

Pension Service Customer Survey 2005 - FINAL QUESTIONNAIRE

PSCS05 - JN: 45103136 - 03 May 2005

Quanquest v2.1 - QAL v2.2bmr13 - CAPI

PSCS05

Q.1. Interviewer please enter the 5 digit serial number.

THIS IS PRINTED ON THE CONTACT SHEET.

(108 - 112)

Numeric Range _____

Permitted Range

10000 TO 99999 (Numeric Range)

Q.2. INTERVIEWER: Please enter the check sum relating to the serial number.

(113 - 114)

Numeric Range _____

Permitted Range

0 TO 96 (Numeric Range)

QUANCEPT ITEM:

Just before we start the questionnaire, I want to explain that your answers will be treated totally confidentially.

Thousands of people are taking part in the survey, and your answers will be combined with all the others. The Pension Service and the Department for Work and Pensions will not be given your name and address, nor will they be able to identify you in any way from the report we produce for them.

Q.3. CODE SEX

Male	1	(115)
Female	2	
Don't Know	Y	

Q.4. Can I just check, what was your age last birthday?

(116 - 118)

Numeric Range	_____		
Don't Know		Y	(116)
Refused		Z	

Permitted Range
16 TO 150 (Numeric Range)

**IF Q.4 = Don't Know OR Q.4 = Refused
THEN ASK: Q.5**

Q.5. In which of these age bands do you fall?

READ OUT

16-24	1	(119)
25-34	2	
35-44	3	
45-54	4	
55-60	5	
61-65	6	
66-74	7	
75-84	8	
85+	9	
Don't Know	Y	
Refused	Z	

End of Filter iageno

TURN SCREEN AWAY

Q.6. If you needed information about the state pension or other benefits for people over state pension age, who would you contact?

IF NECESSARY EXPLAIN: Other benefits would include Pension Credit, Winter Fuel Payment, and Attendance Allowance.

INTERVIEWER NOTE: Pension Credit used to be called Minimum Income Guarantee and Income Support.

DO NOT PROMPT

The Pension Service	1	(120)
The Department for Work and Pensions	2	
Social Security	3	
DSS	4	
DHSS	5	
Benefits Agency	6	
The Social	7	
Local Authority	8	
The Council	9	
Senior Citizen's charity (e.g. Age concern/Help the Aged)	0	(121)
Citizen's Advice Bureau	1	
Friend/relative	2	
Jobcentre Plus	3	
The Post Office	4	
Don't Know	Y	(120)
None of these	X	
Other	0	

Other specify...	(122 - 125)
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I am now going to read out a list of functions related to benefits and social services. Please can you tell me what organisation you think is responsible for each one,

Q.7. Which organisation do you think is responsible for the following:

...

DO NOT PROMPT. CODE ALL THAT APPLY.

The Pension Service	1	(126)
The Department for@Work and Pensions	2	
DSS	3	
DHSS	4	
Benefits Agency	5	
The Social	6	
Local Authority	7	
The Council	8	
Post Office	9	
Jobcentre Plus	0	(127)
Don't Know	Y	(126)
Other	0	

Other specify...	(136 - 139)
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This question is repeated for the following loop values:

- Providing information about the state pension or other benefits for people over state pension age
- Deciding whether people are or will be entitled to the state pension and associated benefits or entitlements
- Making sure people's pension related benefits/entitlements are paid on time
- Providing home help
- Making sure people's housing benefit is paid on time

A total of 5 iterations occupying columns (126 - 127) to (134 - 135) for precodes and (136 - 139) to (152 - 155) for other specify

READ OUT

Next I would like to tell you about The Pension Service. It is a Government agency that provides information about, and pays, the state pension and pension related benefits such as Pension Credit and the Winter Fuel Payment.

INTERVIEWER NOTE: Pension Credit used to be called Minimum Income Guarantee and Income Support.

Q.8. Can I just check, do you receive the Basic State Pension or have you made an application to receive it?

Yes - currently receiving	1	(156)
Yes - applied but not yet receiving	2	
No	3	
Don't Know	Y	

Q.9. Have you contacted The Pension Service on behalf of someone else since January 1st 2005?

Yes	1	(157)
No	2	
Don't Know	Y	

**IF Q.9 = Yes
THEN ASK: Q.10**

Q.10. Do you have power of attorney or appointee status for the person on whose behalf you contacted The Pension Service?

Yes	1	(158)
No	2	
Don't Know	Y	
Refused	Z	

End of Filter iappoin

PENSION FORECASTS

**IF Q.8 = No OR Q.8 = Don't Know
THEN ASK: Q.11**

Q.11. Have you contacted The Pension Service to get a state pension forecast for yourself since January 1st 2005?

Yes	1	(159)
No	2	
Don't Know	Y	

**IF Q.11 = Yes
THEN ASK: Q.12, Q.13, Q.14**

Q.12. Where did you hear about The Pension Service forecasting services?

CODE ALL THAT APPLY

Web page	1	(160)
Friend/relative	2	
Visit to a Government office, such as Jobcentre Plus or JobCentre	3	
Letter/ leaflet from The Pension Service	4	
Letter/ leaflet from the Department of Work and Pensions (DWP)	5	
Letter/ leaflet from Government	6	
Letter/ leaflet from employer	7	
Don't Know	Y	
None of these	X	
Other	0	

Other specify...	(161 - 164)
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Q.13. When you heard about the forecast, how easy was it for you to find the telephone number to get the forecast?

READ OUT

CODE NULL IF DID NOT GET FORECAST BY TELEPHONE

Very easy	1	(165)
Quite easy	2	
Quite difficult	3	
Very difficult	4	
Don't Know	Y	
None of these	X	

Q.14. Have you received your pension forecast?

Yes	1	(166)
No	2	
Don't Know	Y	

**IF Q.14 = Yes
THEN ASK: Q.15, Q.16, Qfornee**

Q.15. How useful did you find the forecast?

READ OUT

Very useful	1	(167)
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't Know	Y	

Q.16. Was the amount you were forecast adequately explained?

Yes	1	(168)
No	2	
Don't Know	Y	

**IF Qfornee = No
THEN ASK: qforope**

End of Filter ibadfor

Q.17. To the best of your knowledge was the forecast you received correct?

Yes	1	(174)
No	2	
Don't Know	Y	

Q.18. What action, if any, did you take as a result of receiving the forecast?

(175 - 178)

Don't Know	Y	(175)
None	X	

End of Filter irecfor

End of Filter ifutpen

End of Filter inopen

CONTACTING TPS

Q.19. Since January 1st 2005 how often, if at all, have you.....?

...

IF NOT CONTACTED CODE ZERO

(208 - 210)

Numeric Range _____ Y
Don't Know (208)

Permitted Range
0 TO 299 (Numeric Range)

This question is repeated for the following loop values:

- Telephoned The Pension Service
- Submitted a form or other documentation to The Pension Service
- Sent a letter to The Pension Service
- Visited a Government office, e.g. Jobcentre Plus
- Been visited at home by The Pension Service
- Seen The Pension Service at a venue in your local community, e.g. local authority/council, community centre, pensioner group or charity such as Age Concern
- Sent a fax to The Pension Service
- Used The Pension Service website/ internet/ e-mail
- Used Textphone/ Typetalk/ Textdirect to contact The Pension Service

A total of 9 iterations occupying columns (208 - 210) to (232 - 234)

IF Q.19 > 0 OR

QUANCEPT ITEM:

End of Filter nonzero

I will now read out some circumstances in which you might want to contact The Pension Service, and I would like you to tell me how you would prefer to contact them for each one.

Q.20. What would be the best way for you.....

...

SHOWCARD 1

By telephone	1	(235)
Send a letter / write	2	
Send a fax	3	
Use website/ internet or e-mail	4	
Textphone/ Typetalk/ Textdirect	5	
Appointment with a Pension Service representative in your local community	6	
A visit to you at home	7	
Through a local service provider, such as a local authority/council, @communi ty centre, pensioner group or charity	8	
Through friends / relatives	9	
Visiting a Government Office, e.g. Jobcentre Plus	0	(236)
Don't Know	Y	(235)
Other	0	

Other specify...

(247 - 250)

This question is repeated for the following loop values:

- To find out whether you are entitled to the state pension and related benefits
- To make a claim for the state pension and related benefits
- To check whether you were being paid the right amount of state pension and benefits
- To tell The Pension Service about a change of circumstances
- To tell The Pension Service about the death of a close relative
- To make a complaint

A total of 6 iterations occupying columns (235 - 236) to (245 - 246) for precodes and (247 - 250) to (267 - 270) for other specify

**IF Q.8 = No OR Q.8 = Don't Know
THEN ASK: Q.21**

Q.21. What would be the best way for you.....

to ask for a state pension forecast?

SHOW CARD 1

By telephone	1	(271)
Send a letter / write	2	
Send a fax	3	
Use website/ internet or e-mail	4	
Textphone/ Typetalk/ Textdirect	5	
Appointment with a Pension Service representative in your local community	6	
A visit to you at home	7	
Through a local service provider, such as a local authority/council, @communi ty centre, pensioner group or charity	8	
Through friends / relatives	9	
Visiting a Government Office, e.g. Jobcentre Plus	0	(272)
Don't Know	Y	(271)
Other	0	

Other specify...

(273 - 276)

End of Filter ifupens

INTERNET AND EMAIL

Q.22. Now thinking about the world wide web and the Internet. Could I just check, have you used the Internet in the last six months?

Yes	1	(277)
No	2	
Don't Know	Y	

IF Q.22 = Yes

THEN ASK: Q.23, Q.24, Q.25, Q.26

Q.23. When did you FIRST use the Internet?

READ OUT OR SHOWCARD 2

Less than six months ago	1	(278)
Over 6 months ago, but less than 12 months ago	2	
1-2 years ago	3	
2-3 years ago	4	
3-4 years ago	5	
4 or more years ago	6	
Don't Know	Y	

Q.24. How often do you use the Internet?

SHOWCARD 3

Every day	1	(279)
Most days	2	
About once a week	3	
About once a fortnight	4	
About once a month	5	
About once every 2-3 months	6	
About once every six months	7	
Less often	8	
Don't Know	Y	

Q.25. Where have you used the Internet?

SHOWCARD 4

At work	1	(280)
At home	2	
At a friend or relative's house	3	
In an internet/ cyber cafe	4	
In a library	5	
Don't Know	Y	
Other	0	

Other specify...

(308 - 311)

Q.26. Have you ever visited one of The Pension Service websites at either...

SHOWCARD 5

www.thepensionservice.gov.uk or
www.over50.gov.uk or
www.pensionguide.gov.uk?

Yes	1	(312)
No	2	
Don't Know	Y	

End of Filter iuseweb

Q.27. Do you have access to email?

Yes	1	(313)
No	2	
Don't Know	Y	

**IF Q.27 = Yes
THEN ASK: Q.28, Q.29**

Q.28. Have you ever used email to contact The Pension Service?

Yes	1	(314)
No	2	
Don't Know	Y	

Q.29. Would email be an acceptable way for The Pension Service to contact you?

Yes	1	(315)
No	2	
Don't Know	Y	

**IF Q.28 <> Yes
THEN ASK: Q.30**

Q.30. Would you consider using email to contact The Pension Service?

Yes	1	(316)
No	2	
Don't Know	Y	

End of Filter inoEmai

End of Filter iemail

Q.31. Now thinking about language. Is English your first language?

Yes	1	(317)
No	2	
Don't Know	Y	

**IF Q.31 = No
THEN ASK: Q.32**

Q.32. What is your first language?

SHOWCARD 6

Arabic	1	(318)
Bengali	2	
Chinese	3	
Gujarati	4	
Polish	5	
Punjabi	6	
Tamil	7	
Urdu	8	
Cantonese	9	
French	0	(319)
Somali	1	
Sylheti	2	
Welsh	3	
Don't Know	Y	(318)
Other	0	

Other specify...

(320 - 323)

**IF (Q.32 <> Other AND Q.32 <> Don't Know)
THEN ASK: Q.33**

Q.33. The Pension Service can provide written information in &q2ndlan& . Were you aware of this?

Yes	1	(324)
No	2	
Don't Know	Y	

IF Q.33 = Yes
THEN ASK: Q.34

Q.34. Have you ever requested written information in &q2ndlan& from The Pension Service?

Yes	1	(325)
No	2	
Don't Know	Y	

IF Q.34 = No
THEN ASK: Q.35

Q.35. Why have you not requested translated information?

Not necessary/ English good enough	1	(326)
Need has not yet arisen	2	
Don't know how to request it	3	
Don't Know	Y	
Other	0	

Other specify...

(327 - 330)

End of Filter inoreqt

End of Filter iawatr2

End of Filter irellan

End of Filter inoeng

IF Q.9 = Yes
THEN ASK: Q.36

Q.36. You said that you have contacted The Pension Service on behalf of someone else, is English their first language?

Yes	1	(331)
No	2	
Don't Know	Y	

**IF Q.36 = No
THEN ASK: Q.37**

Q.37. What is the first language of the person on whose behalf you were acting?

SHOWCARD 6

Arabic	1	(332)
Bengali	2	
Chinese	3	
Gujarati	4	
Polish	5	
Punjabi	6	
Tamil	7	
Urdu	8	
Cantonese	9	
French	0	(333)
Somali	1	
Sylheti	2	
Welsh	3	
Don't Know	Y	(332)
Other	0	

Other specify...	(334 - 337)
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QUANCEPT ITEM:

**IF (Q.37 <> Other AND Q.37 <> Don't Know)
THEN ASK: Q.38**

Q.38. The Pension Service can provide written information in &q2ndla2& . Were you aware of this?

Yes	1	(338)
No	2	
Don't Know	Y	

IF Q.38 = Yes
THEN ASK: Q.39

Q.39. Have you ever requested written information in &q2ndla2& from The Pension Service?

Yes	1	(339)
No	2	
Don't Know	Y	

IF Q.39 = No
THEN ASK: Q.40

Q.40. Why have you not requested translated information?

Not necessary/ English good enough	1	(340)
Need has not yet arisen	2	
Don't know how to request it	3	
Don't Know	Y	
Other	0	

Other specify...	(341 - 344)
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End of Filter ireqtr3

End of Filter iawtra3

End of Filter ireltr3

QUANCEPT ITEM:

End of Filter i2ndla2

End of Filter i3rdpar

IF Q.31 = No

End of Filter inoteng

DDA (DISABILITY DISCRIMINATION ACT) QUESTIONS

Q.41. Do you have any long-standing illness, disability or infirmity? By 'long-standing' I mean anything that has troubled you over a period of at least 12 months, or that is likely to affect you over a period of at least 12 months?

Yes	1	(345)
No	2	
Don't Know	Y	

**IF Q.41 = Yes
THEN ASK: Q.42**

Q.42. INTERVIEWER: ASK OR RECORD WHETHER RESPONDENT HAS MULTIPLE ILLNESSES OR DISABILITIES.

THIS IS FOR TEXT SUBSTIUION IN FOLLOWING QUESTIONS

Yes	1	(346)
No	2	

IF Q.42 = Yes

End of Filter iqtexsu

Q.43. &Tlimit& limit your activities in any way?

Yes	1	(347)
No	2	
Don't Know	Y	

Q.44. &Tdifil& mean that you have substantial difficulties with any of these areas of your life?

SHOW CARD 7.

CODE ALL THAT APPLY.

Mobility (moving about)	1	(348)
Lifting, carrying or moving objects	2	
Manual dexterity (using your hand to carry out everyday tasks)	3	
Continence (bladder and bowel control)	4	
Communication (speech, hearing or eyesight)	5	
Memory or ability to concentrate, learn or understand	6	
Recognising when you are in physical danger	7	
Your physical co-ordination (e.g. balance)	8	
Other health problem or disability	9	
Don't Know	Y	
None of these (SPONTANEOUS ONLY)	X	

**IF Q.44 = None of these (SPONTANEOUS ONLY)
THEN ASK: Q.45**

Q.45. Can I just check, do you receive medication or treatment without which your health problems &Ttreat&, would substantially affect your life in the areas we have been discussing?

Yes	1	(349)
No	2	
Don't Know	Y	

End of Filter iNoDis

End of Filter idisad

**IF Q.41 <> Yes OR Q.45 = No OR Q.45 = Don't Know
THEN ASK: Q.46**

Q.46. Have you ever had a long-term (lasting for a year or more) illness, disability or infirmity that affected your activities?

Yes	1	(350)
No	2	
Don't Know	Y	

**IF Q.46 = Yes
THEN ASK: Q.47**

Q.47. Did this health problem or disability (Did these health problems or disabilities, when taken singly or together,) substantially limit your ability to carry out normal day-to-day activities?

If you were receiving medication or treatment, please consider what the situation would have been without medication or treatment.

Yes	1	(351)
No	2	
Don't Know	Y	

End of Filter iever

End of Filter iDDA

IF Q.41 = Yes

End of Filter icond

IF Q.31 = No AND Q.41 = Yes

End of Filter iboth

**IF Q.31 = No OR Q.41 = Yes
THEN ASK: Q.48**

Q.48. Does &Tcond& &Tor& &Tlang& cause any of these problems for you when communicating with organisations such as The Pension Service?

READ OUT. SHOWCARD 8. CODE ALL THAT APPLY.

Problems using telephone	1	(352)
Problems reading or writing letters	2	
Problems with transport/ getting to places	3	
Can't visit offices or meeting venues/ difficulty getting out of home	4	
Need/prefer someone to be with me e.g. friend/relative/ advisor	5	
No problems	6	
Don't Know	Y	
Other	0	

Other specify...

(353 - 356)

**IF NOT (Q.48 = No problems OR Q.48 = Don't Know)
THEN ASK: Q.49**

Q.49. Have you asked The Pension Service for help with communicating with them?

Yes	1	(357)
No	2	
Don't Know	Y	

**IF Q.49 = Yes
THEN ASK: Q.50**

Q.50. And what have they done for you?

SHOWCARD 9.

CODE ALL THAT APPLY.

Arranged for my relative/friend to deal with my affairs	1	(358)
Visited me at home	2	
Used sign language in meetings	3	
Communicated in language other than English	4	
Provided Textphone/ Typetalk/ Textdirect	5	
Provided text in large print	6	
Arranged communication via audio tape	7	
Arranged communication via telephone calls rather than letters	8	
Made telephone louder	9	
Don't Know	Y	
None of these	X	
Other	0	

Other specify...

(359 - 362)

**IF NOT (Q.50 = None of these OR Q.50 = Don't Know)
THEN ASK: Q.51, Q.52**

Q.51. To what extent has this helped you overcome your difficulties in dealing with The Pension Service?

Completely	1	(363)
Quite a lot	2	
Not very much	3	
Not at all	4	
Don't Know	Y	

Q.52. What else could The Pension Service do to help you?

PROBE FULLY. DO NOT PROMPT

(364 - 367)

Don't Know

Y

(364)

End of Filter isomere

End of Filter itellPS

End of Filter ispecne

End of Filter iproble

CONTACT WITH THE PENSION SERVICE

The next section asks about your experiences when you have contacted The Pension Service since January 1st 2005. Remember that your answers will be treated as completely confidential.

Q.53. Firstly, please think about the most recent occasion on which you contacted The Pension Service, this year.
Which of these reasons did you have for contacting The Pension Service on that occasion?

READ OUT EACH OPTION AND SHOW CARD 10.
CODE ALL THAT APPLY

IF NECESSARY: Pension related benefits are the Winter Fuel Payment and Pension Credit

Changing contact details such as name or address	1	(368)
To claim Pension Credit	2	
To claim Basic State Pension	3	
Query related to Winter Fuel Payment	4	
Query related to Pension Credit	5	
Query related to a cheque payment	6	
Query related to Pension being paid directly into bank account	7	
Asking a query about benefits other than the basic state pension and related benefits	8	
Providing notification of death (spouse, parent etc)	9	
Providing notification of divorce/separation/marriage	0	(369)
Asking for Pension to be paid directly in to bank account	1	
In connection with hospitalisation	2	
Notifying The Pension Service about movement into or out of a residential institution	3	
Setting up/ authorising an appointee	4	
To get a state pension forecast/ forecast information	5	
Requesting general information or a leaflet to be sent	6	
They asked me to contact them	7	
Don't Know	Y	(368)
Refused	Z	
None of these	X	
Other	0	

Other specify...	(370 - 373)
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QUANCEPT ITEM:

IF Q.53 = They asked me to contact them
THEN ASK: Q.54

Q.54. What was the main reason why The Pension Service asked you to contact them?

With regard to paying my pension straight into a bank, building society or Post Office account	1	(374)
About Pension Credit	2	
About another matter	3	
Don't Know	Y	

End of Filter iacont

IF Q.53 = Asking a query about benefits other than the basic state pension and related benefits
THEN ASK: Q.55

Q.55. You said that you had a query about benefits other than the basic state pension, which benefits was your query about?

CODE ALL THAT APPLY.

Housing Benefit	1	(375)
Council Tax Benefit	2	
Disability Living Allowance	3	
Severe Disablement Allowance	4	
Invalid Care Allowance	5	
Attendance Allowance	6	
Carer's Allowance	7	
Bereavement Benefit (Bereavement Payment, Bereavement Allowance, Widow's Benefit)	8	
Incapacity Benefit	9	
Social Fund (Crisis Loan, Budgeting Loan and Community Care Grants.)	0	(376)
Don't Know	Y	(375)
Refused	Z	
Other	0	

Other specify...

(377 - 380)

End of Filter iothben

**IF Q.53 = To claim Pension Credit
THEN ASK: Q.56**

Q.56. Were you awarded Pension Credit?

Yes	1	(408)
No	2	
Don't Know	Y	

**IF Q.56 = Yes
THEN ASK: Q.57, Q.58**

Q.57. To the best of your knowledge, were you paid the correct amount?

Yes	1	(409)
No	2	
Don't Know	Y	

Q.58. Was the amount you were awarded adequately explained?

Yes	1	(410)
No	2	
Don't Know	Y	

End of Filter imigawa

End of Filter imigcla

**IF Q.53 = To claim Basic State Pension
THEN ASK: Q.59**

Q.59. And have you started receiving the Basic State Pension yet?

READ OUT

Yes	1	(411)
No	2	
Not eligible yet	3	
Don't Know	Y	

**IF Q.59 = Yes
THEN ASK: Q.60, Q.61**

Q.60. To the best of your knowledge, were you paid the correct amount of Basic State Pension?

Yes	1	(412)
No	2	
Don't Know	Y	

Q.61. Was the amount you were awarded adequately explained?

Yes	1	(413)
No	2	
Don't Know	Y	

End of Filter ipenpay

End of Filter ibaspen

PENSION FORECASTS

**IF Q.53 = To get a state pension forecast/ forecast information AND Q.11 <> Yes
THEN ASK: Q.62, Q.63, Q.64**

Q.62. Where did you hear about The Pension Service forecasting services?

CODE ALL THAT APPLY

Web page	1	(414)
Friend/relative	2	
Visit to a Government office, such as Jobcentre Plus or JobCentre	3	
Letter/ leaflet from The Pension Service	4	
Letter/ leaflet from the Department of Work and Pensions (DWP)	5	
Letter/ leaflet from Government	6	
Letter/ leaflet from employer	7	
Don't Know	Y	
None of these	X	
Other	0	

Other specify...

(415 - 418)

Q.63. When you heard about the forecast, how easy was it for you to find the telephone number to get the forecast?

READ OUT

CODE NULL IF DID NOT GET FORECAST BY TELEPHONE

Very easy	1	(419)
Quite easy	2	
Quite difficult	3	
Very difficult	4	
Don't Know	Y	
None of these	X	

Q.64. Have you received your pension forecast?

Yes	1	(420)
No	2	
Don't Know	Y	

IF Q.64 = Yes
THEN ASK: Q.65, Q.66, QneeF

Q.65. How useful did you find the forecast?

READ OUT

Very useful	1	(421)
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't Know	Y	

Q.66. Was the amount you were forecast adequately explained?

Yes	1	(422)
No	2	
Don't Know	Y	

IF QneeF = No
THEN ASK: QYnotF

End of Filter ineedF

Q.67. To the best of your knowledge was the forecast you received correct?

Yes	1	(428)
No	2	
Don't Know	Y	

Q.68. What action, if any, did you take as a result of receiving the forecast?

(429 - 432)

Don't Know	Y	(429)
None	X	

End of Filter iforrec

End of Filter ipenfor

IF Q.53 = Notifying The Pension Service about movement into or out of a residential institution OR Q.53 = In connection with hospitalisation OR Q.53 = Providing notification of death (spouse, parent etc) OR Q.53 = Providing notification of divorce/separation/marriage
THEN ASK: dsubjel, Q.69, Q.70

QUANCEPT ITEM:

Q.69. Given the sensitive nature of your contact with The Pension Service ([+dsubjel+]) did you feel that you were treated sensitively?

Yes	1	(435)
No	2	
Don't Know	Y	

Q.70. What could have improved your experience?

PROBE FULLY

(436 - 439)

Don't Know	Y	(436)
None of these	X	

End of Filter ilifeve

TRANSFERRING ENQUIRIES - ALL METHODS OF ENQUIRY (TEL, WRITTEN ETC.)

Q.71. Did The Pension Service suggest that you would need to speak to someone else regarding your query?

Yes	1	(440)
No	2	
Don't Know	Y	

**IF Q.71 = Yes
THEN ASK: dextorg, Q.72**

Q.72. And which organisation was it suggested that you need to speak to?

CODE ALL THAT APPLY

The Retirement Pension Claim Line	1	(447)
The Pension Credit Application Line (PCAL)	2	
The Winter Fuel Payment Helpline	3	
Pensions Direct (for customers who receive their pension in to their bank account)	4	
Benefit Enquiry Line (for disability benefits)	5	
Jobcentre Plus (for the Social Fund etc)	6	
The Inland Revenue	7	
International Pension Centre	8	
Carers Allowance Unit	9	
Retirement Pension Forecasting	0	(448)
Local Authority/Council - various departments including@Housing Benefit/Council Tax Benefit	1	
NHS Direct	2	
Citizen's Advice Bureau	3	
Older people's charities e.g. Age Concern	4	
Someone else within The Pension Service	5	
Don't Know	Y	(447)
Other	0	

Other specify...

(449 - 452)

QUANCEPT ITEM:

IF Q.72 = The Retirement Pension Claim Line OR Q.72 = The Pension Credit Application Line (PCAL) OR Q.72 = The Winter Fuel Payment Helpline OR Q.72 = Pensions Direct (for customers who receive their pension in to their bank account) OR Q.72 = Someone else within The Pension Service OR Q.72 = International Pension Centre OR Q.72 = Retirement Pension Forecasting THEN ASK: Qcomf, Q.73

Q.73. When you spoke to the second person, did you have to repeat the information you had given to the first person you spoke to?

Yes, all of the information	1	(454)
Yes, some of the information	2	
No	3	
Don't Know	Y	

End of Filter iintO

**IF Q.72 <> Don't Know
THEN ASK: Q.74**

Q.74. Did The Pension Service make any attempt to contact this organisation on your behalf?

Yes	1	(455)
No	2	
Don't Know	Y	

End of Filter iext

Q.75. Were you transferred or did you have to dial a different number?

Transferred	1	(456)
Dialled different number	2	
DID NOT USE TELEPHONE FOR ENQUIRY	3	
Don't Know	Y	

**IF Q.75 <> DID NOT USE TELEPHONE FOR ENQUIRY
THEN ASK: Q.76**

Q.76. Was it made clear to you why you were transferred or asked to dial a different number?

Yes	1	(457)
No	2	
Don't Know	Y	

End of Filter iuspho

**IF Q.75 = Dialed different number
THEN ASK: Q.77**

Q.77. Were the details you were given correct?

Yes	1	(458)
No	2	
NOT GIVEN TELEPHONE NUMBER	3	
Don't Know	Y	

End of Filter itrان

End of Filter iextorg

**IF vnumsub > 1
THEN ASK: Q.78**

Q.78. Thinking about the most recent contact you had with The Pension Service, what would you say was the main subject you were contacting them about?

READ OUT

Changing contact details such as name or address	1	(461)
To claim Pension Credit	2	
To claim Basic State Pension	3	
Query related to Winter Fuel Payment	4	
Query related to Pension Credit	5	
Query related to a cheque payment	6	
Query related to Pension being paid directly into bank account	7	
Asking a query about benefits other than the basic state pension and related benefits	8	
Providing notification of death (spouse, parent etc)	9	
Providing notification of divorce/separation/marriage	0	(462)
Asking for Pension to be paid directly in to bank account	1	
In connection with hospitalisation	2	
Notifying The Pension Service about movement into or out of a residential institution	3	
Setting up/ authorising an appointee	4	
To get a state pension forecast/ forecast information	5	
Requesting general information or a leaflet to be sent	6	
They asked me to contact them	7	
Don't Know	Y	(461)
Other	0	

Other specify...	(463 - 466)
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QUANCEPT ITEM:

QUANCEPT ITEM:

End of Filter imultip

IF vnumsub = 1

End of Filter isubsin

Q.79. Was your enquiry (&dsubjec&) for your own purposes, on behalf of someone else or a joint enquiry?

For self	1	(467)
On someone else's behalf	2	
Joint enquiry	3	
Don't Know	Y	

IF Q.79 = On someone else's behalf

End of Filter iwhobeh

Q.80. Thinking about your enquiry (&dsubjec&). In which of these ways did you have contact with The Pension Service about this enquiry?

READ OUT OR SHOWCARD 11

CODE ALL THAT APPLY

By telephone	1	(468)
By letter	2	
With a home visit	3	
Visited a Government office, e.g. Jobcentre Plus	4	
By fax	5	
Via Website/ Internet/ e-mail	6	
By Textphone/ Typetalk/ Textdirect	7	
Saw them at a venue in your local community e.g. local authority/council, community centre, pensioner group or charity such as Age Concern	8	
Don't Know	Y	
Other	0	

Other specify...

(469 - 472)

CONTACT WITH TPS VIA TELEPHONE

**IF Q.80 = By telephone OR Q.80 = By Textphone/ Typetalk/ Textdirect
THEN ASK: Q.81**

Q.81. At any point during your enquiry (&dsubjec&) did you telephone The Pension Service, did they call you or both?

Customer called The Pension Service	1	(473)
The Pension Service called the customer	2	
Both	3	
Don't Know	Y	

**IF Q.81 = Customer called The Pension Service OR Q.81 = Both
THEN ASK: Q.82, Q.83, Q.84, Q.85**

Q.82. Can I just check, how many times did you call The Pension Service about this particular subject (&dsubject&)?

(474 - 476)

Numeric Range _____ Y (474)
Don't Know

Permitted Range
0 TO 999 (Numeric Range)

Q.83. When you first contacted The Pension Service about your enquiry (&dsubject&), how easy was it to find the correct telephone number?

READ OUT OR SHOWCARD 12

Very easy	1	(477)
Fairly easy	2	
Fairly difficult	3	
Very difficult	4	
Don't Know	Y	

Q.84. When was your most RECENT telephone contact with The Pension Service about this enquiry ([+dsubject+]) ?

READ OUT OR SHOWCARD 13

In the last week	1	(478)
Over a week ago but within the last month	2	
Over a month ago but within the last 3 months	3	
Over 3 months ago but within the last 6 months	4	
Longer ago	5	
Don't Know	Y	

Q.85. Did you get through at the first attempt?

Yes	1	(479)
No	2	
Don't Know	Y	

**IF Q.85 = No
THEN ASK: Q.86**

Q.86. How many times did you attempt to call before it was answered?

READ OUT OR SHOWCARD 14

Twice	1	(480)
3 times	2	
4 times	3	
5 or more times	4	
Don't Know	Y	

End of Filter itry2

Q.87. Approximately how long did you have to wait before the telephone was answered on the occasion you got through?

30 seconds or less	1	(508)
More than 30 seconds less than a minute	2	
1 to 5 minutes	3	
Over 5 minutes	4	
Don't Know	Y	

Q.88. Was your query about this subject fully answered at the very first telephone call?

Yes	1	(509)
No	2	
Don't Know	Y	

Q.89. Did you speak to just one person or were you transferred to somebody else?

1st person spoke to answered query	1	(510)
Transferred to someone else who answered query	2	
The Pension Service called me back	3	
Don't Know	Y	

**IF Q.89 = Transferred to someone else who answered query
THEN ASK: Q.90, Q.91, Q.92, Q.93**

Q.90. Did you have to dial a different number, or were you transferred to the next person without dialling again?

Had to dial another number	1	(511)
Transferred without dialling again	2	
Don't Know	Y	

Q.91. Was it made clear to you why you were transferred to somebody else or asked to call a different number?

Yes	1	(512)
No	2	
Don't Know	Y	

Q.92. Did you feel comfortable about being passed to another person?

Yes	1	(513)
No	2	
Don't Know	Y	

Q.93. When you spoke to the second person did you have to repeat the information you had given to the first person you spoke to?

READ OUT

No repetition needed	1	(514)
Yes, only basic details such as name or national insurance number	2	
Yes, just a little	3	
Yes, needed to repeat a lot	4	
Don't Know	Y	

End of Filter itransf

Q.94. Were you comfortable contacting The Pension Service by telephone?

Yes	1	(515)
No	2	
Don't Know	Y	

**IF Q.94 = No
THEN ASK: Q.95**

Q.95. And why is that?

PROBE FULLY

(516 - 519)

Don't Know

Y

(516)

End of Filter inocom

End of Filter ipencal

End of Filter iteleph

WRITTEN CONTACT WITH TPS

**IF Q.80 = By letter
THEN ASK: Q.96**

Q.96. You said that you had contact by letter over the course of the enquiry (&dsubjec&). Did you write to The Pension Service, did they write to you or both?

Customer wrote to The
Pension Service

1

(520)

The Pension Service wrote to
the customer

2

Both

3

Don't Know

Y

**IF Q.96 = Customer wrote to The Pension Service OR Q.96 = Both
THEN ASK: Q.97, Q.98, Q.99**

Q.97. How many times did you write to The Pension Service about this query (&dsbjec&)?

(521 - 523)

Numeric Range _____ Y
Don't Know

(521)

Permitted Range
0 TO 999 (Numeric Range)

Q.98. Why did you choose to write to The Pension Service?

CODE ALL THAT APPLY.

Sensitive subject matter	1	(524)
Complicated subject matter	2	
Preferred method of contact	3	
No telephone	4	
The Pension Service wrote to me	5	
Needed to send documents/valuables	6	
To make a complaint	7	
To notify The Pension Service of a change of circumstance (e.g. change of name, address or personal circumstances)	8	
Don't Know	Y	
Other specify	0	

Other specify...

(525 - 528)

Q.99. Did The Pension Service respond to the letter you wrote to them?

Yes	1	(529)
No	2	
Don't Know	Y	

**IF Q.99 = Yes
THEN ASK: Q.100, Q.101**

Q.100. How did The Pension Service respond to your letter?

INTERVIEWER CODE ONE ANSWER ONLY

By post	1	(530)
By telephone	2	
By email	3	
In person	4	
Don't Know	Y	

Q.101. Was this method of response acceptable to you?

Yes	1	(531)
No	2	
Don't Know	Y	

**IF Q.101 = No
THEN ASK: Q.102**

Q.102. Why was this method of response not acceptable for you?

(532 - 535)

Don't Know	Y	(532)
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End of Filter inoAct

Q.103. How long did it take The Pension Service to respond?

PROMPT SINCE WROTE TO THE PENSION SERVICE

Within one week	1	(536)
One to two weeks	2	
More than two weeks and less than one month	3	
One to two months	4	
Longer than 2 months	5	
Don't Know	Y	

Q.104. Was this response time acceptable to you?

Yes	1	(537)
No	2	
Don't Know	Y	

Q.105. Did the response you received fully meet your needs?

Yes	1	(538)
No	2	
Don't Know	Y	

Q.106. Was the response easy to understand?

Yes	1	(539)
No	2	
Don't Know	Y	

**IF Q.105 = No OR Q.106 = No
THEN ASK: Q.107**

Q.107. What would you have liked to be different about the response you received?

(540 - 543)

Don't Know	Y	(540)
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End of Filter inoHap

End of Filter ireply

Q.108. Were you comfortable contacting The Pension Service by letter for this subject &Dsubject& ?

Yes	1	(544)
No	2	
Don't Know	Y	

**IF Q.108 = No
THEN ASK: Q.109**

Q.109. And why is that?

PROBE FULLY

(545 - 548)

Don't Know

Y

(545)

End of Filter incopos

End of Filter ipenwro

End of Filter iwrote

FACE-TO-FACE CONTACT WITH TPS

**IF Q.80 <> With a home visit AND Q.80 = Saw them at a venue in your local community e.g. local authority/council, community centre, pensioner group or charity such as Age Concern
THEN ASK: Q.110, Q.111**

Q.110. When you had a meeting with The Pension Service about this enquiry (&subjec&) did ...

READ OUT

you contact The Pension
Service to arrange an
appointment

1

(549)

The Pension Service contact
you to arrange an
appointment

2

(or did) you 'drop in'

3

Don't Know

Y

Q.111. Where did you meet The Pension Service?

Library	1	(550)
Local council office	2	
Local charity office	3	
Local community office	4	
Local community centre	5	
Religious establishment	6	
Friend/representative home	7	
Other government office	8	
Don't Know	Y	
Other	0	

Other specify...

(551 - 554)

End of Filter if2foth

**IF Q.80 = With a home visit
THEN ASK: Q.112**

Q.112. When someone from The Pension Service visited you at home about this subject did...

READ OUT

you contact The Pension Service to arrange an appointment	1	(555)
The Pension Service contact you to arrange an appointment	2	
Don't Know	Y	

End of Filter iHomV

**IF Q.110 = you contact The Pension Service to arrange an appointment OR Q.110 = The Pension Service contact you to arrange an appointment OR Q.80 = With a home visit
THEN ASK: Q.113, Q.114, Q.115**

Q.113. How long did you have to wait between setting up the appointment and the actual meeting?

PROMPT TO PRECODES

Within one week	1	(556)
One to two weeks	2	
More than two weeks and less than one month	3	
One to two months	4	
Longer than 2 months	5	
Don't Know	Y	

Q.114. Did you feel that this was a reasonable time to wait?

Yes	1	(557)
No	2	
Don't Know	Y	

Q.115. Did the meeting take place on the agreed date?

Yes	1	(558)
No	2	
Don't Know	Y	

**IF Q.115 = No
THEN ASK: Q.116**

Q.116. Did you postpone the meeting, or did The Pension Service postpone it?

Customer postponed	1	(559)
The Pension Service postponed	2	
Don't Know	Y	
None of these	X	

**IF Q.116 = The Pension Service postponed
THEN ASK: Q.117, Q.118, Q.119**

Q.117. Were you given sufficient advance warning that the meeting would be postponed ?

Yes	1	(560)
No	2	
Don't Know	Y	

Q.118. By how long was the appointment postponed?

READ OUT

Less than one day	1	(561)
1 day	2	
2 days	3	
3-5 days	4	
About 1 week	5	
1-2 weeks	6	
Longer than 2 weeks	7	
Not yet happened	8	
Don't Know	Y	

Q.119. Were you given a reason for this postponement?

Yes	1	(562)
No	2	
Don't Know	Y	

End of Filter iPSpost

End of Filter iagrdat

Q.120. On the day that the meeting took place, was The Pension Service representative available at the agreed time?

Yes	1	(563)
No	2	
Respondent was late	3	
Meeting has not taken place yet	4	
Don't Know	Y	

IF Q.120 = No
THEN ASK: Q.121, Q.122, Q.123

Q.121. By how long was the meeting delayed?

READ OUT

Up to 10 minutes	1	(564)
11-20 minutes	2	
21-30 minutes	3	
31-60 minutes	4	
1-2 hrs	5	
Over 2 hrs	6	
Don't Know	Y	

Q.122. Were you given reasonable advance warning that the appointment would be delayed?

Yes	1	(565)
No	2	
Don't Know	Y	

Q.123. Were you given the reason for this delay?

Yes	1	(566)
No	2	
Don't Know	Y	

**IF Q.123 = Yes
THEN ASK: Q.124**

Q.124. Did you find this reason to be an acceptable cause for the delay?

Yes	1	(567)
No	2	
Don't Know	Y	

End of Filter igivre2

End of Filter iPSlate

End of Filter if2fapp

**IF Q.80 = With a home visit
THEN ASK: Q.125**

Q.125. Did The Pension Service representative display their identification when introducing themselves?

Yes	1	(568)
No	2	
Don't Know	Y	

End of Filter ihomvis

**IF Q.80 = With a home visit OR Q.80 = Saw them at a venue in your local community e.g. local authority/council, community centre, pensioner group or charity such as Age Concern
THEN ASK: Q.126**

Q.126. Did you ask for the meeting to be with somebody of the same gender as yourself?

Yes	1	(569)
No	2	
Don't Know	Y	

**IF Q.126 = Yes
THEN ASK: Q.127**

Q.127. And was the meeting with somebody of the same gender?

Yes	1	(570)
No	2	
Don't Know	Y	

End of Filter isamsex

End of Filter if2fall

**IF Q.80 = Saw them at a venue in your local community e.g. local authority/council, community centre, pensioner group or charity such as Age Concern
THEN ASK: Q.128, Q.129, Q.130, qcomfi**

Q.128. When you had the meeting (&subject&) did The Pension Service representative tell you their name, or wear a name badge?

Yes	1	(571)
No	2	
Don't Know	Y	

Q.129. Did you feel that you had sufficient privacy during the meeting?

Yes	1	(572)
No	2	
Don't Know	Y	

Q.130. When you saw The Pension Service at a venue in your local community about your enquiry (&dsbjec&), how long did you have to wait before you were seen by someone?

READ OUT

Less than 5 minutes	1	(573)
More than 5 minutes but less than 10	2	
More than 10 minutes but less than 30	3	
More than 30 minutes but less than 45	4	
Over 45 minutes	5	
Don't Know	Y	

End of Filter if2f

IF Q.80 = With a home visit OR Q.80 = Saw them at a venue in your local community e.g. local authority/council, community centre, pensioner group or charity such as Age Concern THEN ASK: Q.131

Q.131. Were you comfortable contacting The Pension Service in person?

Yes	1	(575)
No	2	
Don't Know	Y	

IF Q.131 = No THEN ASK: Q.132

Q.132. And why is that?

PROBE FULLY

(576 - 579)

Don't Know Y (576)

End of Filter incomf2

End of Filter if2fal2

Q.133. During the course of your enquiry did you supply The Pension Service with any documents or valuables which you expect to have returned, such as birth certificates, savings books etc?

Yes 1 (580)
No 2
Don't Know Y

**IF Q.133 = Yes
THEN ASK: Q.134, Q.135**

Q.134. Did The Pension Service make clear to you the length of time that they would need to keep these documents/valuables?

Yes 1 (608)
No 2
Don't Know Y

Q.135. Have your documents or valuables been returned yet?

Yes 1 (609)
No 2
Don't Know Y

**IF Q.134 = Yes AND Q.135 = No
THEN ASK: Q.136**

Q.136. You say that you are still waiting for the return of these things. Is that because they are not yet due to be returned, or have you been waiting longer than you expected?

Not yet due back	1	(610)
Has taken longer than expected	2	
Don't Know	Y	

End of Filter iNoRe

End of Filter igivval

Q.137. Did you have to complete any forms at all as part of this enquiry (&dsubjec&)? This could be done over the phone or on paper.

Yes	1	(611)
No	2	
Don't Know	Y	

IF Q.137 = Yes
THEN ASK: Q.138, Q.139, Q.140

Q.138. Did you fill in this form over the phone?

Yes	1	(612)
No	2	
Don't Know	Y	

Q.139. How easy did you find it to complete the form?

Very easy	1	(613)
Fairly easy	2	
Fairly difficult	3	
Very difficult	4	
Don't Know	Y	

Q.140. Did you receive any help from The Pension Service in completing the form?

PROMPT TO PRE-CODE

Yes	1	(614)
No - did not ask for any	2	
No - did not need any	3	
No - did not know help was available	4	
No - asked but not received	5	
Don't Know	Y	

End of Filter iforms

Q.141. Thinking about the people you dealt with, did you have to correct them about any personal details, for example name, address and personal circumstances?

Yes	1	(615)
No	2	
Don't Know	Y	

I would now like to ask you some questions about the conclusion of your enquiry.

Q.142. Has this enquiry reached a conclusion?

Yes	1	(616)
No	2	
Don't Know	Y	

Q.143. Was The Pension Service required to make a decision for this enquiry?

Yes	1	(617)
No	2	
Don't Know	Y	

**IF Q.143 = Yes AND Q.142 = Yes
THEN ASK: Q.144, Q.145**

Q.144. You said that the enquiry was concluded, did The Pension Service clearly explain the decision they had made?

READ OUT OR SHOWCARD 15

Very clearly explained	1	(618)
Fairly clearly explained	2	
Not clearly explained	3	
Not explained at all	4	
Don't Know	Y	

Q.145. And did you feel that the decision was fair & Tthe pen& ?

Yes	1	(619)
No	2	
Don't Know	Y	

**IF Q.145 = No
THEN ASK: Q.146**

Q.146. Did you know that you could appeal against this decision?

Yes	1	(620)
No	2	
Don't Know	Y	

**IF Q.146 = Yes
THEN ASK: Q.147**

Q.147. Did you know how to appeal against this decision?

Yes	1	(621)
No	2	
Don't Know	Y	

End of Filter ikrev

End of Filter idecrev

End of Filter iclosur

Q.148. Overall, how satisfied are you with the way that The Pension Service has handled your enquiry (&subjec&)?

Very satisfied	1	(622)
Fairly satisfied	2	
Fairly dissatisfied	3	
Very dissatisfied	4	
Don't Know	Y	

**IF Q.148 = Fairly dissatisfied OR Q.148 = Very dissatisfied
THEN ASK: Q.149**

Q.149. And why do you say that?

PROBE FULLY

(623 - 626)

Don't Know	Y	(623)
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End of Filter ienqdis

FACE TO FACE CONTACT WITH TPS 2

IF (Q.19(5) > 0 OR Q.19(6) > 0) AND (Q.80 <> With a home visit AND Q.80 <> Saw them at a venue in your local community e.g. local authority/council, community centre, pensioner group or charity such as Age Concern)

You said earlier in the interview that you had a meeting with The Pension Service in person earlier this year, I would now like to ask you some questions about that meeting.

**IF Q.19(6) > 0
THEN ASK: Q.150, Q.151**

Q.150. When you had a meeting with The Pension Service did ...

READ OUT

you contact The Pension Service to arrange an appointment	1	(627)
The Pension Service contact you to arrange an appointment	2	
(or did) you 'drop in'	3	
Don't Know	Y	

Q.151. Where did you meet The Pension Service?

Library	1	(628)
Local council office	2	
Local charity office	3	
Local community office	4	
Local community centre	5	
Religious establishment	6	
Friend/representative home	7	
Other government office	8	
Don't Know	Y	
Other	0	

Other specify...	(629 - 632)
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End of Filtering

**IF Q.19(5) > 0
THEN ASK: Q.152**

Q.152. When The Pension Service visited you at home did ...

READ OUT

you contact The Pension Service to arrange an appointment	1	(633)
The Pension Service contact you to arrange an appointment	2	
Don't Know	Y	

End of Filter ihomV4

**IF Q.150 = you contact The Pension Service to arrange an appointment OR Q.150 = The Pension Service contact you to arrange an appointment OR Q.19(5) > 0
THEN ASK: Q.153, Q.154, Q.155**

Q.153. How long did you have to wait between setting up the appointment and the actual meeting?

PROMPT TO PRECODES

Within one week	1	(634)
One to two weeks	2	
More than two weeks and less than one month	3	
One to two months	4	
Longer than 2 months	5	
Don't Know	Y	

Q.154. Did you feel that this was a reasonable time to wait?

Yes	1	(635)
No	2	
Don't Know	Y	

Q.155. Did the meeting take place on the agreed date?

Yes	1	(636)
No	2	
Don't Know	Y	

**IF Q.155 = No
THEN ASK: Q.156**

Q.156. Did you postpone the meeting, or did The Pension Service postpone it?

Customer postponed	1	(637)
The Pension Service postponed	2	
Don't Know	Y	
None of these	X	

**IF Q.156 = The Pension Service postponed
THEN ASK: Q.157, Q.158, Q.159**

Q.157. Were you given sufficient advance warning that the meeting would be postponed ?

Yes	1	(638)
No	2	
Don't Know	Y	

Q.158. By how long was the appointment postponed?

READ OUT

Less than one day	1	(639)
1 day	2	
2 days	3	
3-5 days	4	
About 1 week	5	
1-2 weeks	6	
Longer than 2 weeks	7	
Not yet happened	8	
Don't Know	Y	

Q.159. Were you given a reason for this postponement?

Yes	1	(640)
No	2	
Don't Know	Y	

End of Filter iPSpos4

End of Filter iAgrDa4

Q.160. On the day that the meeting took place, was The Pension Service representative available at the agreed time?

Yes	1	(641)
No	2	
Respondent was late	3	
Meeting has not taken place yet	4	
Don't Know	Y	

IF Q.160 = No
THEN ASK: Q.161, Q.162, Q.163

Q.161. By how long was the meeting delayed?

READ OUT

Up to 10 minutes	1	(642)
11-20 minutes	2	
21-30 minutes	3	
31-60 minutes	4	
1-2 hrs	5	
Over 2 hrs	6	
Don't Know	Y	

Q.162. Were you given reasonable advance warning that the appointment would be delayed?

Yes	1	(643)
No	2	
Don't Know	Y	

Q.163. Were you given the reason for this delay?

Yes	1	(644)
No	2	
Don't Know	Y	

IF Q.163 = Yes
THEN ASK: Q.164

Q.164. Did you find this reason to be an acceptable cause for the delay?

Yes	1	(645)
No	2	
Don't Know	Y	

End of Filter iGiver4

End of Filter iPSlat4

End of Filter if2fap4

IF Q.19(5) > 0
THEN ASK: Q.165

Q.165. Did The Pension Service representative display their identification when introducing themselves?

Yes	1	(646)
No	2	
Don't Know	Y	

End of Filter ihomvi4

Q.166. Did you ask for the meeting to be with somebody of the same gender as yourself?

Yes	1	(647)
No	2	
Don't Know	Y	

IF Q.166 = Yes
THEN ASK: Q.167

Q.167. And was the meeting with somebody of the same gender?

Yes	1	(648)
No	2	
Don't Know	Y	

End of Filter isamse4

IF Q.19(6) > 0
THEN ASK: Q.168, Q.169, Q.170, Qcomf4

Q.168. When you had the meeting did The Pension Service representative tell you their name, or wear a name badge?

Yes	1	(649)
No	2	
Don't Know	Y	

Q.169. Did you feel that you had sufficient privacy during the meeting?

Yes	1	(650)
No	2	
Don't Know	Y	

Q.170. When you saw The Pension Service at a venue in your local community, how long did you have to wait before you were seen by someone?

READ OUT

Less than 5 minutes	1	(651)
More than 5 minutes but less than 10	2	
More than 10 minutes but less than 30	3	
More than 30 minutes but less than 45	4	
Over 45 minutes	5	
Don't Know	Y	

End of Filter if2f4

Q.171. Were you comfortable contacting The Pension Service in person?

Yes	1	(653)
No	2	
Don't Know	Y	

**IF Q.171 = No
THEN ASK: Q.172**

Q.172. And why is that?

PROBE FULLY

(654 - 657)

Don't Know	Y	(654)
------------	---	-------

End of Filter icomf24

End of Filter if2fot4

Now thinking about all your dealings with The Pension Service this year (since start of January 2005). Please tell me how you feel you have been treated by agreeing or disagreeing with each of these statements

Q.173. ...

SHOW CARD 16

Strongly agree	1	(658)
Slightly agree	2	
Slightly disagree	3	
Strongly disagree	4	
Not applicable	5	
Don't Know	Y	

This question is repeated for the following loop values:

- They provided me with accurate information
- They provided me with complete information
- They were easy to understand
- They were responsive to my needs
- They treated me with respect
- They were easy to talk to
- They dealt with my enquiries promptly
- There were a wide range of ways to contact The Pension Service (i.e. telephone, post, fax or e-mail)
- They were easy to contact during The Pension Service office hours
- They told me what would happen with my enquiry
- They provided me with additional information about other benefits or services available

A total of 11 iterations occupying columns (658) to (668)

COMPLAINTS ABOUT TPS

Q.174. Have you ever made a complaint to The Pension Service?

IF NECESSARY: Remember that your answers will be treated as completely confidential.

Yes	1	(669)
No	2	
Don't Know	Y	
Refused	Z	

IF Q.174 = Yes
THEN ASK: Q.175

Q.175. On how many occasions have you made a complaint since January 1st 2005?

IF NECESSARY EXPLAIN: by a complaint, we mean relating to one individual matter. Two or more complaints about the same incident should be classed as one complaint.

Once	1	(670)
Twice	2	
3 plus times	3	
Not complained since January 2005	4	
Don't Know	Y	
Refused	Z	

IF Q.175 = Twice OR Q.175 = 3 plus times

End of Filter idumcou

IF Q.175 = Once OR Q.175 = Twice OR Q.175 = 3 plus times
THEN ASK: Q.176, Q.177

Q.176. Did you complain in writing, on the telephone, by email or in person?

CODE ALL THAT APPLY

NOTE: THIS REFERS TO ALL COMPLAINTS SINCE JANUARY 1st 2005

Telephone	1	(671)
Writing	2	
By email	3	
In person	4	
Don't Know	Y	
Refused	Z	
Other	0	

Other specify...

(672 - 675)

Q.177. Following your &Tmosrec& complaint, how long did it take before you received an initial response from The Pension Service, whether by post, telephone or in person?

IF NECESSARY SAY: by this I mean the initial response to your complaint, not the final response in a series of correspondence about this matter. This initial response may only has been a letter explaining that it would take longer to investigate and reply fully.

Immediately/same day	1	(676)
2-7 days	2	
Longer	3	
Not received any response	4	
Don't Know	Y	
Refused	Z	

**IF (Q.177 = Immediately/same day OR Q.177 = 2-7 days OR Q.177 = Longer)
THEN ASK: Q.178, Q.179, Q.180**

Q.178. Do you feel that the time period between your complaint and the reply was reasonable?

Yes	1	(677)
No	2	
Don't Know	Y	

Q.179. How did The Pension Service reply to your complaint?

INTERVIEWER CODE ONE RESPONSE ONLY IF NECESSARY TAKE THE FIRST METHOD OF RESPONSE TAKEN BY THE PENSION SERVICE

By post	1	(678)
By telephone	2	
By email	3	
In person	4	
Don't Know	Y	

Q.180. Was this method of response acceptable to you?

Yes	1	(679)
No	2	
Don't Know	Y	

**IF Q.180 = No
THEN ASK: Q.181**

Q.181. Why was this method of response not acceptable to you?

PROBE FULLY.

(708 - 711)

Don't Know Y (708)

End of Filter iNoWhy

Q.182. To what extent did the reply answer your complaint?

Completely 1 (712)
To some extent 2
Not at all 3
Don't Know Y

Q.183. Did the response explain clearly who you should contact if you had further queries on the matter?

Yes 1 (713)
No 2
Don't Know Y

Q.184. Please listen to these descriptions and tell me whether you would agree that you were treated in this way by those dealing with your complaint.

READ OUT AND SHOWCARD 17. CODE ALL THAT APPLY.

They took my complaint seriously 1 (714)
I was treated with respect 2
I was given enough time to explain myself 3
I was treated fairly 4
Don't Know Y
None of these X

**IF qcomsat = No
THEN ASK: Q.185**

Q.185. Would you like us to pass on your details to someone from The Pension Service so they can contact you about this complaint?

Yes	1	(716)
No	2	
Don't Know	Y	

End of Filter qcomuns

End of Filter icomres

End of Filter icomrec

End of Filter icompla

IF Q.174 = No
THEN ASK: Q.186

Q.186. Have you ever considered making a complaint to The Pension Service?

Yes	1	(717)
No	2	
Don't Know	Y	

IF Q.186 = Yes
THEN ASK: Q.187

Q.187. Why did you not complain?

Did not know how to	1	(718)
Decided matter was not serious enough	2	
Worried about what would happen as a result	3	
Thought nothing would happen as a result of complaint	4	
Don't Know	Y	
Refused	Z	
Other	0	

Other specify...

(719 - 722)

End of Filter iconsco

End of Filter inotcom

READ OUT; I am now going to read out some things that people say result in good customer service. For each one please say whether you think it is extremely important, very important, fairly important or not important.

Q.188. READ OUT

...

SHOWCARD 18

Extremely important	1	(723)
Very important	2	
Fairly important	3	
Not important	4	
Don't Know	Y	

This question is repeated for the following loop values:

- Providing you with accurate information
- Providing you with complete information
- Being easy to understand
- Being responsive to your needs
- Treating you with respect
- Having staff that you find easy to talk to
- Dealing with your enquiries promptly
- Providing you with a wide range of ways to contact The Pension Service (e.g. telephone, post, fax or e-mail)
- Being easy to contact during The Pension Service office hours
- Telling you what you will happen with your enquiry
- Providing you with additional information about other benefits or services available

A total of 11 iterations occupying columns (723) to (733)

**I would now like you to look at the statements on these cards and place them in order of importance.
There are no right or wrong answers, we are only interested in your views.**

QUANCEPT ITEM:

Q.189. HAND YELLOW SORT BOARD AND SHUFFLE PACK TO RESPONDENT.

Please enter the statement that the respondent considers the [+Orank+]most important.

INTERVIEWER NOTE: If necessary explain that "Provide you with a wide range of ways to contact The PensionService" relates to telephone, post, fax or email.

Providing accurate information	1	(735)
Provide you with a wide range of ways to contact@The Pension Service (e.g. telephone, post, fax or e-mail)	2	
Being easy to contact during The Pension Service's office hours	3	
Being easy to understand	4	
Dealing with enquiries promptly	5	
Being responsive to your needs	6	
Telling you what will happen with your enquiry	7	
Don't Know	Y	
Refused	Z	

This question is repeated for the following loop values:

-
- SECOND
- THIRD
- FOURTH
- FIFTH
- SIXTH
- SEVENTH

A total of 7 iterations occupying columns (735) to (741)

QUANCEPT ITEM:

Q.190. You have entered "[+Qrank(*)+]" as being equally important.
Click CONTINUE if this is ok or GO BACK to change your answer.

CONTINUE	1	(742)
GO BACK	2	

This question is repeated for the following loop values:

-
- SECOND
- THIRD
- FOURTH
- FIFTH
- SIXTH
- SEVENTH

A total of 7 iterations occupying columns (742) to (748)

QUANCEPT ITEM:

Now I would like to ask you some general questions about your experiences with The Pension Service

Q.191. The Pension Service would like to make its telephone lines available at times which are convenient for its customers. If the office was open would you be likely to call at the following times?

READ OUT OR SHOWCARD 19

CODE ALL TIMES WOULD BE LIKELY TO CALL

Before 8am Mon-Fri	1	(749)
After 8pm Mon-Fri	2	
Saturday mornings	3	
Saturday afternoons	4	
Sundays	5	
24 hours	6	
Don't Know	Y	
None of these	X	

Q.192. Thinking now of all the contact and correspondence you have had since January 1st 2005, how satisfied are you overall with The Pension Service?

READ OUT OR SHOWCARD 20

Very satisfied	1	(750)
Fairly satisfied	2	
Fairly dissatisfied	3	
Very dissatisfied	4	
Don't Know	Y	

Q.193. What would you say was the best thing about the service?

PROBE FULLY

(751 - 754)

Don't Know	Y	(751)
None of these	X	

Q.194. How could the service be improved?

(755 - 758)

Don't Know	Y	(755)
None of these	X	

And now a few questions about you and the things you do.

Q.195. Are you.....?

READ OUT OR SHOWCARD 21

Married/living with partner	1	(759)
Single/engaged	2	
Widowed	3	
Divorced	4	
Separated	5	
Don't Know	Y	
Refused	Z	

Q.196. Which of these best describes your current situation?

READ OUT OR SHOWCARD 22

Living in your own home	1	(760)
Living with family	2	
Living in sheltered housing	3	
Living in residential care	4	
Living in a nursing home	5	
Don't Know	Y	
Refused	Z	

**IF Q.196 = Living in your own home
THEN ASK: Q.197**

Q.197. Which of these best applies to the property where you live?

READ OUT OR SHOWCARD 23

Owned outright or buying with a mortgage	1	(761)
Rented from council	2	
Rented from housing association	3	
Rented from private landlord	4	
Don't Know	Y	
Refused	Z	
Other	0	

Other specify...	(762 - 765)
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End of Filter ilivown

**IF NOT (Q.196 = Living in residential care OR Q.196 = Living in a nursing home)
THEN ASK: Q.198**

Q.198. How many people live in this household including yourself?

IF NECESSARY: This information is important so that we can look at your answers together with people with similar living arrangements

(766 - 767)

Numeric Range _____
Don't Know Y (766)
Refused Z

Permitted Range
1 TO 99 (Numeric Range)

End of Filter inoinst

Q.199. How old were you when you finished continuous full-time education at school or college?

ENTER AGE IN WHOLE YEARS

(768 - 769)

Numeric Range _____
Don't Know Y (768)

Permitted Range
0 TO 99 (Numeric Range)

Q.200. Which of the following best describes your own employment status?

SHOWCARD 24

Retired	1	(770)
Employed full-time (30+hours per week)	2	
Employed part-time (less than 30 hours a week)	3	
Unemployed - waiting to take up a job already obtained	4	
Unemployed - looking for work	5	
Unemployed - intending to look for work but temporarily sick / injured	6	
Permanently unable to work due to long term sickness / illness	7	
On a government training scheme (or employment training)	8	
Self-employed	9	
Full time education	0	(771)
Not looking for work - looking after family / home	1	
Don't Know	Y	(770)
Refused	Z	

**IF Q.11 = Yes
THEN ASK: Q.201**

Q.201. Do you have an occupational or private pension?

IF NECESSARY: This could be a pension that you have with your current employer or previous employers. It could also be a private pension that you may have taken out with a bank or building society.

Yes	1	(772)
No	2	
Don't Know	Y	
Refused	Z	

End of Filter iwork

**IF Q.8 = Yes - currently receiving OR Q.8 = Yes - applied but not yet receiving OR Q.11 = Yes
THEN ASK: Q.202**

Q.202. What is your total household income after deductions like tax, but including any state benefits such as Pension Credit? Just read out the letter...

SHOW CARD 25 TO THE RESPONDENT

A	1	(773)
B	2	
C	3	
D	4	
E	5	
F	6	
G	7	
H	8	
I 9		
J	0	(774)
K	1	
L	2	
M	3	
N	4	
Don't Know	Y	(773)
Refused	Z	

End of Filter ino3rd

Q.203. Are you or your husband/wife/partner currently receiving any of these health or disability benefits?

SHOWCARD 26

CODE ALL THAT APPLY.

Attendance Allowance	1	(775)
Carer's Allowance	2	
War Disablement Pension or War Widows Pension	3	
Industrial Injuries Disablement Benefit (or Constant Attendance Allowance CAA)	4	
Disability Living Allowance (DLA)	5	
Severe Disablement Allowance (SDA)	6	
Incapacity Benefit	7	
Invalid Care Allowance	8	
Statutory Sick Pay (SSP)	9	
Working Tax Credit with disability element	0	(776)
Don't Know	Y	(775)
Refused	Z	
None of these	X	
Some other benefit for people with disabilities SPECIFY	0	

Other specify...

(777 - 780)

Q.204. Which if any, of these benefits are you personally receiving at the moment?

SHOW CARD 27

CODE ALL THAT APPLY.

Pension Credit	1	(808)
Income Support	2	
Job Seeker's Allowance (JSA) formerly Unemployment Benefit	3	
Guardian's Allowance	4	
Bereavement Benefit (Bereavement Payment, Bereavement Allowance, Widows Benefit.)	5	
Child benefit	6	
Housing Benefit	7	
Council Tax Benefit	8	
Don't Know	Y	
Refused	Z	
None of these	X	
Some other state benefit SPECIFY	0	

Other specify...

(809 - 812)

IF Q.9 = Yes
THEN ASK: Q.205, Q.206

At the beginning of the survey you said that you have contacted The Pension Service on someone else's behalf. I would now like to ask you some questions about that person. If you have contacted The Pension Service on behalf of more than one person please think about the person on whose behalf you have most recently contacted The Pension Service.

Q.205. What relation to you is the person on whose behalf you contacted The Pension Service?

READ OUT

Parent (including in-laws)	1	(813)
Brother/Sister	2	
Partner	3	
Other relative	4	
Friend	5	
Neighbour	6	
Don't Know	Y	
Other	0	

Other specify...

(814 - 817)

Q.206. Can I just check, what was that person's age last birthday?

(818 - 820)

Numeric Range _____		
Don't Know	Y	(818)
Refused	Z	

Permitted Range
16 TO 150 (Numeric Range)

**IF Q.206 = Don't Know OR Q.206 = Refused
THEN ASK: Q.207**

Q.207. Do you know in which of these age bands they fall?

READ OUT

16-24	1	(821)
25-34	2	
35-44	3	
45-54	4	
55-60	5	
61-65	6	
66-74	7	
75-84	8	
85+	9	
Don't Know	Y	
Refused	Z	

End of Filter iagedk

Q.208. And is that person male or female?

Male	1	(822)
Female	2	
Don't Know	Y	
Refused	Z	

Q.209. Does that person have any long-standing illness, disability or infirmity? By long-standing I mean anything that has troubled them over a period of time or that is likely to affect them over a period of time?

Yes	1	(823)
No	2	
Don't Know	Y	

Q.210. And to which of these groups does this person belong to?

READ OUT OR SHOWCARD 28

White - British	1	(824)
White - Irish	2	
White - Any other white background	3	
Mixed - White and Black Caribbean	4	
Mixed - White and Black African	5	
Mixed - White and Asian	6	
Mixed - Any other mixed background	7	
Asian or Asian British - Indian	8	
Asian or Asian British - Pakistani	9	
Asian or Asian British - Bangladeshi	0	(825)
Asian or Asian British - Any other Asian background	1	
Black or Black British - Caribbean	2	
Black or Black British - African	3	
Black or Black British - Any other Black background	4	
Other ethnic groups - Chinese	5	
Don't Know	Y	(824)
Refused	Z	
Other	0	

Other specify...

(826 - 829)

End of Filter i3rdpa2

**IF (Q.8 = Yes - currently receiving OR Q.8 = Yes - applied but not yet receiving) AND Q.41 = Yes
THEN ASK: Q.211**

Q.211. Do you personally receive any help with personal care (eg. dressing, bathing, washing, shaving, cutting nails, eating, using the toilet) ?

Yes	1	(830)
No	2	
Don't Know	Y	

**IF Q.211 = Yes
THEN ASK: Q.212**

Q.212. Who usually helps you?

READ OUT

Someone in household	1	(831)
Relative (not in household)	2	
Friend (not in household)	3	
Social services	4	
District nurse / health visitor	5	
Paid help	6	
Don't Know	Y	
Other	0	

Other specify...	(832 - 835)
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End of Filter iperhel

Q.213. Do you receive any physical help (e.g. with walking, getting up and down stairs, getting in to and out of bed)?

Yes	1	(836)
No	2	
Don't Know	Y	

**IF Q.213 = Yes
THEN ASK: Q.214**

Q.214. Who usually helps you?

READ OUT

Someone in household	1	(837)
Relative (not in household)	2	
Friend (not in household)	3	
Social services	4	
District nurse / health visitor	5	
Paid help	6	
Don't Know	Y	
Other	0	

Other specify...

(838 - 841)

End of Filter ihelphy

Q.215. Do you receive any help with paperwork or financial matters (eg. writing letters, sending cards, filling in forms, dealing with bills, banking) ?

Yes	1	(842)
No	2	
Don't Know	Y	

**IF Q.215 = Yes
THEN ASK: Q.216**

Q.216. Who usually helps you?

READ OUT

Someone in household	1	(843)
Relative (not in household)	2	
Friend (not in household)	3	
Social services	4	
District nurse / health visitor	5	
Paid help	6	
Don't Know	Y	
Other	0	

Other specify...

(844 - 847)

End of Filter ifinhel

Q.217. Do you receive any other practical help (eg. preparing meals, doing shopping, laundry, housework, gardening, household repairs, taking to doctor's or hospital) ?

Yes	1	(848)
No	2	
Don't Know	Y	

**IF Q.217 = Yes
THEN ASK: Q.218**

Q.218. Who usually helps you?

READ OUT

Someone in household	1	(849)
Relative (not in household)	2	
Friend (not in household)	3	
Social services	4	
District nurse / health visitor	5	
Paid help	6	
Don't Know	Y	
Other	0	

Other specify...	(850 - 853)
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End of Filter iheloth

End of Filter ipensio

Q.219. To which of these groups do you consider you belong?

SHOWCARD 28

White - British	7	
White - Irish	8	
White - Any other white background	9	
Mixed - White and Black Caribbean	0	(856)
Mixed - White and Black African	1	
Mixed - White and Asian	2	
Mixed - Any other mixed background	3	
Asian or Asian British - Indian	4	
Asian or Asian British - Pakistani	5	
Asian or Asian British - Bangladeshi	6	
Asian or Asian British - Any other Asian background	7	
Black or Black British - Caribbean	8	
Black or Black British - African	9	
Other ethnic groups - Chinese	1	
Don't Know	Y	(854)
Refused	Z	

Q.220. Finally, would you be willing to participate in any subsequent research?

Yes	1	(858)
No	2	
Don't Know	Y	

Q.221. DID YOU MAINLY USE THE SHOWCARDS IN THIS INTERVIEW

Yes	1	(859)
No	2	
Don't Know	Y	

Q.222. WAS THIS A JOINT INTERVIEW

Single respondent	1	(860)
Single respondent but other person present	2	
Joint interview	3	
Don't Know	Y	