **[ASK IF A2div1a = 2 or 4]**
Has the period of separation ended?

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

A3div1c. **[ASK IF A3div1a =Yes or A3div1b = Yes]**
When [was the divorce finalised / did the period of separation end]?
Please tell me the month and then the year.

DATE
1. Don't know
2. Refused

A3div1d. **[ASK IF A2div1a = 5]**
When did the break-up occur?
Please tell me the month and then the year.

DATE
1. Don't know
2. Refused

A5div1a. **[ASK IF A2div1a = 5]**
Thinking about when you broke up with your partner, who was it who first talked about/suggested or acted to end your relationship?

1. Respondent
2. Other side
3. Don't know
4. Refused

A5div1b. **[ASK IF A2div1a = 1 or 3]**
Who started these divorce/dissolution proceedings?

1. Respondent
2. Other side
3. Don't know

4. Refused

A5div1c. **[ASK IF A2div1a = 2 or 4]**
Who first talked about/suggested a formal separation?

1. Respondent
2. Other side
3. Don't know
4. Refused

A3div1e. **[ASK IF A1div1 = 1]**
SHOWCARD (GREEN) C
As part of, or as a result of (divorce/separation/break-up), have you experienced any problems or disputes of the type shown on this card?

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

A3div1f. **[ASK IF A3div1e = 1]**
SHOWCARD (GREEN) C
Which of these best describes them?

1. Disagreements over the division of property, pensions, savings, investments, other assets, or debts
2. Difficulties obtaining maintenance from a former partner for yourself (excluding payments for children)
3. Difficulties agreeing to pay maintenance to a former partner (excluding payments for children)
4. Difficulties obtaining child support payments
5. Difficulties agreeing to pay child support payments
6. Difficulties agreeing residence (custody) arrangements for children
7. Difficulties agreeing contact (access) arrangements for children

A7div1a. **[ASK IF A3div1e = 2]**
Was there ever any disagreement between you and your (partner/ex-partner) about whether or how to go about the (divorce/separation/break-up)?

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

A5div1d **[ASK IF A3div1e = 1]**
And thinking about these [problem descriptor], at the time they first started, would you say: [SINGLECODE]. READ OUT

- You thought your (partner/ex-partner) had done something wrong, or were at fault
- Your (partner/ex-partner) thought you had done something wrong, or were at fault

Or both, or neither

1. You thought your partner had done something wrong
2. Your partner thought you had done something wrong
3. Both thought other had done something wrong
4. Neither thought other had done anything wrong
5. Don't know

A7div1b. **[ASK IF A3div1e = 1][If A3div1f = 1, automatically code A7div1 as 1]**
Was there ever any disagreement between you and the other side about what you or they should do/give/get to sort out the [problem descriptor]?

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

A8div1. **[ASK IF A7div1a = 1 OR A7div1b = 1]**
Is there still a disagreement?
1. Yes
2. No
3. Don't know
4. Refused

A9div1. **[ASK IF A3div1e = 1]**
And is [problem descriptor] now over or still ongoing?

1. now over
2. most likely now over
3. too early to say
4. ongoing
5. Don't know
6. Refused

A11div1. **[ASK IF A1div1 = 1]**
And did you use the internet or any leaflet, booklet or book to help you sort out the [break-up descriptor] and the [problem descriptor]?

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

A12div1. **[ASK IF A10div1 = 4, 5, 7 or 8]**
SHOWCARD (GREEN) F
Which of these people or organisations best describes the advisers/representatives who helped (are helping) you sort out the problem?
MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don't know

A13div1. **[ASK IF A10div1 = 4, 5, 7 or 8]**
Did you, **personally**, have to pay for any of the help you received from (any of these/this) adviser(s)?

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

A14div1. **[ASK IF A10div1 = 4, 5, 7 or 8]**
SHOWCARD (GREEN) G
Did any of these pay for any of the help you received from (any of these/this) adviser(s)?
MULTICODE

1. Legal aid, Community Legal Service Fund, Legal Services Commission
2. An Insurance company (or you through insurance premiums)
3. A Trade union or professional body (or you through subscription fees)
4. Your employer
5. A relative or friend
6. A no win, no fee agreement
7. A loan
8. Someone or something else (excluding advisers themselves)
9. None of these
10. Don't know

A15div1. **[ASK IF A1div1 = 1]**
SHOWCARD (GREEN) H
And did you **unsuccessfully try** to get help from any of these people or organisations?
MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service

3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No, none of these
22. Don't know

A16div1. **[ASK IF A1div1 = 1]**
SHOWCARD (GREEN) J
And can I check whether any of the following things happened (have happened) as part of the divorce/separation/break-up (and [problem descriptor]? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

1. [No option 1]
2. You or the other side contacted the police
3. You or the other side contacted, or were contacted by, a lawyer
4. You or the other side contacted, or were contacted by, a tribunal or court
5. You or the other side contacted, or were contacted by, the Child Support Agency
6. You were contacted by a formal agent of the other side (e.g. debt collection agency)
7. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
8. A court or tribunal hearing took place
9. A court or tribunal made a decision about the problem
10. None of these
11. Don't know
12. Refused

A19div1. **[ASK IF A16div11 = 5]**

And did the Child Support Agency make a decision about the problem?
1. Yes
2. No
3. Don't know
4. Refused

A20div1. **[ASK IF A16div11 = 6]**
And, what sort of formal agent was it?
[OPEN]. Allow DK

A21div1. **[ASK IF A16div1 = 7]**
And were any conciliation, mediation or arbitration sessions held?
1. Yes
2. No
3. Don't know
4. Refused

A22div1. **[ASK IF A16div1 = 8 or 9]**
And, did you, or somebody acting on your behalf, attend any court or tribunal hearings?
1. Yes
2. No
3. Don't know
4. Refused

A23div1. **[ASK IF A22div1 = 1]**
Who?
[OPEN]. Allow DK

A24div1. **[ASK IF A8div1 = 2]**
SHOWCARD (GREEN) M
You said earlier that you and the other side are no longer in disagreement. Which of these descriptions best describes how the disagreement **concluded**?
CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.

1. Decision of a Court/Tribunal
2. Decision of the Child Support Agency
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you personally, with the other side
7. The other side acted independently to end the disagreement
8. You acted independently of the other side to end the disagreement
9. Agreement occurred without you or the other needing to do anything
10. Don't know
11. Refused

A25div1. **[ASK IF A8div1 = 2]**
And, to what extent would you say the disagreement concluded in your favour? PROBE FULLY

1. Mostly in my favour
2. Somewhat in my favour
3. Mostly not in my favour
4. Don't know
6. Refused

A26div1. **[ASK IF A9div1 = 1 or 2]**
SHOWCARD (GREEN) P
And you said that the problem is now [over/most likely now over]. Which of these descriptions best describes how the [problem descriptor] **concluded**?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of court/tribunal
2. Decision of the Child Support Agency
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, **personally**, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don't know
13. Refused

A27div1 **[ASK IF A26div1 = 11]**
You said earlier that the [problem descriptor] had concluded, but also that you are still "putting up" with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

1. Yes
5. No
6. Don't know
7. Refused

A28div1 **[ASK IF A27div1 = 1]**
So, when you said that it had concluded, did you mean that it still exists, but you are not expecting that you or anybody else will do anything about it in the future?

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

A29div1 **[ASK IF A28div1 = 1]**
Do you see a time in the future when the problem no longer exists?

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

A30div1 **[ASK IF problem concluded (A9div1 = 1 or 2), provided A28div1 not 2]**
How satisfied were you with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied

4. Very dissatisfied
5. Don't know

A31div1 **[ASK IF problem concluded, provided A28div1 not 2]**

How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

A32div1 **[ASK IF problem concluded, provided A28div1 not 2]**

Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

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

A33div1 **[ASK IF A32div1 = 1]**

What do you wish you had known?
[OPEN] DK

A34div1 **[ASK IF problem concluded, provided A28div1 not 2]**

Is there anything that you wish you had done differently about trying to sort out the problem?

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

A35div1 **[ASK IF A34div1 = 1]**

What do you wish you had done differently? DO NOT PROMPT.
MUTLICODE

1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don't know
12. Refused

A36div1 **[ASK IF A8div1 = 1]**

You said earlier that you had not reached agreement with the other side about what you or they should do/give/get in order to sort out the [break-up descriptor] and the [problem descriptor]. Do you see a time when agreement will be reached?

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

A37div1 **[ASK IF A36div1 = 1]**
How long do you think it will be before you reach agreement?

NUMERIC

1. Weeks
2. Months
3. Years
4. DK

A38div1 **[ASK IF A9div1 = 3/4 (problem not over)]**
Do you see a time when the *[problem descriptor]* will be over?

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

A39div1 **[ASK IF A38div1 = 1]**
How long do you think it will be before *[problem descriptor]* will be over?
NUMERIC

1. Weeks
2. Months
3. Years
4. DK

A40div1 **[All not concluded A9div1 = 3/4 OR A28div1 =2]**
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

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

A41div1 **[ASK IF A40div1 = 1]**
What do you wish you had known?

[OPEN]
DK

A42div1 **[All not concluded A9div1 = 3/4 OR A28div1 =2]**
Is there anything that you wish you had done differently about trying to sort out the problem?

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

A43div1 **[ASK IF A42div1 = 1]**
What do you wish you had done differently?

[OPEN]
DK

A44div1. **[ASK IF A9div1 = 1 or 2]**

And, how fair do you think the outcome was to everybody concerned?
PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don't know
6. Refused

A45div1 **[ASK IF A1div1 = 1]**
And are you happy with how things have turned out ["so far" if A9div1 not 1 or 2] with the [break up descriptor] and the [problem descriptor]*?*

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

A47div1 **[ASK IF A1div1 = 1]**
SHOWCARD (GREEN) R
Which, if any, of the descriptions on this card best indicates the character of the [break-up descriptor] and the [problem descriptor]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9. None of these
10. Don't know

A48div1 SHOWCARD (GREEN) S
Did or do you experience any of the things on this card <u>as part of, or as a result of,</u> this [break-up descriptor] and the [problem descriptor]? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A drinking problem
5. A drug problem
6. Being harassed or verbally abused
7. Being assaulted or physically threatened
8. Damage to your property
9. Loss of confidence
10. Fear
11. None of these
12. Refused

A49div1 SHOWCARD (GREEN) T2
And did or do you experience any of the things on this card <u>as part of, or as a result of,</u> this [break-up descriptor] and the [problem descriptor]? Please just read out the numbers.

1. Breaking up with a partner other than the partner in question
2. Damage to a family relationship
3. Having to move home
4. Becoming homeless
5. Having to change jobs
6. Becoming unemployed
7. Loss of income
8. Problems to do with your education
9. None of these
10. Refused

A51div1 SHOWCARD (GREEN) U
Did any of the things on this card contribute to this [break-up descriptor] and the [problem descriptor] arising? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A disability
5. A drink or drug problem
6. Loss or change of employment
7. Other problems at work
8. Moving home
9. Irregular income
10. A loss of income
11. Not having enough money
12. Breaking up with a partner
13. Death of a family member
14. Me or a family member being sent to prison
15. Violence aimed towards me
16. Being violent
17. Not knowing my or someone else's rights
18. None of the above
19. Refused

A52div1 SHOWCARD (GREEN) V
Do you feel that the help you received from [A12div1] led to improvements in any of the things on this card?
INTERVIEWER: IF 'YES' ASK 'WHICH ONES'?

1. A Physical health
2. B Levels of stress
3. C Relationships
4. D Levels of violence towards you/your property
5. E Housing circumstances
6. F Employment circumstances
7. G Income
8. H Confidence
9. I Involvement in community
10. None of these
11. Don't know
12. Refused

A54div1. **[ASK IF A1div1 = 1]**
Thinking about the time the problem **first started**, to what extent did you understand your **legal position** (for example, what your legal rights were)? PROBE FULLY

1. Completely

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

A55div1 **[ASK IF A54div1 = 3, 4, 5]**
To what extent do you now understand what your legal position was (at the time the problem first started)? PROBE FULLY

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

A56div1 **[ASK IF A54div1 = 1 or 2 <u>OR</u> A55div1 = 1 or 2]**
How did you come to understand where you stood, legally (at the time the problem first started)?
MULTICODE. DO NOT PROMPT

1. Talking to friends/family/colleagues
2. Talking to an advisor
3. Talking to the other side
4. Information from the internet
5. Information from a leaflet/booklet/book
6. Other (specify)
7. Don't know
8. Refused

A57div1 **[ASK IF A54div1 = 1 or 2 <u>OR</u> A55div1 = 1 or 2]**
Can you describe, briefly, what your legal position was?

[OPEN]

A53div1 What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as the [break-up descriptor] and the [problem descriptor]?

CODE IN POUNDS, ALLOW ZERO

A58div1 **[ASK IF A3div1e = 1]**
Finally, can I ask when the *[problem descriptor]* began?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY

MONTH/YEAR

A59div1. **[ASK IF A7div1a = 1 OR A7div1b AND A3div1f <> 1]**
And when did the <u>disagreement</u> you had about the *[divorce/dissolution/separation/break-up/problem descriptor – should have text from A2div1a, if A7div1a = yes; OR text from A3div1f, if A7div1b = yes]* begin?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY

MONTH/YEAR

A60div1. **[ASK IF A8div1 = 2 AND A3div1f <> 1]**
And when did the disagreement end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY

MONTH/YEAR

A61div1. **[ASK IF A9div1 = 1 or 2]**
(And) when did the [**problem descriptor - text from A3div1f]** end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY

MONTH/YEAR

A62adiv In your own words, could you very briefly describe the problem?

[OPEN]

A62bdiv **[ASK IF L9= 1 or 2]**
And could you please describe how it ended?

[OPEN]

RELATIONSHIP BREAKDOWN 2 – proxies skip this section

[First of all/Next], the [problem descriptor / break-up descriptor]

A3div2b. **[ASK IF A3div2 = 1, 2, 3]**
Can I just ask when did you split up with this ex-husband/wife/Civil partner/partner?
MONTH/YEAR – allow DK

A5div2. **[ASK IF A1div2 = 1]**
Thinking about at the time *[problem descriptor]* first started, would you say: [SINGLECODE]. READ OUT.

- You thought your (A3div2) had done something wrong, or were at fault
- Your (A3div2) thought you had done something wrong, or were at fault
  Or both, or neither

1. You thought other side had done something wrong
2. Other side thought you had done something wrong
3. Both thought other had done something wrong
4. Neither thought other had done anything wrong
5. Don't know

A7div2. **[ASK IF A1div2 = 1] [If A2div2 = 1, then code A7div2 as 1]**
Was there ever any disagreement between you and the other side about what you or they should do/give/get in order to sort out the *[problem descriptor]*?
1. Yes
2. No
3. Don't know
4. Refused

A8div2. **[ASK IF A7div2 = 1]**
Is there still a disagreement?
1. Yes
2. No
3. Don't know
4. Refused

A9div2. **[ASK IF A1div2 = 1]**
And would you say this *[problem descriptor]* is now over or is it still ongoing? PROBE FULLY
1. now over
2. most likely now over
3. too early to say
4. ongoing
5. Don't know
6. Refused

A11div2. **[ASK IF A1div2 = 1]**
And did you use the internet or any leaflet, booklet or book to help you sort out the [problem descriptor]?

5. Yes
6. No
7. Don't know
8. Refused

A12div2. **[ASK IF A10div2 = 4, 5, 7 or 8]**
SHOWCARD (GREEN) F

Which of these people or organisations best describes the advisers/representatives who helped (are helping) you sort out the problem? MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
15. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don't know

A13div2. **[ASK IF A10div2 = 4, 5, 7 or 8]**
Did you, **personally**, have to pay for any of the help you received from (any of these/this) adviser(s)?

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

A14div2. **[ASK IF A10div2 = 4, 5, 7 or 8]**
SHOWCARD (GREEN) G
Did any of these pay for any of the help you received from (any of these/this) adviser(s)?

1. Legal aid, Community Legal Service Fund, Legal Services Commission
2. An Insurance company (or you through insurance premiums)
3. A Trade union or professional body (or you through subscription fees)
4. Your employer

5. A relative or friend
6. A no win, no fee agreement
7. A loan
8. Someone or something else (excluding advisers themselves)
9. None of these
10. Don't know

A15div2. **[ASK IF A1div2 = 1]**
SHOWCARD (GREEN) H
And did you **unsuccessfully try** to get help from any of these people or organisations?
MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No, none of these
22. Don't know

A16div2. **[ASK IF A1div2 = 1]**
SHOWCARD (GREEN) J
And can I check whether any of the following things happened (have happened) as part of the problem or sorting the problem out? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

1. [No option 1]
2. You or the other side contacted the police
3. You or the other side contacted, or were contacted by, a lawyer
4. You or the other side contacted, or were contacted by, a tribunal or court
5. You or the other side contacted, or were contacted by, the Child Support Agency
6. You were contacted by a formal agent of the other side (e.g. debt collection agency)
7. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
8. A court or tribunal hearing took place
9. A court or tribunal made a decision about the problem
10. None of these
11. Don't know
12. Refused

A19div24. **[ASK IF A16div21 = 5]**
And did the Child Support Agency make a decision about the problem?

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

A20div2. **[ASK IF A16div2 = 6]**
And, what sort of formal agent was it?

[OPEN] – allow DK

A21div2. **[ASK IF A16div2 = 7]**
And were any conciliation, mediation or arbitration sessions held?
1. Yes
2. No
3. Don't know
4. Refused

A22div2. **[ASK IF A16div2 = 8 or 9]**
And, did you, or somebody acting on your behalf, attend any court or tribunal hearings?
1. Yes
2. No
3. Don't know
4. Refused

A23div2. **[ASK IF A22div2 = 1]**
Who?

[OPEN] – allow DK

A24div2. **[ASK IF A8div2 = 2]**
SHOWCARD (GREEN) M
You said earlier that you and the other side are no longer in disagreement.
Which of these descriptions best describes how the disagreement **concluded**?
CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.

1. Decision of a Court/Tribunal
2. Decision by the Child Support Agency
3. Decision/action of an independent third party (e.g. the police)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you personally, with the other side
7. The other side acted independently to end the disagreement
8. You acted independently of the other side to end the disagreement
9. Agreement occurred without you or the other needing to do anything
10. Don't know
11. Refused

A25div2. **[ASK IF A8div2 = 2]**

And, to what extent would you say the disagreement concluded in your favour? PROBE FULLY

1. Mostly in my favour
2. Somewhat in my favour
3. Mostly not in my favour
4. Don't know
7. Refused

A26div2. **[ASK IF A9div2 = 1 or 2]**

SHOWCARD (GREEN) P

And you said earlier that the problem is over. Which of these descriptions best describes how the problem **concluded**?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of a court/tribunal
2. Decision by the Child Support Agency
3. Decision/action of an independent third party (e.g. the police)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, **personally**, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don't know
13. Refused

A27div2 **[ASK IF A26div2 = 11]**

You said earlier that the [problem descriptor] had concluded, but also that you are still "putting up" with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

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

A28div2 **[ASK IF A27div2 = 1]**
So, when you said that it had concluded, did you mean that it still exists, but you are not expecting that you or anybody else will do anything about it in the future?

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

A29div2 **[ASK IF A28div2 = 1]**
Do you see a time in the future when the problem no longer exists?

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

A30div2 **[ASK IF A9div1 = 1/2, provided A28div2 not 2]**
How satisfied were you with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

A31div2 **[ASK IF A9div1 = 1/2, provided A28div2 not 2]**
How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

A32div2 **[ASK IF problem concluded, provided A28div2 not 2]**
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

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

A33div2 **[ASK IF A32div2 = 1]**
What do you wish you had known?

[OPEN]

A34div2 **[ASK IF problem concluded, provided A28div2 not 2]**
Is there anything that you wish you had done differently about trying to sort out the problem?

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

A35div2 **[ASK IF A34div2 = 1]**
What do you wish you had done differently? DO NOT PROMPT

1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don't know
12. Refused

A36div2 **[ASK IF A8div2 = 1]**
You said earlier that you had not reached agreement with the other side about what you or they should do/give/get in order to sort out the [problem descriptor]
Do you see a time when agreement will be reached?
1. Yes
2. No
3. Don't know
4. Refused

A37div2 **[ASK IF A36div2 = 1]**
How long do you think it will be before you reach agreement?
OPEN NUMERIC
1. Weeks
2. Months
3. Years
4. DK

A38div2 **[ASK IF A9div2 >2 (problem not over)]**
Do you see a time when the *[problem descriptor]* will be over?
1. Yes
2. No
3. Don't know
4. Refused

A39div2 **[ASK IF A38div2 = 1]**
How long do you think it will be before *[problem descriptor]* will be over?
OPEN NUMERIC
1. Weeks
2. Months
3. Years
4. DK

A40div2 **[ASK IF A9div2 = 3/4 OR A28div2 = 2]**
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?
1. Yes
2. No
3. Don't know
4. Refused

A41div2 **[ASK IF A40div2 = 1]**
What do you wish you had known?
[OPEN] DK

A42div2 **[ASK IF A9div2 = 3/4 OR A28div2 = 2]**
Is there anything that you wish you had done differently about trying to sort out the problem?
29. Yes
30. No
31. Don't know
32. Refused

A43div2 **[ASK IF A42div2 = 1]**
What do you wish you had done differently?
[Open] DK

A44div2. **[ASK IF A9div2 = 1 or 2]**
And, how fair do you think the outcome was to everybody concerned?
PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don't know

A45div2. **[ASK IF A1div2 = 1]**
And are you happy with how things have turned out ["so far" if A9div2 not 1 or 2] with this *[problem descriptor]?*

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

A47div2. **[ASK IF A1div2 = 1]**
SHOWCARD (GREEN) R
Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9. None of these
10. Don't know

A48div2 SHOWCARD (GREEN) S
Did or do you experience any of the things on this card <u>as part of, or as a result of,</u> this *[problem descriptor]*? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A drinking problem
5. A drug problem
6. Being harassed or verbally abused
7. Being assaulted or physically threatened

8. Damage to your property
9. Loss of confidence
10. Fear
11. None of these
12. Refused

A49div2 SHOWCARD (GREEN) T2
And did or do you experience any of the things on this card as part of, or as a result of, this *[problem descriptor]*? Please just read out the numbers.

1. Breaking up with a partner
2. Damage to a family relationship
3. Having to move home
4. Becoming homeless
5. Having to change jobs
6. Becoming unemployed
7. Loss of income
8. Problems to do with your education
9. None of these
10. Refused

A51div2 SHOWCARD (GREEN) U
Did any of the things on this card contribute to this *[problem descriptor]* arising? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A disability
5. A drink or drug problem
6. Loss or change of employment
7. Other problems at work
8. Moving home
9. Irregular income
10. A loss of income
11. Not having enough money
12. Breaking up with a partner
13. Death of a family member
14. Me or a family member being sent to prison
15. Violence aimed towards me
16. Being violent
17. Not knowing my or someone else's rights
18. None of the above
19. Refused

A52div2 SHOWCARD (GREEN) V
Do you feel that the help you received from [A12div2] led to improvements in any of the things on this card?
INTERVIEWER: IF 'YES' ASK 'WHICH ONES'?

1. Physical health
2. Levels of stress
3. Relationships
4. Levels of violence towards you/your property
5. Housing circumstances
6. Employment circumstances
7. Income
8. Confidence

9. Involvement in community
10. None of these
11. Don't know
12. Refused

A54div2. **[ASK IF A1div2 = 1]**
Thinking about the time the problem **first started**, to what extent did you understand your **legal position** (for example, what your legal rights were)? PROBE FULLY

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

A55div2 **[ASK IF A54div2 = 3, 4, 5]**
To what extent do you now understand what your legal position was (at the time the problem first started)? PROBE FULLY

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

A56div2 **[ASK IF A54div2 = 1 or 2 <u>OR</u> A55div2 = 1 or 2]**
How did you come to understand where you stood, legally (at the time the problem first started)? DO NOT PROMPT
MUTLICODE

1. Talking to friends/family/colleagues
2. Talking to an advisor
3. Talking to the other side
4. Information from the internet
5. Information from a leaflet/booklet/book
6. Other (specify)
7. Don't know
8. Refused

A57div2c **[ASK IF A54div2 = 1 or 2 <u>OR</u> A55div2 = 1 or 2]**
Can you describe, briefly, what your legal position was?
[OPEN]

[proxies skip]

A53div2 What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?
CODE IN POUNDS, ALLOW ZERO

A58div2. **[ASK IF A1div2 = 1]**
Finally, can I ask when the *[problem descriptor]* began?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A59div2. **[ASK IF A7div2 = 1**]
And when did the disagreement you had about *[problem descriptor]* begin?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A60div2. **[ASK IF A8div2 = 2]**
And when did the disagreement you had about *[problem descriptor]* end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A61div2. **[ASK IF A9div2 = 1 or 2]**
(And) when did the *[problem descriptor]* itself end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A62adiv2 In your own words, could you very briefly describe the problem?
OPEN ENDED

A62bdiv2 **[ASK IF L9 = 1 or 2]**

And could you please describe how it ended?
OPEN ENDED

DOMESTIC VIOLENCE – proxies skip this section

[First of all/Next], the [problem descriptor / break-up descriptor]

A3viola. **[ASK IF A1div1 = 1 AND (A2violb = 1 or 2 OR A2viold= 1 or 2)]**
Was the person who was violent someone you earlier told me your relationship had broken down with since [18 months]?

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

A3violb **[ASK IF A3viola = 1]**
Which divorce/separation/break up?
[If only one divorce or break up, auto-code as 1]

1. Most recent
2. Second most recent
3. Third most recent
4. Fourth most recent
5. Fifth most recent

A3violc **[ASK IF A1div2 = 1 AND (A3viola = 2)]**
Was the person who was violent a person you told me you had a problem with concerning ([problem descriptor] from A2div2 section)?

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

A3viold **[ASK IF A3violc = 1]**
Which problem?
[If only one problem or break up, auto-code as 1]

1. Most recent
2. Second most recent
3. Third most recent
4. Fourth most recent
5. Fifth most recent

A3viole **[ASK IF A1viol = 1 AND (A3viola = 2 OR A3violc = 2 OR neither A3viola and A3violc asked)]**
Does the person who was violent live in this household?
1. Yes
2. No
3. Don't know
4. Refused

A7viol2. **[ASK IF A1viol = 1]**
Was there ever any disagreement between you and the person who was violent about what you or they should do/give/get in order to end the [problem descriptor]?
1. Yes
2. No
3. Don't know
4. Refused

A8viol2. **[ASK IF A7viol = 1]**
Is there still a disagreement?
1. Yes
2. No
3. Don't know
4. Refused

A9viol. **[ASK IF A1viol = 1]**
And would you say this *[problem descriptor]* is now over or is it still ongoing?
PROBE FULLY
1. now over
2. most likely now over
3. too early to say
4. ongoing
5. Don't know
6. Refused

A11viol. **[ASK IF A1viol = 1]**
And did you use the internet or any leaflet, booklet or book to help you sort out the [problem descriptor]?
SINGLECODE. IF YES, ask which one?

1. Yes, the internet
2. Yes, a leaflet, booklet or book
3. No, neither
4. Don't know

A12viol. **[ASK IF A10viol = 4, 5, 7 or 8]**
SHOWCARD (GREEN) F
Which of these people or organisations best describes the advisers/representatives who helped (are helping) you sort out the problem?
MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don't know

A13viol. **[ASK IF A10viol = 4, 5, 7 or 8]**
Did you, **personally**, have to pay for any of the help you received from (any of these/this) adviser(s)?
1. Yes
2. No
3. Don't know
4. Refused

A14viol. **[ASK IF A10viol = 4, 5, 7 or 8]**
SHOWCARD (GREEN) G
Did any of these pay for any of the help you received from (any of these/this) adviser(s)?
MULTICODE

1. Legal aid, Community Legal Service Fund, Legal Services Commission
2. An Insurance company (or you through insurance premiums)
3. A Trade union or professional body (or you through subscription fees)
4. Your employer
5. A relative or friend
6. A no win, no fee agreement
7. A loan
8. Someone or something else (excluding advisers themselves)
9. None of these
10. Don't know

A15viol. **[ASK IF A1viol = 1]**
SHOWCARD (GREEN) H
And [did [you/your partner (have you/they)] **unsuccessfully try (tried)** to get help from any of these people or organisations?
MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No, none of these
22. Don't know

A16viol1. **[ASK IF A1viol = 1]**
SHOWCARD (GREEN) K
And can I check whether any of the following things happened (have happened) as part of the problem or sorting the problem out? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

1. [No first option]
2. You or the other side contacted the police
3. You or the other side contacted, or were contacted by, a lawyer
4. You or the other side contacted, or were contacted by, a tribunal or court
5. [No fifth option]
6. [No sixth option]
7. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
8. A court or tribunal hearing took place
9. A court or tribunal made a decision about the problem
10. None of these
11. Don't know
12. Refused

A21viol. **[ASK IF A16viol = 7]**
And were any conciliation, mediation or arbitration sessions held?
1. Yes
2. No
3. Don't know
4. Refused

A22viol. **[ASK IF A16viol = 8 or 9]**
And, did you, or somebody acting on your behalf, attend any court or tribunal hearings?
1. Yes

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

A23viol. **[ASK IF A22viol = 1]**
Who?
[OPEN]

A26viol. **[ASK IF A9viol = 1 or 2]**
SHOWCARD (GREEN) Q
And, which of these descriptions best describes how the problem **concluded**?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

MULTICODE

1. Decision of a court/tribunal
2. [No option 2]
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, **personally**, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don't know
13. Refused

A27viol **[ASK IF A26viol = 11]**
You said earlier that the [problem descriptor] had concluded, but also that you are still "putting up" with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

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

A28viol **[ASK IF A27viol = 1**]
So, when you said that it had concluded, did you mean that it still exists, but you are not expecting that you or anybody else will do anything about it in the future?

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

A29viol **[ASK IF A28viol = 1]**
Do you see a time in the future when the problem no longer exists?

1. Yes

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

A30viol **[IF problem concluded (A9viol = 1 or 2), provided A28viol not 2]**

How satisfied were you with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

A31viol **[IF problem concluded, provided A28viol not 2]**

How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

A32viol **[IF problem concluded, provided A28viol not 2]**

Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

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

A33viol **[ASK IF A32viol = 1]**

What do you wish you had known?
[OPEN]

A34viol **[IF problem concluded, provided A28viol not 2]**

Is there anything that you wish you had done differently about trying to sort out the problem?

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

A35viol **[ASK IF A34viol = 1]**

What do you wish you had done differently? DO NOT PROMPT MULTICODE.

1. Got advice / Got more advice or advice elsewhere
2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don't know
12. Refused

A36viol **[ASK IF A8viol = 1]**
You said earlier that you had not reached agreement with the other side about what you or they should do/give/get in order to sort out the [problem descriptor]
Do you see a time when agreement will be reached?

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

A37viol **[ASK IF A36viol = 1]**
How long do you think it will be before you reach agreement?
OPEN NUMERIC

1. Weeks
2. Months
3. Years
4. DK

A38viol **[ASK IF A9viol = 3 (problem not over)]**
Do you see a time when the *[problem descriptor]* will be over?

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

A39viol **[ASK IF A38viol = 1]**
How long do you think it will be before *[problem descriptor]* will be over?
OPEN NUMERIC

1. Weeks
2. Months
3. Years
4. DK

A40viol **[ASK IF A9viol = 3/4 OR A28viol = 2]**
Is there anything you wish you had known at the time you experienced the [problem descriptor] that would have helped you to deal with it?

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

A41viol **[ASK IF A40viol = 1]**
What do you wish you had known?
[OPEN] DK

A42viol **[ASK IF A9viol = 3/4 OR A28viol = 2]**
Is there anything that you wish you had done differently about trying to sort out the problem?

1. Yes
2. No

3. Don't know
4. Refused

A43viol **[ASK IF A42viol = 1]**
What do you wish you had done differently?
[OPEN] DK

A44viol. **[ASK IF A9viol = 1 or 2]**
And, how fair do you think the outcome was to everybody concerned?
PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5. Don'

A45viol. **[ASK IF A1viol = 1]**
And are you happy with how things have turned out ["so far" if A9viol not 1 or 2] with this *[problem descriptor]?*

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

A47viol. **[ASK IF A1viol = 1]**
SHOWCARD (GREEN) R
Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9 None of these
10 Don't know

A48viol SHOWCARD (GREEN) S
Did or do you experience any of the things on this card <u>as part of, or as a result of,</u> this *[problem descriptor]*? Please just read out the numbers.

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A drinking problem
5. A drug problem
6. Being harassed or verbally abused
7. Being assaulted or physically threatened
8. Damage to your property
9. Loss of confidence
10. Fear
11. None of these
12. Refused

A49viol SHOWCARD (GREEN) T
And did or do you experience any of the things on this card as part of, or as a result of, this *[problem descriptor]*? Please just read out the numbers.

1. Breaking up with a partner
2. Damage to a family relationship
3. Having to move home
4. Becoming homeless
5. Having to change jobs
6. Becoming unemployed
7. Loss of income
8. Problems to do with your education
9. None of these
10. Refused

A51viol SHOWCARD (GREEN) U
Did any of the things on this card contribute to this *[problem descriptor]* arising? Please just read out the numbers.

INTERVIEWER ENSURE RESPONDENT UNDERSTANDS THESE RELATE TO THEM

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A disability
5. A drink or drug problem
6. Loss or change of employment
7. Other problems at work
8. Moving home
9. Irregular income
10. A loss of income
11. Not having enough money
12. Breaking up with a partner
13. Death of a family member
14. Me or a family member being sent to prison
15. Violence aimed towards me
16. Being violent
17. Not knowing my or someone else's rights
18. None of the above
19. Refused

A52viol SHOWCARD (GREEN) V
[If any advisers at A12viol] Do you feel that the help you received from [A12viol] led to improvements in any of the things on this card?
INTERVIEWER: IF 'YES' ASK 'WHICH ONES'?

1. Physical health
2. Levels of stress
3. Relationships
4. Levels of violence towards you/your property
5. Housing circumstances
6. Employment circumstances
7. Income
8. Confidence
9. Involvement in community
10. None of these
11. Don't know
12. Refused

A54viol **[ASK IF A1viol = 1]**
Thinking about the time the problem **first started**, to what extent did you understand your **legal position** (for example, what your legal rights were)? PROBE FULLY

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

A55viol **[ASK IF A54viol = 3, 4, 5]**
To what extent do you now understand what your legal position was? PROBE FULLY

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

A56violb **[ASK IF A54viol = 1 or 2 <u>OR</u> A55viol = 1 or 2]**
How did you come to understand where you stood, legally (at the time the problem first started)? DO NOT PROMPT
MULTICODE

1. Talking to friends/family/colleagues
2. Talking to an advisor
3. Talking to the other side
4. Information from the internet
5. Information from a leaflet/booklet/book
6. Other (specify)
7. Don't know
8. Refused

A57violc **[ASK IF A54viol = 1 or 2 <u>OR</u> A55viol = 1 or 2]**
Can you describe, briefly, what your legal position was?
[OPEN] DK

[proxies skip]

A53viol What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?
CODE IN POUNDS, ALLOW ZERO

A58viol **[ASK IF A1viol = 1]**
Finally, can I ask when the *[problem descriptor]* began?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A61viol **[ASK IF A9viol = 1 or 2]**
(And) when did the **<u>problem</u>** end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A62aviol In your own words, could you very briefly describe the problem?
OPEN ENDED

A62bviol **[ASK IF L9 = 1 or 2]**
And could you please describe how it ended?
OPEN ENDED

CARE PROCEDINGS – proxies DO go through this section

[First of all/Next], the [problem descriptor / break-up descriptor]

A4proc. **[ASK IF A1procc = 1]**
Who was the other side in this *[problem descriptor]*? (PROMPT: e.g. a local authority)
OPEN

A6proc. **[ASK IF A1procc = 1]**
SHOWCARD (GREEN) A
And [do you think you were/did your partner think they were] being discriminated against on the basis of any of the things on this card? Just read out the number which applies.

1. No, none of these
2. Being discriminated against because of race
3. Being discriminated against because of your gender
4. Being discriminated against because of disability
5. Being discriminated against because of your sexual orientation
6. Being discriminated against because of your age
7. Being discriminated against because of your religion
8. Don't know
9. Refused

A7proc. **[ASK IF A1procc = 1]**
Was there ever any disagreement between [you/your partner] and the other side about what [you/your partner] or they should do/give/get in order to sort out the *[problem descriptor]*?
1. Yes
2. No
3. Don't know
4. Refused

A8proc. **[ASK IF A7proc = 1]**
Is there still a disagreement?

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

A9proc. **[ASK IF A1procc = 1]**
And would you say this *[problem descriptor]* is now over or is it still ongoing?
PROBE FULLY
1. now over
2. most likely now over
3. too early to say
4. ongoing
5. Don't know
6. Refused

A11proc. **[ASK IF A1procc = 1]**
And did [you/your partner] use the internet or any leaflet, booklet or book to help sort out the [problem descriptor]?
IF YES, which one?
SINGLECODE

1. Yes, the internet

2. Yes, a leaflet, booklet or book
3. No, neither
4. Don't know

A12proc. **[ASK IF A10proc = 4, 5, 7 or 8]**
SHOWCARD (GREEN) F
Which of these people or organisations best describes the advisers/representatives who helped (are helping) [you/your partner] sort out the problem?
MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don't know

A13proc. **[ASK IF A10proc = 4, 5, 7 or 8]**
Did [you/your partner], **personally**, have to pay for any of the help [you/they] received from (any of these/this) adviser(s)?
1. Yes
2. No
3. Don't know
4. Refused

A14proc. **[ASK IF A10proc = 4, 5, 7 or 8]**
SHOWCARD (GREEN) G

Did any of these pay for any of the help [you/your partner] received from (any of these/this) adviser(s)?
MULTICODE

1. Legal aid, Community Legal Service Fund, Legal Services Commission
2. An Insurance company (or you through insurance premiums)
3. A Trade union or professional body (or you through subscription fees)
4. Your employer
5. A relative or friend
6. A no win, no fee agreement
7. A loan
8. Someone or something else (excluding advisers themselves)
9. None of these
10. Don't know

A15proc. **[ASK IF A1procc = 1]**
SHOWCARD (GREEN) H
And did [you/your partner] **unsuccessfully try** to get help from any of these people or organisations?
MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. No, none of these
22. Don't know

A16proc1. **[ASK IF A1procc = 1]**
SHOWCARD (GREEN) K

And can I check whether any of the following things happened (have happened) as part of the problem or sorting the problem out? Please consider the options carefully.

[PROMPT: Contact includes any sort of contact - including meeting, telephoning or writing]
CODE ALL

1. [No option 1]
2. You or the other side contacted the police
3. You or the other side contacted, or were contacted by, a lawyer
4. You or the other side contacted, or were contacted by, a tribunal or court
5. [No option 5]
6. [No option 6]
7. Conciliation, mediation or arbitration was arranged with an independent conciliator, mediator or arbitrator
8. A court or tribunal hearing took place
9. A court or tribunal made a decision about the problem
10. None of these
11. Don't know
12. Refused

A21proc. **[ASK IF A16proc = 7]**
And were any conciliation, mediation or arbitration sessions held?
1. Yes
2. No
3. Don't know
4. Refused

A22proc. **[ASK IF A16proc = 8 or 9]**
And, did [you/your partner], or somebody acting on [your/their] behalf, attend any court or tribunal hearings?
1. Yes
2. No
3. Don't know
4. Refused

A23proc. **[ASK IF A22proc = 1]**
Who?
[OPEN]

A24proc. **[ASK IF A8proc = 2]**
SHOWCARD (GREEN) N
You said earlier that [you/your partner] and the other side are no longer in disagreement. Which of these descriptions best describes how the disagreement **concluded**? (Prompt: Tribunals have been known as the Appeals Service)
CODE LOWEST NUMBER (CLOSEST TO 1) ONLY.

1. Decision of a Court/Tribunal
2. [No option 2]
3. Decision/action of an independent third party (e.g. the police)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)

6. Agreement reached by you personally, with the other side
7. The other side acted independently to end the disagreement
8. You acted independently of the other side to end the disagreement
9. Agreement occurred without you or the other needing to do anything
10. Don't know
11. Refused

A25proc. **[ASK IF A8proc = 2]**

And, to what extent would you say the disagreement concluded in [your/your partner's] favour?

PROBE FULLY

1. Mostly in [my/their] favour
2. Somewhat in [my/their] favour
3. Mostly not in [my/their] favour
4. Don't know
5. Refused

A26proc. **[ASK IF A9proc = 1 or 2]**

SHOWCARD (GREEN) Q

And you said earlier that the problem is now [over/most likely now over]. Which of these descriptions best describes how the problem **concluded**?

MULTICODE. CODE ONLY 1 FROM CODES 1 TO 10, PLUS CODE 11 IN ADDITION, IF APPROPRIATE.

1. Decision of a court/tribunal
2. [No option 2]
3. Decision/action of an independent third party (e.g. the police, a regulator)
4. Agreement reached through conciliation, mediation or arbitration sessions, hosted by an independent person/organisation
5. Agreement reached through somebody who was acting for you (e.g. lawyer)
6. Agreement reached by you, **personally**, with the other side
7. The other side acted independently to sort out problem
8. You acted independently of the other side to sort out problem
9. The problem sorted itself out without you or the other side doing anything
10. You ended the problem by moving away from it (e.g. leaving a job, moving home, etc.)
11. Just putting up with the problem.
12. Don't know
13. Refused

A27proc **[ASK IF A26proc = 11]**

You said earlier that the [problem descriptor] had concluded, but also that [you are/your partner is] still "putting up" with the problem. Does this mean that the problem still exists? And here I mean the problem itself, and not any consequences of the problem.

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

A28proc **[ASK IF A27proc = 1]**

So, when you said that it had concluded, did you mean that it still exists, but [you are/your partner is] not expecting that you or anybody else will do anything about it in the future?

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

A29proc **[ASK IF A28proc = 1]**
Do you see a time in the future when the problem no longer exists?

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

A30proc **[IF problem concluded (A9proc = 1 or 2), provided A28proc not 2]**
How satisfied [were/was you/your partner] with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

A31proc **[IF problem concluded, provided A28proc not 2]**
How satisfied was the other side with the outcome? PROBE FULLY

1. Very satisfied
2. Somewhat satisfied
3. Somewhat dissatisfied
4. Very dissatisfied
5. Don't know

A32proc **[IF problem concluded, provided A28proc not 2]**
Is there anything [you/your partner] wish(es) [you/they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/them] to deal with it?

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

A33proc **[ASK IF A32proc = 1]**
What do [you/they] wish [you/they] had known?

[OPEN]

A34proc **[IF problem concluded, provided A28proc not 2]**
Is there anything that [you/your partner] wish(es) [you/they] had done differently about trying to sort out the problem?

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

A35proc **[ASK IF A34proc = 1]**
What do [you/they] wish [you/they] had done differently?
MULTICODE. DO NOT PROMPT.

1. Got advice / Got more advice or advice elsewhere

2. Got advice sooner
3. Acted (in general) sooner
4. Tried harder / been more resolved or assertive
5. Not get advice
6. Avoided the problem
7. Used a formal process / used formal process sooner
8. Got information / more information
9. Other (specify)
10. Did nothing
11. Don't know
12. Refused

A36proc **[ASK IF A8proc = 1]**
You said earlier that [you/your partner] had not reached agreement with the other side about what [you/your partner] or they should do/give/get in order to sort out the [problem descriptor]
Do you see a time when agreement will be reached?

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

A37proc **[ASK IF A36proc = 1]**
How long do you think it will be before [you reach/your partner reaches] agreement?
OPEN NUMERIC
1. Weeks
2. Months
3. Years
4. DK

A38proc **[ASK IF A9proc = 3 (problem not over)]**
Do you see a time when the *[problem descriptor]* will be over?

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

A39proc **[ASK IF A38proc = 1]**

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

OPEN NUMERIC

1. Weeks
2. Months
3. Years
4. DK

A40proc **[ASK IF A9proc = 3/4 OR A28proc = 2]**
Is there anything [you wish you/your partner wishes they] had known at the time [you/they] experienced the [problem descriptor] that would have helped [you/them] to deal with it?

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

4. Refused

A41proc **[ASK IF A40proc = 1]**
What do [you/they] wish [you/they] had known?
[OPEN] DK

A42proc **[ASK IF A9proc = 3/4 OR A28proc = 2]**
Is there anything that [you wish you/your partner wishes they] had done differently about trying to sort out the problem?

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

A43proc **[ASK IF A42proc = 1]**
What do [you/they] wish you had done differently?

[Open]
DK

A44proc. **[ASK IF A9proc = 1 or 2]**
And, how fair [do you/does your partner] think the outcome was to everybody concerned? PROBE FULLY

1. Very fair
2. Somewhat fair
3. Somewhat unfair
4. Not fair at all
5 Don't know

A45proc. **[ASK IF A1procc = 1]**
And are [you/your partner] happy with how things have turned out ["so far" if A9proc not 1 or 2] with this *[problem descriptor]?*

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

A47proc. **[ASK IF A1procc = 1]**
SHOWCARD (GREEN) R
Which, if any, of the descriptions on this card best indicates the character of [the problem]? You can choose more than one option, or none.

1. Bad luck / part of life
2. Moral
3. Private (i.e. not something to involve others with)
4. Criminal
5. Legal
6. Social
7. Bureaucratic
8. Family / community (i.e. something to be dealt with within the family/community)
9. None of these
10. Don't know

A48proc SHOWCARD (GREEN) S

Did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this *[problem descriptor]*? Please just read out the numbers.
MULTICODE

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A drinking problem
5. A drug problem
6. Being harassed or verbally abused
7. Being assaulted or physically threatened
8. Damage to your property
9. Loss of confidence
10. Fear
11. None of these
12. Refused

A49proc SHOWCARD (GREEN) T
And did or [do you/does your partner] experience any of the things on this card as part of, or as a result of, this *[problem descriptor]*? Please just read out the numbers.
MULTICODE

1. Breaking up with a partner
2. Damage to a family relationship
3. Having to move home
4. Becoming homeless
5. Having to change jobs
6. Becoming unemployed
7. Loss of income
8. Problems to do with your education
9. None of these
10. Refused

A51proc SHOWCARD (GREEN) U
Did any of the things on this card contribute to this *[problem descriptor]* arising? Please just read out the numbers.
MULTICODE

1. Physical ill health
2. Stress related ill health
3. Other mental ill health
4. A disability
5. A drink or drug problem
6. Loss or change of employment
7. Other problems at work
8. Moving home
9. Irregular income
10. A loss of income
11. Not having enough money
12. Breaking up with a partner
13. Death of a family member
14. Me or a family member being sent to prison
15. Violence aimed towards me
16. Being violent
17. Not knowing my or someone else's rights
18. None of the above
19. Refused

A52proc SHOWCARD (GREEN) V

[ASK IF A12proc = 1-20]

Do you feel that the help [you/your partner] received from [A12viol] led to improvements in any of the things on this card?

INTERVIEWER: IF 'YES' ASK 'WHICH ONES'?

MULTICODE

1. Physical health
2. Levels of stress
3. Relationships
4. Levels of violence towards you/your property
5. Housing circumstances
6. Employment circumstances
7. Income
8. Confidence
9. Involvement in community
10. None of these
11. Don't know
12. Refused

A54proc. **[ASK IF A1procc = 1]**

Thinking about the time the problem **first started**, to what extent did [you/your partner] understand [your/their] **legal position** (for example, what [your/their] legal rights were)? PROBE FULLY

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

A55proc **[ASK IF A54proc = 3, 4, 5]**

To what extent [do you/do they] now understand what [your/their[legal position was (at the time the problem first started)? PROBE FULLY

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

A56proc **[ASK IF A54proc = 1 or 2 <u>OR</u> A55proc = 1 or 2]**

How did [you/they] come to understand where [you/they] stood, legally (at the time the problem first started)? MULTICODE. DO NOT PROMPT

1. Talking to friends/family/colleagues
2. Talking to an advisor
3. Talking to the other side
4. Information from the internet
5. Information from a leaflet/booklet/book
6. Other (specify)
7. Don't know
8. Refused

A57proc **[ASK IF A54proc = 1 or 2 <u>OR</u> A55proc = 1 or 2]**

Can you describe, briefly, what [your/your partner's] legal position was? [OPEN] DK

[proxies skip]

A53proc What is the highest amount you would pay to receive professional help to assist you in upholding your rights when facing a problem such as [problem descriptor]?
CODE IN POUNDS, ALLOW ZERO

A58proc. **[ASK IF A1procc = 1]**
Finally, can I ask when the *[problem descriptor]* began?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A59proc. **[ASK IF A7proc = 1]**
And when did the <u>disagreement</u> [you/your partner] had about *[problem descriptor]* begin?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A60proc. **[ASK IF A8proc = 2]**
And when did the <u>disagreement</u> [you/your partner] had about *[problem descriptor]* end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A61proc. **[ASK IF A9proc = 1 or 2]**
(And) when did the *[problem descriptor]* itself end?
Please tell me the month, and then the year.
USE CALENDAR IF NECESSARY
MONTH/YEAR

A62aproc In your own words, could you very briefly describe the problem?

OPEN ENDED

A62bproc **[ASK IF L9= 1 or 2]**
And could you please describe how it ended?

OPEN ENDED

Detailed strategy – proxies skip this section (skip to demographics, X questions)

Section follows on directly after the initial problem characterisation section (L etc) for the same problem.

B1 [Ask all]
Thinking of this problem or dispute, when it first arose, did you think it would sort itself out without you taking any action?

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

B1b **[ASK IF B1 = 1]**
Do you think you were right?

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

B1c [Ask all]
When the problem first arose, how confident were you that you would be able to sort it out on your own, without help from anybody else? PROBE FULLY

1. Very confident
2. Quite confident
3. Not very confident
4. Not at all confident
5. Don't know
6. Refused

(HELP SECTION)

B2 [Ask all]
Did you discuss the *[problem descriptor]* with family, friends or other people you knew, to help you sort it out? Please exclude anyone who had a job that involved advising about problems like yours.

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

B3 **[ASK IF B2 = 1]**
Who did you discuss it with? Remembering to exclude any people who had a job that involved advising about problems like yours.
MULTICODE.

1. Spouse/partner
2. Other relative
3. Friend
4. Work colleague
5. Somebody else I knew
6. Don't know
7. Refused

B4 **[ASK IF B2 = 1]**

SHOWCARD (GREEN) AA.
Which of the following reasons describe **why** you chose to discuss your problem with [IF B3 SC 'this'/IF B3 MC 'these'] particular person/people, rather than other people you know?
MULTICODE

1. I trusted them
2. They have a similar outlook and values
3. They were who I normally talk to about problems
4. They were very knowledgeable
5. They always had time for me
6. They had previous experience of problems of this type
7. They know were to get help for problems of this type
8. They had relevant training (e.g. law)
9. None of these
10. Don't know

B5 **[ASK IF B2 = 1]**
SHOWCARD (GREEN) AB
When you discussed the *[problem descriptor]* with [IF B3 SC 'this'/IF B3 MC 'these'] particular [IF B3 SC 'person'/IF B3 MC 'people'], what were you **hoping** they - i.e. [IF B3 SC 'this'/IF B3 MC 'these'] particular [IF B3 SC 'person'/IF B3 MC 'people'] - would do?
CODE ALL

Support

1. Talk the problem over with you
2. Give you moral support

Information/advice

3. Help you understand your rights / the different ways you could go about sorting out D. the problem
4. Help you understand anything that the other side said or any letters (or emails) you received
5. Tell you where you could get help to sort out the problem

Practical assistance

6. Get information or advice for you about the problem
7. Help you write letters or fill in forms
8. Write letters or fill in forms
9. Communicate with the other side
10. Negotiate with the other side
11. Sort the problem out for you
12. Give you financial support

Other

13. Other (specify)
14. Don't know

B6 **[ASK IF B2 = 1]**
SHOWCARD (GREEN) AC
And what did they do?
CODE ALL
[IF CODE 8, but no CODE 9, then ask if any letters were to the other side, and if so, CODE 9]

Support

1. Talk the problem over with you
2. Give you moral support

Information/advice

3. Help you understand your rights / the different ways you could go about sorting out D. the problem
4. Help you understand anything that the other side said or any letters (or emails) you received
5. Tell you where you could get help to sort out the problem

Practical assistance

6. Get information or advice for you about the problem
7. Help you write letters or fill in forms
8. Write letters or fill in forms
9. Communicate with the other side
10. Negotiate with the other side
11. Sort the problem out for you
12. Give you financial support

Other

13. Other (specify)
14. Don't know

B7 **[ASK IF B6 = 6]**
Do you know whether the [IF B3 SC 'person'/IF B3 MC 'people'] who got information/advice for you got it from
READ OUT. MULTICODE

1. The internet
2. A leaflet, booklet or book
3. From someone they knew
4. From someone or an organisation that provides information
5. DO NOT PROMPT Don't know

B8 **[ASK IF B7 = 4]**
SHOWCARD (GREEN) AD
And, which of these people or organisations did they, rather than you, get information or advice from?
MULTICODE

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
16. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation
21. Don't know

B9 **[Ask all]**
Did you, personally, talk or write to the other side about the [*problem descriptor*]?
PROBE FULLY.

1. Yes, talked
2. Yes, wrote
3. Yes, talked and wrote
4. No, neither
5. Don't know
6. Refused

B10 **[ASK IF B9 = 1, 2 or 3]**
SHOWCARD (GREEN) AE
What did you **hope** to achieve in [IF B9 = 1 'talking'/IF B9 = 2 'writing'/IF B9 = 3 'talking and writing'] to the other side?
CODE ALL

1. Find out more about the problem
2. Explain what it was that I wanted
3. Prevent the problem getting worse / escalating
4. Sort out part of the problem
5. Sort out the problem
6. Other (specify)
7. Don't know

B11 **[ASK IF B9 = 1, 2 or 3]**
SHOWCARD (GREEN) AF
And what **did** you achieve?
CODE ALL

1. Found out more about the problem.
2. Explained what it was that I wanted.
3. Prevented the problem getting worse / escalating
4. Sorted out part of the problem
5. Sorted out the problem

6. Other (specify)
7. Don't know

B12 **[ASK IF B9 = 4]**
Did you, personally, **try** to talk or write to the other side about the [*problem descriptor*]?

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

B13 **[ASK IF B12 = 1]**
Why were you unable to talk or write to the other side?
[OPEN]
DK

B14 **[ASK IF B9 = 4]**
Did you, **personally**, receive any letters, emails or texts from the other side about the *[problem descriptor]*?

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

B15 **[ASK IF B14 = 1]**
What were the letters, emails or texts for?
PROBE FULLY
MULTICODE

1. Asked that I contact the other side
2. Asked that I do something
3. Told me that legal or other formal action might be taken against me
4. Other (specify)
5. Don't know
6. Refused

B16 **[ASK IF B14 = 1]**
Did you reply to the letters, emails or texts?
If No, "Why not?" PROBE FULLY

1. Yes (I did reply)
2. (Respondent) didn't get round to it.
3. (Respondent) did not want to reply.
4. Someone else replied on respondent's behalf.
5. Don't know
6. Refused

B17 **[ASK IF B9 = 4 AND B14 = 2]**
Did the other side **try** to talk or write to **you, personally,** about the [*problem descriptor*]?

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

B18 **[ASK IF B17 = 1]**
And why were they unable to talk or write to you?

PROBE FULLY

1. I did not accept/read their calls/letters/emails/texts
2. They did not know how to get in touch with me
3. Other (specify)
4. Don't know
5. Refused

B19 **[ASK IF B6 = 9]**
SHOWCARD (GREEN) AG
You said earlier that [Descriptor from B3] communicated with the other side, what did they hope to achieve in doing so?
CODE ALL

1. Find out more about the problem
2. Explain what it was that I wanted
3. Prevent the problem getting worse / escalating
4. Sort out part of the problem
5. Sort out the problem
6. Other (specify)
7. Don't know

B20 **[ASK IF B6 = 9]**
SHOWCARD (GREEN) AH
And what **did** they achieve?

1. Found out more about the problem.
2. Explained what it was that I wanted.
3. Prevented the problem getting worse / escalating
4. Sorted out part of the problem
5. Sorted out the problem
6. Other (specify)
7. Don't know

B21 [Ask all]
[If B6 = 9 "Apart from anybody you have already told me about"] Did anybody [If B6 = 9 "else"] apart from you talk to or write to the other side to help sort out the [*problem descriptor*] whether you asked them to or not?

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

B22 **[ASK IF B21 = 1]**
Was it just one person?

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

B23 **[ASK IF B22 = 1]**
Was it somebody you had asked to help solve the problem?

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

B24 **[ASK IF B22 = 2]**
Were they all people who you had asked to help solve the problem?

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

B25 **[ASK IF B23 = 2 OR B24 = 2]**
[If B22 = 2 "Excluding anybody you asked to help solve the problem"]
Which of the following best describes the [If B22 = 1 "person"/else "people"] who spoke to the other side about the problem? READ OUT.

1. A friend, relative or someone else you knew
2. Somebody else who was experiencing the problem
3. Somebody who is responsible for dealing with problems like this
4. Don't know
5. Refused

B26 **[ASK IF B23 = 2 OR B24 = 2]**
SHOWCARD (GREEN) AI
And which of the following did they do?

1. Talk to the other side about the problem
2. Talk to the other side about rights and responsibilities
3. Request that the problem be sorted out
4. Negotiate to sort out the problem
5. Take formal action to sort out the problem
6. Don't know
7. Refused

B27 [AUTOCOMPLETE FROM RELEVANT L/A7 LOOP QUESTION]
Was there ever any disagreement between you and the other side about what you or they should do/give/get in order to sort out the problem?

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

B28 **[ASK IF B27 = 1]**
SHOWCARD (GREEN) AJ
Thinking of the dispute or problem as a whole, which description on this card best describes the level of disagreement between you and the other side?

1. Total disagreement
2. Partial disagreement
3. Little disagreement
4. Don't know

(ADVICE SECTION)

B29 **[ASK IF B23 or B24 = 1]**
SHOWCARD (GREEN) AK
You said that somebody [if B6=8 "*other than family or friends*"] that you asked to help sort out the [*problem descriptor*] had talked to the other side about it. Can you tell me which of these people or organisations it was that talked to the other side?
CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don't know
23. Refused

B30 [Ask all]
SHOWCARD (GREEN) AK
(And) I asked you earlier about whether you **got help** to sort out the [problem descriptor] from any of a list of people and organisations. Can you quickly confirm which [If no advisors at A/L12 "if any"] of these people or organisations you **got help** from?

(Display if A/L12 = 1-20) INTERVIEWER: RESPONDENT PREVIOUSLY SELECTED THE FOLLOWING ADVISERS, PROMPT IF NECESSARY (DISPLAY CODES SELECTED AT A/L12 1-20)

CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don't know
23. Refused

B31 **[IF any advisor reported at B29 OR B30 (codes 1-20)]**
Did you get help from more than one of any type of person or organisation you have mentioned?

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

[ASK IF B31 = 1]

B32 Can you tell me which one(s) and how many?
DISPLAY ALL CODES SELECTED AT B29/30
OPEN NUMERIC FOR EACH (20 numerical columns of data)

B33 **[ASK IF B29 OR B30, code 7 > 0]**
Which 'other advice agency(ies)' did you get help from to sort out the [problem descriptor]?

OPEN
DK/CR

B34 **[ASK IF B29 OR B30, item 20 > 0]**

Which 'other' person or organisation did you get help from to help you sort out the [problem descriptor]?

OPEN
DK/CR

B35 **[IF number of advisers at B29 and B30 (combined) > 1]**
In which order did you contact the people/organisations you have mentioned?
DISPLAY ALL CODES SELECTED AT B29/30, CODE AS 1, 2, 3 ETC
AUTOMATED CAPI ROUTING: IF ONLY ONE ADVISOR, CAPI SCRIPT AUTOMATICALLY SELECTS IT

B35a **[IF number of advisers at B29 and B30 (combined) >= 1]**
How long after the problem started did you first get help from the [if more than one "first"] person/organisation you have mentioned?
DAYS/WEEKS/MONTHS/YEARS.DK

B35b **[IF number of advisers at B29 and B30 (combined) >= 1]**
And after the problem started, what was the trigger for you getting help from the [if more than one "first"] person/organisation you have mentioned? OPEN.
DK

B36 **[ASK IF B6 = 5]**
SHOWCARD (GREEN) AK
You said earlier that [If B3 = 1 "your spouse/partner"/If B3 = 2 "a relative"/If B3 = 3-4 "a B3"/If B3 = 5 "somebody you knew"/If B3 = 6/7 "family, friends or other people you knew "] suggested where you could get help about [the problem], was this any of the people or organisations on this card?

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

B37 **[ASK IF B36 = 1]**
SHOWCARD (GREEN) AK
Which one(s)?
CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don't know
23. Refused

B38 **[ASK IF B36 = 2]**
Can you tell me, then, where did they suggest you could get help?
PROBE FULLY

1. Book/pamphlet/etc
2. Internet/website
3. Other (specify)
4. Don't know

B39 **[IF number of advisers at B29 and B30 (combined) > 1]**
Overall, which of the people or organisations you got help from did the most to sort out the problem? Was it… READ OUT. DISPLAY ALL SELECTED AT B29/30

[LOOP C1 TO C24 FOR FIRST FOUR ADVISORS, IN THE ORDER THAT THE RESPONDENT CONTACTED THEM (BASED ON B35) OR ONCE IF ONE SELECTED AT B29/30]

I am now going to ask you for brief details of what help you obtained from [if B29/30>1 and <5 add 'each of'] [if B29/30 >4 add 'some of'] the people/organisations you have mentioned helped you.

C1 SHOWCARD (GREEN) AL
What help did you **hope** to get from a(n) [advisor]?
CODE ALL

Support

1. Talk the problem over with you
2. Give you moral support

Information/advice

3. Help you understand your rights / the different ways you could go about sorting out the problem
4. Help you understand anything that the other side said or any letters (or emails) you received
5. Tell you where you could get help to sort out the problem

Practical assistance

6. Get information or advice for you about the problem
7. Help you write letters or fill in forms
8. Write letters or fill in forms
9. Communicate with the other side
10. Negotiate with the other side
11. Sort the problem out for you
12. Give you financial support

Other

13. Other (specify)
14. Don't know

C2 SHOWCARD (GREEN) AM
And what help did you get from [advisor]?
CODE ALL
[If CODE 8, but no CODE 9, then ask if any letters were to the other side, and if so, CODE 9]

Support

1. Talked the problem over
2. Gave you moral support

Information/advice

3. Helped you understand your rights / the different ways you could go about sorting out the problem
4. Helped you understand anything that the other side said or any letters (or emails) you received
5. Told you where you could get help to sort out the problem

Practical Support

6. Got information or advice for you about the problem
7. Helped you write letters or fill in forms
8. Wrote letters or filled in forms
9. Communicated with the other side
10. Negotiated with the other side
11. Sorted the problem out for you
12. Gave you financial support

Other

13. Other (specify)

None

14. None
15. Don't know

C3a **[ASK IF C2 = 5]**
Did [advisor] suggest you get help from another person or organisation or from the internet, a booklet or something else?
MULTICODE

1. Person or organisation
2. Internet
3. Book, booklet, leaflet
4. Other

C3b **[ASK IF C3a = 1]**
SHOWCARD (GREEN) AN

Which person or organisation did [advisor] suggest you get help from (prompt: on this card)?
CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don't know
23. Refused

C4 How much of the help that you needed to get from [advisor] did you get? PROBE FULLY

1. All
2. Most
3. Some
4. None
5. Don't know

C5 Would you describe the help that the [advisor] provided as being: READ OUT

1. Entirely legal in nature
2. Mostly legal

3. Legal in part
4. Not legal
5. DO NOT PROMPT Don't know
6. DO NOT PROMPT Refused

C6 And was the advisor at [advisor] a trained lawyer?

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

C7 **[ASK IF [advisor] NOT 3,5,6,7,8,9,10]**
[IF [advisor] = 3,5,6,7,8,9,10 then automatically code as 1]
And can I check that the [advisor] was not also the person or organisation that you had the problem/dispute with?
1. Advisor not other side
2. Advisor was other side
3. Don't know
4. Refused

C8 How satisfied were you with the help you got from [advisor]?
If (dis)satisfied PROMPT "Were you extremely, very or somewhat (dis)satisfied?

1. Extremely satisfied
2. Very satisfied
3. Somewhat satisfied
4. Somewhat dissatisfied
5. Very dissatisfied
6. Extremely dissatisfied
7. Don't know

C10 How did you first find out about the [advisor]?
PROBE FULLY

1. Friend or family
2. Another person or organisation
3. Internet
4. Yellow pages
5. Newspaper/magazine/radio
6. Already knew about adviser
7. Other
8. Don't know
9. Refused

C12 How did you first contact the [advisor]?
PROBE FULLY

1. In person
2. Email/internet
3. Telephone
4. Post
5. Through someone else
6. Don't know
7. Refused

C13 **[ASK IF C12 code 1-5]**
What other ways, if any, did you use to contact the [advisor]?

1. In person
2. Email/internet
3. Telephone
4. Post
5. Through someone else
6. None
7. Don't know
8. Refused

C14 What would you say was the predominant method you used to communicate with the [advisor]?

1. In person
2. Email/internet
3. Telephone
4. Post
5. Through someone else
6. Don't know

C15 Was the advisor at [advisor] a relative or friend you already knew?

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

C16 What was the main reason that you chose to get help from this type of advisor?

[OPEN] DK

C17 **[ASK IF C13 or C14 = 1]**
When you went to meet the advisor at [advisor], how did you usually get there?

PROBE FULLY

1. By car/ van
2. By public transport
3. Walked/cycled
4. Don't know
5. Refused

C18 **[ASK IF C13 or C14 = 1]**
And how far did you have to travel to see them (each time)?
PROBE FOR AN EXACT NUMBER IN MILES

NUMERIC, ALLOW 0-500
Allow DK

C21 In total, about how much time did you spend speaking to [*advisor*], *either on the phone or in person, [If C13=1 or C14=1 "excluding any time spent travelling to see them"]*?

NUMERIC – HOURS/MINUTES
Allow DK

C22 Did you, **personally**, have to pay for any of the help you received from [advisor]?

1. Yes
2. No

3. Don't know
4. Refused

C23 SHOWCARD (GREEN) AO
Did any of these pay for any of the help you received from [advisor]?

1. Legal aid, Community Legal Service Fund, Legal Services Commission
2. An Insurance company (or you through insurance premiums)
3. A Trade union or professional body (or you through subscription fees)
4. Your employer
5. A relative or friend
6. A no win, no fee agreement
7. A loan
8. Someone or something else (excluding advisers themselves)
9. None of these
10. Don't know

C24 And finally, thinking about [advisor], which of these statements best describes the level of involvement that you wanted the advisor at [advisor] to have in making decisions about sorting out the [problem descriptor]?
READ OUT. SINGLE CODE

1. The advisor should make decisions and act to help me in the way **they** think best.
2. The advisor should describe all the options and their consequences, **always recommend an option**, and then let me choose what to do.
3. The advisor should describe all the options and their consequences, **make a recommendation if I ask for one**, and then let me choose what to do.
4. The advisor **should only tell me, or recommend about what I ask,** and always let me choose what to do.

(End of C1-C24 loop – loop back for 2nd, 3rd, 4th advisor)

[Ask all]
I also asked you earlier about whether you **unsuccessfully tried to get help** to sort out the [problem descriptor] from any of a list of people and organisations. You told me that you unsuccessfully tried to get help from (INSERT ANSWERS FROM L15/A15).

B41 **[ASK IF L15/A15 = 20]**
What type of other person or organisation was it?
[OPEN]

(Then loop from D1 to D10 for TWO <u>random</u> unsuccessful advisors, from L/A15, using L/A15 and B41 for text fill)

D1 **[ASK IF any advisor at L/A15]**
SHOWCARD (GREEN) AP
Which of these methods did you use to try to contact the [*unsuccessful adviser*]?
PROMPT IF NECESSARY.

1. By telephone
2. In person
3. In writing
4. By email/internet
5. In some other way (specify)
6. Don't know

7. Refused

D2 **[ASK IF any advisor at L/A15]**
"Why were you unable to get help from [*unsuccessful adviser*]?"

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

(End of D1 to D10 loop)

(Internet and books section)

B43 (If any advisors identified at B29 OR B30 "Apart from what you have just told me about") Did you try to use any of these sources to sort out this *[problem descriptor]* … READ OUT
MULTICODE

1. The Internet
2. A leaflet, booklet or book
3. No, none of these
4. Don't know/ can't remember

B44 **[ASK IF B43 = 1]**
SHOWCARD (GREEN) AQ
When you used the internet to help sort out this *[problem descriptor]*, what were you hoping to achieve?

CODE ALL THAT APPLY

1. Identify an appropriate source of advice
2. Find a telephone number for an adviser
3. Find details of an adviser to see in person
4. Obtain online information about my rights
5. Obtain online information about how to sort out the problem
6. Make use of online forms or documents
7. For an online service to sort out the problem for me
8. None of these
9. Don't know
10. Refused

B45 **[ASK IF B43 = 1]**
SHOWCARD (GREEN) AR
And can I ask what you **actually** achieved when you used the internet to help sort out the problem?

CODE ALL THAT APPLY

1. I identified an appropriate source of advice
2. I found the telephone number for an adviser
3. I found the details of an adviser to see in person
4. I obtained <u>some</u> of the information about my rights that I was looking for
5. I obtained <u>all</u> of the information about my rights that I was looking for
6. I obtained <u>some</u> of the information about how to sort out the problem that I was looking for
7. I obtained <u>all</u> of the information about how to sort out the problem that I was looking for
8. An online service sorted out the problem out for me
9. None of these

10. Don't know
11. Refused

B46 **[ASK IF B43 = 1]**
What was the main website that you used when trying to sort out the problem?
[OPEN] DK

B47 **[ASK IF B43 = 1]**
And how did you find out about this website?
OPEN

B48 **[ASK IF B43 = 2]**
SHOWCARD (GREEN) AS
When you used a leaflet, booklet or book to help sort out this *[problem descriptor]*, what were you hoping to get from it?
CODE ALL

1. Identify an appropriate source of advice
2. Find contact details for an advisor
3. Obtain information about my rights
4. Obtain information about how to sort out the problem
5. Other (specify)
6. None of these
7. Don't know
8. Refused

B49 **[ASK IFB43=2]**
SHOWCARD (GREEN) AT
And can I ask what you actually got from a leaflet, booklet or book to help sort out the problem?

CODE ALL

1. Identified an appropriate source of advice
2. Found contact details for an advisor
3. Obtained information about my rights
4. Obtained information about how to sort out the problem
5. Other (specify)
6. None of these
7. Don't know
8. Refused

B50 **[ASK IF B43 = 1 or 2]**
Thinking only about the time you spent using [If B43 = 1 "the internet"/If B43 = 2 "a leaflet, booklet or book/If B43 = 1&2 "the internet, a leaflet, booklet or book" to sort out the [problem descriptor], how much time would you say you spent on this in total.

NUMERICAL
HOURS/MINUTES
Allow DK

(Resources and Negative Advice Section)

B51 SHOWCARD (GREEN) AU
And apart from anything you have told me about already, did you/have you **personally** do/done any of the things on this card as part of trying to sort out the problem?

1. Think about your options
2. Obtain information
3. Collect/obtain evidence
4. None of the above

B52b **[ASK IF B51 = 2]**
And where did you obtain information from?
[OPEN]

B53 And thinking about the [problem descriptor] as a whole, did **any** advice or information that you obtained to help sort out the [problem descriptor] suggest that you would be unlikely to obtain your objectives in trying to sort it out?

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

B54 And again thinking about the [problem descriptor] as a whole can you tell me **in total**, **<u>including everything that you did</u>** to sort out [problem descriptor], how much time you spent/ have spent trying to sort it out?

NUMERICAL
Weeks/days/HOURS/MINUTES
Allow DK

B55 And thinking about the [problem descriptor] as a whole, which of **you or the other side** would you say had more resources to address the problem?
PROMPT: By resources I mean money, access to specialist help, etc

1. Respondent had more resources
2. Other side had more resources
3. Don't know
4. Refused

B56 And could you look at the various things (on the screen) that you did to sort out the [problem descriptor] and tell me what order they first happened?
SHOW SCREEN (ONLY INCLUDE OPTIONS THAT HAVE BEEN IDENTIFIED)

1. obtain information [B51=2]
2. obtain evidence [B51=3]
3. discuss with family/friends [B2=1]
4. contact other side [B9=1,2,3 or B12=1 or B14=1]
5. Obtain independent help [any advisor at B29 or B30 and C7=1,3 on any occasion]
6. Obtain help from the other side [If C7=2 on any occasion]
7. unsuccessfully try to obtain independent help [and advisor at L/A15]

(Reasons section)

B57none **[ASK IF (B2 = 2) and (B9 = 4 or B12 = 2) and (B21 = 2 or (B21 = 1 and (B23 = 2 or B24 = 2))) and (no advisers identified at B30, L15, A15) and (B43 = 3) and ((B51 = 1 or 4) AND B51 /= 2 or 3))**
Why didn't you do anything to try to resolve the [problem descriptor]?
PROBE FULLY

1. No dispute with anybody/thought other side was right
2. Problem resolved without needing to doing anything
3. Did not think it was important enough
4. Thought it would take too much time
5. Thought it would cost too much
6. Thought it would be too stressful
7. Thought it would damage relationship with other side
8. Was scared to do anything
9. Didn't know what to do
10. Didn't think it would make any difference to the outcome
11. Other (specify)
12. Don't know
13. Refused

B57some **[ASK IF (no advisors identified at B29 OR B30 OR L15 OR A15) and (B6 not 6 to 11) and (B57none not already asked)]**
Why didn't you do more to try to resolve the [problem descriptor] than you have told me about?
PROBE FULLY

1. Did all that was needed to resolve the problem
2. Did not think it was important enough
4. Thought it would take too much time
5. Thought it would cost too much
6. Thought it would be too stressful
7. Thought it would damage relationship with other side
8. Was scared to do anything more
9. Didn't know what else to do
10. Didn't think it would make any difference to the outcome
11. Other (specify)
12. Don't know
13. Refused

(Question for no successful advice from independent adviser group)

B58 **[ASK IF (no advisors identified at B29 OR B30, or if C7 = 2 for all advisors) AND (no advisors identified at L15 or A15)]**
[If B57none or B57some asked already: "In particular"] Why didn't you try to get help from an independent advisor about [*problem descriptor*]?
PROBE FULLY

1. No dispute with anybody/thought other side was right
2. Problem resolved without need to get advice
3. Did not think needed advice
4. Did not think problem important enough
5. Thought it would take too much time
6. Thought it would cost too much
7. Advisers were too far away
8. Thought it would be too stressful
9. Thought it would damage relationship with other side
10. Was scared to get advice
11. Didn't know where/how to get advice
12. Didn't think it would make any difference to the outcome
13. Had tried seeking advice before and not found it useful
14. Other (specify)
15. Don't know
16. Refused

B59 **[ASK IF no advisors identified at B29 OR B30 OR L15 OR A15]**

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

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

B60 **[ASK IF B59 = 1]**
SHOWCARD (GREEN) AV
What sort of independent advisor?
CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don't know
23. Refused

B61 **[If any advisors identified at L15 or A15]**
You earlier said you **unsuccessfully tried to get help** from [L15/A15/B41]. Why didn't you keep trying to get help from them [IF NO ADVISORS AT L12: or get help from another source]?
PROBE FULLY

1. Problem resolved without need keep trying
2. Did not think problem important enough
3. Thought it would take too much time
4. Thought it would cost too much
5. Advisers were too far away
6. Thought it would be too stressful
7. Thought it would damage relationship with other side
8. Was scared to get advice
9. Didn't know where else to get advice
10. Didn't think it would make any difference to the outcome
11. Other (specify)
12. Don't know
13. Refused

B62 **[ASK IF C6 = 1 for any advisor identified]**
Why did you get help from a lawyer?
[OPEN]

B63 **[ASK IF C6 = 2 for all advisors identified – i.e. all 4 C loops]**
Why didn't you try to get help from a lawyer?
[OPEN]

B64 **[ASK IF (B29 or B30 = 5-7) AND (NOT (B29 OR B30 = 9))]**
Why did you choose to get help from an advice agency, rather than a solicitors' firm?
[OPEN]

B65 **[Ask if any advisors identified at B29 OR B30, AND C7 = 1 for any advisor identified]**
Why didn't you deal with the problem yourself, without getting help from an independent advisor?
[OPEN]

B66 **[ASK IF (no advisors identified at B29 or B30) AND (B57none not already asked)]**
Why didn't you just do nothing to try to resolve the problem?
[OPEN]

(Regrets, etc. questions are in the outcome section)

B67 **[ASK IF no advisers at B29 or 30]**
Do you now wish you had got independent advice to sort out the [problem descriptor]?

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

B68 **[ASK IF B67 = 1]**
Where do you now wish you had got advice or help from?
ADVISOR SHOWCARD
CODE ALL

B68why1 [Ask if B68 not 2]
Why do you wish you had done that? PROBE FULLY

1. Problem was less serious than I thought
2. Problem was more serious than I thought

3. Didn't need to do as much as did
4. Needed to do more than did
5. Would have got a better outcome
6. Other (specify)
7. Don't know

B68why2 **[ASK IF B68 = 2]**
Why do you now wish you had got some advice or information?

1. Problem was more serious than I thought
2. Found I couldn't handle it alone
3. Other side would have taken me more seriously
4. Would have got a better outcome
5. It would have been less stressful
6. Problem would have been resolved sooner
7. Other (specify)
8. Don't know

B69 **[ASK IF B68 = 2]**
Where do you now wish you had got advice or help from?
SHOWCARD (GREEN) AV (again)
CODE ALL

B57a to B69a to be asked if L9/A9 = 3 or 4 (UNCONCLUDED SECTION)

B57astrat SHOWCARD (GREEN) AW
You told me earlier that the [problem descriptor] is not yet over. Thinking ahead, which of these descriptions is most likely to describe how you will finally end up trying to sort it out?

1. Do nothing to sort out problem
2. Sort problem out entirely on my own
3. Sort problem out with the help of *family/friends*
4. Sort problem out with the help of an *adviser/representative*
5. Sort problem out with the help of *family/friends* **and** an *adviser/representative*
6. *Family/friends* will sort out the problem for me
7. *Adviser/representative* will sort out the problem for me
8. *Friends/family* **and** an *adviser/representative* will sort out the problem for me
9. Don't know

B57anone **[Ask if (no advisors identified at B29 OR B30 OR L15 OR A15) and (B6 not 6 to 11) and (B57astrat = 1, 2, 3)]**
Why are you not intending to do more to try to resolve the [problem descriptor]?
PROBE FULLY

1. No dispute with anybody/think other side is right
2. Problem will resolve without need to doing anything
3. Do not think it is important enough
4. It would take too much time
5. It would cost too much
6. It would be too stressful
7. It would damage relationship with other side
8. Scared to do anything
9. Don't know what to do
10. Don't think it would make any difference to the outcome
11. Other (specify)
12. Don't know

13. Refused

B58a **[ASK IF (no advisors identified at B29 OR B30, or if C7 = 2 for all advisors) AND (no advisors identified at L15 or A15) AND (B57astrat = 1, 2, 3, 6)]**
[If B57anone asked already: "In particular"] Why are you not intending to get help from an independent advisor about [*problem descriptor*]?
PROBE FULLY

1. No dispute with anybody/think other side was right
2. Problem will resolve without need to get advice
3. Do not think needed advice
1. Do not think problem important enough
2. It would take too much time
3. It would cost too much
4. Advisers too far away
5. It would be too stressful
6. It would damage relationship with other side
7. Scared to get advice
8. Don't know where/how to get advice
9. Don't think it would make any difference to the outcome
10. Have tried seeking advice before and not found it useful
11. Other (specify)
12. Don't know
13. Refused

B59a **[IF (no advisors identified at B29 OR B30 OR L15 OR A15) AND (B57astrat = 1, 2, 3, 6)]** Have you considered getting help from an independent advisor at any time?

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

B60a **[ASK IF B59a = 1)]**
SHOWCARD (GREEN) AX
What sort of independent advisor?
CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

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1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer
15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don't know
23. Refused

B60b **[ASK IF (no advisors identified at B29 OR B30 OR L15 OR A15) AND (B57 astrat = 4, 5, 7, 8)]**
SHOWCARD (GREEN) AX
What sort of independent advisor are you expecting to help you sort out [problem descriptor]?
CODE ALL

IF RESPONDENT DOESN'T KNOW WHICH LOCAL COUNCIL DEPARTMENT – CODE AS 'OTHER COUNCIL DEPARTMENT'

Local Council

1. General Enquiries at your local council
2. A council advice service
3. Trading Standards
4. Other Council Department

Advice Agency

5. Citizens Advice Bureau
6. Law Centre
7. Other independent advice agency

Trade Union/Professional body

8. Trade Union/Professional Body

Lawyer

9. Solicitor
10. Barrister

Other person or organisation

11. Community group
12. Insurance company legal advice service
13. Police
14. your employer

15. Doctor or other health worker
16. ACAS
17. Jobcentre
18. Social worker
19. MP or local councillor
20. Other person or organisation

21. None of these
22. Don't know
23. Refused

Objectives

Claimants who have taken action [B70-83 ASK If B5=6-11 OR B9=1-3 OR B12=1 OR B16=1 OR (any advisor mentioned at B29 or B30 or L/A15) OR B51=2-3]

B70 I now want to ask you a few questions about what you were trying to do in relation to this *[problem descriptor]*.

Thinking back to when you first decided to do something about the problem, what was your objective?

1. To get money
2. To get property
3. To retain money
4. To retain property
5. Non-money objective (specify)
6. No objective
7. Don't know
8. Refused

B71 **[ASK IF B70 = 1 or 3]**
Was the money a lump sum or regular payments?

1. Lump sum
2. Regular payments
3. Both
4. Don't know
5. Refused

B72 **[ASK IF B71 = 1 or 3]**
What was the amount of the lump sum?
NUMERICAL - CODE IN POUNDS
Don't know
Refused

B73 **[ASK IF B71 = 2 or 3]**
What was the amount of the regular payments? Please give a monthly amount.
NUMERICAL- CODE IN POUNDS
Don't know
Refused

B74 **[ASK IF B71 = 2 or 3]**
How many months were the regular payments going to last for?

NUMERICAL
For the foreseeable future
Don't know
Refused

B75 **[ASK IF B70 = 2 or 4]**
What was the **NET** value of the property?
NUMERICAL - CODE IN POUNDS
Don't know
Refused

B76 **[ASK IF B70 = 1-5 AND L/A9 = 1 - 2]**
Would you say that you achieved your objectives
…READ OUT:

1. Completely
2. In part
3. Not at all
4. Or is it too early to say?
5. Don't know

Individual demographics – ask all including proxies

[ASK ALL]
Now I would like to ask you a few questions about [your/your partner's] circumstances

TENURE

X1 SHOWCARD (BLUE) C
In which of these ways [do you/does your partner] occupy this accommodation?
Please give an answer from this card

1. Own it outright
2. Buying it with the help of a mortgage or loan
3. Pay part rent and part mortgage (shared ownership)
4. Rent it
5. Pay board
6. Live here rent free (including rent free in relative's/friend's property; excluding squatting)
7. Squatting
8. Don't Know
9. Refused

X2 **[ASK IF X1 = 3 - 6]**
SHOWCARD (BLUE) D
Who is [your/your partner's] landlord?

1. Council/ local authority
2. Other registered social landlord (e.g. Housing Association)
3. Employer (organisation) of a household member
4. Another organisation
5. Relative/friend (before you lived here) of a household member
6. Employer (individual) of a household member
7. Another individual private landlord (not a relative, friend or employer of a household member)
8. Don't know
9. Refused

TRANSPORT

X3 Do you/does your partner] own or have regular use of any of the following…
READ OUT
1. Car or light van
2. Motor cycle, moped or scooter
3. Other type of motor vehicle
4. None of these
5. Don't know
6. Refused

INFORMATION TECHNOLOGY

X4 Which, if any, of the following [do you/does your partner] have access, at home or elsewhere, to for personal use?

READ OUT …

(CODE YES/NO/DK FOR EACH)

A fixed line telephone
A mobile telephone

Broadband Internet access
Other internet access
Cable, satellite or digital TV

EMPLOYMENT

ASK THOSE AGED 18+

X5 SHOWCARD (BLUE) E
Which of the following best describes what [you were /your partner was] doing at the beginning of [Start of reference period – 18 months ago]?

SINGLE CODE. CODE FIRST TO APPLY

IF ON NEW DEAL, CODE 'ON A GOVERNMENT PROGRAMME' RATHER THAN UNEMPLOYED

SHOW CALENDAR IF NECESSARY

1. In full-time education (or on holiday from full-time education)
2. In paid employment or self-employed (or temporarily away)
3. On a Government scheme for employment training
4. Doing unpaid work for a business that you/he/she own(s), or that a relative owns
5. Waiting to take up paid work already obtained
6. Looking for paid work or a Government training scheme
7. Intending to look for work but prevented by temporary sickness or injury (up to 6 months)
8. Permanently unable to work because of long-term sickness or disability (6 months or longer)
9. Wholly retired from paid work
10. Looking after home or family
11. Caring for a sick, elderly or disabled person
12. Doing something else (specify)
13. Don't Know
14. Refused

ASK THOSE AGED 18+

X6 **[ASK IF X5 = 1-12]**
And when had [you/your partner] been [insert answer from X5] prior to [start of reference period]? PROBE FULLY FOR MONTH/YEAR.
ENTER DATE (MONTH AND YEAR)
ALLOW DK

ASK THOSE AGED 18+

X7 **[ASK IF X5 = 1-12]**
Can I just check, [have you/has your partner] been [insert answer from X5] continuously during the period between the beginning of [start of reference period] and this last week?

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

X8 **[ASK IF X7 = 2] AND ASK THOSE AGED 18+**
When did [you/your partner] stop **[IF X6=1-3,8,9:** being] [*insert answer from X5*]?
SHOW CALENDAR IF NECESSARY.
ENTER DATE (month and year)
ALLOW DK

ASK THOSE AGED 18+

X9 [ASK IF X7 = 2]
SHOWCARD (BLUE) E
And what [were you/was your partner] doing immediately following [insert date from X8/X11 if on subsequent loop/ if X8/11 DK add (If X5/previous X9 = 1-3,8,9 add "being") insert activity from X5/previous X9 loop]?

SINGLE CODE. CODE FIRST TO APPLY.

IF ON NEW DEAL, CODE AS BEING 'ON A GOVERNMENT PROGRAMME' RATHER THAN UNEMPLOYED.

1. In full-time education (or on holiday from full-time education)
2. In paid employment or self-employed (or temporarily away)
3. On a Government scheme for employment training
4. Doing unpaid work for a business that you/he/she own(s), or that a relative owns
5. Waiting to take up paid work already obtained
6. Looking for paid work or a Government training scheme
7. Intending to look for work but prevented by temporary sickness or injury (up to 6 months)
8. Permanently unable to work because of long-term sickness or disability (6 months or longer)
9. Wholly retired from paid work
10. Looking after home or family
11. Caring for a sick, elderly or disabled person
12. Doing something else (specify)
13. Don't Know
14. Refused

ASK THOSE AGED 18+

X10. [ASK IF X7 = 2 AND X9 = 1-12]
And [have you/has your partner] been [*insert answer from X9*] continuously since you started [*insert answer from X9*] and this last week?

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

ASK THOSE AGED 18+

X11 [ASK IF X10 = 2 AND X9 = 2]
When did [you/your partner] stop **[IF X9=1-3,8,9:** being] [*insert answer from* X9]?
SHOW CALENDAR IF NECESSARY.
ENTER DATE (month and year)
ALLOW DK

REPEAT EMPLOYMENT QUESTIONS X9-X11 UNTIL REACH CURRENT ACTIVITY

X11a [ASK IF X10 = 1 AND X9 = 2]
[Do you/does your partner] currently work full or part time?
IF NECESSARY PROMPT WITH: BY FULL TIME I MEAN WORKING LESS, ON AVERAGE, THAN A FULL WORKING WEEK"

1. Full time
2. Part time
3. Don't know
4. Refused

X12 **[ASK IF NO EMPOLYMENT RECORDED – X5, X9 & loops NOT codes 2,5,9]**
Can I just check [have you/has your partner] EVER had a paid job, apart from any temporary work?

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

X13 **[ASK IF ANY EMPLOYMENT RECORDED (i.e. if X12 not asked or X12 = yes)]**
Have you/has your partner] ever worked as one of the following: READ OUT (CODE ALL THAT APPLY)

1. A lawyer
2. In an organisation that provides legal advice
3. A law teacher
4. A police or community support officer
5. In the armed forces
6. None of these

DK

X14 **[ASK IF RESPONDENT HAS PARTNER/SPOUSE – H9a = 2,3,5,7,9]**
Have/has you/your partner/spouse ever worked as one of the following: READ OUT. (CODE ALL THAT APPLY)

1. A lawyer
2. In an organisation that provides legal advice
3. A law teacher
4. A police or community support officer
5. In the armed forces

DK

X15 **[ASK IF ANY EMPLOYMENT RECORDED (including X12)]**
SHOWCARD (BLUE) F
I would now like to ask about [your/your partner's] [current/most recent] job. Can I just check, which of the categories on this card best describes the sort of work [you/they] do?

1. Modern professional occupations
such as: teacher - nurse - physiotherapist - social worker - welfare officer - artist - musician - police officer (sergeant or above) - software designer

2. Clerical and intermediate occupations
such as: secretary - personal assistant - clerical worker - office clerk - call centre agent - nursing auxiliary - nursery nurse

3. Senior managers or administrators
(usually responsible for planning, organising and co-ordinating work and for finance)
such as: finance manager - chief executive

4. Technical and craft occupations
such as: motor mechanic - fitter - inspector - plumber - printer - tool maker - electrician - gardener - train driver

5. Semi-routine manual and service occupations
such as: postal worker - machine operative - security guard - caretaker - farm worker - catering assistant - receptionist - sales assistant

6. Routine manual and service occupations
such as: HGV driver - van driver - cleaner - porter - packer - sewing machinist - messenger - labourer - waiter / waitress - bar staff

7. Middle or junior managers
such as: office manager - retail manager - bank manager - restaurant manager - warehouse manager - publican

8. Traditional professional occupations
such as: accountant - solicitor - medical practitioner - scientist - civil / mechanical engineer

9. Other (specify)

10. Don't know

11. Refused

CARE

X16. [ASK IF more than one person in household]
May I check, is there anyone **living with** you who is sick, disabled or elderly whom [you look/your partner looks] after or give[s] special help to, other than in a professional capacity?
CODE NO IF GIVES FINANCIAL HELP ONLY

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

FAMILY CIRCUMSTANCES

X17 [ASK ALL]
Can I just check, what was [your/your partner's] marital status at the beginning of [start of reference period]? Were [you/they] …?

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

1. Single, that is never married
2. Co-habiting and never married
3. Married/in Civil Partnership and living with (husband/wife)
4. Married/in Civil Partnership, but separated from (husband/wife) and not co-habiting
5. Married/in Civil Partnership, but separated from (husband/wife) and co-habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don't Know
11. Refused

X18 **[ASK IF X17 = 2-9]**
Prior to [start of reference period] when had [you/your partner] been [insert answer from X17]. PROBE FULLY FOR MONTH/YEAR
INSERT MONTH AND YEAR

X19 Did [your/your partner's] martial status change in the period between the start of [start of reference period] and now?

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

X20 **[ASK IF X19=1 AND X17 = 1-9]**
SHOW CALENDAR IF NECESSARY
When did [you/they] stop being [insert answer from X17]?
Allow DK

SEPARATE SCREENS FOR MONTH AND YEAR

X21 **[ASK IF X19=1 AND X17 = 1-9]**
What was [your/their] marital status immediately following [insert month and year from X20/ if X20 DK add (If X17/previous X21 = 1,3-9 add "being") insert activity from X17/previous X21 loop]?

1. Single, that is never married
2. Co-habiting and never married
3. Married/in Civil Partnership and living with (husband/wife)
4. Married/in Civil Partnership, but separated from (husband/wife) and not co-habiting
5. Married/in Civil Partnership, but separated from (husband/wife) and co-habiting
6. Divorced and not co-habiting
7. Divorced and co-habiting
8. Widowed and not co-habiting
9. Widowed and co-habiting
10. Don't Know
11. Refused

X22 **[ASK IF X19=1 AND X17 = 1-9]**
Did [your/your partner's] marital status change again at all in the period between [insert month and year from X20] and now?

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

X23 **[ASK IF X22=1 AND X21 = 1-9]**
When did [you/they] stop being [insert answer from X21]?
SHOW CALENDAR IF NECESSARY
SEPARATE SCREENS FOR MONTH AND YEAR

REPEAT FAMILY CIRCUMSTANCES QUESTIONS X21- X23 UNTIL REACH CURRENT MARITAL STATUS, I.E. X22 = NO

X24 **[IF FINAL MARITAL STATUS IS COHABITING – codes 2,5,7,9**
And, can I just check, [do you/does your partner] have any plans to get married in the next two years?

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

X25 **[IF FINAL MARITAL IS NOT MARRIED AND NOT COHABITING – CODES 1,6,8 – SKIP QUESTION FOR PROXIES]**
And are you currently engaged to be married?

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

X27 **[ASK IF current marital status is cohabiting or married/civil partnership and living with spouse (codes 2, 3)]**
Can I just ask whether you **or your partner** have seriously suggested the idea of (divorce/dissolution or) separation within the last six months?

QUALIFICATIONS

X28 SHOWCARD (BLUE) G
[Do you/does your partner] have any of the qualifications listed on this card?
1. Yes
2. No
3. Don't Know
4. Refused

X29 **[ASK IF X28 = 1]**
SHOWCARD (BLUE) G
Starting from the top of this list, please look down the list of qualifications and tell me the letter of the first one you come to that [you have/your partner has] passed.

1 Higher degree, eg MSc, MA, MBA, PhD
2 First degree/ Postgraduate Diplomas/ PGCE/
Professional qualifications at degree level
NVQ/SVQ Level 4 or 5
3 Diplomas in higher education/ HNC/ HND/ BTEC higher/
Teaching, nursing or medical qualifications below degree level/
RSA Higher Diploma
4. A/AS levels/ SCE higher/ Scottish Certificate 6th Year Studies
NVQ level 3/ BTEC National
City and Guilds Advanced/
RSA Advanced Diploma
5. Trade Apprenticeships
6 O level/ GCSE Grades A*-C/ SCE Standard/ Ordinary Grades 1-3/
NVQ level 2/ BTEC first/ general diploma
City and Guilds Craft/ Ordinary/ RSA Diploma
7 O level/GCSE grade D-G/ SCE Standard/Ordinary grades below 3
NVQ level 1/ BTEC first/ general certificate
City and Guilds Part I/ RSA Stage 1-3
8 Other
9 None of these
10 Don't Know
11 Refused

X30 **[ASK IF X29 = 1, 2, 3 or 4]**

[Have you/has your partner] ever studied law?

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

BENEFITS / TAX CREDITS

X31 SHOWCARD (BLUE) H
Which, if any, of these state benefits [are you/is your partner] currently receiving in [your/their] own right?
MULTICODE OK
INTERVIEWER: ADD IF NECESSARY – THAT IS WHERE YOU/YOUR PARTNER ARE THE NAMED RECIPIENT

1. Unemployment related benefits, or National Insurance Credits
2. Income support (not as an unemployed person)
3. Sickness or Disability benefits (not including tax credits)
4. State Pension
5. Family related benefits (excluding Child Benefit and tax credits)
6. Child benefit
7. Cold weather payment
8. Housing, or Council tax benefits
9. Tax credits
10. Other (specify)
11. None of these
12. Don't Know
13. Refused

HEALTH

X32 I would now like to ask you a few questions about [your/your partner's] health.

Did [you/they] have a long-standing illness, disability or infirmity at the beginning of [start of reference period]? By long-standing I mean anything that troubled [you/then] over a period of time or that was likely to affect [you/them] over a period of time?

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

X33 **[ASK IF X32 = 1]**
And when did [you/they] have this long standing illness, disability or infirmity prior to [start of reference period]? PROBE FULLY FOR MONTH/YEAR

RECORD START MONTH/ YEAR

X34 **[ASK IF X32 = 1]**
And [do you/does your partner] still have this long standing illness, disability or infirmity?

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

X35 **[ASK IF X34 = 2]**
When did this illness, disability or infirmity end?
Allow DK

RECORD END MONTH/ YEAR

X36 **[ASK IF X32 = 2 OR X34 = 2]**
And [have you/has your partner] had any [other] long standing illness, disability or infirmity between [If X32 = 2 or X35 = DK add "18 months" / If X34 = 2 add X35] and now?

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

X37 **[ASK IF X36 = 1]**
When did this other illness, disability or infirmity start?

RECORD START MONTH/ YEAR
Allow DK

REPEAT HEALTH QUESTIONS X35-X37 UNTIL REACH MONTH OF INTERVIEW

X38 **[ASK IF X32 = 1 or X36 = 1]**
[Are you/is your partner] officially registered as being disabled?

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

[ASK ALL]
X39 **[**Have you/has your partner] suffered from stress, depression or some other kind of mental health problem since [start of reference period]?

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

X40 **[ASK IF X39 = 1]**
Have [you/they] seen a counsellor, doctor or nurse, because [you/they] were or thought [you/they] might be sufferering from stress, depression, or some other kind of mental health problem since [start of reference period]?

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

X41 **[ASK IF X39 = 1]**
SHOWCARD (BLUE) I
On all occasions when [you have/your partner has] suffered from these types of problems, which kinds of problems have doctors said [you/they] were suffering from? Please just read out the letters on this card.

1. A. Stress
2. B. Depression (jncluding post-natal)
3. C. Anxiety/ panic attacks

4. D. Manic depression/ bipolar disorder
5. E. Other mental illness or mental health problem
6. Never saw doctor
7. Doctor didn't say what it was
8. Don't know
9. Refused

X42 **[ASK IF ILLNESS, DISABLITY, INFIRMITY IDENTIFIED OR S39 = 1]**
Since, [start of reference period] [have you/has your partner] had any problems or disputes of the kind shown on this card?

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

SHOWCARD (BLUE) J

Care relating to mental health
Mental health treatment or care you received in hospital
Mental health treatment or care you received after leaving hospital
Other mental health treatment or care you received

Admission/discharge from hospital in connection with mental health
Problems with the manner of admission to hospital for mental health problems
Problems obtaining a discharge from hospital for mental health problems
Problems with restrictions or conditions of discharge from hospital for mental health problems

HEALTH MEASURE SCALE – PROXIES SKIP AHEAD TO X49, ETHNICITY

I would now like to ask you a series of questions about how your health has been, in general over the last **few weeks.**

INTERVIEWER EXPLAIN IF NECESSARY – these questions may not seem relevant to you, but there is a lot of interest in how health and personality issues relate to other life problems people face. The questions are just a standard way of measuring some aspects of health and personality"

SF1 In general, would you say your health is:

READ OUT

1. Excellent
2. Very good
3. Good
4. Fair
5. Poor
6. Don't know
7. Refused

The following questions are about activities you might do during a typical day.

SF2 Does you health limit you in **moderate activities**, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf?

IF YES: Is that a little or a lot?

1. Yes, limited a lot
2. Yes, limited a little

3. No, not limited at all
4. Don't know
5. Refused

SF3 Does your health limit you if you are attempting to climb **several** flights of stairs?

IF YES: Is that a little or a lot?

1. Yes, limited a lot
2. Yes, limited a little
3. No, not limited at all
4. Don't know
5. Refused

SF4 **SHOWCARD (BLUE) K**
During the **past 4 weeks,** how much of the time have you **accomplished less** than you would have liked with your work or other regular daily activities **as a result of your physical health**?

1.All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don't know
7. Refused

SF5 **SHOWCARD (BLUE) K**
During the **past 4 weeks,** how much of the time were you limited in the **kind** of work or other activities you did **as a result of your physical health**?

1.All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don't know
7. Refused

SF6 **SHOWCARD (BLUE) K**
During the **past 4 weeks**, how much of the time have you **accomplished less** than you would have liked with your work or other regular daily activities **as a result of any emotional problems**, such as feeling depressed or anxious?

1.All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don't know
7. Refused

SF7 **SHOWCARD (BLUE) K**
During the **past 4 weeks, how much of the time** did you do work or other activities **less carefully than usual as a result of any emotional problems**, such as feeling depressed or anxious?

1.All of the time
2. Most of the time

3. Some of the time
4. A little of the time
5. None of the time
6. Don't know
7. Refused

SF8 SHOWCARD (BLUE) L

During the **past 4 weeks**, how much, if at all, did **pain** interfere with your normal work, including both work outside the home and housework? Please take your answer from the card.

1. Not at all
2. A little bit
3. Moderately
4. Quite a bit
5. Extremely
6. Don't know
7. Refused

The next questions are about how you feel and how things have been with you during the past 4 weeks. For each question, please give the one answer that comes closest to the way you have been feeling.

INTERVIEWER EXPLAIN IF NECESSARY – these questions may not seem relevant to you, but there is a lot of interest in how health and personality issues relate to other life problems people face. The questions are just a standard way of measuring some aspects of health and personality"

SF9 SHOWCARD (BLUE) M

How much of the time during the **past 4 weeks** have you felt calm and peaceful?

1.All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don't know
7. Refused

SF10 SHOWCARD (BLUE) M

How much of the time during the **past 4 weeks** did you have a lot of energy?

1.All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don't know
7. Refused

SF11 SHOWCARD (BLUE) M

How much of the time during the **past 4 weeks** have you felt downhearted and depressed?

1.All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don't know

7. Refused

SF12 SHOWCARD (BLUE) M
During the **past 4 weeks**, how much of the time has your **physical health or emotional problems** interfered with your social activitites (like visiting friends, relatives, etc)?

1.All of the time
2. Most of the time
3. Some of the time
4. A little of the time
5. None of the time
6. Don't know
7. Refused

I am now going to show you a series of statements that you may or may not feel describe your personality. We are asking these questions to see how the way people see themselves relates to their experience of problems.

For each of the following statements please tell me how well you think they describe your personality.

ASK THE FOLLOWING QUESTIONS AS A LOOP – NO PROXY ANSWERS

X43

SHOWCARD (BLUE) N
I see myself as someone who…

RANDOM ORDER

…is anxious, easily upset
…is open to new experiences, complex
…is calm, emotionally stable
…is conventional, uncreative
…completes tasks successfully
…knows how to get things done
…has little to contribute
…misjudges situations
…believes that my success depends on ability rather than luck
…believes that unfortunate events occur because of bad luck
…believes that the world is controlled by a few powerful people
…believe in the power of fate

1. Agree strongly
2. Agree a little
3. Neither agree nor disagree
4. Disagree a little
5. Disagree strongly
6. Don't know
7. Refused

I am now going to read out a few statements, please tell me how much you agree or disagree with each one, taking your answer from this card. Please be open and honest when answering.

X44 **SHOWCARD** (BLUE) O
In most ways my life is close to my ideal.

1. Strongly agree
2. Agree

3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don't know
9. Refused

X45 **SHOWCARD** (BLUE) O
The conditions of my life are excellent.

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don't know
9. Refused

X46 **SHOWCARD** (BLUE) O
I am satisfied with my life.

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don't know
9. Refused

X47 **SHOWCARD** (BLUE) O
So far I have got the important things I want in life.

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don't know
9. Refused

X48 **SHOWCARD** (BLUE) O
If I could live my life over, I would change almost nothing

1. Strongly agree
2. Agree
3. Slightly agree
4. Neither agree nor disagree
5. Slightly disagree
6. Disagree
7. Strongly disagree
8. Don't know
9. Refused

ETHNICITY / CITIZENSHIP / LANGUAGE

X49 SHOWCARD (BLUE) P
To which of these ethnic groups do you consider [you belong /your partner belongs]?

1. White – English / Welsh / Scottish / Northern Irish / British
2. White - Irish
3. White – Gypsy or Irish traveller
4. White – any other White background
5. Mixed / multiple ethnic groups – White and Black Caribbean
6. Mixed / multiple ethnic groups – White and Black African
7. Mixed / multiple ethnic groups – White and Asian
8. Mixed / multiple ethnic groups – other
9. Asian / Asian British – Indian
10. Asian / Asian British – Pakistani
11. Asian / Asian British – Bangladeshi
12. Asian / Asian British – Chinese
13. Asian / Asian British – other
14. Black / African / Caribbean – African
15. Black / African / Caribbean – Caribbean
16. Black / African / Caribbean – other
17. Arab
18. Other ethnic background (specify)
19. Refused

X50 What language [do you/does your partner] normally speak at home?

1. English
2. Arabic
3. Bengali
4. Cantonese
5. French
6. Greek
7. Gujerati
8. Hindi
9. Polish
10. Punjabi
11. Somali
12. Turkish
13. Urdu
14. Welsh
15. Other (specify)
16. Don't know
17. Refused

X51 And, can I just check, in which country [were you/was your partner] born?

1. England
2. Scotland
3. Wales
4. Northern Ireland
5. Ireland (Republic)
6. Other (specify)
7. Don't know
8. Refused

[ASK IF X51 CODE 5 OR 6]

X52 And in which year did [you/your partner] come to live in the UK?

NUMERIC (1907 – 2007)
Don't know
Refused

INCOME

I'm now going to ask you about [your/your partner's] income. I only need to know an approximate amount, to see if this influences people's experiences of problems.

X53 SHOWCARD (BLUE) Q
Please can you look at this card and tell me which letter represents [your/your partner's] **TOTAL PERSONAL INCOME** from all sources BEFORE tax and other deductions. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

Annual	**Weekly**	**Monthly**
A. Under £2,500	Under £50	Under £200
B. £2,500 - £4,999	£50 - £99	£200 - £399
C. £5,000 - £9,999	£100 - £199	£400 - £829
D. £10,000 - £14,999	£200 - £289	£830 - £1249
E. £15,000 - £19,999	£290 - £389	£1,250 - £1,649
F. £20,000 - £24,999	£390 - £489	£1,650 - £2,099
G. £25,000 - £29,999	£490 - £579	£2,100 - £2,499
H. £30,000 - £34,999	£580 - £679	£2,500 - £2,899
I. £35,000 - £39,999	£680 - £769	£2,900 - £3,349
J. £40,000 - £44,999	£770 - £869	£3,350 - £3,749
K. £45,000 - £49,999	£870 - £969	£3,750 - £4,149
L. £50,000 or more	£970 or more	£4,150 or more

SPONTANEOUS : Nothing/No work or scheme
Don't Know
Refused

X54 SHOWCARD (BLUE) Q
Looking at this card, please can you tell me your **OVERALL HOUSEHOLD INCOME** from all sources BEFORE tax and other deductions. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

Annual	**Weekly**	**Monthly**
A. Under £2,500	Under £50	Under £200
B. £2,500 - £4,999	£50 - £99	£200 - £399
C. £5,000 - £9,999	£100 - £199	£400 - £829
D. £10,000 - £14,999	£200 - £289	£830 - £1249
E. £15,000 - £19,999	£290 - £389	£1,250 - £1,649
F. £20,000 - £24,999	£390 - £489	£1,650 - £2,099
G. £25,000 - £29,999	£490 - £579	£2,100 - £2,499
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K. £45,000 - £49,999	£870 - £969	£3,750 - £4,149
L. £50,000 or more	£970 or more	£4,150 or more

SPONTANEOUS : Nothing/No work or scheme
Don't Know
Refused

RELIGION

X55 SHOWCARD (BLUE) R
Which of these religious groups [do you/does your partner] belong to, if any?

1. No religion, atheist or agnostic
2. Christian (including Church of England, Catholic, Protestant, and all other Christian denominations)
3. Muslim
4. Hindu
5. Sikh
6. Jewish
7. Buddhist
8. Other (not specified)
9. No religion/none of these
10. Don't know
11. Refused

CRIME

X56 SHOWCARD (BLUE) S
Since [start of reference period], [have you/has your partner] been the victim of any of the offences detailed on this card?

1. Theft or attempted theft
2. Burglary or attempted burglary
3. Robbery/mugging or attempted robbery/mugging
4. Criminal damage/vandalism to your property or Attempted criminal damage/vandalism to your property
5. Assault or attempted assault
6. Other (specify)
7. None of these
8. Don't Know
9. Refused

X57 **[ASK IF X56 = 1-6]**
Since [start of reference period], how many times have [you/they] been a victim of [crime type X56]? DK

REPEAT X57 FOR EACH ANSWER GIVEN AT X56

X58a And in the last 12 months, [have you/has your partner] had any contact with the police? Remember, everything you tell me is confidential and will only be used for research purposes.

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

X58b **[ASK IF X58a = 1]**
What was this for? DO NOT PROMPT. MULTICODE OK.

1. A chat with a police officer
2. A group meeting
3. Neighbourhood watch
4. Through work/ business
5. Licence application or renewal

6. To hand in lost/ stolen property
7. To report an accident

8. To reporting suspicious behaviour
9. To report anti-social behaviour / local problems
10. To report a crime

11. As a witness to a crime or incident
12. As part of a police enquiry
13. Stopped in car or on foot
13. Arrested

14. Other
15. Don't know
16. Refused

X59a I'm now going to read out a few descriptions about the amounts of alcohol that people drink, and I'd like you to say which one fits [you/your partner] best. Would you say [you/your partner]: READ OUT.

1. Do not drink
2. Hardly drink(s) at all
3. Drink(s) a little
4. Drink(s) a moderate amount
5. Drink(s) quite a lot
6. or Drink(s) Heavily?
7. [DO NOT READ OUT] Don't know
8. [DO NOT READ OUT] Refused

X59b Many people have experimented with drugs at some time. During the past year [have you/has your partner] used any recreational drugs like cannabis, cocaine or ecstasy?
IF YES ASK How often? PROBE FULLY

1. Occasionally
2. Regularly
3. Never
4. Can't say/don't know
5. Refused

X60 **[**Do you/does your partner] have a will (PROMPT: to set out what should happen to [your/their] belongings when [you/they] die)?

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

X61 As a child [were you/was your partner] ***ever*** in foster care, state care, a children's home, an orphanage or other out-of-home care?

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

INSURANCE

X61b [Do you/does your partner] have any insurance that covers the cost of legal advice or taking legal action if needed? Such insurance can be an add-on to household or motor insurance.

1 Yes, legal advice
2 Yes, legal action
3 Yes, both
4 No, neither
5 DK
6 REF

X61c [Do you/does your partner] have any memberships or associations that include a free legal helpline if you need legal advice?

1. Yes
2. No
3. DK
4. REF

ATTITUDES – SKIP FOR PROXIES. PROXY INTERVIEW NOW COMPLETE.

I'm now going to read out a few statements about justice in Britain. Please tell me how much you agree or disagree with each one.

X62 SHOWCARD (BLUE) T
If you went to court with a problem, you would be confident of getting a fair hearing.

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don't know
7. Refused

X63 SHOWCARD (BLUE) T
Lawyers are not affordable for people on low incomes

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don't know
7. Refused

X64 SHOWCARD (BLUE) T
Courts are an important way for ordinary people to enforce their rights

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don't know
7. Refused

X65 SHOWCARD (BLUE) T
You should follow laws even when you believe it would be better not to.

1. Agree strongly
2. Agree
3. Neither agree nor disagree

4. Disagree
5. Disagree strongly
6. Don't know
7. Refused

X66 SHOWCARD (BLUE) T
People should resolve their problems within their family or community, not by using lawyers or courts

1. Agree strongly
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Disagree strongly
6. Don't know
7. Refused

Text for [problem descriptor] text substitutions

Proxy versions noted in [ ] (text after "/" is for proxies)

[Problem descriptor] text substitutions will be based on the problem identification & characterisation section answered directly prior to the problem identification loop questions

Where a single response has been selected substitute the relevant text for the selected code (2nd column).

Where two+ responses have been selected substitute all up to a maximum of three – take the first response in the substitution from the 2nd column, and subsequent text from column 3. Do not substitute the same text twice, e.g. if A2con1 & 2 selected.

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

RENTED HOUSING		
if A2emp = 1-2 sub	problem with the condition of accommodation	and the condition of accommodation
if A2emp = 3 sub	problem with house repairs	and house repairs
if A2emp = 4 sub	problem with the deposit	and the deposit
if A2emp = 5 sub	problem with paying the rent	and paying the rent
if A2emp = 6-7 sub	problem with eviction	and eviction
if A2emp = 8-11 sub	problem with terms of lease or tenancy	and terms of lease or tenancy
if A2emp = 12 sub	problem with harassment by [your/a] landlord	and harassment by [your/a] landlord
if A2emp = 13 sub	problem with flatmates	and flatmates
if A2emp = 14 sub	problem with boundaries or rights of way	and boundaries or rights of way
MONEY		
if A2mon = 1 sub	problem with money owed [to you/]	and money owed [to you/]
if A2mon = 2 sub	problem with insurance company claims	and insurance company claims
if A2mon = 3 sub	problem with refusal of credit	and refusal of credit
if A2mon = 4 sub	problem with the content of a will	and the content of a will
if A2mon = 5 sub	problem with poor financial advice	and poor financial advice
if A2mon = 6 sub	problem with mismanagement of a pension fund	and mismanagement of a pension fund
if A2mon = 7 sub	problem with mismanagement of investments	and mismanagement of investments
if A2mon = 8 sub	problem with bills	and bills
if A2mon = 9 sub	problem with tax assessment	and tax assessment
if A2mon = 10 sub	problem with bank/utility charges	and bank/utility charges
DEBT		
if A2debt = 1 sub	problem with credit or store cards	and credit or store cards
if A2debt = 2 sub	problem with personal loans	and personal loans
if A2debt = 3 sub	problem with hire/credit purchase	and hire/credit purchase
if A2debt = 4 sub	problem with utility bills	and utility bills
if A2debt = 5 sub	problem with tv license	and TV license
if A2debt = 6 sub	problem with tax	and tax
if A2debt = 7 sub	problem with court fines	and court fines
if A2debt = 8 sub	severe difficulties repaying money	and severe difficulties repaying money
if A2debt = 9 sub	problem with harassment from debtors	and harassment from debtors
BENEFITS AND TAX CREDITS		
if A2ben = 1/4 sub	problem with welfare benefits or tax credits	and welfare benefits or tax credits
if A2ben = 2/5 sub	problem with state pension/pension credits	and state pension/pension credits
if A2ben = 3/6 sub	problem with student loans or grants	and student loans or grants
if A2ben = 7 sub	problem with time taken to process a claim	and time taken to process a claim
EDUCATION		
if A2edu = 1 sub	problem with getting school places	and getting school places
if A2edu = 2 sub	problem with access to appropriate education	and access to appropriate education
if A2edu = 3 sub	problem with exclusion from school	and exclusion from school
if A2edu = 4 sub	problem with bullying	and bullying

if A2edu = 5 sub	problem with truancy	and truancy
PERSONAL INJURY		
if A2inj = 1 sub	problem with injury due to an accident	and an accident
if A2inj = 2 sub	problem with injury due to working conditions	and working conditions
CLINICAL NEGLIGENCE		
if A2mon = 1 sub	health problems due to negligent medical treatment	and medical treatment
if A2mon = 2 sub	health problems due to negligent dental treatment	and dental treatment
FAMILY PROBLEMS		
if A3div1f = 1 sub	disagreements over money or assets	and over money or assets
if A3div1f = 2/3 sub	difficulties over maintenance payments (not for children)	and with maintenance payments (not for children)
if A3div1f = 4/5 sub	difficulties over child support payments	and with child support payments
if A3div1f = 6/7 sub	difficulties over custody or access arrangements	and over children's custody or access arrangements
RELATIONSHIP BREAKDOWN 2		
If A2div2=1	disagreement over assets/money	and assets/money
If A2div2=2/3	difficulty over maintenance	and maintenance
If A2div2=4/5	difficulty over child support	and child support
If A2div2=6/7	difficulty with custody/access arrangements	and custody/access arrangements
DOMESTIC VIOLENCE		
If A2viola = 1-3 sub	Problem with violence against yourself	and someone else
If A2viola = 4-6 sub	Problem with violence against someone else	as above
CARE PROCEDINGS		
If A2proc = 1/3 sub	problem with the child protection register	and the child protection register
If A2proc = 2/4 sub	problem with the child protection plan	and the child protection plan
If A2proc = 5/6 sub	problem with children being taken into care	and children being taken into care

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

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

Recall calendar

Severity scale