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# National Survey for Wales cognitive testing of income questions

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# National Survey for Wales cognitive testing of income questions

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Views expressed in this report are those of the researcher and not necessarily those of the Welsh Government

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## 1. Executive summary

- 1.1 With the Welsh Housing Conditions Survey (WHCS) starting in mid-2017, the National Survey for Wales (National Survey) will act as the sample frame for the WHCS from mid 2017, with a consent to contact question being asked of the respondents. As living conditions are strongly linked to income, more detailed income questions need to be added to the National Survey, so that they can be used together with results from WHCS. Income is a notoriously difficult concept to measure accurately, so the Welsh Government (WG) approached NatCen to carry out a desk review and cognitive testing to ensure that as many people as possible were content to provide this potentially sensitive information and that the information that is collected covers all of the main income sources in an accurate manner. The consent to contact question and National Survey advance materials (a letter, leaflet and postcard) were also reviewed and tested as part of the same project. This report specifically focuses on the income questions. The findings related to the advance materials and consent question are reported separately.
- 1.2 In order to evaluate the income questions to be included in the National Survey, NatCen Social Research was commissioned to carry out a desk review and two rounds of cognitive testing interviews. The desk review of questions was carried out by researchers in NatCen's Questionnaire Development and Testing Hub who are experts in questionnaire design and cognitive interviewing. For this review, a revised version of the Questionnaire Appraisal System (QAS-99) developed by the Research Triangle Institute was used.
- 1.3 Twenty face-to-face cognitive interviews were carried out across two rounds of hall testing in north and south Wales with an additional two telephone interviews with those who were self-employed. The first round of testing was used to identify any major problems with the new questions. The second round of testing was used to retest changes made to any questions which were found to be problematic in round one. Respondents were recruited using specifically designed quotas, to ensure that a range of questions were tested with as many people as possible.
- 1.4 The cognitive testing findings showed that, overall, the income questions worked well. Respondents were able to comprehend them and generally did not find them sensitive to answer. Often people's pay varied from month to month due to working different hours or shift patterns and this was not being picked up well in the first round.

- 1.5 In some cases, small wording changes were suggested to make the questions clearer and more comprehensible. This included a check question to see if people's pay varied across time periods due to different hours being worked or different shift patterns before they were asked about their pay. These changes were tested in the second round of testing.

## **2. Background and methodology**

- 2.1 The National Survey for Wales offers people the opportunity to give their views on a wide range of topics including local area and safety, public services (i.e. health and education), personal health and well-being, and leisure activities. Starting in 2016-17, the National Survey replaces five existing surveys in Wales and involves around 12,000 randomly selected people across Wales each year. The Welsh Government asked for new income questions to be desk reviewed and cognitively tested to ensure they are as comprehensible as possible and that people feel comfortable answering them. The Welsh Government also wanted a number of advance materials and a housing survey 'consent to follow up' question to be reviewed and tested as part of this process. From mid 2017, the National Survey will provide the sample for the Welsh Housing Conditions Survey (WHCS) with a consent-to-contact and income questions being asked on the National Survey.
- 2.2 This report outlines the findings from the desk review of the income questions and two rounds of cognitive testing, as well as timing estimates for each question asked in the second round. A separate report contains the findings from the desk review and from testing the advance materials and consent question.

### **Approach to desk review**

- 2.3 A detailed desk review of the questions was carried out by two researchers from NatCen's Questionnaire Development and Testing Hub, using a shortened version of the Questionnaire Appraisal System (QAS-99<sup>1</sup>). The QAS-99 is a guide used for systematically reviewing survey questions for problems which may occur either with the wording or the structure of a question. The QAS-99 specifies eight steps which need to be followed in order to assess each question individually. The aim is to identify potential problems with questions prior to cognitively testing them. The eight steps used to review the questions were reading, instructions, clarity, assumptions, knowledge/memory, sensitivity/bias, response categories and other. The review resulted in amendments to the questions prior to cognitive testing. More details of the desk review are provided in Chapter 3.

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<sup>1</sup> Willis, G. B., & Lessler, J. T. (1999). Question appraisal system QAS-99. *Rockville, MD: Research Triangle Institute*

## **What is cognitive interviewing?**

- 2.4 Cognitive interviewing methods provide an insight into the mental processes respondents use when answering survey questions, thus helping researchers to identify problems with question wording and questionnaire design. These methods are used after a desk review has been carried out and question wording has been finalised. The method investigates four cognitive stages: (1) how respondents understand and interpret survey questions, (2) how they recall information that applies to the question, (3) the judgements they make as to what information to use when formulating their answers, and (4) the response mapping process.
- 2.5 A combination of respondent-led 'think aloud' (people talking through how they worked out their answers), interviewer observations and scripted probes were used to test the survey questions. Probes were asked retrospectively after each set of questions on a particular topic. Using the 'think aloud' technique, respondents were asked to say aloud what they were thinking as they went about completing the task of answering the questions.
- 2.6 The researchers who conducted the interviews also 'observed' the respondents' reactions to the questions and attempted to identify any signs of uneasiness, confusion, embarrassment, and so on. Interviewers used spontaneous probes (probes which are not scripted and are reactive to the respondent) whenever these emotions were identified to check whether the respondents understood the question and were comfortable answering them.
- 2.7 A topic guide was used to conduct the interviews, which was designed in consultation with the Welsh Government; the topic guides from both rounds of testing can be found in Annex A. Using the 'probing' technique, the interviewer asked specific questions designed prior to testing, to understand how respondents interpreted the question wording, and what processes they went through when deciding how to answer the question.

## **What was tested?**

- 2.8 Cognitive testing was carried out on a set of income questions, as well as two versions of the advanced materials for the National Survey, including the advanced letter, the leaflet and the postcard, and a consent question to a follow-up physical survey of the respondents' property. Cognitive testing was carried out in two rounds. The first round was conducted on 10 January 2017 in Cardiff; the second round was conducted in Wrexham, North Wales, on 22 January 2017. The second round

comprised of testing of wording and formatting changes to the materials and questions, which had been made as a result of findings from the first round. Two telephone interviews were conducted with people who were self-employed after the second round of testing to account for self-employed people who cancelled their interviews on the day of fieldwork.

## **Recruitment of respondents**

- 2.9 Cognitive interviews are qualitative in nature, so the samples are purposive and designed to reflect the range and diversity of the population of interest, rather than to be statistically representative. The quotas set for this project reflected the types of adults needed to adequately test different routing options of the questions. The quotas were similar for each round of testing.
- 2.10 NatCen researchers, who have extensive experience of conducting cognitive interviews, carried out 20 audio recorded interviews across the two rounds with two extra telephone interviews after the second round. Respondents were interviewed in a neutral venue in both locations: the site was a community venue, rather than the respondents' homes or the researchers' office. Interviews lasted about an hour and were audio recorded with the respondents' consent. Respondents were given a £20 cash incentive as a 'thank you' for their help and to cover any travel expenses in the first round of testing, and £25 in the second round of testing to encourage those who were self-employed to take part.
- 2.11 Respondents for both rounds of cognitive testing were recruited in advance of testing via a recruitment agency. A screening questionnaire was used to recruit respondents in a variety of ways, including on the street, in shopping centres or other public places, and door to door. Interviews for Round 1 of testing were carried out in Cardiff, and interviews for Round 2 were carried out in Wrexham in order to test the questions with a range of people from a large urban town and a smaller town in a different part of Wales, as geographic location could have an impact on how respondents answered the survey questions. Ten interviews were carried out in each location. Two other respondents were recruited to answer a section on self-employed income on the telephone in Round 2 due to cancellations on the day of fieldwork for this quota in Round 1 and 2. Table 2.1 shows the composition of the cognitive interviewing sample for Round 1, Table 2.2 shows the composition of the cognitive interviewing sample for Round 2, including the two extra self-employed respondents.

**Table 2.1. Characteristics of the sample round 1**

<b>Cardiff Round 1</b>		<b>No. with characteristic</b>
Gender	Male	4
	Female	6
Age	18-29	2
	30-49	3
	50-64	2
	65+	3
Highest qualification	AS/A levels or above	4
	GCSEs or below	6
Employment status	Employee	6
	Self-employed	0
	Unemployed	4
More than one job	Yes	1
	No	9
Claims a benefit	Yes	6
	No	4

**Table 2.2. Characteristics of the sample round 2**

<b>Wrexham Round 2</b>		<b>No. with characteristic</b>
Gender	Male	5
	Female	7
Age	18-29	3
	30-49	5
	50-64	2
	65+	2
Highest qualification	AS/A levels or above	6
	GCSEs or below	6
Employment status	Employee	5
	Self-employed	3
	Unemployed	4
More than one job	Yes	2
	No	10
Claims a benefit	Yes	5
	No	7

## Analysis

2.12 Interviews were summarised and charted by researchers, who reviewed the audio recording of each interview, the survey answers and any notes recorded on the probe sheets. Charting involves all interview summaries being written up into a structured Excel pro-forma. Responses to each test question were entered in the matrix, along with observations made by interviewers, any think aloud notes, and responses to each of the scripted probes. Data can thus be read horizontally as a complete case record for an individual, or vertically by question, looking across all cases. Once the matrix was completed, the data in the matrix were reviewed thematically. Recommendations in this report are based on the debriefing discussion, which took place between the researchers and the Welsh Government representatives, as well as a full analysis of the data.

## Timings

2.13 In tables 4.1 and 4.2 we have provided timing estimates for the income questions which were cognitively tested in Round 2. Two timings are provided; the first comes from a coding process, whereby an estimated time is given to a question based on the question type (more details of this coding process can be found in Chapter 4). The questions were also timed being asked and answered twice; an average time for the question was then recorded. Questions which were the same wording and length were timed just once and that timing applied to all questions in that particular category.

### 3. Findings and recommendations

#### Desk review

3.1 The questions were reviewed in light of the objectives, which relate to this part of the project. These objectives are:

##### **Question testing:**

**Objective one:** Check that survey questions including answer options are clear and easy to understand, that an adequate range of answer options are provided and identify any particularly problematic questions;

**Objective two:** Explore that the respondents feel comfortable using the showcards and that the format and layout works for the purpose intended;

**Objective three:** Find out whether particular subgroups of the population are likely to have difficulties in answering any questions;

**Objective five:** Explore what could be done to make the income questions:

- as acceptable as possible to survey respondents, including whether a short-form income question should be offered to respondents who refuse to answer the full set;
- quicker and easier to complete; and
- likely to provide information that is as accurate as possible.

3.2 An abbreviated version of Questionnaire Appraisal System (QAS-99) was used to carry out an initial desk review on the income questions, which were suggested for inclusion in the National Survey. The QAS-99 provides a systematic way in which to review survey questions, meaning that all potential problems should be captured during the process; however, it does focus on the potential problems with questions and does not allow researchers to elaborate when a question could work well. The eight top level headings from the QAS-99 were used to assess the new questions; due to time constraints, it would not have been possible to use the checklist in full, given that it covers each heading in a lot of detail, and uses several subheadings for each. The QAS-99 top level headings used for the review were:

- **READING:** Determine if it is difficult for the interviewers to read the question uniformly to all respondents.
- **INSTRUCTIONS:** Look for problems with any introductions, instructions, or explanations from the respondent's point of view.
- **CLARITY:** Identify problems related to communicating the intent or meaning of the question to the respondent.
- **ASSUMPTIONS:** Determine if there are problems with assumptions made or the underlying logic.
- **KNOWLEDGE/MEMORY:** Check whether the respondent is likely to not know or have trouble remembering information.
- **SENSITIVITY/BIAS:** Assess questions for sensitive nature or wording, and for bias.
- **RESPONSE CATEGORIES:** Assess the adequacy of the range of responses to be recorded.
- **OTHER:** Look for problems not identified in Steps 1 - 7.

3.3 Researchers reviewed each question against the headings to identify any potential problems with these questions. A blind test was also carried out to ensure researchers were using the coding frame in a consistent way. This test involved two researchers reviewing the same set of 20 randomly selected questions independently, followed by a check that both researchers recorded the same types of problems. . The researchers recorded issues and made suggestions about how the questions could be adapted to tackle the potential problems. Any differences between the researchers' reviews were discussed. When researchers identified a problem at one of the headings, they assigned a 'yes' and made comments about it. Following the individual assessment of the questions, each researcher performed a top-level review of the other researcher's review, adding additional comments where issues with the questions were identified. Any comments and suggestions for question changes were discussed with the Welsh Government to ensure changes to questions were suitable for the purpose of the question.

3.4 The desk review findings are presented in Annex B.

## Cognitive testing

3.5 This chapter of the report outlines the findings and recommendations from both rounds of cognitive testing. The original question wording tested is shown in boxes. Findings are summarised for each set of questions, and recommendations are made. Changes to questions between rounds were made in consultation with the Welsh Government. These changes did not always reflect the recommendations made. The final question wording can be seen in Annex C

### Introductions and overall income OIQ1-2, Round 1

3.6 An introduction to the income questions was followed by a question which asked about the respondent's personal income from all sources over the previous 12 months. This was followed by a question about the respondent's and their partner's total income from all sources over the previous 12 months.

#### **ASK ALL**

Intro

**The next questions are about your household's income. They will help us understand whether other topics in the survey – for example, home ownership, internet use, and views of public services – are affected by people's level of income. To help us make sure the information is as accurate as possible, we need to ask about various types of income. But please remember that everything you tell me is completely confidential, and will only be used for research purposes. It will not be possible to identify you from the results that are published.**

**OIQ1 What was your total personal income from all sources over the last 12 months?**

#### **READ OUT**

**Count income you personally receive.**

**Include:**

- **All earnings (include overtime, tips, bonuses, self-employment)**
- **All pensions**
- **All student grants and bursaries (but not loans)**
- **All benefits and tax credits (such as child benefit, income support or pension credit)**
- **All interest from savings or investments**
- **Housekeeping from other household members**
- **All rent from property (after expenses)**
- **Other income (such as maintenance or grants)**

**Do not deduct:**

**Taxes, National Insurance contributions, Health Insurance Payments, Pension contributions**

**SHOWCARD A**

Per week	Per year	Code
Less than £100	Less than £5,200	1
£100 to £199	£5,200 to £10,399	2
£200 to £299	£10,400 to £15,599	3
£300 to £399	£15,600 to £20,799	4
£400 to £499	£20,800 to £25,999	5
£500 to £699	£26,000 to £36,399	6
£700 to £999	£36,400 to £51,999	7
£1,000 or more	£52,000 or more	8
Refused		-8
Don't know		-9

#### IF LIVES WITH PARTNER

**OIQ2** What was your total household income from all sources over the last 12 months?

Count income you and/or your partner receive.

Include:

- All earnings (include overtime, tips, bonuses, self-employment)
- All pensions
- All student grants and bursaries (but not loans)
- All benefits and tax credits (such as child benefit, income support or pension credit)
- All interest from savings or investments
- Housekeeping from other household members
- All rent from property (after expenses)
- Other income (such as maintenance or grants)

Do not deduct:

Taxes, National Insurance contributions, pension contributions, or Health Insurance Payments

**SHOWCARD A**

Per week	Per year	Code
Less than £100	Less than £5,200	1
£100 to £199	£5,200 to £10,399	2
£200 to £299	£10,400 to £15,599	3
£300 to £399	£15,600 to £20,799	4
£400 to £499	£20,800 to £25,999	5
£500 to £699	£26,000 to £36,399	6
£700 to £999	£36,400 to £51,999	7
£1,000 or more	£52,000 or more	8
Refused		-8
Don't know		-9

## Key findings

### Introduction

- All respondents found the introduction clear and easy to understand.
- They believed WG was interested in comparing income against the different survey topics which would allow them to decide which services were a priority for funding. Respondents did not mention specific services by name. One respondent on benefits did not think the explanation around why the information was being collected was a good enough reason, but gave answers throughout the rest of the interview because he had consented to being interviewed. It is possible that he was also influenced by the incentive which was being offered.
- Most respondents were put at ease knowing why this information was of interest to WG and that it was confidential.
- 'Only used for research purposes': based on the use of this phrase in the introduction, respondents believed the answers they gave would only be used to form statistics, and their answers would remain confidential. They did not explain what type of statistics they thought would be formed from the data.

### OIQ1

- All respondents were able to provide an answer to this question, even when they had multiple sources of income to add together. Most gave an estimate which they found easy to do given the bands they were presented with. One respondent said he gave a very rough guess and would need to look at his paperwork to give a more precise figure as he was unsure how much he received in interest.

- A couple of respondents commented that they would have preferred to give an answer based on a monthly figure, because they knew what their pension or pay was for each month, but had to do some calculations to work out how much they received each year.
- One respondent commented that the question wording was quite lengthy, but was still able to answer the question.

### **OIQ2**

- Again, all respondents with a partner were able to provide a response to this question. Most gave an estimate, particularly when their partner did overtime, but this was easy for them to do with the response options that were provided.
- Whilst respondents were only including their income and their partner's income when answering, the question stem suggested the question asked about income for all members of a household.
- Interviewers reported that it felt awkward and repetitive reading the full details of what to include / exclude after asking OIQ1.

### **General**

- Most respondents felt comfortable answering these questions. A couple of them said it was slightly personal, but they were reassured by the introduction stating that the answers they gave were confidential.
- Most respondents said they would not look at any documents to answer these questions as they could give a banded answer.

### **Recommendations and suggestions**

- We suggest that the introduction is kept as currently worded. Respondents found it easy to understand and were reassured by the explanation of why WG was interested in this information, and that any answer they gave would be kept confidential.
- We suggest that monthly bands are added to the showcard for both questions to allow those who automatically know their monthly income to answer easily and without having to do any calculations. This should also allow people to feel comfortable answering future questions thinking about their income for the month.
- We recommend that the wording of OIQ2 is changed to make it clearer from the beginning that the respondent should only think of their income and their partner's income, and not include other members of the household. We also suggest that the full question wording is only read out if necessary as it is a repeat of the instructions of the first question and it is also quite lengthy.

**OIQ2 Thinking about income you and/or your partner receive, what was your total household income from all sources over the last 12 months?**

**Count income you and/or your partner receive.**

**READ OUT IF NECESSARY**

**Include:**

- All earnings (include overtime, tips, bonuses, self-employment)
- All pensions
- All student grants and bursaries (but not loans)
- All benefits and tax credits (such as child benefit, income support or pension credit)
- All interest from savings or investments
- Housekeeping from other household members
- All rent from property (after expenses)
- Other income (such as maintenance or grants)

**Do not deduct:**

**Taxes, National Insurance contributions, pension contributions, or Health Insurance Payments**

**Introductions and overall income OIQ1-2, Round 2**

3.7 An introduction to the income questions was followed by a question which asked about respondent's personal income from all sources over the previous 12 months. This was followed by a question about the respondent's and their partner's total income from all sources over the previous 12 months. Minor wording changes were made to QIQ2 following round one of testing and a monthly figure was added to the response options.

ASK ALL

Intro

**The next questions are about your household's income. They will help us understand whether other topics in the survey – for example, home ownership, internet use, and views of public services – are affected by people's level of income. To help us make sure the information is as accurate as possible, we need to ask about various types of income. But please remember that everything you tell me is completely confidential, and will only be used for research purposes. It will not be possible to identify you from the results that are published.**

**OIQ1 What was your total personal income from all sources over the last 12 months?**

**READ OUT IF NECESSARY Count income you personally receive.**

**Include:**

- All earnings (include overtime, tips, bonuses, self-employment)
- All pensions
- All student grants and bursaries (but not loans)

- All benefits and tax credits (such as child benefit, income support or pension credit)
- All interest from savings or investments
- Housekeeping from other household members
- All rent from property (after expenses)
- Other income (such as maintenance or grants)

Do not deduct:

Taxes, National Insurance contributions, Health Insurance Payments, Pension contributions

**SHOWCARD A**

Per week	Per month	Per year	Code
Less than £100	Less than £429	Less than £5,200	1
£100 to £199	£430 to £869	£5,200 to £10,399	2
£200 to £299	£870 to £1,299	£10,400 to £15,599	3
£300 to £399	£1,300 to £1,729	£15,600 to £20,799	4
£400 to £499	£1,730 to £2,169	£20,800 to £25,999	5
£500 to £699	£2,170 to £3,029	£26,000 to £36,399	6
£700 to £999	£3,030 to £4,329	£36,400 to £51,999	7
£1,000 or more	£4,330 or more	£52,000 or more	8
Refused			-8
Don't know			-9

**IF LIVES WITH PARTNER**

**OIQ2** Thinking about income you and/or your partner receive, what was your total income from all sources over the last 12 months?

**READ OUT IF NECESSARY**

Include:

- All earnings (include overtime, tips, bonuses, self-employment)
- All pensions
- All student grants and bursaries (but not loans)
- All benefits and tax credits (such as child benefit, income support or pension credit)

- All interest from savings or investments
- Housekeeping from other household members
- All rent from property (after expenses)
- Other income (such as maintenance or grants)

**Do not deduct:**

**Taxes, National Insurance contributions, pension contributions, or Health Insurance Payments**

**SHOWCARD A**

Per week	Per month	Per year	Code
Less than £100	Less than £429	Less than £5,200	1
£100 to £199	£430 to £869	£5,200 to £10,399	2
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£300 to £399	£1,300 to £1,729	£15,600 to £20,799	4
£400 to £499	£1,730 to £2,169	£20,800 to £25,999	5
£500 to £699	£2,170 to £3,029	£26,000 to £36,399	6
£700 to £999	£3,030 to £4,329	£36,400 to £51,999	7
£1,000 or more	£4,330 or more	£52,000 or more	8
Refused			-8
Don't know			-9

## Key findings

### Introduction

- Again, respondents found the introduction clear and easy to understand.
- They believed WG was interested in making comparisons between people's opinions and making local services better which was why they wanted to know about income.  
*"Just to gather information, whether people are struggling or not, how to improve people's lives in general"* (Serial: FD01, Female, Aged: 30-49, Employee)
- Respondents thought that the phrase 'will only be used for research purposes' meant keeping their information confidential, not reporting it to the tax man and not giving it to a third party.

### OIQ1

- Overall respondents found this question easy to answer. Some knew that their answers were exact since they knew how much they received before deductions. Others provided estimates by averaging the amount they receive when their pay varied.
- Two people queried if they should be answering about just their income or if they should include their partners' and children's income, as well.
- A few respondents used their phones as calculators to work out their answer. This was due to the fact that they had multiple sources of income, which were paid at different intervals and they had to work out an answer to give.
- Respondents commented that they liked the banded response options as it allowed for varied pay and averages if needed.
- When asked if they thought about income before or after deductions, most thought of income before deductions. One respondent thought about income after deductions, but felt that because it was a banded question her response would not change if she had thought about pay before deductions. Others who claimed benefits did not have any deductions so they found it easy to think in this way when providing an answer to the question.
- One person did not include housekeeping money her daughter gave for her. She explained that the money went for her daughter's food, so it was not seen as income. Her answer band would not have changed if she had included it in her response.

#### **OIQ2**

- On the whole people found this question easy to answer and knew what their partner's income was. One respondent found it slightly more difficult to answer than the previous question because she was paid monthly but her partner was paid weekly. Another, whose husband's pay varied, worked out an average based on his usual income.
- One respondent was pleased the question asked about income before deductions because he would not know what his wife's pay was after deductions.

#### **General**

- Everyone said they felt comfortable answering these questions and would not need to refer back to anything when giving an answer.

## **Recommendations and suggestions**

- We recommend that the introduction and question wording are kept as they are.
- We suggest that the order in which the questions are asked is changed, so that people can think about themselves and their partner before thinking of just them to avoid any confusion about who to include when answering.

## **Respondent income from main job as an employee INC00-INC20, Round 1**

3.8 Not all questions in this section were asked because of the routing (the respondents did not answer 'don't know' to any of the questions and were not self-employed). The following questions asked how many jobs the respondent had in the previous week, whether they were an employee, self-employed or both, what their income was, what time period their answer covered, if the amount was exact or an estimate, and how many hours they worked for the income.

ASK IF 1 or 2 AT Q5 (IN PAID EMPLOYMENT OR SELF-EMPLOYED)

INC00

How many paid jobs did you have in the week ending last Sunday?

INTERVIEWER: Count individual assignments relating to one post (e.g. work carried out by a plumber) as part of one job.

SINGLE CODE

1	1	GO TO INC0
2	2	
3 or more	3	

ASK IF 1 or 2 AT Q5 (IN PAID EMPLOYMENT OR SELF-EMPLOYED)

INC0

Were you working as an employee or self-employed?

Employee	1	GO TO INC1
Self-employed	2	GO TO INC17
Both	3	GO TO INC1

ASK IF 1-Employee OR 3-Both AT INC0

INC1

Now I'd like to ask you about your pay. What is your usual take-home pay for your [IF 2 OR 3 AT INC00 - main] job [IF 2 or 3 AT INC00 . That is, the job you do for the most hours each week] [IF 3 AT INC0 - as an employee]?

Take-home pay is after all deductions for tax, national insurance, union dues and so on, but includes overtime, bonuses, commission or tips.

PROBE FOR BEST ESTIMATE TO NEAREST £

IT IS UP TO THE RESPONDENT WHETHER THEY WISH TO REPORT E.G. HOURLY RATE, OR ANNUAL PAY – THIS IS PICKED UP IN LATER QUESTIONS.

IF NO USUAL AMOUNT, ENTER 0

ENTER AMOUNT		GO TO INC2
No usual pay	1	GO TO INC9
Refused	-8	GO TO INC17

Don't know (SPONTANEOUS ONLY) -9 | GO TO INC5

ASK IF AMOUNT ENTERED AT INC1

**INC2**

**How long a period does that pay cover?**

SHOWCARD A1  
SINGLE CODE

- |   |                               |    |            |
|---|-------------------------------|----|------------|
| 1 | An hour                       | 1  | GO TO INC3 |
| 2 | A day                         | 2  |            |
| 3 | A week                        | 3  |            |
| 4 | A fortnight                   | 4  |            |
| 5 | 4 weeks                       | 5  |            |
| 6 | Calendar month                | 6  |            |
| 7 | Year                          | 7  |            |
| 8 | Other (please specify)        | 8  |            |
|   | Don't know (SPONTANEOUS ONLY) | -9 |            |

ASK IF 8-Other AT INC2

**INC2OT**

**What was the period?**

ASK IF AMOUNT ENTERED AT INC1

**INC3**

**You said your usual take home pay is [insert INC1 answer], is that exact or an estimate?**

OBSERVE: DID RESPONDENT CONSULT PAY SLIP OR SIMILAR?  
SINGLE CODE

- |                              |   |            |
|------------------------------|---|------------|
| Exact, checked details       | 1 | GO TO INC4 |
| Exact, did not check details | 2 |            |
| Estimate                     | 3 |            |

ASK IF AMOUNT ENTERED AT INC1

**INC4**

**How many hours a week do you usually work for that pay, excluding meal breaks but including paid overtime?**

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE

ENTER AMOUNT | GO TO INC17

Don't know (SPONTANEOUS ONLY) -9

ASK IF 1-No usual pay AT INC1

**INC9**

Last time you were paid [IF 2 OR 3 AT INC00 - for your main job], what was your total take-home pay?

Take home pay is after all deductions for tax, national insurance, union fees and so on, but includes overtime, bonuses, commission or tips.

PROBE FOR BEST ESTIMATE TO NEAREST £

ENTER AMOUNT

Refused

-8

Don't know (SPONTANEOUS ONLY)

-9

GO TO INC10

GO TO INC17

GO TO INC13

**Key findings**

**INC00**

- All respondents who answered this question were easily able to provide a response.
- One respondent mentioned during probing that she thought the timescale used in the question was 'odd' because people would not change jobs so frequently. She suggested it would be more appropriate to ask about the previous month. Another respondent said it would be easier to ask if they had had more than one paid job in the previous week.

**INC0**

- Respondents found this question easy to answer and knew their employment status. They easily understood the difference between someone who was an employee and someone who was self-employed. The difference was described as an employer organising your tax if you were an employee vs having to do it yourself, and being your own boss if you were self-employed.

**INC1**

- All respondents who were asked this question were able to provide an answer. Some respondents gave exact figures, whilst others worked out an average based on their usual pay.
- A couple of respondents averaged the amount they were paid over the last few months to provide a figure because they received performance based bonuses or their work incurred varied amounts of overtime, so their pay was not usual - this only came out during probing.

- One respondent believed the question should contain the word 'average' because pay could vary for people who did work overtime or received bonuses.
- One respondent expected a definition of the time period she should answer for before giving her answer to the question.
- One respondent gave a rounded yearly figure, which she said was exact, however it was unclear if this was after deductions.

#### **INC2**

- Respondents found this question easy to answer and a range of time periods was selected from the showcard. Respondents felt that nothing was missing from the card.

#### **INC3**

- Again this question worked well with respondents. Respondents felt comfortable saying they were giving an average when asked this question.

#### **INC4**

- Respondents who worked set hours found this question easy to answer. It was slightly more difficult for respondents who could work overtime. One respondent misheard that he should include overtime, so changed his answer once the question was repeated. Another gave her contracted hours because the amount of overtime she did could vary. One respondent was paid for contracted hours, so she gave this figure but the hours she worked each week could vary due to flexi time.

#### **INC5-INC8**

- These questions were not asked of anyone during testing. When asked during probing for previous questions, most respondents said they would not be able to answer the question before deductions.

#### **INC9**

- This question was asked of people who were able to answer INC1-INC4 but it was found during probing that they did not receive a 'usual' amount of pay due to varying bonuses and overtime worked. Respondents were able to give an exact figure at this question.
- One respondent was accidentally asked INC13 instead of INC9 and said she would not be able to answer without deductions, without looking at her payslip, which she could not access because it was on her work computer system.

## **Overall**

- All but one respondent felt comfortable answering these questions. The one respondent did give answers to the questions, but said they felt somewhat personal. If they had been answering these questions at home, the respondents said they would not have checked any paperwork to give answers.

## **Recommendations and suggestions**

- We suggest that the question wording for INC00 is amended to 'have you had more than one paid job in the last week', to take account of those who have not and who have found the question wording odd.
- We recommend the question wording for INC0 is kept as it currently is, as this question worked well during testing.
- Respondents can be asked a question upfront about whether their pay varies week to week or month to month, which will then allow them to be routed to the 'no usual pay' questions in the module. A good proportion of the respondents answered the question giving an average of their income because the amount of overtime they worked or bonuses they received varied. This usually only came out during probing and not when the survey question was asked. WG should decide if they are happy with just an average at this question or whether they would like people routed on to questions, which ask what they received last time they were paid.
- We recommend an instruction is added at INC1 to explain to respondents that they can give their answer in whichever format they like, because one respondent expected this to be part of the question.
- INC2 and INC3 worked well during testing, so we recommend the wording is kept the same.
- INC4 can ask what respondents contracted hours are rather than how many hours they work for their pay as many respondents' hours varied. If WG is happy for an average to be given then the word 'average' could be used within the question stem. We also recommend the wording is swapped around at this question, such that 'include paid overtime' is mentioned before the items that should be excluded.
- Whether people are answering based on their pay after deductions should be explored more thoroughly in the next round of testing, particularly when respondents give their answer as a yearly figure which is rounded.
- Any changes made to this set of questions should be applied to similar questions throughout the module.

## **Respondent income from main job as an employee INC00-INC16, Round 2**

3.9 Not all questions in this section were asked given the questions' routing (that is, because the respondents did not answer 'don't know' to any of the questions). The following questions asked how many jobs the respondent had in the previous week, whether they were an employee, self-employed or both, whether their income varied (a new question added for round 2), what their income was, what time period it covered, if their answer was an exact or estimate, and how many hours they worked for the income.

ASK IF 1 or 2 AT Q5 (IN PAID EMPLOYMENT OR SELF-EMPLOYED)

**INC00**

Have you had more than one paid job in the last week?

INTERVIEWER: Count individual assignments relating to one post (e.g. work carried out by a plumber) as one job.

SINGLE CODE

Only one job	1	GO TO INC0
More than one job	2	

ASK IF 1 or 2 AT Q5 (IN PAID EMPLOYMENT OR SELF-EMPLOYED)

**INC0**

Were you working as an employee or self-employed?

Employee	1	GO TO INC1
Self-employed	2	GO TO INC17
Both	3	GO TO INC1

ASK IF 1 or 2 AT Q5 (IN PAID EMPLOYMENT OR SELF-EMPLOYED)

**INCX**

Does your pay vary?

Yes	1	GO TO INC9
No	2	IF INC0 = 1 OR 3 GO TO INC1
		IF INC0=2 GO TO INC17

ASK IF 1-Employee OR 3-Both AT INC0

**INC1**

Now I'd like to ask you about your pay. What is your usual take-home pay for your [IF 2 OR 3 AT INC00 - main] job [IF 2 or 3 AT INC00 . That is, the job you do for the most hours each week] [IF 3 AT INC0 - as an employee]?

Take-home pay is after all deductions for tax, national insurance, union dues and so on, but includes overtime, bonuses, commission or tips.

PROBE FOR BEST ESTIMATE TO NEAREST £

EXPLAIN TO THE RESPONDENT THAT THEY CAN CHOOSE HOW TO REPORT THIS E.G. HOURLY RATE, OR ANNUAL PAY – THIS IS PICKED UP IN LATER QUESTIONS.

IF NO USUAL AMOUNT, ENTER 0

ENTER AMOUNT	GO TO INC2
--------------	------------

Refused	-8	GO TO INC17
Don't know (SPONTANEOUS ONLY)	-9	GO TO INC5

**ASK IF AMOUNT ENTERED AT INC1  
INC2**

**How long a period does that pay cover?**

SHOWCARD A1  
SINGLE CODE

1	An hour	1	GO TO INC3
2	A day	2	
3	A week	3	
4	A fortnight	4	
5	4 weeks	5	
6	Calendar month	6	
7	Year	7	
8	Other (please specify)	8	
	Don't know (SPONTANEOUS ONLY)	-9	

**ASK IF 8-Other AT INC2  
INC2OT**

**What was the period?**

**ASK IF AMOUNT ENTERED AT INC1  
INC3**

**You said your usual take home pay is [insert INC1 answer], is that exact or an estimate?**

OBSERVE: DID RESPONDENT CONSULT PAY SLIP OR SIMILAR?

SINGLE CODE

Exact, checked details	1	GO TO INC4
Exact, did not check details	2	
Estimate	3	

**ASK IF AMOUNT ENTERED AT INC1  
INC4**

**How many hours a week do you usually work for that pay, including paid overtime but excluding meal breaks and unpaid travel time?**

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE

ENTER AMOUNT		GO TO INC17
Don't know (SPONTANEOUS ONLY)	-9	

**ASK IF 1-No usual pay AT INC1**

**INC9**

Last time you were paid [IF 2 OR 3 AT INC00 - for your main job], what was your total take-home pay?

Take home pay is after all deductions for tax, national insurance, union fees and so on, but includes overtime, bonuses, commission or tips.

PROBE FOR BEST ESTIMATE TO NEAREST £

ENTER AMOUNT		GO TO INC10
Refused	-8	GO TO INC17
Don't know (SPONTANEOUS ONLY)	-9	GO TO INC13

**ASK IF AMOUNT ENTERED AT INC9**

**INC10**

How long a period did that pay cover?

SHOWCARD A1  
SINGLE CODE

1	An hour	1	GO TO INC11
2	A day	2	
3	A week	3	
4	A fortnight	4	
5	4 weeks	5	
6	Calendar month	6	
7	Year	7	
8	Other (please specify)	8	
	Don't know (SPONTANEOUS ONLY)	-9	

**ASK IF 8 AT INC10**

**INC10OT**

What was the period?

ENTER A TEXT OF AT MOST 50  
CHARACTERS

**ASK IF AMOUNT ENTERED AT INC9**

**INC11**

You said last time you were paid your take-home pay was {insert INC9 answer}, is that exact or an estimate?

OBSERVE: DID RESPONDENT CONSULT PAY SLIP OR SIMILAR?

SINGLE CODE

Exact, checked details	1	GO TO INC12
Exact, did not check details	2	

Estimate

3

ASK IF AMOUNT ENTERED AT INC9  
INC12

How many hours a week did you work for that pay, including paid overtime but excluding meal breaks and unpaid travel time?

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE

ENTER AMOUNT

Don't know (SPONTANEOUS ONLY)

-9

GO TO INC17

## Key findings

### INC00

- Respondents who only had one job found this question very easy to answer. Those who were self-employed questioned what was meant by job at this question. They said it could be bookings, e.g. deliveries or haircuts, or types of employment, e.g. catering vs hairdressing. These respondents were self-employed.
- One had a company which operated under two names and provided slightly different services; the interviewer coded this as two jobs. Another was doing two very different roles for different companies, and she responded that she had more than one job.

### INC0

- Again, respondents found this question easy to answer and knew their employment status. They easily understood the difference between someone who was an employee and someone who was self-employed. The respondents described the difference as an employer organising one's tax if one were an employee and answered to someone vs having to do taxes on one's own and being one's own boss if self-employed.

### INCX

- This was a new question developed for round two after round one findings showed that respondents did not always mention that their pay varied when being asked about their income, which did not allow them to be routed onto the correct questions.
- Respondents found this question easy to answer. The respondents who reported their pay varied worked shifts, therefore they could be paid more for unsociable hours, or they were self-employed, and so their pay depended on how much business they received each week or month.
- This question allowed the correct routing to take place for the following questions.

### INC1

- All respondents who were asked this question were able to provide an answer. They all gave very accurate figures to the pound.
- Most respondents knew the figure after deductions and thought about how much money went into their bank account. One respondent was unable to answer after deductions because she started her job a few days before the interview and had not been paid yet. She said that usually she would be able to answer this question easily.

#### **INC2**

- Respondents found this question easy to answer and a range of time periods was selected from the showcard. Respondents felt that nothing was missing from the card.

#### **INC3**

- Again this question worked well with respondents as all gave very accurate figures down to the pound.

#### **INC4**

- Respondents who worked set hours found this question easy to answer.
- It was slightly more difficult for respondents whose work hours varied. One respondent knew how many hours a year she usually worked, so she gave an average answer based on this.

#### **INC5-INC8**

- These questions were not asked of anyone during testing. During the probing of previous questions, most respondents said they would not be able to answer the question before deductions unless they had a set annual salary.

#### **INC9**

- This question was asked of one respondent, who said at INCX that he did not have usual pay and he was an employee.
- He initially gave a response of 'don't know' because he received his payslip that day and had not opened it, however he immediately remembered that he had looked at his bank account, and so he was able to provide a figure.
- The follow up questions INC10-12 worked well in this instance, the number of hours the respondent worked did not vary, but the timing of the shift could vary, which accounted for the variation in pay.

### **INC13-16**

- These questions were also not asked during testing due to the fact that no one selected the 'don't know' option at INC9.

### **Overall**

- All respondents said they felt comfortable answering these questions. They would not need to look at documents or online banking unless their answer had to be exact to the pence.

### **Recommendations and suggestions**

- We suggest that the question wording for INC00 is amended so that the interviewer explanation about the definition of a job is read out to everyone. Respondents who had more than one job and were self-employed were unsure what to include at this question but multiple job roles only came to light during probing.
- We recommend that the question wording for the rest of the questions in this set is kept as it currently is as these questions worked well with respondents.
- Any changes made to this set of questions should be applied to similar questions throughout the module.

### **Respondent income from main job as self-employed INC21-32, Round1**

- 3.10 Questions INC21-32 asked about self-employed income. As no one in the sample was self-employed these questions were not tested.

### **Respondent income from main job as self-employed INC17-32, Round 2**

- 3.11 Questions INC17-32 asked about self-employed income. Not every question was tested due to routing.

**ASK IF 2 OR 3 AT INC0 (SELF-EMPLOYED OR BOTH)**

**INC17**

What is your usual take-home income from your [IF 2 OR 3 AT INC00 - main] business?

By take-home income I mean an amount after all deductions for tax, national insurance etc. By income, I mean money drawn from the business which is used for personal, domestic, non-business use i.e. a salary.

PROBE FOR BEST ESTIMATE TO NEAREST £

EXPLAIN TO THE RESPONDENT THAT THEY CAN CHOOSE HOW TO REPORT THIS E.G. MONTHLY OR ANNUAL INCOME – THIS IS PICKED UP IN LATER QUESTIONS.

IF NO USUAL AMOUNT, ENTER 0

ENTER AMOUNT

GO TO INC18

Refused

-8

GO TO INC33

Don't know (SPONTANEOUS ONLY)

-9

GO TO INC21

**ASK IF AMOUNT ENTERED AT INC17**

**INC18**

How long a period does that income cover?

SHOWCARD A1

SINGLE CODE

- |   |                               |    |
|---|-------------------------------|----|
| 1 | An hour                       | 1  |
| 2 | A day                         | 2  |
| 3 | A week                        | 3  |
| 4 | A fortnight                   | 4  |
| 5 | 4 weeks                       | 5  |
| 6 | Calendar month                | 6  |
| 7 | Year                          | 7  |
| 8 | Other (please specify)        | 8  |
|   | Don't know (SPONTANEOUS ONLY) | -9 |

GO TO INC19

**ASK IF 8 AT INC18**

**INC18OT**

What was the period?

**ASK IF AMOUNT ENTERED AT INC17**

**INC19**

You said your usual take-home income was {insert INC17 answer}, is that exact or an estimate?

OBSERVE: DID RESPONDENT CONSULT PAY SLIP OR SIMILAR?

SINGLE CODE

Exact, checked details	1	GO TO INC20
Exact, did not check details	2	
Estimate	3	

ASK IF AMOUNT ENTERED AT INC17

**INC20**

**How many hours a week do you usually work for that income, including paid overtime but excluding meal breaks and unpaid travel time?**

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE

ENTER AMOUNT	GO TO INC33
Don't know (SPONTANEOUS ONLY)	

ASK IF 1-No usual pay AT INC17

**INC25**

**Last time you took income from your [IF 2 OR 3 AT INC00 - main] business, what was your take home pay?**

**By take-home pay I mean an amount after all deductions for tax, national insurance etc. By income, I mean money drawn from the business which is used for personal, domestic, non-business use i.e. a salary.**

PROBE FOR BEST ESTIMATE TO NEAREST £

EXPLAIN TO THE RESPONDENT THAT THEY CAN CHOOSE HOW TO REPORT THIS E.G. MONTHLY OR ANNUAL INCOME – THIS IS PICKED UP IN LATER QUESTIONS.

ENTER AMOUNT	GO TO INC26	
Refused		-8   GO TO INC33
Don't know (SPONTANEOUS ONLY)		-9   GO TO INC29

ASK IF AMOUNT ENTERED AT INC25

**INC26**

**How long a period did that income cover?**

SHOWCARD A1  
SINGLE CODE

1	An hour	1	GO TO INC27
2	A day	2	
3	A week	3	
4	A fortnight	4	
5	4 weeks	5	
6	Calendar month	6	
7	Year	7	
8	Other (please specify)	8	
	Don't know (SPONTANEOUS ONLY)	-9	

ASK IF 8 AT INC26

**INC26OT**

**What was the period?**

ASK IF AMOUNT ENTERED AT INC25

**INC27**

**You said the last time you took income from the business your take-home pay was {insert INC25 answer}, is that exact or an estimate?**

OBSERVE: DID RESPONDENT CONSULT PAYSLIP OR SIMILAR?

SINGLE CODE

Exact, checked details	1	GO TO INC28
Exact, did not check details	2	
Estimate	3	

ASK IF AMOUNT ENTERED AT INC25

**INC28**

**How many hours a week did you usually work for that income, including paid overtime but excluding meal breaks and unpaid travel time?**

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE

ENTER AMOUNT		GO TO INC33
Don't know (SPONTANEOUS ONLY)	-9	

## **Key findings**

### **INC17**

- One self-employed respondent who said her income from one of her businesses remained the same was asked this question. She believed about 20 per cent went to the tax man but she paid national insurance yearly or six monthly, so her answer was an average. She gave her answer thinking about the business she was commissioned on, rather than her other business because one income varied a lot and the other was set. She would know an exact figure for the business she answered about if it was before deductions.

### **INC18**

- She was paid monthly for her work so found this question easy to answer.

### **INC19**

- This question was easy for the respondent to answer and she had already mentioned that it was not an exact figure.

### **INC20**

- The respondent gave a response of 5-6 hours and found this question easy to answer.

### **INC25**

- A respondent who owned his own catering business was thinking about a total amount he earned; he mentioned that most of it was salary but a small amount went back into buying produce. He was thinking about both parts of his business when answering because he spent the same amount of time on both and made the same amount of money.
- One respondent said that his pay varied greatly as he worked across different companies. He was able to say roughly how much he was last paid.

### **INC26**

- Respondents found this question easy to answer.

### **INC27**

- Both respondents gave an estimate as their answer. One said if he had been at home he would look at online banking.

**INC28**

- Once again both respondents gave estimates to this question. As they were self-employed their hours could vary, but they knew roughly how many hours they worked to earn the amount given as a response.

**Overall**

- Respondents said they felt comfortable answering these questions. One person mentioned that self-employed income seemed more personal because it was a direct reflection on how they were doing.

**Recommendations and suggestions**

- At **INC17**, a definition of main business needs to be added to make it clear to respondents which business they should be thinking about if they have multiple.
- We suggest that thought is given as to whether self-employed people can be asked about their income before deductions first to make it easier for those who are only taxed once every 6-12 months to give a response.
- We recommend the question wording for the other questions in the section is kept the same.

**Income if more than one job INC33-38, Round 1**

3.12 INC33-38 asked about income from any other jobs the respondent had. Questions INC36-38 were not tested, as the respond who answered this set of questions was able to give a response to INC33.

**ASK IF 2 OR 3 AT INC00 (MORE THAN JOB)**

**INC33**

Thinking now about your other job[s], in total what is your usual take-home pay for [that / these] other job[s]?

By take-home pay I mean an amount after all deductions for tax, national insurance etc. but includes overtime, bonuses, commission or tips.

PROBE FOR BEST ESTIMATE TO NEAREST £  
IF NO USUAL AMOUNT, ENTER 0

ENTER AMOUNT

Refused

Don't know (SPONTANEOUS ONLY)

	GO TO INC34
-8	GO TO INC39
-9	GO TO INC36

**ASK IF AMOUNT ENTERED AT INC33**

**INC34**

**How long a period does that pay cover?**

SHOWCARD A1  
SINGLE CODE

1	An hour	1	GO TO INC35
2	A day	2	
3	A week	3	
4	A fortnight	4	
5	4 weeks	5	
6	Calendar month	6	
7	Year	7	
8	Other (please specify)	8	
	Don't know (SPONTANEOUS ONLY)	-9	

ASK IF 8 AT INC34

**INC34OT**

**What was the period?**

ASK IF AMOUNT ENTERED AT INC33

**INC35**

**How many hours a week do you usually work for that pay, excluding meal breaks but including paid overtime?**

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE

ENTER AMOUNT

Don't know (SPONTANEOUS ONLY)	-9	GO TO INC39
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## **Key findings**

- The respondent who answered this set of questions found them easy to answer. She gave an estimate for INC33 because her tips as a hairdresser varied. She had set hours for this job, which were less than her other job in a supermarket.
- As she was able to provide an answer to INC33, INC36-38 were not asked.

## **Recommendations and suggestions**

- We recommend this set of questions is amended in line with previous income questions, but no other changes are required.

## **Income if more than one job INC33-38, Round 2**

- 3.13 INC33-38 asked about income from any other jobs the respondent had. Questions INC36-38 were not tested as the respondent who answered this set of questions was able to give a response to INC33.

ASK IF 2 OR 3 AT INC00 (MORE THAN 1 JOB)

**INC33**

Thinking now about your other job[s], in total what is your usual take-home pay for [that / these] other job[s]?

By take-home pay I mean an amount after all deductions for tax, national insurance etc. but includes overtime, bonuses, commission or tips.

PROBE FOR BEST ESTIMATE TO NEAREST £  
IF NO USUAL AMOUNT, ENTER 0

ENTER AMOUNT		GO TO INC34
Refused	-8	GO TO INC39
Don't know (SPONTANEOUS ONLY)	-9	GO TO INC36

ASK IF AMOUNT ENTERED AT INC33

**INC34**

How long a period does that pay cover?

SHOWCARD A1  
SINGLE CODE

1	An hour	1	GO TO INC35
2	A day	2	
3	A week	3	
4	A fortnight	4	
5	4 weeks	5	
6	Calendar month	6	
7	Year	7	
8	Other (please specify)	8	
	Don't know (SPONTANEOUS ONLY)	-9	

ASK IF 8 AT INC34

**INC34OT**

What was the period?

ASK IF AMOUNT ENTERED AT INC33

**INC35**

How many hours a week do you usually work for that pay, including paid overtime but excluding meal breaks and unpaid travel time?

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE

ENTER AMOUNT

Don't know (SPONTANEOUS ONLY) -9

GO TO INC39

ASK IF -9-Don't know AT INC33

**INC36**

Thinking now about your other job[s], in total what is your usual pay for [that/ these] other jobs before any deductions for tax, national insurance, union fees and so on, but including overtime, bonuses, commission or tips?

EXPLAIN TO THE RESPONDENT THAT THEY CAN CHOOSE HOW TO REPORT THIS E.G. HOURLY RATE OR ANNUAL PAY – THIS IS PICKED UP IN LATER QUESTIONS.

PROBE FOR BEST ESTIMATE TO NEAREST £

IF NO USUAL AMOUNT, ENTER 0

ENTER AMOUNT

Refused -8

Don't know (SPONTANEOUS ONLY) -9

GO TO INC37

GO TO INC39

GO TO INC39

ASK IF AMOUNT ENTERED AT INC36

**INC37**

How long a period does that pay cover?

SHOWCARD A1

SINGLE CODE

- |   |                               |    |
|---|-------------------------------|----|
| 1 | An hour                       | 1  |
| 2 | A day                         | 2  |
| 3 | A week                        | 3  |
| 4 | A fortnight                   | 4  |
| 5 | 4 weeks                       | 5  |
| 6 | Calendar month                | 6  |
| 7 | Year                          | 7  |
| 8 | Other (please specify)        | 8  |
|   | Don't know (SPONTANEOUS ONLY) | -9 |

GO TO INC38

ASK IF 8 AT INC37

**INC37OT**

What was the period?

ASK IF AMOUNT ENTERED AT INC36

**INC38**

How many hours a week do you usually work for that income, including paid overtime but excluding meal breaks and unpaid travel time?

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE

ENTER AMOUNT

Don't know (SPONTANEOUS ONLY)

-9

GO TO INC39

ASK IF 2 OR 3 AT INC00 (MORE THAN 1 JOB)

**INC33**

Thinking now about your other job[s], in total what is your usual take-home pay for [that / these] other job[s]?

By take-home pay I mean an amount after all deductions for tax, national insurance etc. but includes overtime, bonuses, commission or tips.

PROBE FOR BEST ESTIMATE TO NEAREST £

IF NO USUAL AMOUNT, ENTER 0

ENTER AMOUNT		GO TO INC34
Refused	-8	GO TO INC39
Don't know (SPONTANEOUS ONLY)	-9	GO TO INC36

ASK IF AMOUNT ENTERED AT INC33

**INC34**

How long a period does that pay cover?

SHOWCARD A1  
SINGLE CODE

1	An hour	1	GO TO INC35
2	A day	2	
3	A week	3	
4	A fortnight	4	
5	4 weeks	5	
6	Calendar month	6	
7	Year	7	
8	Other (please specify)	8	
	Don't know (SPONTANEOUS ONLY)	-9	

ASK IF 8 AT INC34

**INC34OT**

What was the period?

ASK IF AMOUNT ENTERED AT INC33

**INC35**

How many hours a week do you usually work for that pay, including paid overtime but excluding meal breaks and unpaid travel time?

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE

ENTER AMOUNT

Don't know (SPONTANEOUS ONLY)

-9

GO TO INC39

ASK IF -9-Don't know AT INC33

**INC36**

Thinking now about your other job[s], in total what is your usual pay for [that/ these] other jobs before any deductions for tax, national insurance, union fees and so on, but including overtime, bonuses, commission or tips?

EXPLAIN TO THE RESPONDENT THAT THEY CAN CHOOSE HOW TO REPORT THIS E.G. HOURLY RATE OR ANNUAL PAY – THIS IS PICKED UP IN LATER QUESTIONS.

PROBE FOR BEST ESTIMATE TO NEAREST £

IF NO USUAL AMOUNT, ENTER 0

ENTER AMOUNT

Refused

Don't know (SPONTANEOUS ONLY)

-8

-9

GO TO INC37

GO TO INC39

GO TO INC39

ASK IF AMOUNT ENTERED AT INC36

**INC37**

How long a period does that pay cover?

SHOWCARD A1

SINGLE CODE

1 An hour

2 A day

3 A week

1

2

3

GO TO INC38

4	A fortnight	4	
5	4 weeks	5	
6	Calendar month	6	
7	Year	7	
8	Other (please specify)	8	
	Don't know (SPONTANEOUS ONLY)	-9	

**ASK IF 8 AT INC37  
INC37OT**

**What was the period?**

**ASK IF AMOUNT ENTERED AT INC36  
INC38**

**How many hours a week do you usually work for that income, including paid overtime but excluding meal breaks and unpaid travel time?**

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE  
ENTER AMOUNT

Don't know (SPONTANEOUS ONLY)	-9	GO TO INC39
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### Key findings

- One self-employed respondent answered these questions. She said this was somewhat difficult to answer because they only paid deductions every few months. She was asked **INC36** which she was then able to answer easily, but questioned whether this should be asked of 'weekly' or 'monthly'. When prompted by the interviewer, she was easily able to answer based on a weekly figure. She usually worked similar hours each week.
- One respondent was not asked these questions because he was thinking about both of his jobs previously, as they were part of the same company and he was unable to answer about them separately.

### Recommendations and suggestions

- We recommend this set of questions is amended in line with previous income questions but no other changes are required.

## Spouse/ Partner's pay INC39-79, Round 1

3.14 Again, not all of the questions in this section were tested, due to the fact that none of the respondents' partners were self-employed or had more than one job. This set of questions asked respondents about their partners' pay in the same format as they were asked about their own pay.

### IF PARTNER

#### INC39

Can I check, does [name] carry out paid work for 1 or more hours a week?

SINGLE CODE

Yes	1	GO TO INC40
No	2	GO TO HH81
Don't know (SPONTANEOUS ONLY)	-9	

ASK IF 1 AT INC39

#### INC40

How many paid jobs did [name] have in the week ending last Sunday?

INTERVIEWER: Count individual assignments relating to one post (e.g. work carried out by a plumber) as part of one job.

SINGLE CODE

One job only	1	GO TO INC41
More than one job	2	GO TO INC42
Don't know (SPONTANEOUS ONLY)	-9	GO TO INC41

### Key findings

#### INC39

- All respondents were able to answer this question, however one respondent thought it was an odd question and believed they should be asked how many hours their partner works.

#### INC40

- Respondents found this question very easy to answer; they all knew that their partners only had one job.

#### **INC41**

- Respondents found this question very easy to answer as they all knew the employment status of their partner.
- INC42 was not tested due to the fact that all of the partners had just one job.

#### **INC43**

- Most respondents were able to give an answer to this question. One respondent said her answer was exact because she had recently seen her partner's payslip, other respondents estimated their answers and one respondent said she did not know.
- This respondent then went on to answer: INC47, INC51 and INC55. For all of these questions she said she did not know, however she was not probed for an estimate. It was not clear her partner's pay varied due to overtime until she answered INC47. She said at home she could easily check his payslip. Another respondent gave an estimate based on her partners last pay check because his pay varied.
- Some respondents said they would not be able to answer this question about pay before deductions.

#### **INC44 and INC45**

- Respondents found both of these questions easy to answer. The time periods respondents were thinking about when answering varied.

#### **INC46**

- Respondents were able to answer this question easily, particularly when their partner had set working hours. One respondent however included commuting time in her answer she gave. It was not clear if this travel time was paid or not.

#### **INC59-INC80**

- These questions were not tested, since none of the partners were self-employed or had more than one job.

#### **Recommendations and suggestions**

- We suggest that if the information can be collected through the household grid, INC39 could be dropped. A 'no jobs' code could be added to INC40 to capture anyone who is incorrectly routed.
- The findings from INC43 show that when partners do not receive 'usual' pay, this is captured during probing rather than when the question is originally asked. This would suggest that having a routing question could help interviewers ask more appropriate questions about the partner's income or the question could ask about 'average' to allow for variations.

- We suggest that the wording on INC46 is changed to ensure respondents to not include travel time that is not paid. This change would need to be applied to all similar questions within the income module.

### **Spouse/ Partner's pay INC39-80, Round 2**

- 3.15 Again, not all of the questions in this section were tested due to the fact that none of the respondents' partners had more than one job. This set of questions asked respondents about their partners' pay in the same format as they were asked about their own pay.

**IF PARTNER**

**INC39**

Can I check, does [name] carry out paid work for 1 or more hours a week?

SINGLE CODE

Yes	1	GO TO INC40
No	2	GO TO HH81
Don't know (SPONTANEOUS ONLY)	-9	

ASK IF 1 AT INC39

**INC40**

Did [name] have more than one paid job in the last week?

INTERVIEWER: Count individual assignments relating to one post (e.g. work carried out by a plumber) as one job.

SINGLE CODE

One job only	1	GO TO INC41
More than one job	2	GO TO INC42
Don't know (SPONTANEOUS ONLY)	-9	GO TO INC41

ASK IF 1 OR -9 AT INC40

**INC41**

Was [name] working as an employee or self-employed?

SINGLE CODE

Employee	1	GO TO INC43
Self-employed	2	GO TO INC59
Both	3	GO TO INC43
Don't know (SPONTANEOUS ONLY)	-9	GO TO INC75

ASK IF 2-More than one job AT INC40

**INC42**

I'd like to ask you about the work [name] does for [his/her] main job i.e. the job [he / she] does for the most hours each week. In this job is [he / she] an employee or self-employed?

SINGLE CODE

Employee	1	GO TO INC43
Self-employed	2	GO TO INC59
Both	3	GO TO INC43
Don't know (SPONTANEOUS ONLY)	-9	GO TO INC75

ASK IF 1 OR 3 AT INC41, OR IF 1 OR 3 AT INC42 (EMPLOYEE OR BOTH)

**INC43**

Now I'd like to ask you about the pay [name] gets in this job. What is [name]'s usual take-home pay?

Take-home pay is after all deductions for tax, national insurance, union fees and so on, but including overtime, bonuses, commission or tips.

PROBE FOR BEST ESTIMATE TO NEAREST £

EXPLAIN TO THE RESPONDENT THAT THEY CAN CHOOSE HOW TO REPORT THIS E.G. HOURLY RATE, OR ANNUAL PAY – THIS IS PICKED UP IN LATER QUESTIONS.

IF NO USUAL AMOUNT, ENTER 0

ENTER AMOUNT

No usual pay

1

GO TO INC44

Refused

-8

GO TO INC51

Don't know (SPONTANEOUS ONLY)

-9

GO TO INC59

GO TO INC47

ASK IF AMOUNT ENTERED AT INC43

INC44

How long a period does that pay cover?

SHOWCARD A1

SINGLE CODE

1 An hour

1

2 A day

2

3 A week

3

4 A fortnight

4

5 4 weeks

5

GO TO INC45

6 Calendar month

6

7 Year

7

8 Other (please specify)

8

Don't know (SPONTANEOUS ONLY)

-9

ASK IF 8 AT INC44

INC44OT

What was the period?

ENTER A TEXT OF AT MOST 50  
CHARACTERS

ASK IF AMOUNT ENTERED AT INC43

INC45

You said [name's] usual take-home pay is {insert INC43 answer} ,is that exact or an estimate?

OBSERVE: DID RESPONDENT CONSULT PAY SLIP OR SIMILAR, OR ASK SPOUSE/PARTNER?

SINGLE CODE

Exact, checked details	1	GO TO INC46
Exact, did not check details	2	
Estimate	3	

ASK IF AMOUNT ENTERED AT INC43  
INC46

How many hours a week does [name] work for that pay, including paid overtime but excluding meal breaks and unpaid travel time?

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE

ENTER AMOUNT	-9	GO TO INC59
Don't know (SPONTANEOUS ONLY)		

ASK IF -9-Don't know AT INC43  
INC47

[(IF 2 AT INC40 - For [his / her] main job what) / What] is [name]'s usual pay before any deductions for tax, national insurance, union fees and so on, and including overtime, bonuses, commission or tips?

PROBE FOR BEST ESTIMATE TO NEAREST £

EXPLAIN TO THE RESPONDENT THAT THEY CAN CHOOSE HOW TO REPORT THIS E.G. HOURLY RATE, OR ANNUAL PAY – THIS IS PICKED UP IN LATER QUESTIONS.

IF NO USUAL AMOUNT, ENTER 0

ENTER AMOUNT	1	GO TO INC48	
No usual pay			GO TO INC51
Refused			-8
Don't know (SPONTANEOUS ONLY)	-9		

ASK IF AMOUNT ENTERED AT INC47  
INC48

How long a period does that pay cover?

SHOWCARD A1

SINGLE CODE

1	An hour	1	GO TO INC49
2	A day	2	

3	A week	3
4	A fortnight	4
5	4 weeks	5
6	Calendar month	6
7	Year	7
8	Other (please specify)	8
	Don't know (SPONTANEOUS ONLY)	-9

**ASK IF 8 AT INC48  
INC48OT**

**What was the period?**

ENTER A TEXT OF AT MOST 50  
CHARACTERS

**ASK IF AMOUNT ENTERED AT INC47  
INC49**

**You said [name's] usual pay before deductions is {insert INC47 answer}, is that exact or an estimate?**

OBSERVE: DID RESPONDENT CONSULT PAY SLIP OR SIMILAR, OR  
ASK  
SPOUSE / PARTNER?

SINGLE CODE

Exact, checked details	1	GO TO INC50
Exact, did not check details	2	
Estimate	3	

**ASK IF AMOUNT ENTERED AT INC47  
INC50**

**How many hours a week does [name] work for that pay, including paid overtime but excluding meal breaks and unpaid travel time?**

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE

ENTER AMOUNT		GO TO INC59
Don't know (SPONTANEOUS ONLY)	-9	

**ASK IF 2 OR 3 AT INC41 OR 2 OR 3 AT INC42 (SELF EMPLOYED)  
INC59**

**What is [name]'s usual take-home income from [his / her] [IF 2 AT INC28 - main] business?**

**By take-home income I mean an amount after all deductions for tax, national insurance etc. By income, I mean money drawn from the business which is used for personal, domestic, non-business use i.e. a salary.**

PROBE FOR BEST ESTIMATE TO NEAREST £

EXPLAIN TO THE RESPONDENT THAT THEY CAN CHOOSE HOW TO REPORT THIS E.G. MONTHLY OR ANNUAL INCOME – THIS IS PICKED UP IN LATER QUESTIONS

IF NO USUAL AMOUNT, ENTER 0

ENTER AMOUNT		GO TO INC60
No usual pay	1	GO TO INC67
Refused	-8	GO TO INC75
Don't know (SPONTANEOUS ONLY)	-9	GO TO INC63

**ASK IF AMOUNT ENTERED AT INC59  
INC60**

**How long a period does that pay cover?**

SHOWCARD A1

SINGLE CODE

1	An hour	1	GO TO INC61
2	A day	2	
3	A week	3	
4	A fortnight	4	
5	4 weeks	5	
6	Calendar month	6	
7	Year	7	
8	Other (please specify)	8	
	Don't know (SPONTANEOUS ONLY)	-9	

**ASK IF 8 AT INC60  
INC60OT**

**What was the period?**

ENTER A TEXT OF AT MOST 50  
CHARACTERS

**ASK IF AMOUNT ENTERED AT INC59  
INC61**

**You said [name's] usual take-home income after deductions is {insert INC59 answer}, is that exact or an estimate?**

OBSERVE: DID RESPONDENT CONSULT PAY SLIP OR SIMILAR, OR ASK SPOUSE / PARTNER?

SINGLE CODE

Exact, checked details	1	GO TO INC62
Exact, did not check details	2	
Estimate	3	

**ASK IF AMOUNT ENTERED AT INC59  
INC62**

**How many hours a week does [he / she] usually work for that income, including paid overtime but excluding meal breaks and unpaid travel time?**

TAKE AVERAGE IF VARIES.

ONLY INCLUDE HOURS 'ON CALL' IF PAID FOR THEM AT 1/3 OR MORE OF NORMAL HOURLY RATE

ENTER AMOUNT

Don't know (SPONTANEOUS ONLY)	-9	GO TO INC75
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## **Key findings**

### **INC39**

- All respondents who were asked this question were able to answer it easily. They were thinking about jobs where their partner was an employee, as well as jobs where their partner was self-employed.

### **INC40**

- Respondents found this question very easy to answer; they all knew that their partners only had one job.

#### **INC41**

- Respondents found this question very easy to answer; they all knew the employment status of their partner.

#### **INC42**

- This question was not tested due to the fact that all of the respondents' partners had just one job.

#### **INC43**

- Some respondents were easily able to answer this question as they had seen their partners' pay slips. One respondent said 'don't know' at this question, since he did not know what his partner's pay was after deductions, he was only able to give a yearly figure after deductions.

#### **INC44 and INC45**

- Respondents found both of these questions easy to answer. The time periods respondents were thinking about when answering varied, this was due to them knowing easily either what their partner made each week, each month or each year.

#### **INC46**

- Respondents were able to answer this question easily, particularly when their partner had set working hours. One gave an estimate because her partner sometimes did extra hours, but even then he was paid the same amount.

#### **INC47-INC50**

- One respondent was asked this set of questions after answering 'don't know' at INC43. He found this set of questions easy to answer and was able to provide his wife's yearly salary before deductions and the number of hours she worked each week.

#### **INC59-INC62**

- Two respondents answered this set of questions as their partners were self-employed. One gave an exact figure as she had recently done their tax return and her husband usually worked set hours. The second respondent gave an estimate of her partner's income. Both were thinking of the income after deductions when answering.

#### **Recommendations and suggestions**

- INCX should be included at the start of this set of questions to act as a routing question for partners who do not have usual pay.
- We suggest the other question wording remains the same since cognitive testing suggests it works well and generally respondents found this set of questions easy to answer.

## **Other sources of income HH81-HH83, Round1**

- 3.16 The following questions explore if the participants receive a number of benefits. If they do they are then asked whether it is them, their partner or both of them who receives the benefit, how much they received last time and what period that benefit covers.

**ASK ALL**

**HH81**

I'd like to talk about income from sources other than work.

Which, if any, of the following benefits are you [or your partner] currently receiving?

SHOWCARD A2  
CODE ALL THAT APPLY

1	Income Support	1	
2	Employment and support allowance (ESA)	2	
3	Working Tax Credit (WTC)	3	
4	Child Tax Credit (CTC)	4	
5	Jobseeker's Allowance (JSA) - Income Based	5	GO TO HH82
6	Jobseeker's Allowance (JSA) - Contribution Based	6	
7	Housing Benefit	7	
8	Local Housing Allowance (LHA)	8	
9	Council Tax Benefit	9	
10	Guardian's Allowance	10	
11	Child Benefit	11	
12	Statutory Maternity Pay	12	
13	Statutory Paternity Pay	13	
14	Statutory Adoption Pay	14	
15	Maternity Allowance	15	
16	State Retirement Pension	16	
17	Bereavement Allowance (previously Widow's Pension) or Widowed Parent's Allowance	17	
18	Pension Credit	18	
19	Winter Fuel Payment	19	
20	Universal Credit	20	
21	None	21	
	Refused (SPONTANEOUS ONLY)	-8	GO TO HH84
	Don't know (SPONTANEOUS ONLY)	-9	GO TO HH84

**ASK IF RESPONDENT HAS SPOUSE / PARTNER, ASK FOR EACH BENEFIT RECORDED AT HH81**

**HH82**

Is it you, your partner or both of you who receive [benefit from

**HH81]?**

## SINGLE CODE

Respondent	1	GO TO HH83
Partner	2	
Both	3	
Refused	-8	GO TO HH84
Don't know (SPONTANEOUS ONLY)	-9	

ASK FOR EACH BENEFIT CODED AS RECEIVED AT HH81

**HH83**

How much did [[you] / [your partner] / [you and your partner]] receive last time [you / they] received [benefit from HH81]?

IF BOTH RESPONDENT AND PARTNER RECEIVE, ADD TWO TOGETHER. TAKE CARE NOT TO DOUBLE COUNT. PROBE FOR BEST ESTIMATE TO NEAREST £  
IT IS UP TO THE RESPONDENT WHETHER THEY WISH TO REPORT E.G. WEEKLY, MONTHLY ETC. – THIS IS PICKED UP IN LATER QUESTIONS.

ENTER AMOUNT		GO TO HH83a
Refused	-8	
Don't know (SPONTANEOUS ONLY)	-9	GO TO HH84

ASK IF AMOUNT ENTERED AT HH83

**HH83a**

What period did that cover?

SHOWCARD A1  
PROBE FOR BEST ESTIMATE  
SINGLE CODE

1	1 week	1	GO TO HH84
2	2 weeks	2	

3	3 weeks	3	
4	4 weeks	4	
5	1 month	5	
6	2 months	6	
7	3 months	7	
8	6 months	8	
9	1 year	9	
10	Other (please specify)	10	GO TO HH83OT
	Don't know (SPONTANEOUS ONLY)	-9	

ASK IF 10 AT HH83

**HH83OT**

**ASK OR CODE: What was the period?**

## Key findings

### HH81

- All respondents found this question easy to answer, whether they claimed any of the listed benefits or not. It was not felt that anything was missing from the list of response options.

### HH82

- Respondents who were asked this question were able to answer it easily. One respondent who received Child Benefit said that it was both her and her partner who received this.

### HH83

- Both respondents who received Child Benefit were unable to say how much they received. One said that if she was at home she may check her bank account to see how much she received.
- Respondents who received Winter Fuel Allowance were sure of their answer at this question.
- One respondent gave an estimate of her State Pension, but felt this was enough for the survey. Another who received Employment and Support Allowance said that the amount changed regularly, he gave an average here.
- Others who received a State Pension were unable to say how much they received. They would check documents to give their answers if they were at home.

- Another respondent could not answer about Council Tax Credit, she said this was not paid into her account; she just did not have to pay council tax. A respondent who received Housing Benefit said this was not paid to him; it was paid to his landlord. He knew how much it was and did not include this in earlier questions about his total income.

#### **HH83a**

- Respondents who were asked this question found it easy to answer
- One respondent questioned the difference between four weeks and a calendar month.

#### **Overall**

- Most felt comfortable answering these questions apart from one person who said he was embarrassed giving the figures as he was not working at the moment.

#### **Recommendations and suggestions**

##### **HH81**

- We suggest this question is kept as currently worded because respondents found it easy to answer and did not feel that anything was missing from the list.

##### **HH82**

- Child Benefit is only paid to one parent; we recommend that a routing instruction is added so that HH82 is not asked about Child Benefit, but a new question HH82a is asked instead.

##### **HH83**

- We suggest WG considers which benefits are appropriate to be asked about here as some are not paid directly to respondents, e.g. Council Tax Credit. WG should consider whether these types of benefits should be included in the definition of income or not.
- If benefits which are not paid directly to the respondent should be considered in the definition of income, phrasing should be included at this question which accounts for the fact that Housing Benefit is paid to a landlord and not the respondent.
- As a general interviewer briefing point, we suggest it is made clear to interviewers when they should probe for an estimate to account for the respondents who do not know the answer or would spend time looking up the answer if at home.

**HH83a**

- As benefits are not paid in one lump sum unless the person is on Universal Credit, this time period question is required.

**ASK IF RESPONDENT HAS SPOUSE / PARTNER, ASK IF 11 RECORDED AT HH81**

**HH82A**

**Is it you or your partner who receive child benefit?**

SINGLE CODE

Respondent

1

GO TO HH83

Partner

2

Refused

-8

Don't know (SPONTANEOUS ONLY)

-9

GO TO HH84

**ASK FOR EACH BENEFIT CODED AS RECEIVED AT HH81**

**HH83**

**How much did [[you] / [your partner] / [you and your partner]] [IF 7 at HH81 your landlord] receive last time [you / they] received [benefit from HH81]?**

IF BOTH RESPONDENT AND PARTNER RECEIVE, ADD TWO TOGETHER. TAKE CARE NOT TO DOUBLE COUNT. PROBE FOR BEST ESTIMATE TO NEAREST £

IT IS UP TO THE RESPONDENT WHETHER THEY WISH TO REPORT E.G. WEEKLY, MONTHLY ETC. – THIS IS PICKED UP IN LATER QUESTIONS.

ENTER AMOUNT

Refused

-8

Don't know (SPONTANEOUS ONLY)

-9

GO TO HH83a

GO TO HH84

## **Other sources of income HH81-HH83, Round 2**

3.17 The following questions explored if the participants received a number of benefits. If they did they were then asked whether it was them, their partner or both of them who received the benefit, how much they received last time and what period that benefit covered. Minor amendments were made to these questions based on the round one testing findings.

**ASK ALL**

**HH81**

**I'd like to talk about income from sources other than work.**

**Which, if any, of the following benefits are you [or your partner] currently receiving?**

SHOWCARD A2

CODE ALL THAT APPLY

1	Income Support	1	
2	Employment and support allowance (ESA)	2	
3	Working Tax Credit (WTC)	3	
4	Child Tax Credit (CTC)	4	
5	Jobseeker's Allowance (JSA) - Income Based	5	GO TO HH82
6	Jobseeker's Allowance (JSA) - Contribution Based	6	
7	Housing Benefit	7	
8	Local Housing Allowance (LHA)	8	
9	Council Tax Benefit	9	
10	Guardian's Allowance	10	
11	Child Benefit	11	
12	Statutory Maternity Pay	12	
13	Statutory Paternity Pay	13	
14	Statutory Adoption Pay	14	
15	Maternity Allowance	15	
16	State Retirement Pension	16	
17	Bereavement Allowance (previously Widow's Pension) or Widowed Parent's Allowance	17	
18	Pension Credit	18	
19	Winter Fuel Payment	19	
20	Universal Credit	20	
21	None	21	
	Refused (SPONTANEOUS ONLY)	-8	GO TO HH84
	Don't know (SPONTANEOUS ONLY)	-9	GO TO HH84

**ASK IF RESPONDENT HAS SPOUSE / PARTNER, ASK FOR UPT TO TWO BENEFITS RECORDED AT HH81 EXCEPT 11**

**HH82**

**Is it you, your partner or both of you who receive [benefit from**

**HH81]?**

## SINGLE CODE

Respondent	1		GO TO HH83
Partner	2		
Both	3		
Refused	-8	<hr/>	
Don't know (SPONTANEOUS ONLY)	-9		GO TO HH84

ASK IF RESPONDENT HAS SPOUSE / PARTNER, ASK IF 11 AT HH81

**HH82a**

Is it you or your partner who receive child benefit?

## SINGLE CODE

Respondent	1		GO TO HH83
Partner	2		
Refused	-8	<hr/>	
Don't know (SPONTANEOUS ONLY)	-9		GO TO HH84

ASK FOR UP TO TWO BENEFITS CODED AS RECEIVED AT HH81

**HH83**

How much did [[you] / [your partner] / [you and your partner]] [IF 7 at HH81 your landlord] receive last time [you / they] received [benefit from HH81]?

IF BOTH RESPONDENT AND PARTNER RECEIVE, ADD TWO TOGETHER. TAKE CARE NOT TO DOUBLE COUNT. PROBE FOR BEST ESTIMATE TO NEAREST £

EXPLAIN TO THE RESPONDENT THAT THEY CAN CHOOSE HOW TO REPORT THIS E.G. WEEKLY, MONTHLY ETC. – THIS IS PICKED UP IN LATER QUESTIONS.

ENTER AMOUNT			GO TO HH83a
Refused	-8		
Don't know (SPONTANEOUS ONLY)	-9		GO TO HH84

ASK IF AMOUNT ENTERED AT HH83

**HH83a**

**What period did that cover?**

SHOWCARD A1

PROBE FOR BEST ESTIMATE

SINGLE CODE

1	1 week	1	
2	2 weeks	2	
3	3 weeks	3	
4	4 weeks	4	
5	1 month	5	GO TO HH84
6	2 months	6	
7	3 months	7	
8	6 months	8	
9	1 year	9	
10	Other (please specify)	10	GO TO HH83OT
	Don't know (SPONTANEOUS ONLY)	-9	

ASK IF 10 AT HH83

**HH83OT**

ASK OR CODE: **What was the period?**

**Key findings**

**HH81**

- All respondents found this question easy to answer, whether they claimed any of the listed benefits or not. Some respondents commented that some benefits were missing from the showcard, such as Personal Independence Payment, however this was covered by the following question.
- It is believed that one respondent did not notice 'State Pension' being included on the showcard. She did not select a pension from either HH81 or HH95 but mentioned her pension throughout.

### **HH82 and HH82A**

- Respondents who were asked these questions were able to answer easily.
- Those who receive Child Benefit were able to identify whether it was themselves or their partner who the money was paid to.

### **HH83**

- Some respondents were easily able to answer this question about a range of benefits they received. They knew exact amounts and felt comfortable answering.
- One respondent who received Housing Benefit said the money went straight to the landlord but she received a letter letting her know how much was paid and if the amount changed, so she was easily able to answer. Another however became confused by the question saying the money was her rent and it went straight to the council.
- Two respondents could not answer in relation to the Council Tax Credit because this was not paid directly to them.
- One respondent only knew the lump sum he received for two benefits combined and was unable to separate out the answers.
- Another gave an estimate for her answers. Winter Fuel Allowance and Pension Credit were paid into her husband's account and he then transferred her money, so generally she did not have a good overview of her income.
- One respondent questioned if she should answer based on the year, the interviewer was able to prompt her to answer how she preferred.
- Those who were unable to provide figures, said they could look at documents or ask their partner if they were being interviewed at home.

### **HH83a**

- Respondents who were asked this question found it easy to answer. A range of response options were selected.

## **Recommendations and suggestions**

### **HH81**

- A check could be added to this question if someone is aged 65 or over, but does not select the 'State Pension' response option. This should ensure people do not forget to include it at this question as it is not always thought of as a benefit.

### **HH82 and 82A**

- As these questions worked well, we suggest the current wording is retained.

### **HH83**

- Again, we suggest WG considers which benefits are appropriate to be asked about here as some are not paid directly to respondents e.g. Council Tax Credit. WG to consider whether these types of benefits should be included in the definition of income or not.
- Again, as a general interviewer briefing point, we suggest it is made clear to interviewers that they should probe for an estimate to account for the respondents who do not know the answer or would spend time looking up the answer if at home.
- Finally, we suggest an interviewer instruction is added to allow an answer to be given by respondents who are unable to separate out the amounts they receive from benefits.

### **HH83a**

- We suggest this question is kept as currently worded.

### **HH84, Round1**

- 3.18 The following question asked respondents if they or their partner are claiming any of a range of benefits.

ASK ALL

HH84

And which, if any, of these other benefits are you [or your partner] currently receiving?

SHOWCARD A3

CODE ALL THAT APPLY

1	Incapacity Benefit (formerly Invalidation Benefit)	1	
2	Disability Living Allowance - Care Component	2	
3	Disability Living Allowance - Mobility Component	3	
4	Personal Independence Payment (PIP) - Mobility Component	4	GO TO HH85
5	Personal Independence Payment (PIP) - Daily Living Component	5	
6	Severe Disablement Allowance	6	
7	Industrial Injuries Disablement	7	
8	Carer's Allowance (formerly Invalid Care Allowance)	8	
9	Statutory Sick Pay	9	
10	War disablement pension or War Widow's Pension	10	
11	Disability premium with Income Support/Housing Benefit	11	
12	Attendance allowance	12	
13	Grant from the Social Fund for funeral expenses	13	
14	Grant from the Social Fund for Maternity Expenses	14	
15	Sure Start Maternity Grant	15	
16	Budgeting Loan from the Social Fund / Budgeting Advances from Universal Credit	16	
17	Social Fund Loans	17	
18	Welsh Government Discretionary Assistance Fund - Emergency Assistance Payment	18	
19	Welsh Government Discretionary Assistance Fund - Individual Assistance Payments	19	
20	Extended Payment of Housing Benefit / Council Tax Benefit	20	
21	Child Maintenance Bonus	21	
22	Lone Parent's Benefit Run-on	22	
23	Other (please specify)	23	GO TO HH84OT
24	None	24	GO TO HH85
	Refused (SPONTANEOUS ONLY)	-8	GO TO HH95
	Don't know (SPONTANEOUS ONLY)	-9	

ASK IF 23 AT HH84  
HH84OT

 What is the other benefit?

### **Key findings**

- Most respondents did not claim any of the benefits on this list. They found the question easy to answer and did not feel that any benefits were missing.
- One respondent selected multiple response options at this question. She said she felt comfortable doing so.

### **Recommendations and suggestions**

- We recommend this question is kept as currently worded.

### **HH84, Round 2**

- 3.19 The following question asked respondents if they or their partner were claiming a range of benefits. The question wording was not amended between rounds one and two.

ASK ALL

HH84

And which, if any, of these other benefits are you [or your partner] currently receiving?

SHOWCARD A3

CODE ALL THAT APPLY

1	Incapacity Benefit (formerly Invalidity Benefit)	1	
2	Disability Living Allowance - Care Component	2	
3	Disability Living Allowance - Mobility Component	3	
4	Personal Independence Payment (PIP) - Mobility Component	4	GO TO HH85
5	Personal Independence Payment (PIP) - Daily Living Component	5	
6	Severe Disablement Allowance	6	
7	Industrial Injuries Disablement	7	
8	Carer's Allowance (formerly Invalid Care Allowance)	8	
9	Statutory Sick Pay	9	
10	War disablement pension or War Widow's Pension	10	
11	Disability premium with Income Support/Housing Benefit	11	
12	Attendance allowance	12	
13	Grant from the Social Fund for funeral expenses	13	
14	Grant from the Social Fund for Maternity Expenses	14	
15	Sure Start Maternity Grant	15	
16	Budgeting Loan from the Social Fund / Budgeting Advances from Universal Credit	16	
17	Social Fund Loans	17	
18	Welsh Government Discretionary Assistance Fund - Emergency Assistance Payment	18	
19	Welsh Government Discretionary Assistance Fund - Individual Assistance Payments	19	
20	Extended Payment of Housing Benefit / Council Tax Benefit	20	
21	Child Maintenance Bonus	21	
22	Lone Parent's Benefit Run-on	22	
23	Other (please specify)	23	GO TO HH84OT
24	None	24	GO TO HH85
	Refused (SPONTANEOUS ONLY)	-8	GO TO HH95

Don't know (SPONTANEOUS ONLY) -9

ASK IF 23 AT HH84

HH84OT

**What is the other benefit?**

### Key findings

- Most respondents did not claim any of the benefits on this list. They found the question easy to answer and did not feel that any benefits were missing.
- One respondent who selected multiple response options at this question found the question sensitive and when prompted said a reminder about confidentiality would have been nice before being asked about benefits. Another who did not claim benefits said he thought WG should explain why they were interested in benefits because this could be a very sensitive topic for some people.

### Recommendations and suggestions

- We recommend this question is kept as currently worded.
- A confidentiality reassurance could be included at the start of the bank of questions which asks about benefits to act as a reminder that answers will be treated confidentially.

### HH86, Round 1

3.20 This question explored which band of disability living allowance people were currently receiving. HH87-89 were not tested.

ASK IF 3 AT HH84

HH86

**Which band of the disability living allowance mobility component are you [or your partner] currently receiving?**

SINGLE CODE

Lower band

1

Higher band

2

Nil rate

3

Don't know (SPONTANEOUS ONLY)

-9

GO TO HH87

## Key findings

- One respondent answered this question. She found it easy to answer and selected the lower band response option.

## Recommendations and suggestions

- We suggest this question and the questions which follow HH87-89 are kept as currently worded.

## HH86 and HH87, Round 2

3.21 These questions explored which band of Disability Living Allowance and Personal Independence Payment people were currently receiving; they were not changed after the first round of testing. HH88-89 were not tested due to the fact that no respondents reported receiving Personal Independence Allowance Daily Living Component or Attendance Allowance.

### ASK IF 3 AT HH84

#### HH86

**Which band of the disability living allowance mobility component are you [or your partner] currently receiving?**

##### SINGLE CODE

Lower band	1	GO TO HH87
Higher band	2	
Nil rate	3	
Don't know (SPONTANEOUS ONLY)	-9	

### ASK IF 4 AT HH84

#### HH87

**Which band of the personal independence payment mobility component are you [or your partner] currently receiving?**

##### SINGLE CODE

Standard Rate	1	GO TO HH88
Enhanced Rate	2	
Nil rate	3	
Don't know (SPONTANEOUS ONLY)	-9	

## Key findings

### **HH86**

- One respondent answered this question. She found it easy to answer and selected the lower band response option.

### **HH87**

- Two respondents answered this question. Both of them found it easy to answer and selected the standard rate response option.

### **Recommendations and suggestions**

- We suggest these questions and the questions which follow HH88-89 are kept as currently worded.

**HH90-92, Round 1**

3.22 The following questions explored whether it was the respondent, their partner or both of them who received the benefit, how much they received last time and what period that benefit covered.

**ASK IF RESPONDENT HAS SPOUSE / PARTNER, ASK FOR EACH BENEFIT RECORDED AT HH84**

**HH90**

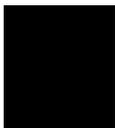
**Is it you, your partner or both of you who receive [benefit from HH84]?**

**SINGLE CODE**

Respondent	1	GO TO HH91
Partner	2	
Both	3	
Don't know (SPONTANEOUS ONLY)	-9	

ASK FOR EACH BENEFIT CODED AS RECEIVED AT HH84

HH91



How much did [[you] / [your partner] / [you and your partner]] receive last time [you / they] received [benefit from HH84]?

IF BOTH RESPONDENT AND PARTNER RECEIVE, ADD TWO TOGETHER. TAKE CARE NOT TO DOUBLE COUNT. PROBE FOR BEST ESTIMATE TO NEAREST £

IT IS UP TO THE RESPONDENT WHETHER THEY WISH TO REPORT E.G. WEEKLY, MONTHLY ETC. – THIS IS PICKED UP IN LATER QUESTIONS.

ENTER AMOUNT

Refused

-8

GO TO HH92

Don't know (SPONTANEOUS ONLY)

-9

GO TO HH95

ASK FOR EACH BENEFITS CODED AS RECEIVED AT HH84

HH92



What period did that cover?

SHOWCARD A1

PROBE FOR BEST ESTIMATE

SINGLE CODE

- 1 1 week 1
- 2 2 weeks 2
- 3 3 weeks 3
- 4 4 weeks 4
- 5 1 month 5
- 6 2 months 6
- 7 3 months 7
- 8 6 months 8
- 9 1 year 9
- 10 Other (please specify) 10
- Don't know (SPONTANEOUS ONLY) -9

GO TO HH93

Go TO HH92OT

ASK IF 10 AT HH92

HH92OT



What was the period?

### **Key findings**

- One respondent answered this set of questions. She was easily able to answer HH90 and HH92. For the amount of Disability Living Allowance (DLA) she received, she estimated as she could not remember exactly. If she was completing the survey in real life, she said she might have checked on her phone. She felt comfortable answering these questions because she received DLA for her son and her husband received Carer's Allowance.

### **Recommendations and suggestions**

- We suggest these questions are kept as currently worded.

### **HH90-92, Round 2**

3.23 The following questions were not amended for the second round of testing.

ASK IF RESPONDENT HAS SPOUSE / PARTNER, ASK FOR UP TO TWO BENEFITS RECORDED AT HH84

**HH90**

Is it you, your partner or both of you who receive [benefit from HH84]?

SINGLE CODE

Respondent	1	GO TO HH91
Partner	2	
Both	3	
Don't know (SPONTANEOUS ONLY)	-9	

ASK FOR EACH BENEFIT CODED AS RECEIVED AT HH84

**HH91**

How much did [[you] / [your partner] / [you and your partner]] receive last time [you / they] received [benefit from HH84]?

IF BOTH RESPONDENT AND PARTNER RECEIVE, ADD TWO TOGETHER. TAKE CARE NOT TO DOUBLE COUNT. PROBE FOR BEST ESTIMATE TO NEAREST £

EXPLAIN TO THE RESPONDENT THAT THEY CAN CHOOSE HOW TO REPORT THIS E.G. WEEKLY, MONTHLY ETC. – THIS IS PICKED UP IN LATER QUESTIONS.

ENTER AMOUNT		GO TO HH92
Refused	-8	
Don't know (SPONTANEOUS ONLY)	-9	GO TO HH95

ASK FOR EACH BENEFITS CODED AS RECEIVED AT HH84

**HH92**

What period did that cover?

SHOWCARD A1

PROBE FOR BEST ESTIMATE

SINGLE CODE

1	1 week	1	GO TO HH93
2	2 weeks	2	
3	3 weeks	3	

4	4 weeks	4	
5	1 month	5	
6	2 months	6	
7	3 months	7	
8	6 months	8	
9	1 year	9	
10	Other (please specify)	10	Go TO HH92OT
	Don't know (SPONTANEOUS ONLY)	-9	

**ASK IF 10 AT HH92**

**HH92OT**

 **What was the period?**

**Key findings**

- One respondent was able to answer easily HH90 and HH92 for the amount of Personal Independence Payment her partner received. She was able to give an exact figure because she checked her online bank statements daily.
- Another gave an estimate for these questions because she and her partner received a number of benefits and she could forget how much she received for each. She was asked these questions about Carers Allowance and Disability Living Allowance care component.

**Recommendations and suggestions**

- We suggest these questions are kept as currently worded.

**HH93-94, Round1**

3.24 The following questions are asked if respondents said ‘Don’t know’ to any of the previous questions, which asked how much they received the last time they received a benefit.

<b>ASK IF -9 AT HH81 OR -9 AT HH84</b>	
<b>HH93</b>	
	<b>You said you’re not sure how much you received for one or more of the benefits. Adding all of the benefits on these two cards together,</b>

**how much did you [and your partner] receive in total last time you received your benefits?**

CAREFUL NOT TO DOUBLE COUNT

ENTER TO NEAREST £

ENTER AMOUNT

Refused

-8

GO TO HH94

Don't know (SPONTANEOUS ONLY)

-9

GO TO HH95

ASK IF AMOUNT GIVEN IN HH93

**HH94**

**What period did that cover?**

SHOWCARD A4

PROBE FOR BEST ESTIMATE

SINGLE CODE

1 1 week

1

2 2 weeks

2

3 3 weeks

3

4 4 weeks

4

5 1 month

5

GO TO HH95

6 2 months

6

7 3 months

7

8 6 months

8

9 1 year

9

10 Other (please specify)

10

GO TO HH94OT

Don't know (SPONTANEOUS ONLY)

-9

GO TO HH95

ASK IF 10 AT HH94

**HH94OT**

ASK OR CODE: **What was the period?**

[SCRIPTING NOTE: STRING [50]]

## Key findings

### HH93

- Some respondents who answered this question were unable to give a figure due to the fact that they had previously said they did not know how much they received. A couple were able to give an answer that they felt confident about.
- Interviewers found this question wording odd to read due to the fact it asked respondents 'adding all of the benefits on these two cards together' – the interviewers

felt that this made it seem that respondents should be thinking about all of the benefits, and not just the ones they received.

**HH94**

- Respondents found this question easy to answer and knew which time period their benefit covered.

**Recommendations and suggestions**

**HH93**

- Interviewers found the question wording awkward, we recommend amending the wording to: 'Thinking about all the benefits you receive on these two cards...'.  
• WG would like this question to be asked of everyone in the second round of testing. For that reason, we would remove the first sentence of the question.  
• We suggest that an interviewer instruction to probe for the best estimate is added to the question to account for people who say 'don't know'.

**HH94**

- We suggest this question is kept as currently worded.

**HH93**

~~You said you're not sure how much you received for one or more of the benefits. Adding all of the benefits on these two cards together~~  
**Thinking about all of the benefits you receive on these two cards,**  
how much did you [and your partner] receive in total last time you received your benefits?

CAREFUL NOT TO DOUBLE COUNT

**PROBE FOR BEST ESTIMATE**

ENTER TO NEAREST £

ENTER AMOUNT

Refused

-8

Don't know (SPONTANEOUS ONLY)

-9

GO TO HH94

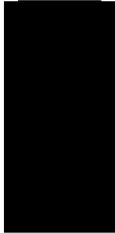
GO TO HH95

## **HH93-94, Round 2**

3.25 The following questions was asked if respondents said 'Don't know' to any of the previous questions asking how much they received last time they received a benefit. For the purposes of testing, in the second round of testing the questions were asked of everyone claiming benefits and the introduction to the question was amended following the first round.

ASK IF 1-20 AT HH81 OR 1-23 AT HH84

**HH93**



Thinking about all the benefits you receive on these two cards, how much did you [and your partner] receive in total last time you received your benefits?

PROBE FOR BEST ESTIMATE

CAREFUL NOT TO DOUBLE COUNT

ENTER TO NEAREST £

ENTER AMOUNT

Refused

-8

Don't know (SPONTANEOUS ONLY)

-9

GO TO HH94

GO TO HH95

ASK IF AMOUNT GIVEN IN HH93

**HH94**



What period did that cover?

SHOWCARD A4

PROBE FOR BEST ESTIMATE

SINGLE CODE

- |    |                               |    |
|----|-------------------------------|----|
| 1  | 1 week                        | 1  |
| 2  | 2 weeks                       | 2  |
| 3  | 3 weeks                       | 3  |
| 4  | 4 weeks                       | 4  |
| 5  | 1 month                       | 5  |
| 6  | 2 months                      | 6  |
| 7  | 3 months                      | 7  |
| 8  | 6 months                      | 8  |
| 9  | 1 year                        | 9  |
| 10 | Other (please specify)        | 10 |
|    | Don't know (SPONTANEOUS ONLY) | -9 |

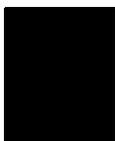
GO TO HH95

GO TO HH94OT

GO TO HH95

ASK IF 10 AT HH94

**HH94OT**



ASK OR CODE: What was the period?

[SCRIPTING NOTE: STRING [50]]

## **Key findings**

### **HH93**

- Whilst all respondents who were asked this question were able to provide an answer, they found the question difficult and provided estimates. This question was found particularly difficult when multiple benefits were received; two respondents used a calculator to work out their answer.

### **HH94**

- Respondents found this question easy to answer and knew which time period the answer they gave covered.

## **Recommendations and suggestions**

### **HH93**

- Although respondents found this question difficult to answer when adding together multiple benefits, it was only asked if they said 'don't know' to previous questions and all respondents were able to provide an answer. On this basis we suggest the question is kept as worded with the original sentence being added back in. This was removed to account for the question being asked of everyone in the second round.

### **HH94**

- We suggest this question is amended in line with questions of a similar nature.

## **Income from other sources-2 HH95-98, Round 1**

- 3.26 The following questions asked about income from other sources. If the respondent selected any of the response options from the list, they were then asked if it was them, their partner or both of them who received this income, how much they received and what time period it covered.

**ASK ALL**

**HH95**

**From which of these sources, if any, do you [or your partner] receive any other regular income or payment?**

SHOWCARD A5

CODE ALL THAT APPLY

1	Occupational/employer (non-State) pension(s)	1	
2	Income from annuity, trust or covenant	2	
3	Maintenance payments	3	
4	Rent from property or subletting, including boarders	4	
5	Housekeeping from other household members	5	GO TO HH96
6	Benefit from accident/sickness scheme etc.	6	
7	Investment income (e.g. Dividends from shares/interest from savings)	7	
8	Student loan	8	
9	Grant	9	
10	Regular non-work income, from any other source (please specify)	10	GO TO HH95OT
11	None	11	
	Refused (SPONTANEOUS ONLY)	-8	[Module ends]
	Don't know (SPONTANEOUS ONLY)	-9	

**ASK IF 10 AT HH95**

**HH95OT**

**ASK OR CODE: What was the other source?**

**ASK IF RESPONDENT HAS SPOUSE / PARTNER, ASK FOR ALL INCOMES RECORDED AT HH95**

**HH96**

**Is it you, your partner or both of you who receive [benefit from HH95]?**

SINGLE CODE		
Respondent	1	GO TO HH97
Partner	2	
Both	3	
Don't know (SPONTANEOUS ONLY)	-9	

ASK FOR ALL INCOME SOURCES CODED AT HH95

**HH97**

How much did [[you] / [your partner] / [you and your partner]] receive last time [you / they] received the [income from HH96] income?

IF BOTH RESPONDENT AND PARTNER RECEIVE, ADD TWO TOGETHER. TAKE CARE NOT TO DOUBLE COUNT. PROBE FOR BEST ESTIMATE TO NEAREST £

IT IS UP TO THE RESPONDENT WHETHER THEY WISH TO REPORT E.G. WEEKLY, MONTHLY ETC. – THIS IS PICKED UP IN LATER QUESTIONS.

ENTER AMOUNT		GO TO HH98
Refused	-8	
Don't know (SPONTANEOUS ONLY)	-9	[Module ends]

**HH98**

What period did that cover?

SHOWCARD A4  
 PROBE FOR BEST ESTIMATE  
 SINGLE CODE

1	1 week	1	[Module ends]
2	2 weeks	2	
3	3 weeks	3	
4	4 weeks	4	
5	1 month	5	
6	2 months	6	
7	3 months	7	
8	6 months	8	
9	1 year	9	
10	Other (please specify)	10	
	Don't know (SPONTANEOUS ONLY)	-9	

ASK IF 10 AT HH98

**HH98OT**

## **Key findings**

### **HH95**

- The only response option which was selected at this question was 'Investment income (e.g. Dividends from shares/interest from savings)'. Most respondents found the question easy to answer and did not think there was anything missing from the showcard.
- One respondent said she counted votes during an election last year and was unsure where to put this income. She should have selected 'other', but decided not to include this.

### **HH96**

- Respondents who were asked this follow-up question found it easy to answer.

### **HH97**

- Some respondents were unable to give a figure when asked this question. One said he would look at paper documents at home which would give him an exact answer. Another respondent said that her answer was an estimate.
- One knew the exact amount of interest he received because he used the money for a holiday.

### **HH98**

- Once again respondents found this question easy to answer. A range of answers were given; some respondents were thinking about interest paid at the end of a year and others about interest paid each month.

## **Recommendations and suggestions**

- Again, we suggest it is important to brief interviewers to probe for an estimate at HH97 to account for those who said 'don't know' and those who would want to check documents. All other questions in the section should remain as currently worded.

## **Income from other sources-2 HH95-98, Round 2**

3.27 These questions remained unchanged following round one of testing and were asked again in round two.

**ASK ALL**

**HH95**

**From which of these sources, if any, do you [or your partner] receive any other regular income or payment?**

SHOWCARD A5

CODE ALL THAT APPLY

1	Occupational/employer (non-State) pension(s)	1	
2	Income from annuity, trust or covenant	2	
3	Maintenance payments	3	
4	Rent from property or subletting, including boarders	4	
5	Housekeeping from other household members	5	GO TO HH96
6	Benefit from accident/sickness scheme etc.	6	
7	Investment income (e.g. Dividends from shares/interest from savings)	7	
8	Student loan	8	
9	Grant	9	
10	Regular non-work income, from any other source (please specify)	10	GO TO HH95OT
11	None	11	
	Refused (SPONTANEOUS ONLY)	-8	[Module ends]
	Don't know (SPONTANEOUS ONLY)	-9	

**ASK IF 10 AT HH95**

**HH95OT**

**ASK OR CODE: What was the other source?**

**ASK IF RESPONDENT HAS SPOUSE / PARTNER, ASK FOR UP TO TWO INCOMES RECORDED AT HH95**

**HH96**

**Is it you, your partner or both of you who receive [benefit from HH95]?**

SINGLE CODE

Respondent	1	
Partner	2	GO TO HH97
Both	3	
Don't know (SPONTANEOUS ONLY)	-9	

ASK FOR UP TO TWO INCOME SOURCES CODED AT HH95

**HH97**

How much did [[you] / [your partner] / [you and your partner]] receive last time [you / they] received the [income from HH96] income?

IF BOTH RESPONDENT AND PARTNER RECEIVE, ADD TWO TOGETHER. TAKE CARE NOT TO DOUBLE COUNT. PROBE FOR BEST ESTIMATE TO NEAREST £  
EXPLAIN TO THE RESPONDENT THAT THEY CAN CHOOSE HOW TO REPORT THIS E.G. WEEKLY, MONTHLY ETC. – THIS IS PICKED UP IN LATER QUESTIONS.

ENTER AMOUNT

Refused

Don't know (SPONTANEOUS ONLY)

-8

-9

GO TO HH98

[Module ends]

ASK FOR UP TO TWO INCOMES CODED AT HH96

**HH98**

What period did that cover?

SHOWCARD A4

PROBE FOR BEST ESTIMATE

SINGLE CODE

- |    |                               |    |
|----|-------------------------------|----|
| 1  | 1 week                        | 1  |
| 2  | 2 weeks                       | 2  |
| 3  | 3 weeks                       | 3  |
| 4  | 4 weeks                       | 4  |
| 5  | 1 month                       | 5  |
| 6  | 2 months                      | 6  |
| 7  | 3 months                      | 7  |
| 8  | 6 months                      | 8  |
| 9  | 1 year                        | 9  |
| 10 | Other (please specify)        | 10 |
|    | Don't know (SPONTANEOUS ONLY) | -9 |

[Module ends]

ASK IF 10 AT HH98

**HH98OT**

ASK OR CODE: What was the period?

**Key findings**

#### **HH95**

- Again, the only response option which was selected at this question was 'Investment income (e.g. Dividends from shares/interest from savings)'. All respondents found this question easy to answer; only one reported another source of income.
- One respondent particularly noted the word 'regular' in the question wording. He was contracted by an organisation, but the work was very irregular and he had not done any work in the last six months. He did not include this role when answering and selected 'none' at this question.

#### **HH96**

- The respondent who was asked this question found it easy to answer. Both he and his wife received interest from savings.

#### **HH97**

- The one respondent who had income from savings was able to provide an estimate for himself, but not for his wife. He said he could give a very rough estimate for his wife's income from savings, but felt it would not be very accurate.

#### **HH98**

- The respondent who answered this question believed that four weeks and a month were the same time period and suggested that 'calendar' could be added in front of the month response option to make it clearer what the difference was between the two.

#### **Recommendations and suggestions**

- We recommend that an interviewer check is also added to this question to capture someone who is over the age of 65 and has not selected State Pension.
- We suggest the word 'calendar' is added to the showcard in front of the month response option to make it clearer to respondents what the difference between a month and four weeks is.

## 4. Timings

- 4.1 Table 4.2 provides estimated timings for the income questions which were cognitively tested. The version of the question asked in the second round was used to create the timing estimates. When questions were very similar in wording, the first question tested was used for timing purposes. The average time was calculated by the question being asked and answered by two researchers, and an average time being reached.
- 4.2 A code was also assigned to the question using a coding frame previously used for assessing the National Survey question lengths. Each question was given a number dependent on its type; for example, open question – 4, and simple single coded question – 1 and so on. From the number assigned, a predicted timing for the question was provided. The codes used in this process can be seen in table 4.1.

**Table 4.1 Timing estimate code-frame question format**

	<b>Type no:</b>	<b>Predicted contribution to mean interview length (mins)</b>
Simple (e.g. short yes/ no or other simple codes)	1	0.25
Complex single code (e.g. long question stem or list of answer codes)	2	0.37
Complex multi-code code (as above but multi-code)	3	0.75
Open question (verbatim or interviewer multi-code response)	4	0.66
Repeated attitude statements/ repeated answer categories	5	0.17

**Table 4.2 Timing estimates for income questions**

<b>Timings for consent question tested in Round 2</b>			
<b>VarName</b>	<b>Avg. time in seconds</b>	<b>Predicted code</b>	<b>Predicted time based on code</b>
Intro	33	N/A	N/A
0IQ1	45	2	0.37
0IQ2	45	2	0.37
INC00	6	1	0.25
INC0	4.5	1	0.25
INCX	4	1	0.25
INC1	21	4	0.66
INC2	5	1	0.25
INC20T	5	4	0.66
INC3	8	1	0.25
INC4	11	4	0.66
INC39	7	1	0.25
INC40	6	1	0.25
INC41	7	1	0.25
INC42	13	1	0.25
INC43	19	4	0.66
INC44	6	1	0.25
INC440T	5	4	0.66
INC45	9	1	0.25
INC46	10	4	0.66
HH81	14	3	0.75
HH82	8	1	0.25
HH82a	8	1	0.25
HH83	6	4	0.66
HH83a	4	2	0.37
HH83OT	3	4	0.66
HH84	10	3	0.75
HH84OT	5	4	0.66
HH86	9	1	0.25
HH87	9	1	0.25
HH88	9	1	0.25
HH89	7	1	0.25
HH93	13	4	0.66
HH95	10	3	0.75
Total for income	6.4 minutes	N/A	14.21