Management and Well-being Practices Survey 2018

Pilot Report

October 2018

Contents

1. Introduction and Methodology

1.1 Introduction

The new Management and Well-being Practices survey combines existing questions developed from The Work Life Balance Survey and the Workplace Employment Relations Study. The existing questions did not cover all topics of interest to BEIS; therefore new questions were developed to cover this gap.

Questions were developed and tested for the following topics:

- Shared Parental Leave
- Unpaid Parental Leave
- Flexible Working
- Information and Consultation.

Following an initial round of cognitive testing (the details of which are outlined in a separate report. A pilot was carried out to further test the questionnaire in its entirety ahead of mainstage fieldwork.

The key aims of the pilot were to:

- provide a measure of the questionnaire timing;
- identify any issues with the questionnaire / specific questions;
- gain additional feedback on respondents' understanding of questions;

1.2 Methodology

The pilot ran between 30th August and 14th September 2018. A random sample of firms was selected from the Dunn and Bradstreet business database, with sufficient numbers selected in sector and size bands to ensure a broad spread of business types. Interviews were carried out by interviewers at Kantar's telephone unit, based in Hangar Lane, London. All interviewers working on the pilot attended a project briefing before beginning work, conducted by a member of the research team. The briefing covered some background details about the survey and ran through the questionnaire in full.

In total, 25 interviews were achieved. Table 1.1 shows the profile of the final achieved sample by sector and firm size. Due to the relatively short fieldwork period available, the final sample skews largely toward smaller firms. This is due to the increased difficulty of identifying and getting hold of the correct respondent in larger firms, which generally requires more time.

Table 1.1 – Final achieved sample

SIC sector	5-49	50-249	250+	TOTAL
A				
B				
C				
D				
E				
F	4	1		5
G	2	1		3
H	1			1
I	3			3
J				
K	1		2	3
L				
M	2			2
N	1	1		2
O				
P	3	1		4
Q	2			2
R				
S				
TOTAL	19	4	2	25

2. Pilot findings and recommendations

Recordings of all interviews were made available to the research team at Kantar, enabling them to listen back and identify any issues with the questionnaire. In particular, researchers were mindful of any questions that were particularly difficult to answer, not understood, or misinterpreted by respondents. In cases where this arose, recommendations have been made for changes ahead of the main survey.

This chapter contains the full pilot questionnaire. Where issues were observed during the pilot, a grid has been included after the relevant question, outlining the key feedback, the recommended changes, and the final revised question to be used for the main survey:

Feedback from pilot
Recommendations
Revised question

2.1 Screening and Introduction

SCINTRO   **[ASK ALL]**

I would like to begin by asking you some general questions about this workplace.

SCALLEMPS   [ASK ALL]

Currently how many employees do you have on the payroll at this workplace?

Please do NOT include casual workers without a contract of employment, freelance or self-employed workers, or agency workers.

INTERVEWER: "Workplace" refers to the activities of a single employer at a single set of premises. For example, a hospital site with several different buildings located in close proximity where staff work across the sites would be considered as a single workplace

INTERVIEWER: COUNT SHOULD INCLUDE RESPONDENT THEMSELVES IF THEY ARE AN EMPLOYEE

INTERVIEWER: IF NECESSARY PROBE FOR A BEST ESTIMATE

1..999997

DO NOT READ OUT: Don't know

Feedback from pilot

A respondent queried if this should include herself.

Also suggest we stress exclusion criteria a bit more as this was misheard by one as the opposite (i.e. to *include* casual workers).

Recommendations

Emphasise 'DO NOT' include casual workers.

Move up instruction for respondent to include themselves in answer.

Revised question

SCALLEMPS   [ASK ALL]

Currently how many employees do you have on the payroll at this workplace?

Please DO NOT include casual workers without a contract of employment, freelance or self-employed workers, or agency workers.

INTERVIEWER: COUNT SHOULD INCLUDE RESPONDENT THEMSELF IF THEY ARE AN EMPLOYEE

INTERVEWER: "Workplace" refers to the activities of a single employer at a single set of premises. For example, a hospital site with several different buildings located in close proximity where staff work across the sites would be considered as a single workplace

INTERVIEWER: IF NECESSARY PROBE FOR A BEST ESTIMATE

1...999997

DO NOT READ OUT: Don't know

SCALLEMPSDK   [IF DON'T KNOW EXACT NUMBER AT SCALLEMPS]

Please give your best estimate

WRITE IN

DO NOT READ OUT Don't know

SCRIPTING NOTE: IMPUTE THIS VALUE INTO SCALLEMPS

SC5CHECK   [IF FEWER THAN 5 STAFF (SCALLEMPS < 5)

Can I just confirm that there are only [integer provided at SCALLEMPS] employees at [company name] at [address]. Is this correct?

Yes – THANK AND CLOSE

No – RE ASK SCALLEMPS

Don't know – THANK AND CLOSE

SCALLEMPSDK2   [IF SCALLEMPSDK=DK]

Do you have

5 or more employees

or fewer than 5 employees?' THANK & CLOSE

DO NOT READ OUT Don't know THANK & CLOSE

SCSINGLE   [ASK ALL]

Is this workplace ...READ OUT..

INTERVIEWER: Refusal or don't know not allowed.

1. One of a number of different workplaces in the UK belonging to the same organisation
2. A Single independent establishment not belonging to another body
3. Or the sole UK establishment of a foreign organisation

    NO REFUSAL, NO DON'T KNOW

SCHEAD   [If SCSINGLE=1]

Is this workplace the controlling Head Office of your organisation?

1)   Yes

2)   No

NO REFUSAL, NO DON'T KNOW

SCFAM   [ASK ALL]

Is this establishment part of a family owned business, that is one which is controlled by owners from the same family?

    1. Yes

    2. No

    3. DO NOT READ OUT: Don't know

SCFAM2   [ASK IF SCFAM=1]

Does the business have any directors in day to day control of the business who are members of the owning family?

    1. Yes

    2. No

    3. DO NOT READ OUT: Don't know

Feedback from pilot

One respondent answered 'yes' as it was owned by a husband/wife team. Assume this counts? Generally, there was some confusion here. One hesitated here before answering as didn't seem too sure. Another asked if by 'controlled' do we mean more than 50% owned?

Recommendations

Update wording of questions to improve clarity.

Revised questions

SCFAMIL   [ASK ALL]

    Is the establishment part of a business that is majority-owned by the person or family who first set it up?

    INTERVIEWER: THIS INCLUDES DESCENDENTS

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

SCFAMIL2   [ASK IF SCFAMIL=YES]

    Are any of this family actively involved in the day-to-day management of the business?

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

SCNUMFEM   [ASK ALL]

At your workplace, approximately how many, or what percentage of employees are female?

PROBE FOR BEST ESTIMATE

1. [If Number given]: WRITE IN RANGE 1-[NUMBER AT SCALLEMPS]

2. [If percentage given]: WRITE IN RANGE 1-100%

3. All employees are female

4. No employees are female

5. DO NOT READ OUT: Don't know

SCNUMPT   [ASK ALL]

At your workplace, approximately how many, or what percentage of employees work part-time, that is less than 30 hours a week?

PROBE FOR BEST ESTIMATE

1. [If Number given]: WRITE IN RANGE 1-[NUMBER AT SCALLEMPS]

2. [If percentage given]: WRITE IN RANGE 1-100%

3. All employees work part-time

4. No employees work part-time

5. DO NOT READ OUT: Don't know

SCNUMETH   [ASK ALL]

At your workplace, approximately how many, or what percentage of employees are from a non-white ethnic group?

PROBE FOR BEST ESTIMATE

1. [If Number given]: WRITE IN RANGE 1-[NUMBER AT SCALLEMPS]

2. [If percentage given]: WRITE IN RANGE 1-100%

3. All employees are from a non-white ethnic group

4. No employees from a non-white ethnic group

5. DO NOT READ OUT: Don't know

SCNUMTEMP [ASK ALL]

At your workplace, approximately how many, or what percentage of employees work here on a temporary or fixed-term contract?

PROBE FOR BEST ESTIMATE

1. [If Number given]: WRITE IN RANGE 1-[NUMBER AT SCALLEMPS]

2. [If percentage given]: WRITE IN RANGE 1-100%

3. All employees work on a temporary/fixed-term basis]

4. No employees work on a temporary/fixed-term basis#

5. DO NOT READ OUT: Don't know

Feedback from pilot

These count questions generally worked fine, though there was a tendency to always try to calculate a percentage from the raw numbers which causes slightly increased cognitive load and response times (one person used a calculator each time to produce a % from raw numbers). This also led to some confusion/inaccuracy – one respondent said 3 out of 12 were female and quoted this as 2%. (respondent may have been referring to whole site percentage, but not clear)

One possibility might be to vary the text so we always ask for numbers when (say) < 30 and numbers or percentages when > 30.

Recommendations

Alter wording so that workplaces with 30 or fewer employees are only asked to give a number.

Revised questions

SCNUMFEM   [ASK ALL]

At your workplace, approximately how many [IF SCALLEMPS = DK OR >30:, or what percentage of] employees are female?

[IF SCALLEMPS <31: IF NECESSARY: You can give your answer as a percentage if that would be easier.]

INTERVIEWER: PROBE FOR BEST ESTIMATE

1. [If Number given]: WRITE IN RANGE 1-[NUMBER AT SCALLEMPS]
2. [If percentage given]: WRITE IN RANGE 1-100%
3. All employees are female
4. No employees are female
5. DO NOT READ OUT: Don't know

SCNUMPT   [ASK ALL]

At your workplace, approximately how many [IF SCALLEMPS = DK OR >30:, or what percentage of] employees work part-time, that is less than 30 hours a week?

[IF SCALLEMPS <31: IF NECESSARY: You can give your answer as a percentage if that would be easier.]

INTERVIEWER: PROBE FOR BEST ESTIMATE

1. [If Number given]: WRITE IN RANGE 1-[NUMBER AT SCALLEMPS]
2. [If percentage given]: WRITE IN RANGE 1-100%
3. All employees work part-time
4. No employees work part-time
5. DO NOT READ OUT: Don't know

SCNUMETH   [ASK ALL]

At your workplace, approximately how many [IF SCALLEMPS = DK OR >30, or what percentage of] employees are from a non-white ethnic group?

[IF SCALLEMPS <31: IF NECESSARY: You can give your answer as a percentage if that would be easier.]

INTERVIEWER: PROBE FOR BEST ESTIMATE

1. [If Number given]: WRITE IN RANGE 1-[NUMBER AT SCALLEMPS]
2. [If percentage given]: WRITE IN RANGE 1-100%
3. All employees are from a non-white ethnic group
4. No employees from a non-white ethnic group
5. DO NOT READ OUT: Don't know

SCNUMTEMP   [ASK ALL]

At your workplace, approximately how many [IF SCALLEMPS = DK OR >30, or what percentage of] employees work here on a temporary or fixed-term contract?

[IF SCALLEMPS <31: IF NECESSARY: You can give your answer as a percentage if that would be easier.]

INTERVIEWER: PROBE FOR BEST ESTIMATE

1. [If Number given]: WRITE IN RANGE 1-[NUMBER AT SCALLEMPS]
2. [If percentage given]: WRITE IN RANGE 1-100%
3. All employees work on a temporary or fixed-term basis
4. No employees work on a temporary or fixed-term basis
5. DO NOT READ OUT: Don't know

SCANYTEMP   [IF SCNUMTEMP = DK]

Can I just check, are any employees here on temporary or fixed-term contracts?

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

SCSHIFT1   [ASK ALL]

And do ANY employees on the payroll at this establishment...

...Have days where they only work part of the day for example just the morning or just the afternoon

INTERVIEWER NOTE: IF RESPONDENT SAYS "SOMETIMES" THEN CODE THIS AS YES.

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

SCSHIFT2   [ASK ALL]

And do ANY employees on the payroll at this establishment...

...Work nights

INTERVIEWER NOTE: IF RESPONDENT SAYS "SOMETIMES" THEN CODE THIS AS YES.

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

Feedback from pilot

One respondent questioned what constituted working nights, asking if evening shifts in catering would count.

Recommendations

Add 'working nights' definition, to be used by interviewers as needed.

Revised question

SCSHIFT2   **[ASK ALL]**

And do ANY employees on the payroll at this establishment...

...Work nights

INTERVIEWER: Typically, night workers are those who work at least 3 hours between 11pm and 6am.

INTERVIEWER: IF RESPONDENT SAYS "SOMETIMES" THEN CODE THIS AS YES.

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

SCSHIFT 3   [ASK ALL]

And do ANY employees on the payroll at this establishment...

... Work shifts, that is a pattern of working where different groups of employees work over different periods of the day or week. [ADD IF NECESSARY: May be used in manufacturing to permit a production line to keep working all day and night, or equivalently in a supermarket e.g. Employees work mornings one week and afternoons the next]

INTERVIEWER NOTE: IF RESPONDENT SAYS "SOMETIMES" THEN CODE THIS AS YES.

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

SCSHIFT4   [ASK ALL]

And do ANY employees on the payroll at this establishment...

... Work on zero-hours contracts: [ADD IF NECESSARY: a zero-hours contract does not guarantee the employee a fixed number of hours per week and the employee is only paid for the hours that they work].

INTERVIEWER NOTE: IF RESPONDENT SAYS "SOMETIMES" THEN CODE THIS AS YES.

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

SCUNI   [ASK ALL]

At your workplace, approximately how many, or what percentage, of employees are members of a trade union or independent staff association?

PROBE FOR BEST ESTIMATE

1. [If Number given]: WRITE IN RANGE 1-[NUMBER AT SCALLEMPS]
2. [If percentage given]: WRITE IN RANGE 1-100%
3. All employees are members of a trade union or independent staff association
4. No employees are members of a trade union or independent staff association
5. DO NOT READ OUT: Don't know/Not that I know of

SCUNIANY   [IF SCUNI=DK]

Can I just check, are any employees here members of a trade union or independent staff association?

1. Yes

2. No

3. DO NOT READ OUT: Don't know

SCAGENCY   ASK ALL

Do you have any temporary agency staff currently working at this workplace?

INTERVIEWER: Temporary agency staff are people that you hire on a temporary basis from an employment agency. These members of staff should not have been be included in the employee total earlier.

1. Yes

2. No

3. DO NOT READ OUT: Don't know

2.2 Maternity and Paternity rights

MATINTRO   **ASK ALL:**

I would now like to ask you some questions about various types of leave.

MATNUMEMP   **[ASK ALL]**

In this workplace, how many employees have taken maternity leave in the past 2 years?

> *IF EXACT NUMBER NOT KNOWN, PROBE FOR BEST ESTIMATE*
>
> *RESPONDENT SHOULD INCLUDE FEMALES WHO ARE CURRENTLY ON MATERNITY LEAVE*
>
> *IF SAME WOMAN HAS HAD MATERNITY LEAVE TWICE IN THE LAST 2 YEARS, SHE SHOULD ONLY BE COUNTED ONCE*

1.   WRITE IN
2.   None
3.   DO NOT READ OUT: Don't know

MATNUMPAY   **[IF NUMBER GIVEN AT MATNUMEMP>0]**

Of these employees who have taken maternity leave in the past two years, how many were paid Statutory Maternity Pay?

> *IF EXACT NUMBER NOT KNOWN, PROBE FOR BEST ESTIMATE*

> NOTE: THE NUMBER CLAIMING SMP SHOULD NOT BE GREATER THAN NUMBER TAKING MATERNITY LEAVE).

1.   WRITE IN
2.   None
3.   DO NOT READ OUT: Don't know

MATENHANCE   [ASK ALL]

Employees on maternity pay are entitled to 90% of weekly pay for 6 weeks. For the next 33 weeks, they are entitled to £145 per week or 90% of average weekly earnings, whichever is lower. .

At your workplace, do you pay more than this?

1. Yes

2. No

3. DO NOT READ OUT: It depends on the employee

4. DO NOT READ OUT: Don't know

Feedback from pilot

The phrase 'maternity pay' seemed odd to some respondents.

Recommendations

Change question text to refer to 'maternity leave'.

Revised question

MATENHANCE   [ASK ALL]

Employees on maternity leave are entitled to 90% of weekly pay for 6 weeks. For the next 33 weeks, they are entitled to £145 per week or 90% of average weekly earnings, whichever is lower.

At your workplace, do you pay more than this?

1. Yes
2. No
3. DO NOT READ OUT: It depends on the employee
4. DO NOT READ OUT: Don't know

MATENPAY   [ASK IF MATENHANCE=1]

What percentage of normal pay do you offer those employees on maternity leave?

Interviewer note: If percentage varies, ask for the highest percentage offered even if not for the whole period of leave

ENTER %

DO NOT READ OUT: Don't know

Recommendations

Suggest we update this filter to include 'MATENHANCE = 3' Currently only asked if firm offers enhanced pay for ALL employees

Revised question

MATENPAY   [ASK IF MATENHANCE=1 OR 3]

What percentage of normal pay do you offer those employees on maternity leave?

INTERVIEWER: IF PERCENTAGE VARIES, ASK FOR THE HIGHEST PERCENTAGE OFFERED EVEN IF NOT FOR THE WHOLE PERIOD OF LEAVE.

ENTER %

DO NOT READ OUT: Don't know

MATENLONG   [ASK IF MATENHANCE=1 AND NOT DK AT MATENPAY]

For how many weeks or months do you pay mothers at t [MATENPAY %] of their normal pay?

PROBE FOR BEST ESTIMATE

1. [If Number of WEEKS given]: WRITE IN
2. [If Number of MONTHS given]: WRITE IN
3. DO NOT READ OUT: Don't know

Revised question

MATENLONG   [ASK IF MATENHANCE= 1 OR 3]

For how many weeks or months do you pay mothers [IF MATENPAY = DK: more than] [IF MATENPAY NOT = DK: at MATENPAY % of] their normal pay?

INTERVIEWER: PROBE FOR BEST ESTIMATE

1.   [If Number of WEEKS given]: WRITE IN
2.   [If Number of WEEKS given]: WRITE IN
3.   [If Number of MONTHS given]: WRITE IN
4.   DO NOT READ OUT: Don't know

PATNUMEMP   [ASK ALL]

I'd now like to ask about paternity leave, that is, time-off for fathers around the birth of their child.

How many employees at this workplace have taken paternity leave in the past 2 years?

IF EXACT NUMBER NOT KNOWN, PROBE FOR BEST ESTIMATE

RESPONDENT SHOULD INCLUDE MEN WHO ARE CURRENTLY ON PATERNITY LEAVE

IF SAME MAN HAS HAD PATERNITY LEAVE TWICE IN THE LAST 2 YEARS, HE SHOULD ONLY BE COUNTED ONCE

1.   WRITE IN
2.   None
3.   DO NOT READ OUT: Don't know

PATNUMPAY   [IF NUMBER GIVEN AT PATNUMEMP>0]

Of these employees who have taken paternity leave in the past two years, how many were paid Statutory Paternity Pay?

IF EXACT NUMBER NOT KNOWN, PROBE FOR BEST ESTIMATE

WRITE IN

1.   None
2.   DO NOT READ OUT: Don't know

PATENHANCE   [ASK ALL]

Employees on paternity pay are entitled to a statutory rate of £145 per week or 90% of their average weekly earnings, whichever is lower, for two weeks.

At your workplace, do you pay more than this?

1. Yes

2. No

3. DO NOT READ OUT: It depends on the employee

4. DO NOT READ OUT: Don't know

Feedback from pilot

One respondent, who had answered 'None' at PATNUMEMP, said 'No, because no-one has taken paternity leave'. We want to know whether they _would_ pay more

Recommendations

Set up alternate text for respondents who have not offered paternity leave, asking whether they _would_ pay more.

Revised question

PATENHANCE   [ASK ALL]

Employees on paternity leave are entitled to a statutory rate of £145 per week or 90% of their average weekly earnings, whichever is lower, for two weeks.

At your workplace, [IF PATNUMEMP = 1: do] [IF PATNUMEMP =2 OR 3: would] you pay more than this?

1. Yes
2. No
3. DO NOT READ OUT: It depends on the employee
4. DO NOT READ OUT: Don't know

PATENPAY   [ASK IF PATENHANCE=1]

What percentage of normal pay do you offer those employees on paternity leave?

Interviewer note: If percentage varies, ask for the highest percentage offered even if not for the whole period of leave

    ENTER %

    DO NOT READ OUT: Don't know

Recommendations

Update filter so that question is asked of respondents who answer 'It depends' at PATENHANCE.

Revised question

PATENPAY   [ASK IF PATENHANCE=1 OR 3]

    What percentage of normal pay do you offer those employees on paternity leave?

    INTERVIEWER: IF PERCENTAGE VARIES, ASK FOR THE HIGHEST PERCENTAGE OFFERED EVEN IF NOT FOR THE WHOLE PERIOD OF LEAVE.

    ENTER %

    DO NOT READ OUT: Don't know

PATENEXTRA   [ASK IF PATENHANCE=1]

How much EXTRA paternity leave do you allow?

1. [If days given] WRITE IN DAYS
2. [If weeks given] WRITE IN WEEKS
3. DO NOT READ OUT: Don't know

Feedback from pilot

At this point, respondents have not told us that they allow extra leave. This question is routed off PATENHANCE, where they tell us that they *pay* more.

Recommendations

Change filter so that question is asked of all respondents.

Update question text and add a new response option: 'Do not allow any extra leave'.

Revised question

PATENEXTRA   **[ASK ALL]**

    Beyond the statutory two weeks paternity leave, how much EXTRA paternity leave, if any, do you allow?

1.   [If days given] WRITE IN DAYS
2.   [If weeks given] WRITE IN WEEKS
3.   Do not allow any extra leave
4.   DO NOT READ OUT: Don't know

2.3 Shared Parental Leave (individual rights)

SPLIntro   **ASK ALL**

Now some questions about Shared Parental leave. That is where an employee and their partner can share up to 50 weeks of leave and up to 37 weeks of pay between them if they are having a baby or adopting a child.

SPLAWARE   **ASK ALL**

Shared Parental Leave allows parents to share their maternity or adoption leave with a partner during the first year following their child's birth or adoption.

Are you aware of this?

IF YES: Are you aware of any of the details?

      1. Yes, aware of the policy and some of details

      2.Yes, aware of policy but not sure of the details

      3.No, definitely not aware

      4. DO NOT READ OUT: Don't know

Recommendations

Deleting the explanation of SPL that appears in the introduction.

Split the question into two parts to aid understanding.

Revised questions

SPLIntro   **[ASK ALL]**

Now some questions about Shared Parental leave.

SPLAWARE   **[ASK ALL]**

Shared Parental Leave allows parents to share their maternity or adoption leave with a partner during the first year following their child's birth or adoption.

Are you aware of this?

1. Yes
2. No

SPLKNOW   **[ASK IF SPLAWARE = 1]**

Which of the following would best describe your knowledge about Shared Parental Leave?

READ OUT.

SCRIPTING NOTE: ORDER OF CODES 1 TO 3 SHOULD BE ROTATED, WITH CODE 2 ALWAYS APPEARING SECOND. PLEASE ENSURE THAT THE ROTATION ORDER IS STORED SOMEWHERE IN THE DATA.

1. You are aware of Shared Parental Leave but do not know what it involves
2. You are aware of Shared Parental Leave and have some knowledge of what it involves
3. You have a good knowledge of Shared Parental Leave and what it involves?
4. Don't know

SPLAWLEG   **ASK IF SPLAWARE=1 OR 2**

Are you aware that Shared Parental Leave and Pay is a legal right?

1. Yes, aware

2. No, not aware

3. DO NOT READ OUT: Don't know

SPLNUMEMP   **ASK IF SPLAWARE=1 OR 2**

In the past 2 years, have any employees, male or female, at this workplace had time off work as part of shared parental leave?

IF NECESSARY PROBE FOR AN ESTIMATE

IF EXACT NUMBER NOT KNOWN, PROBE FOR BEST ESTIMATE

RESPONDENT SHOULD INCLUDE EMPLOYEES WHO ARE CURRENTLY ON SHARED PARENTAL LEAVE

IF SAME EMPLOYEE HAS HAD SHARED PARENTAL LEAVE TWICE IN THE LAST 2 YEARS, THEY SHOULD ONLY BE COUNTED ONCE

1. Yes

2. No

3. DO NOT READ OUT: Don't know

SPLNUMF   **ASK IF SPLNUMEMP=1**

In the past two years, how many <u>women</u> at this workplace have had time off as part of shared parental leave?

TYPE IN

1. None

2. DO NOT READ OUT:Don't know

SPLFPAY   **[IF NUMBER GIVEN AT SPLNUMF >0]**

And was this shared parental leave for women always paid?

1. Yes, always

2. Yes, but not in all cases

3. No, unpaid

SPLNUMM   **ASK IF SPLNUMEMP=1**

In the past two years, how many <u>men</u> at this workplace have had time off as part of shared parental leave?

TYPE IN

1. None

2. DO NOT READ OUT:Don't know

SPLMPAY   **[IF NUMBER GIVEN AT SPLNUMM >0]**

And was this shared parental leave for men always paid?

1. Yes, always

2. Yes, but not in all cases

3. No, unpaid

4. DO NOT READ OUT:Don't know

SPLFLONG   **[IF NUMBER GIVEN AT SPLNUMF >0]**

On average over the past 2 years, how many weeks or months of shared parental leave have <u>women</u> taken?

PROBE FOR BEST ESTIMATE

1. [If Number of WEEKS given]: WRITE IN

2. [If Number of MONTHS given]: WRITE IN

3. [If Number of DAYS given]: WRITE IN

4. DO NOT READ OUT: Don't know

SPLMLONG   **[IF NUMBER GIVEN AT SPLNUMM >0]**

On average over the past 2 years, how many weeks or months of shared parental leave have <u>men</u> taken?

PROBE FOR BEST ESTIMATE

1. [If Number of WEEKS given]: WRITE IN

2. [If Number of MONTHS given]: WRITE IN

3. [If Number of DAYS given]: WRITE IN

> DO NOT READ OUT: Don't know

SPLBLOCK   **ASK IF SPLNUMEMP=1**

In the past 2 years, have any employees at this workplace, male or female, taken shared parental leave in multiple blocks?

> IF YES: How many employees have taken shared parental leave in more than one block?

1. WRITE IN

2. None

3. DO NOT READ OUT : Don't Know

SPLENHANCE   **[ASK IF SPLAWARE=1 or 2]**

I'd now like to ask about Shared Parental Pay. Eligible employees who take Shared Parental Pay are entitled to either £145per week or 90% of their weekly earnings for 39 weeks, whichever is lowest.

At your workplace, do you offer any employees taking Shared Parental Pay more pay than this?

1. Yes

2. No

3. DO NOT READ OUT:Don't know

Feedback from pilot

Some respondents interpreted 'Do you offer?' as 'Have you offered?' So if no-one in the company has taken SPP, they answer 'No' here. This doesn't necessarily mean that they wouldn't offer enhanced SPP if the situation arose

Recommendations

Update filter to reflect updated version of SPLAWARE.

Set up alternate text for respondents who have not offered shared parental pay, asking whether they _would_ pay more.

Revised question

SPLENHANCE   **[ASK IF SPLAWARE=1]**

I'd now like to ask about Shared Parental Pay. Eligible employees who take Shared Parental Pay are entitled to either £145 per week or 90% of their weekly earnings for 39 weeks, whichever is lowest.

At your workplace, [IF SPLNUMEMP = 1: do] [IF SPLNUMEMP = 2 OR 3: would] you offer any employees taking Shared Parental Pay more pay than this?

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

SPLENPAY   **[ASK IF SPLENHANCE=1]**

What percentage of normal pay do you offer those employees on shared parental leave?

Interviewer note: If percentage varies, ask for the highest percentage offered even if not for the whole period of leave

ENTER %

DO NOT READ OUT: Don't know

SPLENLONG   **[IF SPLENHANCE=1]**

For how many weeks or months do you pay those employees on shared parental leave above [SPLENPAY%] of their normal pay?

      PROBE FOR BEST ESTIMATE

1. [If Number of WEEKS given]: WRITE IN
2. [If Number of MONTHS given]: WRITE IN
3. DO NOT READ OUT: Don't know

SPLENVARY   **[ALL IF SPLENHANCE=1]**

Does this enhancement apply for the whole time or does it vary?

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

SPLENCON   **[if SPLENHANCE=1]**

Are there any conditions attached toenhanced rate of Shared Parental Pay ?

INTERVIEWER PROBE AS NECESSARY

1. Yes, enhancements only apply to certain employees
2. Yes, enhancements only apply to certain number of blocks
3. Yes, enhancements attached to other conditions
4. No
5. DO NOT READ OUT: Don't know

Recommendations

Add new response code: 'Yes, other (please specify)

Revised question

SPLENCON   [IF SPLENHANCE=1]

   Are there any conditions attached to the enhanced rate of Shared Parental Pay?

   INTERVIEWER: PROBE AS NECESSARY

   1. Yes, enhancements only apply to certain employees
   2. Yes, enhancements only apply to certain number of blocks
   3. Yes, enhancements attached to other conditions
   4. Yes, other (please specify)
   3. No
   4. DO NOT READ OUT: Don't know

SPLENWHY   [ASK IF SPLENHANCE=1]

What are the main reasons why your workplace offers enhanced shared parental pay beyond the statutory minimum?

   CODE ALL THAT APPLY. DO NOT PROMPT.

   1. To offer flexibility/ To offer more family-friendly policies

   2. To match maternity/paternity leave provision

   3. To improve staff retention among parents

   4. To improve staff wellbeing

   5. To introduce greater equality/inclusivity

   6. To help reduce gender pay gap

   7. Other (specify)

   8. No particular reasons

   9. Don't know

SPLENWHYN   **[ASK IF SPLENHANCE=2]**

Are there any particular reasons why your workplace does not offer enhanced shared parental pay beyond the statutory minimum?

CODE ALL THAT APPLY. DO NOT PROMPT

1. Too expensive

2. We are too small/not enough employees

3. To limit/discourage take-up

4. It's not a legal requirement

5. Concern about fraud

6. Not enough interest/likely uptake

7. Other (specify)

8. No particular reasons

9. Don't know

SPLBEN   **[ASK IF SPLAWARE=1 or 2]**

What do you see as the advantages of providing Shared Parental Leave and Pay?

INTERVIEWER: THIS QUESTION IS ABOUT THE SCHEME IN GENERAL, NOT SPECIFIC TO THIS WORKPLACE

     WRITE IN

     DO NOT READ OUT: Don't know

Recommendations

Update filter to reflect new version of SPLAWARE.

Suggest adding "if any", as question implies that there should always be advantages

Revised question

SPLBEN   **[ASK IF SPLAWARE=1]**

     What do you see as the advantages, if any, of providing Shared Parental Leave and Pay?

     INTERVIEWER: THIS QUESTION IS ABOUT THE SCHEME IN GENERAL, NOT SPECIFIC TO THIS WORKPLACE

     WRITE IN

     DO NOT READ OUT: Don't know

SPLDISAD **[ASK IF SPLAWARE=1 or 2]**

What do you see as the disadvantages of providing Shared Parental Leave and Pay?

INTERVIEWER: THIS QUESTION IS ABOUT THE SCHEME IN GENERAL, NOT SPECIFIC TO THIS WORKPLACE

WRITE IN

DO NOT READ OUT: Don't know

<u>**Recommendations**</u>

Update filter to reflect new version of SPLAWARE.

Suggest adding "if any", as question implies that there should always be disadvantages

<u>**Revised question**</u>

SPLDISAD **[ASK IF SPLAWARE=1]**

What do you see as the disadvantages, if any, of providing Shared Parental Leave and Pay?

INTERVIEWER: THIS QUESTION IS ABOUT THE SCHEME IN GENERAL, NOT SPECIFIC TO THIS WORKPLACE

WRITE IN

DO NOT READ OUT: Don't know

SPLSAT [ASK IF SPLAWARE=1 or 2]

Overall, how satisfied are you with the Government's policy of Shared Parental Leave and Pay?

INTERVIEWER: THIS QUESTION IS ABOUT THE SCHEME IN GENERAL, NOT SPECIFIC TO THIS WORKPLACE

1. Very satisfied

2. Satisfied

3. Neither satisfied or dissatisfied

4. Dissatisfied

5. Very dissatisfied

6. DO NOT READ OUT: Don't know

Recommendations

Update filter to reflect new version of SPLAWARE.

Revised question

SPLSAT [ASK IF SPLAWARE=1]

Overall, how satisfied are you with the Government's policy of Shared Parental Leave and Pay?

INTERVIEWER: This question is about the scheme in general, not specific to this workplace.

1. Very satisfied
2. Satisfied
3. Neither satisfied or dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. DO NOT READ OUT: Don't know

ASK IF: [NUMBER GIVEN AT MATNUMEMP>0] OR [NUMBER GIVEN AT PATNUMEMP>0] OR SPLNUMEMP=1

And now a few questions about parental pay.

SPLRECLAIM1   **[NUMBER GIVEN AT MATNUMEMP>0]]**

Did you know that you could reclaim the cost of paying out Statutory Maternity Pay from HMRC?

1. Yes, I know we can reclaim

2. No, didn't know this

3. DO NOT READ OUT: Don't know

SPLRECLAIM2   **[NUMBER GIVEN AT PATNUMEMP>0]**

Did you know that you could reclaim the cost of paying out Statutory Paternity Pay from HMRC?

1. Yes, I know we can reclaim

2. No, didn't know this

3. DO NOT READ OUT: Don't know

SPLRECLAIM3   **[IF SPLNUMEMP=1]**

Did you know that you could reclaim the cost of paying out Shared parental Pay from HMRC?

1. Yes, I know we can reclaim

2. No, didn't know this

3. DO NOT READ OUT: Don't know

2.4 Other parental leave

PLAWARE   **[ASK ALL]**

And now I would like to ask you some questions about another right called <u>parental leave</u>. This is where parents can take extra <u>unpaid</u> time off work, beyond annual leave, to spend more time with their child, for example, to settle children into new childcare arrangements, or to look at new schools.

Are you aware of this type of parental leave?

1. Yes

2. No

3. DO NOT READ OUT: Don't know

<u>Recommendations</u>

Simplify the question wording slightly.

<u>Revised question</u>

PLAWARE   **[ASK ALL]**

And now some questions about another right called <u>parental leave</u>. This is where parents can take extra <u>unpaid</u> time off work, beyond annual leave, for example, to spend more time with their child, to settle children into new childcare, or to look at new schools.

Are you aware of this type of parental leave?

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

PLANY   **[ASK ALL]**

Over the past 2 years, have any employees at this workplace taken this type of parental leave to look after their children?

1. Yes

2. No

3. DO NOT READ OUT: Don't know

Recommendations

Suggest removing the phrase 'to look after their children' as it could potentially limit the intended scope of the question.

Revised question

PLANY   [ASK ALL]

Over the past 2 years, have any employees at this workplace taken this type of parental leave?

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

PLNUMEMP   [ASK IF PLANY=1]

How many staff members have taken this type of parental leave to look after children in the past 2 years?

- IF EXACT NUMBER NOT KNOWN, PROBE FOR BEST ESTIMATE

- RESPONDENT SHOULD INCLUDE STAFF WHO ARE CURRENTLY TAKING UNPAID LEAVE

- IF SAME PERSON HAS HAD UNPAID LEAVE TWICE IN THE LAST 2 YEARS, THEY SHOULD ONLY BE COUNTED ONCE

1. TYPE IN NUMBER
2. None
3. DO NOT READ OUT: Don't Know

PLTIME   **[ASK IF NUMER GIVEN AT PLNUMEMP>0]**

Of the employees that have taken this type of leave in the last 2 years, on average how much time have they taken?

PROBE FOR BEST ESTIMATE

1. [If Number of WEEKS given]: WRITE IN

2. [If Number of MONTHS given]: WRITE IN

3. [If Number of DAYS given]: WRITE IN

4. DO NOT READ OUT: Don't know

PLEXTEND   **[ASK ALL]**

In March 2013, the law changed to increase the age of children covered by unpaid parental leave from 5 to 18 years. Are you aware of this?

1. Yes

2. No

3. DO NOT READ OUT: Don't know

Recommendations
Suggest adding the word 'change' to the end of the question.

Revised question
 	
 PLEXTEND   **[ASK ALL]**
 	
     In March 2013, the law changed to increase the age of children covered by unpaid parental leave from <u>5 to 18 years</u>. Are you aware of this change?
 	
     1. Yes
     2. No
     3. DO NOT READ OUT: Don't know

PL1318   [ASK ALL]

In March 2013, the law changed to increase the amount of unpaid parental leave that parents can take from 13 weeks to 18 weeks. Are you aware of this change?

1. Yes

2. No

3. DO NOT READ OUT: Don't know

2.5 Childcare and bereavement leave

CHINTRO   [ASK ALL]

And now a few questions about other family-related policies.

CHFORMAL   [ASK ALL]

Do you have a written or formal policy on bereavement leave for parents who have lost a child?

1. Yes – formal, written policy

2. No formal, written policy

3. DO NOT READ OUT: This would be agreed on an informal basis

4. DO NOT READ OUT:Don't know

CHTYPE   [ASK ALL]

Does this employer provide any of the following childcare facilities or arrangements which help working parents combine work with family commitments?

SCRIPTING NOTES:

HELP SCREEN EXAMPLES OF CHILDCARE FACILITIES OR ARRANGEMENTS WHICH HELP WORKING PARENTS COMBINE WORK WITH FAMILY COMMITMENTS. - childcare situated at the workplace (e.g. crèche, playgroup, nursery) - subsidised childcare places not located at the workplace - other types of financial help with employee's childcare needs - help with childcare arrangements during school holidays - information about local provision of childcare

HELP SCREEN Financial help with childcare (e.g. loans, repayable contributions to fees for outside the workplace, subsidised childcare places not located at the establishment

READ OUT

1. Childcare facility such as crèche, playgroup, nursery situated at the workplace

2. Financial help with childcare

3. Help with childcare arrangements during school holidays

4. Some other childcare arrangements (SPECIFY)

5. None of these

6. DO NOT READ OUT: Don't know

Feedback from pilot

Use of the phrase 'Does this employer…?' can sound strange to some respondents.

Under "financial help" one respondent mentioned accepting childcare vouchers.

Recommendations

Suggest changing question text to 'Are any of the employees here entitled to…?'

Suggest adding a separate response option for 'childcare vouchers' and changing the subsequent option to '*Other* financial help with childcare'.

Revised question

CHTYPE   [ASK ALL]

Are any of the employees here entitled to any of the following childcare facilities or arrangements? READ OUT

SCRIPTING NOTES:

HELP SCREEN EXAMPLES OF CHILDCARE FACILITIES OR ARRANGEMENTS WHICH HELP WORKING PARENTS COMBINE WORK WITH FAMILY COMMITMENTS. - childcare situated at the workplace (e.g. crèche, playgroup, nursery) - subsidised childcare places not located at the workplace - other types of financial help with employee's childcare needs - help with childcare arrangements during school holidays - information about local provision of childcare

HELP SCREEN Financial help with childcare (e.g. loans, repayable contributions to fees for outside the workplace, subsidised childcare places not located at the establishment

1. Childcare facility such as crèche, playgroup, nursery situated at the workplace?
2. Childcare vouchers?
3. Other financial help with childcare?
4. Help with childcare arrangements during school holidays?
5. Some other childcare arrangements? (SPECIFY)
6. None of these
7. DO NOT READ OUT: Don't know

CHEMERG   [ASK ALL]

Now some questions about taking time off for family emergencies.

If an employee wanted to take time off at short notice to care for a family member or someone who depends on them for their care, would this...

> INTERVIEWER NOTE: THIS DOESN'T JUST COVER CHILDREN – CAN INCLUDE ANY FAMILY MEMBER OR OTHER PERSON WHO IS DEPENDENT ON AN EMPLOYEE
>
> INTERVIEWER NOTE: TIME CAN BE PAID OR UNPAID
>
> INTERVEIWER NOTE: TIME TAKEN AS HOLIDAY SHOULD BE INCLUDED
>
> READ OUT. SINGLE CODE.

> 1. Be agreed to in all or nearly all cases
>
> 2. Be agreed to in some cases
>
> 3. Never be agreed to
>
> 4. DO NOT READ OUT: It depends on individual circumstances
>
> 5. DO NOT READ OUT: Don't know

Feedback from pilot

The format of the question and the way in which response codes are read out can seem cumbersome.

Recommendations

Suggest simplifying question text and response options to ensure that question is easier to read out.

Revised question

CHEMERG   [ASK ALL]

> Now some questions about taking time off for family emergencies.
>
> If an employee wanted to take time off at short notice to care for a family member or someone who depends on them for their care, would this be agreed to ... READ OUT. SINGLE CODE.
>
> INTERVIEWER: THIS DOESN'T JUST COVER CHILDREN – CAN INCLUDE ANY FAMILY MEMBER OR OTHER PERSON WHO IS DEPENDENT ON AN EMPLOYEE
>
> INTERVIEWER: TIME CAN BE PAID OR UNPAID. TIME TAKEN AS HOLIDAY SHOULD BE INCLUDED
>
> **SCRIPTING NOTE: SINGLE CODE.**

> 1. In all or nearly all cases
>
> 2. In some cases
>
> 3. Or would this never be agreed to?
>
> 4. DO NOT READ OUT: It depends on individual circumstances
>
> 5. DO NOT READ OUT: Don't know

CHRECORD   **[ASK IF CHEMERG=1 OR 2 OR 4]**

How is this leave recorded?

READ OUT AND CODE ALL THAT APPLY...

1. As special paid leave

2. As sick leave

3. As leave without pay

4. As annual leave

5. Time off but make up for it later

6. Some other arrangement (SPECIFY)

7. DO NOT READ OUT: Don't know

Feedback from pilot

This was awkward as a read out, and the question sounded as though it was single choice (even though it is multi-code).

Recommendations

Suggest this is changed to a 'prompt if necessary'.

Revised question

CHRECORD   **[ASK IF CHEMERG=1 OR 2 OR 4]**

How is this leave recorded?

INTERVIEWER: PROMPT IF NECESSARY AND CODE ALL THAT APPLY.

SCRIPTING NOTE: MULTICODE.

1. As special paid leave
2. As sick leave
3. As leave without pay
4. As annual leave
5. As time off but make up for it later
6. Some other arrangement (SPECIFY)
7. DO NOT READ OUT: Don't know

2.6 Flexible Working (Individual Rights)

FWINTRO   **ASK ALL**

And now some questions about flexible working arrangements.

FWANY   **[ASK ALL]**

Can you tell me if ANYONE on the payroll at this establishment currently, or in the past 12 months has...

READ OUT. MULTICODE. IF RESPONDENT RESPONDS 'DON'T KNOW' TO ALL FLEXIBLE WORKING PRACTICES, PLEASE CODE 'NONE OF THESE'

1. Job shared READ OUT IF NECESSARY: This is where someone shares a full-time job with another employee

2. Worked flexitime READ OUT IF NECESSARY: The employee chooses when to start and end work (within agreed limits) but works certain 'core hours', e.g. 10am to 4pm every day

3. Worked a compressed week, where an employee works full-time hours over fewer days in their working week. ADD IF NECESSARY: For example, working a 40 hour week over four days, or working a nine-day fortnight. This is not the same as shift-working.

4. Worked reduced hours for a limited period

5. Worked from home on a regular basis rather than an ad hoc basis

6. Worked during school term time only

7. Worked annualised hours READ OUT IF NECESSARY: This is where the number of hours staff have to work is calculated over a full year rather than a week or month.

8. Worked part time, that is less than 30 hours a week

9. DO NOT READ OUT: Don't know

10. (DO NOT READ OUT) None of these

Feedback from pilot

Job sharing caused some confusion (even with the definition) – one person said yes here but it was clear it was not a job share. She was simply referring to staff members sharing the same tasks as part of their role (e.g. working on reception, doing admin etc.).

Recommendations

Suggest simplifying language at Code 1 ('Job shared').

Revised question

FWANYA -

FWANYJ   [ASK ALL]

Can you tell me if ANYONE on the payroll at this establishment currently, or in the past 12 months has done any of the following... READ OUT. CODE ALL THAT APPLY.

INTERVIEWER: IF RESPONDENT RESPONDS 'DON'T KNOW' TO ALL FLEXIBLE WORKING PRACTICES, PLEASE CODE 'NONE OF THESE'

SCRIPTING NOTE: MULTICODE.

1. Job shared? READ OUT IF NECESSARY: This is where two part time employees share a full-time job

2. Worked flexitime? READ OUT IF NECESSARY: The employee chooses when to start and end work (within agreed limits) but works certain 'core hours', e.g. 10am to 4pm every day

3. Worked a compressed week, where an employee works full-time hours over fewer days in their working week? ADD IF NECESSARY: For example, working a 40 hour week over four days, or working a nine-day fortnight. This is not the same as shift-working.

4. Worked reduced hours for a limited period?

5. Worked from home on a regular basis rather than an ad hoc basis?

6. Worked during school term time only?

7. Worked annualised hours? READ OUT IF NECESSARY: This is where the number of hours staff have to work is calculated over a full year rather than a week or month.

8. Worked part time, that is less than 30 hours a week?

9. DO NOT READ OUT: Don't know

10. DO NOT READ OUT: None of these

FWAVAIL   [IF FWANY=9 OR DK]

Can I just check, would any of the following flexible working practices be available to employees on the payroll at this establishment, even if they have not been used in the past 12 months?

READ OUT AND MULTICODE OK

1. Job sharing. READ OUT IF NECESSARY: This is where someone shares a full-time job with another employee

2. Working flexitime

3. Working a compressed week, where an employee works full-time hours over fewer days in their working week. For example, working a 40 hour week over four days, or working a nine-day fortnight. ADD IF NECESSARY: This is not the same as shift-working

4. Working reduced hours for a limited period

5. Working from home on a regular rather than an ad hoc basis

6. Working during school term time only

7. Working annualised hours ADD IF NECESSARY: This is where the number of hours staff have to work is calculated over a full year rather than a week or month

8. Working part-time, that is less than 30 hours per week

9. (DO NOT READ OUT) None of these

10. DO NOT READ OUT: Don't know

Feedback from pilot

Some respondents did not know exactly what was meant by flexitime.

Recommendations

Add a definition of 'flexitime', to be used by interviewers as needed.

Revised question

FWAVAILA-

FWAVAILJ- **[IF FWANY=9 OR DK]**

Can I just check, would any of the following flexible working practices be available to employees on the payroll at this establishment, even if they have not been used in the past 12 months?.... READ OUT. CODE ALL THAT APPLY.

SCRIPTING NOTE: MULTICODE.

1. Job sharing. READ OUT IF NECESSARY: This is where two part time employees share a full-time job

2. Working flexitime? READ OUT IF NECESSARY: The employee chooses when to start and end work (within agreed limits) but works certain 'core hours', e.g. 10am to 4pm every day

3. Working a compressed week, where an employee works full-time hours over fewer days in their working week? ADD IF NECESSARY. For example, working a 40-hour week over four days, or working a nine-day fortnight. ADD IF NECESSARY: This is not the same as shift-working

4. Working reduced hours for a limited period?

5. Working from home on a regular rather than an ad hoc basis?

6. Working during school term time only?

7. Working annualised hours? ADD IF NECESSARY: This is where the number of hours staff have to work is calculated over a full year rather than a week or month

8. Working part-time, that is less than 30 hours per week?

9. (DO NOT READ OUT) None of these

10. DO NOT READ OUT: Don't know

FWWHYNOT   [ASK if FWAVAIL = 9]

What are the main reasons why these flexible working practices, or part time working are not available for employees to use at this establishment?

DO NOT READ OUT. PROBE. MULTICODE OK

INTERVIEWER NOTE: By Flexible working practices we mean practices such as flexitime, annualised hours, job sharing, term-time working and so on.

1. Not feasible / Not compatible with the nature of our work

2. No demand from employees

3. Not necessary as staff can choose their hours/shifts to suit them

3. Difficult to operate (costly / extra managerial workload/puts pressure on other employees)

4. Does not fit with the culture of the business

5. Other (specify)

6. DO NOT READ OUT: Don't know

Recommendations

Remove 'or part time working' from the question text. This is covered under flexible working practices, so the additional text is redundant.

Revised question

FWWHYNOTA - FWWHYNOTH   [ASK if FWAVAIL = 9]

What are the main reasons why these flexible working practices, are not available for employees to use at this establishment? DO NOT READ OUT. CODE ALL THAT APPLY.

SCRIPTING NOTE: MULTICODE.

INTERVIEWER: By flexible working practices we mean practices such as flexitime, annualised hours, job sharing, term-time working and so on.

INTERVIEWER: PROBE

1. Not feasible / Not compatible with the nature of our work

2. No demand from employees

3. Not necessary as staff can choose their hours/shifts to suit them

4. Difficult to operate (costly / extra managerial workload/puts pressure on other employees)

5. Does not fit with the culture of the business

6. Other (specify)

7. DO NOT READ OUT: Don't know

FWPOLICY   **[IF FWANY=ANY CODES 1 TO 8 OR FWAVAIL=1 TO 8]**

Is your workplace covered by a written policy which provides for flexible working practices?

INTERVIEWER NOTE: THE WRITTEN POLICY DOES NOT HAVE TO COVER ALL THE FLEXIBLE WORKING PRACTICES AVAILABLE AT THE SITE.

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

FWCHANGE   **[ASK ALL]**

In general, over the past 5 years, would you say the proportion of employees who have flexible working arrangements at this workplace has READ OUT…?

CODE ONE ONLY

1. Increased
2. Decreased
3. Or stayed the same
4. DO NOT READ OUT: Don't know

FWWHYCH   **[ASK IF FWCHANGE=1-3]**

Why do you think that the proportion of employees with flexible working has [If FWCHANGE=1: increased] [IF FWCHANGE=2: decreased] [IF FWCHANGE=3: stayed the same]?

WRITE IN

DON'T KNOW

FWNUMREQ   **[ASK ALL]**

Thinking generally now about ALL TYPES OF FLEXIBLE WORKING, in the past 12 months, how many requests have there been from employees at this establishment to change their working patterns for 3 months or more?

WRITE IN

None

DO NOT READ OUT: Don't know

FWREQTYPE1 TO FWREQTYPE8   **[IF ANY FW PRACTICES AT FWANY (CODES 1 TO 8) OR FWAVAIL (CODES 1 TO 8)]**

In the past 12 months, have there been any requests from any employees at this workplace to [flexible practice from FWANY OR FWAVAIL] **for 3 months or more?**

INTERVIEWER: INCLUDE REQUEST MADE WHETHER OR NOT EMPLOYER WAS ABLE TO ACCEPT THE REQUEST

	FWREQTYPE1	FWREQTYPE2	FWREQTYPE3	FWREQTYPE4	FWREQTYPE5	FWREQTYPE6	FWREQTYPE7	FWREQTYPE8
	Work part-time	Job share	Work flexi-time	Work a compressed week	Work reduced hours for a limited period	Work from home on a regular basis	Work school term-time only	Work annualised hours
Yes	1	1	1	1	1	1	1	1
No	2	2	2	2	2	2	2	2
DO NOT READ OUT: DON'T KNOW	3	3	3	3	3	3	3	3

FWREJECT   **[IF ANY CODE 1 AT FWREQTYPE1 TO FWREQTYPE8]**

Thinking about all of the requests made in the last 12 months for ALL TYPES OF FLEXIBLE WORKING, how many were turned down?

SINGLE CODE

1. WRITE IN

2. None turned down

3. DO NOT READ OUT: Don't know

FWREJWHY   **[ASK ALL IF FWREJECT>0]**

And what were the reasons that requests for flexible working were turned down?

DO NOT READ OUT. MULTICODE. PROBE: WHAT OTHER REASONS WERE THERE?

1. Cost to business

2. Disruption it would cause

3. Unable to meet customer demand

4. Unable to reorganize work amongst existing staff

5. Unable to recruit additional staff to cover

6. Would damage quality or performance of business

7. Not eligible to make a request under the law

8. Lack of work during proposed periods

9. Planned structural changes to the business

10. It would cause resentment among colleagues

11. No reason

12. Other (write in)

13. DO NOT READ OUT: Don't know

FWDECIDE   [IF FWANY=1-8 OR FWAVAIL=1-8]

Who at your establishment makes the decisions on whether or not to accept a request for flexible working made by employees? Is it...?

READ OUT. SINGLECODE

1. The employee's Line Manager or Supervisor

2. Someone with HR responsibilities / the HR department

3. Or does it vary between the employee's line manager and HR depending on the type of flexible working requested

4. DO NOT READ OUT: Other (WRITE IN)

5. DO NOT READ OUT: Don't know

Feedback from pilot

The wording here could be simplified and could cut down. Two respondents said 'managing director' which is not the same as Line Manager.

Recommendations

Suggest updating the response options to make them easier to code to.

Revised question

FWDECIDE   [IF FWANY=1-8 OR FWAVAIL=1-8]

Who at your establishment makes the decisions on whether or not to accept a request for flexible working made by employees? Is it...? READ OUT. SINGLECODE

1. A line Manager or Supervisor

2. Someone with HR responsibilities

3. Senior management

4. Or does it vary

5. DO NOT READ OUT: Other (WRITE IN)

6. DO NOT READ OUT: Don't know

FWHOW   [IF FWANY=1-8 OR FWAVAIL=1-8]

Which of the following best describes how decisions about requests for flexible working are made at this workplace?

> READ OUT. SINGLE CODE

> 1. Using a set procedure that has been specified for the site as a whole
> 2. Using procedures that vary between teams or departments
> 3. Or are there no set procedures, each case is treated differently depending on circumstances
> 4. DO NOT READ OUT: Other (WRITE IN)

Feedback from pilot

The question wording and response options are quite clunky to read out.

Two respondents said that there is a set procedure but this is treated flexibly - there isn't really an option for this. The interviewer chose code 3 in both cases but this didn't really reflect the situation.

Recommendations

Suggest streamlining question text.

Revised question

FWHOW   [IF FWANY=1-8 OR FWAVAIL=1-8]

> Would you say that decisions about requests for flexible working at this workplace are made…?

> READ OUT. SINGLE CODE.

> 1. Using a set procedure that has been specified for the site as a whole
> 2. Using procedures that vary between teams or departments
> 3. Or does it vary depending on circumstances?
> 4. DO NOT READ OUT: Other (WRITE IN)

FWRITE   [IF FWANY=1-8 OR FWAVAIL=1-8]

When a request is made for flexible working, approximately what proportion of these are made in writing?

READ OUT IF NECESSARY: Would you say…

1. All (100%)
2. Almost all (80-99%)
3. Most (60-79%)
4. Around half (40-59%)
5. Some (20-39%)
6. Just a few (1-19%)
7. None (0%)
8. DO NOT READ OUT: Don't know

Feedback from pilot

This question felt very hypothetical and a bit nonsensical if there had been no requests. One respondent said "if they did request it, it would be made in writing but it has never happened". In another case, the respondent simply said "this has never happened'. In both cases, the interviewer coded this as "none" which is not technically a correct interpretation of this question. Suggest we review the filter here so that only those who have had requests at FWREQTYPE are asked this.

Recommendations

Suggest changing the filter here so that only those who have had requests at FWREQTYPE are asked this.

Revised question

FWRITE   [IF ANY OF FWREQTYPE1 TO FWREQTYPE8 = 'YES']

When a request is made for flexible working, approximately what proportion of these are made in writing?

INTERVIEWER: READ OUT IF NECESSARY: Would you say…

1. All (100%)

2. Almost all (80-99%)

3. Most (60-79%)

4. Around half (40-59%)

5. Some (20-39%)

6. Just a few (1-19%)

7. None (0%)

8. DO NOT READ OUT: Don't know

FWTANDC   [IF FWRITE=1 to 6]

And of these written requests, what proportion led to a change in the terms and conditions in employee contracts?

INTERVIEWER: If respondent gives an answer as an exact number you can code "97" here and record the number at the next question.

1. All (100%)

2. Almost all (80-99%)

3. Most (60-79%)

4. Around half (40-59%)

5. Some (20-39%)

6. Just a few (1-19%)

7. None (0%)

8. No. [enter no].

9. DO NOT READ OUT: Don't know

FWPROMOTE   **[IF FWANY=1-8 OR FWAVAIL=1-8]**

Do managers at your workplace actively promote the flexible working and leave arrangements available to employees at this establishment?

1. Yes

2. No

3. DO NOT READ OUT: Don't Know

FWPOSNEG1 TO FWPOSNEG7   **[ASK ALL]**

On balance, do you think flexible working and leave arrangements have a generally positive, generally negative or no effect on the following at this establishment...READ OUT AND CODE ONE PER ROW

		Positive effect	Negative effect	No effect	DO NOT READ OUT: Not applicable	DO NOT READ OUT: Don't know
FWPOSNEG1	_1....employee relations at this establishment	1	2	3	4	5
FWPOSNEG2	_2...productivity at this establishment?	1	2	3	4	5
FWPOSNEG3	_3...reducing absenteeism at this establishment?	1	2	3	4	5
FWPOSNEG4	_4...reducing labour turnover at this establishment?	1	2	3	4	5
FWPOSNEG5	_5 ...ease of recruitment at this establishment?	1	2	3	4	5
FWPOSNEG6	…Providing flexible working practices improves customer service	1	2	3	4	5
FWPOSNEG7	_ ...employee motivation and commitment at this establishment ?	1	2	3	4	5

Feedback from pilot

The wording at FWPOSNEG6 is not correct. The full question test reads:

'On balance, do you think flexible working and leave arrangements have a generally positive, generally negative or no effect on…

Providing flexible working practices improves customer service?'

Suggest changing to '…customer service'.

Recommendations

Suggest changing FWPOSNEG6 to '…customer service'.

Suggest removing 'at this establishment' from question text since it is redundant.

Revised question

FWPOSNEG1 TO FWPOSNEG7   [ASK ALL]

On balance, do you think flexible working and leave arrangements have a generally positive, generally negative or no effect on the following...READ OUT. SINGLE CODE PER ROW.

SCRIPTING NOTE: ORDER OF FWPOSNEG1 TO FWPOSNEG7 SHOULD BE RANDOMISED.

		Positive effect	Negative effect	No effect	DO NOT READ OUT: Not applicable	DO NOT READ OUT: Don't know
FWPOSNEG1	_1....employee relations at this establishment	1	2	3	4	5
FWPOSNEG2	_2...productivity at this establishment?	1	2	3	4	5
FWPOSNEG3	_3...reducing absenteeism at this establishment?	1	2	3	4	5
FWPOSNEG4	_4...reducing labour turnover at this establishment?	1	2	3	4	5
FWPOSNEG5	_5 ...ease of recruitment at this establishment?	1	2	3	4	5
FWPOSNEG6	_6... customer service?	1	2	3	4	5
FWPOSNEG7	_7 ...employee motivation and commitment at this establishment?	1	2	3	4	5

FWATT1 TO FWATT5   **[ASK ALL]**

Can you tell me how much you agree or disagree with each of the following statements**.** For each statement I would like you to give me a number from 1 to 5 where 1 means strongly agree, 2 means agree, 3 means neither agree nor disagree, 4 disagree and 5 strongly disagree.

INTERVIEWER NOTE: WE ARE INTERESTED IN EMPLOYERS' GENERAL ATTITUDES SO ANSWERS DO NOT HAVE TO RELATE TO THEIR PARTICULAR WORKPLACE.

RANDOMISE ORDER OF STATEMENTS

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	DO NOT READ OUT: Don't know
FWATT1	It's not the employer's responsibility to help people balance their work with other aspects of their life	1	2	3	4	5	6
FWATT2	People who work flexibly are just as likely to be promoted as those who don't	1	2	3	4	5	6
FWATT3	When some employees take up flexible working practices, it causes resentment among other employees	1	2	3	4	5	6
FWATT4	Often those who request to work flexibly are those who are less committed to their work	1	2	3	4	5	6
FWATT5	It is really only parents and carers that benefit from flexible working practices	1	2	3	4	5	6

Feedback from pilot

Respondents used the numbers but it wasn't always clear that they were correctly mapping this onto the right code (interviewers will generally just accept an answer without checking/probing).

One respondent was getting audibly bored/ fatigued by this point and answered 3 for all of them – this was clearly satisficing behaviour as she didn't seem to be engaging with the questions. It also seemed that she had forgotten which way round the scale worked so answering 3 appeared to be the "easy" option. Similarly, another respondent kept forgetting what the numbered codes meant and therefore answered 3 for most of these (same issue as above).

Recommendations

Suggest dropping the numbered response options, and refer only to the words of the agree/ disagree scale.

Revised question

FWATT1 TO FWATT5   [ASK ALL]

Can you tell me how much you agree or disagree with each of the following statements? For each statement I would like you to tell me whether you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree.

SCRIPTING NOTE: RANDOMISE ORDER OF STATEMENTS

INTERVIEWER: WE ARE INTERESTED IN EMPLOYERS' GENERAL ATTITUDES SO ANSWERS DO NOT HAVE TO RELATE TO THEIR PARTICULAR WORKPLACE.

FWEXTEND   [ASK ALL]

Before June 2014, only employees with children under 17 or with specific caring responsibilities had the legal right to request flexible working. Are you aware that all employees who have worked a minimum length of service now have the right to request flexible working?

1. Yes

2.   No

3. DO NOT READ OUT:Don't know

Suggest we change this question to be more similar to other questions of this type.

One respondent queried what was meant by 'minimum length of service'.

Recommendations

Suggest changing this question to be more similar to other questions of this type (i.e. the final question after the description is asked as 'Are you aware of this?'.

Suggest adding a definition of 'minimum length of service'

Revised question

FWEXTEND   [ASK ALL]

Before June 2014, only employees with children under 17 or with specific caring responsibilities had the legal right to request flexible working. All employees who have worked a minimum length of service now have the right to request flexible working. Are you aware of this change?

INTERVIEWER: ASK IF NECESSARY: By 'minimum length of service' we mean that the employee would need to have worked here for a certain amount of time, usually 26 weeks, before they can request flexible working.

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

2.7 Collective Rights (employment rights and enforcement)

CONMEET   [ASK ALL]

I would now like to ask some questions about how management communicates or consults with employees here.

Do you have meetings between senior managers and the whole workforce, either altogether or group by group?

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

Feedback from pilot

One respondent thought this question related to meetings to talk about flexible working (given preceding questions).

This question was slightly misinterpreted when read out as some respondents thought they had to choose between "altogether" and "group by group" and answered on this basis. A slight rewording would help.

Recommendations

Suggest adding to the introductory text to emphasise the change of topic.

Suggest rewording question slightly to provide greater clarity.

Revised question

CONMEET   [ASK ALL]

Now some questions about how management communicates or consults with employees here about a variety of issues.

Do you have meetings between senior managers and the whole workforce, whether altogether or group by group?

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

CONMEETN   [IF CONMEET=1]

Roughly how frequent are these meetings?

PROMPT AS NECESSARY. CODE ONE ONLY

1. Daily

2. Less than daily, but at least once a week

3. Less than weekly, but at least once a fortnight

4. Less than fortnightly, but at least once a month

5. Less than monthly, but at least once every 3 months

6. Less than every 3 months

7. DO NOT READ OUT: Don't know

CONISSUE1   [IF CONMEET=1]

Which of the following issues are discussed at these types of meetings?

Firstly, production issues or the organisation of work?

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

CONISSUE2   [IF CONMEET=1]

The economic or financial situation of the business?

REPEAT IF NECESSARY: Is this discussed at these types of meetings?

4. Yes
5. No
6. DO NOT READ OUT: Don't know

CONISSUE3   [IF CONMEET=1]

Future plans for the business?

REPEAT IF NECESSARY: Is this discussed at these types of meetings?

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

CONISSUE4   [IF CONMEET=1]

Terms and conditions such as pay, hours and holidays

REPEAT IF NECESSARY: Is this discussed at these types of meetings?

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

CONBRIEF   [ASK ALL]

Do you have meetings between line managers or supervisors and all the workers for whom they are responsible?

INTERVIEWER: If asked, these are sometimes known as 'briefing groups' or 'team briefings'?

1. Yes

2. No

3. DO NOT READ OUT: Not applicable

4. DO NOT READ OUT: Don't know

CONBRIEFN   [If CONBRIEF = 1]

Roughly how frequent are these meetings?

PROMPT IF NECESSARY

COE ONE ONLY

1. Daily

2. Less than daily, but at least once a week

3. Less than weekly, but at least once a fortnight

4. Less than fortnightly, but at least once a month

5. Less than monthly, but at least once every 3 months

6. Less than once every 3 months

7. DO NOT READ OUT: Don't know

CONISSB1   [IF CONBRIEF=1]

Which of the following issues are discussed at these types of meetings?

Firstly, production issues or the organisation of work?

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

CONISSB2   [IF CONBRIEF=1]

The economic or financial situation of the business?

REPEAT IF NECESSARY: Is this discussed at these types of meetings?

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

CONISSB3   [IF CONBRIEF=1]

Future plans for the business?

REPEAT IF NECESSARY: Is this discussed at these types of meetings?

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

CONISSB4   [IF CONBRIEF=1]

Terms and conditions (such as pay, hours and holidays)

REPEAT IF NECESSARY: Is this discussed at these types of meetings?

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

Revised question

CONBRIEF   **[ASK ALL]**

Do you have meetings between line managers or supervisors and all the workers for whom they are responsible?

INTERVIEWER: IF ASKED, THESE ARE SOMETIMES KNOWN AS 'BRIEFING GROUPS' OR 'TEAM BRIEFINGS'?

1. Yes
2. No
3. DO NOT READ OUT: Not applicable
4. DO NOT READ OUT: Don't know

CONBRIEFN   **[If CONBRIEF = 1]**

Roughly how frequent are these meetings?

INTERVIEWER: PROMPT IF NECESSARY. SINGLE CODE

1. Daily
2. Less than daily, but at least once a week
3. Less than weekly, but at least once a fortnight
4. Less than fortnightly, but at least once a month
5. Less than monthly, but at least once every 3 months
6. Less than once every 3 months
7. DO NOT READ OUT: Don't know

[IF CONMEET = 1 OR CONBRIEF = 1]

Thinking now about meetings between [IF CONMEET = 1: senior managers and the whole workforce] [IF CONMEET = 1 AND CONBRIEF = 1: as well as meetings between] [IF CONBRIEF = 1: line manager or supervisors and the whole workforce.]

CONISSB1   [IF CONMEET = 1 OR CONBRIEF=1]

Which of the following issues are usually discussed at these types of meetings?....

…..Firstly, production issues or the organisation of work?

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

CONISSB2   [IF CONMEET = 1 OR CONBRIEF=1]

…..The economic or financial situation of the business?

INTERVIEWER: REPEAT IF NECESSARY: IS THIS DISCUSSED AT THESE TYPES OF MEETINGS?

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

CONISSB3   [IF CONMEET = 1 OR CONBRIEF=1]

….Future plans for the business?

INTERVIEWER: REPEAT IF NECESSARY: IS THIS DISCUSSED AT THESE TYPES OF MEETINGS?

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

CONISSB4   [IF CONMEET = 1 OR CONBRIEF=1]

….Terms and conditions such as pay, hours and holidays?

INTERVIEWER: REPEAT IF NECESSARY: IS THIS DISCUSSED AT THESE TYPES OF MEETINGS?

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

CONFORUM   **[ASK ALL]**

Are there any committees of managers and employees at this workplace, primarily concerned with consultation, rather than negotiation?

These committees may be called joint consultative committees, works councils or representative forums.

INTERVIEWER NOTE: Consultation does not require agreement after seeking views, whereas in a negotiation an agreement must be reached

1. Yes

2. No

3. DO NOT READ OUT: Don't know

Recommendations

Suggest changing 'joint consultative committees' to 'joint consultation committees'.

Revised question

CONFORUM   **[ASK ALL]**

Are there any committees of managers and employees at this workplace, primarily concerned with consultation, rather than negotiation?

INTERVIEWER: ADD IF NECESSARY: These committees may be called joint consultation committees, works councils or representative forums.

INTERVIEWER: CONSULTATION DOES NOT REQUIRE AGREEMENT AFTER SEEKING VIEWS, WHEREAS IN A NEGOTIATION AN AGREEMENT MUST BE REACHED.

1. Yes

2. No

3. DO NOT READ OUT: Don't know

CONHOWMANY   **[IF CONFORUM=1]**

How many such committees are there?

Range: 1..97

DO NOT READ OUT: Don't know

Feedback from pilot

One respondent asked if this was at their workplace.

Recommendations

Suggest adding 'at this workplace' to question text.

Revised question

CONHOWMANY   **[IF CONFORUM=1]**

How many such committees are there at this workplace?

Range: 1..97

DO NOT READ OUT: Don't know

CONISSF1   **[IF CONFORUM=1]**

Which of the following issues are discussed by [IF CONHOWMANY=1: this committee/IF CONHOWMANY>1: the committees]?

CONISSF1   **[IF CONFORUM=1]**

Which of the following issues are discussed at these types of meetings?

Firstly, production issues or the organisation of work?

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

CONISSF2   [IF CONFORUM=1]

The economic or financial situation of the business?

REPEAT IF NECESSARY: Is this discussed at these types of meetings?

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

CONISSF3   [IF CONFORUM=1]

Future plans for the business?

REPEAT IF NECESSARY: Is this discussed at these types of meetings?

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

CONISSF4   [IF CONFORUM=1]

Terms and conditions ?

REPEAT IF NECESSARY: Is this discussed at these types of meetings?

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

CONRANGE   [IF CONFORUM=1]

[IF CONHOWMANY=1: Does the committee deal with a range of issues, or with a single topic such as health and safety?

[IF CONHOWMANY>1: Of all the committees, is there one which deals with a range of issues, or do all of the committees cover single topics, such as health and safety?]

      1. Range of issues
      2. Single topic(s)
      3. Both
      4. DO NOT READ OUT: Don't know

Feedback for pilot

One respondent was asked multiple committees version. They missed the nuance about answering about "one committee" and said "yes they both cover a range of issues". This meant that all of the next questions were answered on the basis of both committees, rather than one in particular.

Recommendations

Suggest updating question text and response options.

Revised question

CONRANGE   [IF CONFORUM=1]

Of all the committees, is there one which deals with a range of issues, or do all of the committees cover single topics, such as health and safety?

1. At least one deals with a range of issues
2. All cover single topic(s)
3. DO NOT READ OUT: Don't know

CONOFTEN   [IF CONRANGE=1 OR 3]

IF 2+ COMMITTEES AT CONHOWMANY: Thinking just about the committee which deals with the widest range of issues.

How many times has this committee met during the last 12 months?

Range: 0..97

DO NOT READ OUT:Don't know

CONPROCESS   [IF CONRANGE=1 OR 3]

Which of the following best describes managers' usual approach when consulting members of the committee? Would you say…

READ OUT

CODE ONE ONLY

1. They seek solutions to problems
2. They seek feedback on a range of options put forward by management
3. They seek feedback on a preferred option put forward by management
4. DO NOT READ OUT: Don't know

CONHIGH   [IF SCHEAD=2 OR SCSINGLE=3]

Apart from Health and Safety and other single topic committees, is there a consultative committee of managers and employees in your organisation that operates at a higher level than this workplace?

PROMPT IF NECESSARY: For instance, at divisional, regional or Head Office level?

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

CONCOMM   [ASK ALL]

Besides the schemes we have discussed are there any other ways in which management communicates or consults with employees at this workplace?:

PROBE: Which others? UNTIL 'None'.

READ OUT AND CODE ALL THAT APPLY

1. Notice boards or display screens
2. Cascading information through the f management chain
3. Suggestion schemes
4. Regular newsletters or e-newsletters distributed to all employees
5. Regular use of email to all employees
6. Information posted on company intranet, accessible to all employees
7. Company social media networks
8. Other ways of communicating (please specify)
9. None of these, no other ways (EXCLUSIVE)
10. DO NOT READ OUT:Don't know

CONATT1   [ASK ALL]

How much do you agree or disagree with the following statement?

We would rather consult directly with employees than with unions. READ OUT

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. DO NOT READ OUT: Don't know

ICEAWARE   [ASK ALL]

Have you heard of the government policy that organisations with more than 50 employees should inform and consult their employees about plans and decisions which affect the business and working conditions??

IF YES: Are you aware of any of the details?

1. Yes, aware of the policy and some of details
2. Yes, aware of policy but not sure of the details
3. No, definitely not aware
4. DO NOT READ OUT: Don't know

ICEAGREE   **[ASK ALL]**

Do you have an agreement which sets out the process by which you will inform and consult your employees about the economic situation of the business or major changes in working conditions?

1. Yes

2. No

3. DO NOT READ OUT: Don't know

ICEREQUEST   [IF ICEAGREE=2 OR 3]

Have you had a request from any employee or group of employees for such an agreement in the last year?

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

ICENEW   [IF ICEAGREE=1]

Do information and consultation meetings that are part of this agreement take place through an existing consultative committee, or a committee which is specifically set up to deal with this situation?

1. Pre-existing committee
2. New committee set up
3. DO NOT READ OUT: Don't know

Feedback from pilot
The answer codes do not exactly match the question stem and this caused some confusion.
Recommendation
Suggest rewording to provide a better match between question stem and response options.
Revised question
ICENEW   [IF ICEAGREE=1] Do information and consultation meetings that are part of this agreement take place through an existing consultative committee, or was a new committee set up to deal with this situation? 1. Take place through pre-existing committee 2. New committee was set up 3. DO NOT READ OUT: Don't know

[ASK ALL]

I now want to ask some questions about trade unions.

UDEDUCT   [ASK IF ANY UNION MEMBERS, SCUNI>0 or SCUNIANY=1 OR SCUNIANY=DK]

Do you deduct trade union or staff association subscriptions from any employees' pay?

1) Yes

2) No

3) DO NOT READ OUT:Don't know

URECOG   [ASK ALL]

How many trade unions or staff associations are recognised by management for negotiating pay and conditions for any of the employees at this workplace?

INTERVIEWER: If agreements are negotiated with the union at a higher level in the organisation or by an employers association, but apply to union/staff association members here, count as recognised.

TYPE IN 1..50

None

DO NOT READ OUT: Don't know

This question seemed especially irrelevant for employers with no union employees. The question assumes that there are recognised trade unions. There was a tendency to answer "Don't know" here. One respondent said that there was one union but she was referring to ACAS (which should not be included).

Recommendation

Add some introductory text for firms with no union employees, explaining why the question is being asked.

Revised question

URECOG **[ASK ALL]**

[IF SCUNI = 'NO EMPLOYEES' OR SCUNIANY = 'NO': Earlier you told me that none of the employees at this workplace are members of a trade union or independent staff association. Nevertheless, are any trade unions recognised by management for negotiating pay and conditions for any of the employees at this workplace? If yes, how many?]

[IF SCUNI NOT = 'NO EMPLOYEES' OR (SCUNIANY = 'YES' OR DK): How many trade unions or staff associations are recognised by management for negotiating pay and conditions for any of the employees at this workplace?]

INTERVIEWER: IF AGREEMENTS ARE NEGOTIATED WITH THE UNION AT A HIGHER LEVEL IN THE ORGANISATION OR BY AN EMPLOYERS ASSOCIATION, BUT APPLY TO UNION/STAFF ASSOCIATION MEMBERS HERE, COUNT AS RECOGNISED.

TYPE IN 1..50

None

DO NOT READ OUT: Don't know

USTEWARD   [IF URECOG>0]

I would now like to ask you a few questions about union representatives that are present at this workplace.

Do the members of the recognised union[s] have any representatives or stewards here? That is, apart from any concerned exclusively with Health and Safety?

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

Feedback from pilot

As above, this question did not seem relevant to employers with no union employees.

The question is also worded in a slightly confusing way.

Recommendations

Suggest updating filter to exclude employers with no union employees.

Suggest simplifying question wording.

Revised question

USTEWARD   [IF (SCUNI > 0 OR SCUNIANY = 'YES']

Now a few questions about union representatives

Do the union members at this workplace have any representatives or stewards here? That is, apart from any concerned exclusively with Health and Safety?

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

USTEWNUM   [IF USTEWARD=1]

Approximately how many representatives or stewards are there at your workplace?

INCLUDE SENIOR STEWARDS AND REPRESENTATIVES IN THIS TOTAL

Range:1..97

None

DO NOT READ OUT: Don't know

SOFT CHECK if ESTEWNUM>=30: "This seems high. Please check with the respondent and add note to clarify".

USTEWTIM   [ASK IF USTEWARD=1]

Are there any representatives or stewards of recognised unions who in practice spend all, or nearly all, of their working time on union affairs concerning this workplace?

1. Yes

2. No

3. DO NOT READ OUT: Don't know

UREPINC   (ASK IF USTEWARD=1 AND CONFORUM=1)

And thinking about the people who sit on the consultative committee (s), at your workplace, does it/do they include READ OUT…

4. Union representatives

5. Non-union representatives

6. Both of these

7. None of these

8. DO NOT READ OUT: Don't know

UINTRO   [ASK IF ANY UNION MEMBERS, SCUNI>0 or SCUNIANY=1 OR URECOG>0]

Thinking first of the unions that represent employees at this workplace. For each of these issues I'd like to know whether management normally negotiates, consults, informs, or does not involve unions at all over these matters.

UPAYRATE   **[ASK IF ANY UNION MEMBERS, SCUNI>0 or SCUNIANY=1]**

Does management normally negotiate, consult, inform or not inform unions about

… Rates of pay

INTERVIEWER: If any of these issues are dealt with at a higher level in the organisation or through an employers' association, please record what happens at that level.

1. Negotiates
2. Consults
3. Informs
4. Not inform
5. DO NOT READ OUT: Don't know

UHOURSW   **[ASK IF ANY UNION MEMBERS, SCUNI>0 or SCUNIANY=1]**

And does management normally negotiate, consult, inform or not inform unions about

…..Hours of work

INTERVIEWER: If any of these issues are dealt with at a higher level in the organisation or through an employers' association, please record what happens at that level.

1. Negotiates
2. Consults
3. Informs
4. Not inform
5. DO NOT READ OUT: Don't know

UHOLIDAY   **[ASK IF ANY UNION MEMBERS, SCUNI>0 or SCUNIANY=1]**

And does management normally negotiate, consult, inform or not inform unions about

….. Holiday entitlements

INTERVIEWER: If any of these issues are dealt with at a higher level in the organisation or through an employers' association, please record what happens at that level.

1. Negotiates
2. Consults
3. Informs
4. Not inform
5. DO NOT READ OUT: Don't know

UCOVER   [ASK ALL]

So, can I just check, what proportion of ALL employees here have their pay set through negotiations with trade unions, either at this workplace or at a higher level?

INTERVIEWER: If respondent gives an answer as an exact number you can code "97" here and record the number at the next question.

1. All (100%)

2. Almost all (80-99%)

3. Most (60-79%)

4. Around half (40-59%)

5. Some (20-39%)

6. Just a few (1-19%)

7. None (0%)

1. OR WRITE IN A NUMBER

2. DO NOT READ OUT: Don't know

Feedback from pilot.

As above, this question did not seem relevant to employers with no union employees.

Recommendations

Suggest updating filter to exclude employers with no union employees.

Revised question

UCOVER   [IF URECOG>0 OR DK]

So, can I just check, what proportion of ALL employees here have their pay set through negotiations with trade unions, either at this workplace or at a higher level?

INTERVIEWER: If respondent gives an answer as an exact number you can code "97" here and record the number at the next question.

1. All (100%)

2. Almost all (80-99%)

3. Most (60-79%)

4. Around half (40-59%)

5. Some (20-39%)

6. Just a few (1-19%)

7. None (0%)

8. OR WRITE IN A NUMBER

9. DO NOT READ OUT: Don't know

UOTHREPS   **[ASK ALL]**

Apart from the union representatives or stewards, and apart from health and safety matters, are there any employees here who act as representatives of other employees in dealings with management?

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

Feedback from pilot

Question was very wordy, and a lot for respondents to take in. It wasn't clear that this question was always fully understood. Suggest a slight rewording

Recommendations

Suggest updating question text to provide greater clarity.

Revised question

UOTHREPS   **[ASK ALL]**

[IF USTEWARD = 1: Not including union representatives or stewards] Apart from health and safety matters, are there any employees here who act as representatives of other employees in dealings with management?

      INTERVIEWER: DO NOT INCLUDE HEALTH AND SAFETY MATTERS

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

UELECT   **[ASK IF UOTHREPS=1]**

Are elections usually held among employees to appoint these non-union employee representatives?

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

USELECT   [ASK IF UELECT=2]

Who selects these employee representatives?

PROBE: Which others? UNTIL 'None'.

CODE ALL THAT APPLY.

1. Employees
2. Managers
3. No selection - e.g. volunteers
4. Other answer (please specify)
5. DO NOT READ OUT:Don't know

UFORMAL   [ASK ALL]

I would now like to ask you some questions about collective or group disputes which might arise at this workplace.

Are there any formal procedures for dealing with collective disputes that might be raised by any group of non-managerial employees?

READ OUT. CODE ALL THAT APPLY.

1. Pay and conditions
2.
3. Redundancy
4. Organisation of work
5. Health and Safety
6. Other Some other issue (please specify)
7. Do not have collective dispute procedures
8. DO NOT READ OUT: Don't know

UBALLOT   [ASK IF ANY UNION MEMBERS, SCUNI>0 or SCUNIANY=1]

In the last 12 months, have any unions here balloted their members to establish the level of support for industrial action?

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

REDANYEMP   [ASK ALL]

Now some questions about workplace redundancies.

In the past 12 months, have any employees stopped working here, because they were made redundant?

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

REDCONS   [If REDANYEMP=1]

Did you consult with employees or their representatives prior to making anyone redundant?.

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

REDISSUES   [IF REDCONS=1]

What issues did the consultation cover?

READ OUT

CODE ALL THAT APPLY.

1. Options for reducing the number of redundancies
2. Criteria for selection
3. Redundancy payments
4. Other issues (please specify)
5. DO NOT READ OUT: Don't know

REDALTER   [IF REDCONS=1)]

Did the consultation lead to any changes in managers' original proposals?

> READ OUT
>
> CODE ALL THAT APPLY.

> 1. Yes
> 2. No
> 3. DO NOT READ OUT: Don't know

DISFORMAL   [ASK ALL]

And now some questions about individual grievances and disciplinary matters at this workplace.

Is there a formal procedure for dealing with individual grievances raised by any employee at this workplace?

> 1. Yes
> 2. No
> 3. DO NOT READ OUT: Don't know

DISRESOLV   [If DISFORMAL=2]

> If an employee has a grievance at work, how do they resolve it? DO NOT PROMPT
>
> CODE ALL THAT APPLY.
> 1. No grievances raised (EXCLUSIVE)
> 2. Through discussions with managers
> 3. Through discussion with HR managers
> 4. Through discussion with the parties concerned
> 5. Discussions between union/employee representatives and managers
> 6. Through mediation by an impartial third party (not including trade union reps)
> 7. Passed up/referred up the management chain (e.g. to Head Office)
> 8. Some other way (please specify)
> 9. DO NOT READ OUT: Don't know

DISFORMAL2 [ASK ALL]

And is there a formal procedure for dealing with discipline and dismissals - other than redundancies?

1. Yes

2. No

3. DO NOT READ OUT: Don't know

IF ONLY ONE 'YES' AT DISFORMAL AND DISFORMAL2, ASK PART A OR PART B AS APPLICABLE

IF 'YES' AT BOTH DISFORMAL AND DISFORMAL2, RANDOMLY ASSIGN TO ASK ONE ONLY

PART A – ASK IF HAVE WRITTEN GRIEVANCE POLICY

GRVWRITE   [ASK ALL PART A]

Thinking now about grievance policy. In raising grievances, are employees required to set out in writing the nature of the grievance?

INTERVIEWER: If 'YES', PROMPT: 'Is that always or just some of the time?'

1. Yes, always

2. Yes, sometimes - depends on the issue

3. No

4. DO NOT READ OUT: Don't know

GRVMEET   [ASK ALL PART A]

Are employees asked to attend a formal meeting with a manager to discuss the nature of their grievance?

INTERVIEWER: If 'YES', PROMPT: Is that always or just some of the time?

1. Yes, always

2. Yes, sometimes - depends on the issue

3. No

4. DO NOT READ OUT: Don't know

GRVAPPEAL   [ASK ALL PART A]

In raising grievances, are employees able to appeal against the decision?

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

GRVMED   [ASK ALL PART A]

Is provision for mediation by an impartial third party included in this procedure?

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

PART B – ASK IF HAVE WRITTEN DISCIPLINARY POLICY

DISWRTE   [ASK ALL PART B]

Thinking now about disciplinary and dismissals policy.

Is the employer required to set out in writing to the employee the reason for taking disciplinary action?

INTERVIEWER: If 'YES' PROMPT: Is that always or just some of the time?

CODE ONE ONLY

1. Yes, always
2. Yes, sometimes - depends on the issue
3. No
4. DO NOT READ OUT: Don't know

DISMEET   [ASK ALL PART B]

Are employees asked to attend a formal meeting with a manager to discuss the reason for taking disciplinary action?

INTERVIEWER: If 'YES' PROMPT: Is that always or just some of the time?

CODE ONE ONLY

1. Yes, always

2. Yes, sometimes - depends on the issue

3. No

4. DO NOT READ OUT: Don't know

DISAPPEAL   [ASK ALL PART B]

In disciplining or dismissing an employee, are they able to appeal against the decision?

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

DISMED   [ASK ALL PART B]

Is provision for mediation by an impartial third party included in this procedure?

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

DISANCT   [ASK ALL]

During the last 12 months, have any of the following been applied to employees?

READ OUT AND CODE ALL THAT APPLY.

1. Formal verbal warning
2. Formal written warning
3. Suspension with or without pay
4. Deduction from pay
5. Dismissal
6. Other disciplinary action (specify)
7. None of these (EXCLUSIVE)
8. DO NOT READ OUT: Don't know

DISRELATE   [ASK ALL]

How would you rate the relationship between management and employees generally at this workplace?

1)   Very good

2)   Good

3)   Neither good nor poor

4)   Poor

5)   Very poor

DO NOT READ OUT: Don't know

2.8 Sources of Information

Now some questions about sources of information about employment practices.

INFOWHICH   **[ASK ALL]**

Which organisations or people would you contact if you needed to find out more about flexible working or about maternity, paternity or parental rights legislation?

DO NOT READ OUT. MULTI CODE

1   Government sources

2   Government Department for Business, Energy & Industrial Strategy (BEIS

3   gov.uk

4   Acas

5   HMRC

6   Third party private sector advisor

7   Solicitor or Lawyer

8   Specialist employment law organization

9   CIPD (ADD IF NECESSARY: Chartered Institute of Personnel and Development)

10   Trade association

11   Own HR Department or Head Office

12   CBI (ADD IF NECESSARY: Confederation of British Industry)

13   EHRC (ADD IF NECESSARY: Equality and Human Rights Commission)

14   Other (write in)

15   DO NOT READ OUT: Don't know

Feedback from pilot

One respondent mentioned their HR department but the interviewer could not locate the relevant code.

Another said "I would google it". Perhaps add a code "Google/internet search".

'Third party private sector consultant' was mentioned, but it wasn't immediately clear where to code.

Recommendations

Suggest updating response options in light of feedback from pilot.

Revised question

INFOWHICHA – INFOWHICHO   [ASK ALL]

Which organisations or people would you contact if you needed to find out more about flexible working or about maternity, paternity or parental rights legislation? DO NOT READ OUT. CODE ALL THAT APPLY.

SCRIPTING NOTE: MULTICODE.

1	Own HR Department or Head Office
2	Government sources
3	Government Department for Business, Energy & Industrial Strategy (BEIS)
4	gov.uk
5	Acas
6	HMRC
7	Third party private sector advisor or consultant
8	Solicitor or Lawyer
9	Specialist employment law organization
10	CIPD (ADD IF NECESSARY: Chartered Institute of Personnel and Development)
11	Trade association
12	CBI (ADD IF NECESSARY: Confederation of British Industry)
13	EHRC (ADD IF NECESSARY: Equality and Human Rights Commission)
14	Other (write in)
15	DO NOT READ OUT: Don't know

INFOADVC   [ASK ALL]

Have you sought information or advice from any of the following bodies on any employment relations issues during the last 12 months?

> INTERVIEWER: This could be in person, over the telephone, or through a website.
>
> READ OUT
>
> CODE ALL THAT APPLY.
>
> RANDOMISE CODE LIST

1. Acas
2. Department for Business, Energy, and Industrial Strategy
3. Business Link / Enterprise Directorate (formerly Small Business Service)
4. Other Government department or agency (please specify BADVOTH)
5. Management consultants
6. External lawyers
7. External accountants
8. Employers' association
9. Citizens Advice Bureau
10. Other professional bodies (e.g. Chartered Institute of Personnel and Development)
11. None of these
12. DO NOT READ OUT: Don't know

INFOMEM   [ASK ALL]

> Is this workplace, either directly or through the parent organization, a member of any of the following organisations?
>
> PROBE: Which others? UNTIL 'None'. CODE ALL THAT APPLY.

1) Employers Association
2) Industry or Trade Association
3) Chamber of Commerce
4) Federation of Small Businesses
5) Some other similar group
6) None of these
7) DO NOT READ OUT: Don't know

2.9   Thank and Close

Now just a couple of final questions to ask about use of data collected in this interview.

LINKAGE   **[ASK ALL]**

Do you consent for BEIS and authorised researchers to link the data we have collected from you with other surveys or datasets which they have authorised access to?

ADD IF NECESSARY: In doing this we assure you that your confidentiality will always be respected and the linked data will be anonymised and used for statistical purposes only. Your data will be securely held, and only authorised researchers will have access to the linked data.

1. Yes
2. No

RECON2   **[ASK ALL]**

Thank you for taking part in this survey.] BEIS may wish to contact you again about taking part in other research projects to do with the topics that we have covered in this interview.

Would you be willing for BEIS, or a research agency appointed by them, to contact you again at some point within the next 18 months?

IF NECESSARY ADD: You don't have to say now whether you would actually do an interview, just whether it would be ok for us to contact you about it?

1. Yes, willing
2. No, not willing

Thank respondent for taking part and close