

Understanding Society W14

Wave 14 Continuing Sample

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Thank you letters



Participant helpline: 0800 252 853 Web: www.understandingsociety.ac.uk/participants Email: contact@understandingsociety.ac.uk For details of the study's privacy policy, please see https://www.understandingsociety.ac.uk/participants/gdpr

RESP Name Postal Date

ff_RESP Name

ff Address1

ff Address2

ff Address3

ff Address4

ff Address5

ff PostCode

Thank you!

Dear [Participant's Full Name]

Thank you for taking part in Understanding Society. As a thank you, a gift card for £20 is enclosed.

We really appreciate the time you gave to complete your survey. It is so important that we know what real people think, feel and do. Every time you complete your Understanding Society survey you are helping us understand more about life in the UK.

We look forward to speaking to you next year.

With many thanks,

Michaela (

Professor Michaela Benzeval Director, Understanding Society



Completing your Understanding Society survey may have caused you to think about issues in your life.

> If you would like to talk to someone, these free helplines may be useful:

Samaritans: 116 123

Mind: 0300 123 3393

Citizens Advice:

(England) 0800 144 8848

(Wales) 0800 702 2020

(Scotland) 0800 028 1456

Advice NI: 0800 915 4604



Participant helpline: 0800 252 853 Web: www.understandingsociety.ac.uk/participants Email: contact@understandingsociety.ac.uk For details of the study's privacy policy, please see https://www.understandingsociety.ac.uk/participants/gdpr

RESP Name Postal Date

ff RESP Name

ff Address1

ff Address2

ff Address3

ff Address4 ff Address5

ff PostCode

Thank you!

Dear [Participant's Full Name]

Thank you for taking part in Understanding Society. As a thank you we have enclosed a gift card of £20 and an additional £10 for completing early.

We really appreciate the time you gave to complete your survey. It is so important that we know what real people think, feel and do. Every time you complete your Understanding Society survey you are helping us understand more about life in the UK.

We look forward to speaking to you next year.

With many thanks,

Michaela (

Professor Michaela Benzeval Director, Understanding Society



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RESP Name Postal Date

ff RESP Name

ff Address1

ff Address2

ff Address3 ff Address4

ff Address5

ff PostCode

Thank you!

Dear [Participant's Full Name]

Thank you for taking part in Understanding Society. As a thank you for completing early, a gift card for £10 is enclosed.

We really appreciate the time you gave to complete your survey. It is so important that we know what real people think, feel and do. Every time you complete your Understanding Society survey you are helping us understand more about life in the UK.

We look forward to speaking to you next year.

With many thanks,

Michaela (

Professor Michaela Benzeval Director, Understanding Society



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RESP Name Postal Date

ff_RESP Name

ff Address1

ff Address2

ff Address3

ff Address4 ff Address5

ff PostCode

Thank you!

Dear [Participant's Full Name]

Thank you for taking part in Understanding Society.

We really appreciate the time you gave to complete your survey. It is so important that we know what real people think, feel and do. Every time you complete your Understanding Society survey you are helping us understand more about life in the UK.

We look forward to speaking to you next year.

With many thanks,

Michaela (*

Professor Michaela Benzeval Director, Understanding Society



Completing your Understanding Society survey may have caused you to think about issues in your life.

> If you would like to talk to someone, these free helplines may be useful:

Samaritans: 116 123

Mind: 0300 123 3393

Citizens Advice:

(England) 0800 144 8848

(Wales) 0800 702 2020

(Scotland) 0800 028 1456

Advice NI: 0800 915 4604

W14 Ad-hoc Log in details letter v2



Ff Address1

Ff Address2

Ff_Address3

Ff_Address4

Ff Address5

Ff PostCode

Postal_Date

Dear RESP_Name,

You recently requested your log in details for this year's *Understanding Society* survey.

The survey is available online at the website shown below, so you can complete it at a time that's best for you:

www.understandingsociety.ac.uk/Society

When you've reached the website, you'll be asked to enter your unique username and password:

Username: [USERNAME]

Password: [PASSWORD]

If you are not able to complete your survey online, an interviewer will be in touch with you to arrange a convenient time for an interview. If you have any questions relating to the survey, please do not hesitate to contact us by using the contact details below.

Kind regards,

Professor Michaela Benzeval Director, Understanding Society

Michaela Gen

Institute for Social and Economic Research, University of Essex

W14 blank gift-card letter_v3



NAME ADD1 ADD2 ADD3 ADD4 PCODE

DATE

Dear NAME

Thank you very much for taking part in the survey this year. We really appreciate your contribution to the study.

I understand that you did not receive your *Understanding Society* letter and gift card this year. I am very sorry that your gift card did not arrive – please find a blank gift card enclosed. If you could please let us know via the details below that your gift card has arrived, we will then load £XX on to your card.

Call our participant helpline on **0800 015 2908** or email **understandingsociety@kantar.com.**

If you have any questions relating to the survey, please do not hesitate to contact our helpline.

Kind regards,

Michaela (*

Professor Michaela Benzeval Director, Understanding Society

Institute for Social and Economic Research, University of Essex

W14 Letter 15 CAPI reissue



Postal Date

Participant helpline: 0800 252 853
Web: www.understandingsociety.ac.uk/participants
Email: contact@understandingsociety.ac.uk
For details of the study's privacy policy, please see
https://www.understandingsociety.ac.uk/participants/gdpr

RESP_Name ff_Address1 ff_Address2 ff_Address3 ff_Address4 ff_Address5 ff_PostCode



Dear [Participant's Full Name]

You may remember we contacted you in the last few months to ask for your help in this year's Understanding Society study. As we have not yet been able to interview you, we hope you don't mind if we try to visit you again to arrange a convenient time to do so.

This is why your views and experiences are so important to our study:

- 1 By taking part, you help us ensure that the study represents all types of people across the UK, and can paint an accurate picture of what our society looks like today and how it is gradually changing. The study provides vital information for policy makers, so the more people that take part in the study, the better informed and able they are to **improve society for everyone.**
- 2 Taking part gives you a voice on **issues that matter to you**, your family and your community. The data collected from participants are very widely used by researchers in all kinds of fields including employment, health, and education.
- 3 You have been part of this study for the last few years and we can't replace you with anyone else as no two lives are the same. The contribution you make is really vital to us and to the academics and policy makers who use the data.

Although your participation is entirely voluntary, we do hope you'll be able to help.

We will try to get in touch with you again soon, and hopefully you will enjoy taking part in the study this time around as well.

If you have any questions, please call or email the participant helpline (see back of this letter). You can also find out more about the study on our website at www.understandingsociety.ac.uk.

Your Understanding Society interviewer

Professor Michaela Benzeval

Director, Understanding Society.

Name: ____ Mobile: ____

Your continuing participation is very important to us... Freephone 0800 252 853 ...so please let us know if you You can use the form on move to a new home. the Understanding Society website at www.understandingsociety. or return this ac.uk/participants slip in the Freepost envelope (no stamp needed)

If you forward us your new address, we will send you a £5 voucher.

W14 Letter 20 iPad winner



Participant helpline: 0800 252 853
Web: www.understandingsociety.ac.uk/participants
Email: contact@understandingsociety.ac.uk
For details of the study's privacy policy, please see
https://www.understandingsociety.ac.uk/participants/gdpr

RESP_Name

ff Address1

Postal_Date

ff_Address2 ff_Address3 ff_Address4 ff_Address5

ff PostCode



Dear [Participant's Full Name]

Congratulations on winning an iPad! Everybody who has turned 16 in the last year and took part in the Understanding Society adult survey in April to June this year was entered into the draw.

As someone who will be making a lot of life decisions in the next few years it is extra important that we talk to people like you. Interviewing you and others in your position allows researchers to find out how society is changing for young people; how the economy is affecting them at work or in education, and how decisions made now and in the past will affect your future.

Everyone is valuable in our survey - **we can't replace you** - and this is the main strength of a study like ours: it follows the same people over time. Only by following the same people over time can researchers identify patterns and trends which can help inform better policy making in Government.

I hope that you will continue to participate. Each time we interview you, the information you have already given becomes even more valuable!

Thank you, again, for taking part in this important study.

Yours faithfully,

Professor Michaela Benzeval

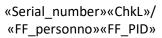
Director, Understanding Society.

Name: ____ Mobile: ____

Your continuing participation is very important to us... Freephone 0800 252 853 ...so please let us know if you You can use the form on move to a new home. the Understanding Society website at www.understandingsociety. or return this ac.uk/participants slip in the Freepost envelope (no stamp needed)

If you forward us your new address, we will send you a £5 voucher.

W14 Missing incentive letter £10_v1





<resp_name>

<FF_Address1_fin>

<FF_Address2_fin>

<FF_Address3_fin>

<FF_Address4_fin>

<FF_Address5_fin>

<FF_PostCode_fin>

<Date>

Dear < NAME>,

Thank you very much for taking part in the survey this year. We really appreciate your contribution to the study.

I understand that you did not receive your *Understanding Society* letter and gift card this year. I am very sorry that your gift card did not arrive – please find a £10 gift card enclosed.

If you have any questions relating to the survey, please do not hesitate to contact us by using the contact details below.

Kind regards,

Michaela

Professor Michaela Benzeval

Director, Understanding Society

Institute for Social and Economic Research, University of Essex

W14 Missing incentive letter £20_v1

«Serial_number»«ChkL»/ «FF_personno»«FF_PID»



<FF_Address1_fin>
<FF_Address2_fin>
<FF_Address3_fin>
<FF_Address4_fin>
<FF_Address5_fin>

<FF_PostCode_fin>

<Date>

Dear < NAME>,

Thank you very much for taking part in the survey this year. We really appreciate your contribution to the study.

I understand that you did not receive your *Understanding Society* letter and gift card this year. I am very sorry that your gift card did not arrive – please find a £20 gift card enclosed.

If you have any questions relating to the survey, please do not hesitate to contact us by using the contact details below.

Kind regards,

Professor Michaela Benzeval

Michaela (

Director, Understanding Society

Institute for Social and Economic Research, University of Essex

W14 Email - Break-off Email_v2

From: <u>Understanding Society</u>

To:

Subject: Your Understanding Society Interview

Date: 12 December 2019 12:12:25



9999999999\BRO 99999999999999

Dear ***,

You recently started your *Understanding Society* survey, but did not complete it.

Unfortunately the survey can't be the world-class study we want it to be without all your answers to all of the questions, so we do hope you will be able to finish it.

You can still log in to the survey and pick up where you last left it by clicking onto the link below:



Thank you for taking part in Understanding Society – your life experiences are unique and we can't replace you with anyone else. I hope that you are able to answer the remaining questions.

If you have experienced technical difficulties at any point during the survey or require technical support accessing the survey, please contact the help-desk on Freephone **0800 015 2908** or email understandingsociety@kantar.com.

https://www.understandingsociety.ac.uk/participants/gdpr

For details of the study's privacy policy, please see

Yours faithfully,

If you have any questions at all about Understanding Society, please email us at **contact@understandingsociety.ac.uk**. You can find out more information about the Study and how it's used on our website: www.understandingsociety.ac.uk/

Many thanks,



Professor Michaela Benzeval Director, Understanding Society Institute for Social and Economic Research University of Essex

This study is being conducted in accordance with the Data Protection Act. This means your personal details will be kept strictly confidential and you and your household will not be identifiable from the data.









W14 Email - intends to complete online_v2

From: <u>Understanding Society</u>

To:

Subject: Your Understanding Society Interview

Date: 12 December 2019 12:12:43



999999999\ICO 99999999999999

Dear ***,

You may remember that an Understanding Society Survey interviewer recently got in contact with you to take part in this year's survey. I understand you would rather complete the survey online. Your participation can help influence decisions at a local and national level on issues that really matter to you.



You can complete the survey online by clicking here.



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If you experience any technical issues accessing the online survey or would now like to part in a face to face interview, then please do not hesitate to contact me by emailing understandingsociety@kantar.com or by calling the Freephone number 0800 015 2908.

For details of the study's privacy policy, please see https://www.understandingsociety.ac.uk/participants/gdpr

Kind Regards,



Professor Michaela Benzeval Director, Understanding Society Institute for Social and Economic Research University of Essex

This study is being conducted in accordance with the Data Protection Act. This means your personal details will be kept strictly confidential and you and your household will not be identifiable from the data.

W14 Email - Reminder 1_Covid-19

From: <u>Understanding Society</u>

To:

Subject: Your Understanding Society Interview

Date: 31 March 2020 14:40:22



EXP_A\REM1 98765432132

Dear ***

You may remember I emailed you recently asking for your help in this year's Understanding Society survey. There's still time to take part, and by doing so you can help influence decisions at a local and national level on issues that really matter to you. We hope you can take part this year. This year it is particularly important that you complete your interview as the government and researchers will be using Understanding Society to understand more about the Covid-19 outbreak and how it impacts the UK. If you have already completed the survey then please ignore this message.









You can complete the survey online by clicking here.



If you're able to complete your interview online by {eb_date_english}, we will send you an extra £10 gift card soon after this deadline as a thank you for your early co-operation.

For details of the study's privacy policy, please see https://www.understandingsociety.ac.uk/participants/gdpr

Many thanks,



Professor Michaela Benzeval Director, Understanding Society Institute for Social and Economic Research University of Essex

This study is being conducted in accordance with the Data Protection Act. This means your personal details will be kept strictly confidential and you and your household will not be identifiable from the data.

W14 Email - Reminder 2_Covid-19

From: <u>Understanding Society</u>

To:

Subject: Your Understanding Society Interview

Date: 31 March 2020 14:41:05



EXP_A\REM2 98765432132

Dear ***

We still need your help! This year it is particularly important that you complete your interview as the government and researchers will be using Understanding Society to understand more about the Covid-19 outbreak and how it impacts the UK.

Each year we thank people across the country for their help by taking part in the survey with a voucher. This reflects your importance in ensuring the continued success of Understanding Society as a resource for research and in shaping social policy in the UK.

Our records show that you have yet to complete your survey.

To complete your personal survey, all you have to do is click below.

Please complete here.



And remember, we will send you an extra £10 gift card as an additional thank you for your early cooperation if you are able to complete the survey by {eb_date_english}.

For details of the study's privacy policy, please see https://www.understandingsociety.ac.uk/participants/gdpr

Many thanks,



Professor Michaela Benzeval Director, Understanding Society Institute for Social and Economic Research University of Essex

This study is being conducted in accordance with the Data Protection Act. This means your personal details will be kept strictly confidential and you and your household will not be identifiable from the data.

W14 Email - Reminder 3_Covid-19

From: <u>Understanding Society</u>

To:

Subject: Your Understanding Society Interview

Date: 31 March 2020 14:41:40



EXP_A\REM3 98765432132

Dear ***

We still need your help!

Over the last few weeks hundreds of people across the country have taken part in this year's Understanding Society survey. We hope you will join them. You are an important part of the study and your continued help makes it a more useful resource for social research. This year it is particularly important that you complete your interview as the government and researchers will be using Understanding Society to understand more about the Covid-19 outbreak and how it impacts the UK.

Taking part in the survey has never been easier – all you have to do is click on the link below and you will be directly entered into your survey.

You can complete the survey online by clicking here.



And remember – if you complete your interview by {eb_date_english} we will send you an additional £10 gift card soon after this deadline as a thank you for your continued support.

For details of the study's privacy policy, please see https://www.understandingsociety.ac.uk/participants/gdpr

Many thanks,



Professor Michaela Benzeval Director, Understanding Society Institute for Social and Economic Research University of Essex

This study is being conducted in accordance with the Data Protection Act. This means your personal details will be kept strictly confidential and you and your household will not be identifiable from the data.

W14 Email - Reminder 4_Covid-19 (1)

From: <u>Understanding Society</u>

To:

Subject: Your Understanding Society Interview

Date: 31 March 2020 14:41:59



EXP_A\REM4 98765432132

Dear ***

Understanding Society is an innovative world-leading study about life in the UK. The data you help produce allows researchers and policy makers to better understand the state of the UK and to propose improved policies for people across the country.









Why we need you

The success of the survey is primarily driven by people like you. It is only with your participation that we can collect the data necessary to understand the pace of change in the UK and probe how issues such as immigration, the economy and changing social values impact upon the lives of individuals.

Next step

If you would like to complete online, you can access the survey here.

If you are not able to complete your interview online, an interviewer will contact you by telephone in a few weeks and you can take part over the phone. Unfortunately interviewers cannot do any in-person interviewing because of the health risks caused by the coronavirus Covid-19 until government advice around reducing contact is relaxed, so doing your interview online is the easiest way to take part this year.



And finally, if you are able to complete the survey online by {eb_date_english}, we will send you an additional £10 gift card as a thank you for your early completion.

For details of the study's privacy policy, please see https://www.understandingsociety.ac.uk/participants/gdpr

Many thanks,



Professor Michaela Benzeval Director, Understanding Society Institute for Social and Economic Research University of Essex

This study is being conducted in accordance with the Data Protection Act. This means your personal details will be kept strictly confidential and you and your household will not be identifiable from the data.

W14 Letter 16 CAWI_first reminder



Participant helpline: 0800 252 853
Web: www.understandingsociety.ac.uk/participants
Email: contact@understandingsociety.ac.uk
For details of the study's privacy policy, please see
https://www.understandingsociety.ac.uk/participants/gdpr

Postal_Date



RESP_Name ff_Address1 ff_Address2 ff_Address3 ff_Address4 ff_Address5 ff_PostCode

Dear RESP_Name

If you have already completed your Understanding Society interview online – thank you! If you haven't yet, it's easy to take part.

If you are not able to complete your interview online, an interviewer can contact you by telephone to conduct the interview over the phone.

With many thanks,

Professor Michaela Benzeval

Director, Understanding Society.

Taking part

Type this web address into your internet browser to reach your personal survey:

1

Visit the website www.understandingsociety. ac.uk/society

Enter your user name:

XXXXXX

and password:

XXXXX

3

Answer the questions in your own time.

Remember, if you are able to complete your interview online by xxx, we will send you an extra £10 gift card as a thank you for your early co-operation.

Name: _______Mobile:

Name: _____ Mobile: _____

Name: _____ Mobile: _____

Name: _____ Mobile: _____

Your continuing participation is very important to us...

...so please let us know if you move to a new home.

You can use the form on the Understanding Society website at www.understandingsociety. ac.uk/participants



Freephone 0800 252 853

or return this slip in the Freepost envelope (no stamp needed)

If you forward us your new address, we will send you a £5 voucher.

W14 Letter 17 CAWI_second reminder



Participant helpline: 0800 252 853
Web: www.understandingsociety.ac.uk/participants
Email: contact@understandingsociety.ac.uk
For details of the study's privacy policy, please see
https://www.understandingsociety.ac.uk/participants/gdpr

Postal_Date



RESP_Name ff_Address1 ff_Address2 ff_Address3 ff_Address4 ff_Address5 ff_PostCode

Thousands of people across the UK have completed their Understanding Society survey – make sure you're included too.

Dear RESP_Name

If you have already completed your Understanding Society interview online – thank you!

If you haven't yet taken part, there's still time. Your survey answers are unique to you and help us build an accurate picture of life in the UK today.

If you are able to complete your interview only by **Early_bird_date**, we will send you **an additional £10 gift card** as a thank you for early cooperation.

If you are not able to complete your interview online, an interviewer can contact you by telephone to conduct the interview over the phone. However, we do not currently have your telephone number. If you would like to take part over the phone please call 0800 015 2908, so that we can collect your telephone number. An interviewer will then follow up with you to arrange an appointment at a time that suits you.

With many thanks,

Professor Michaela Benzeval

Director, Understanding Society.

Taking part

Type this web address into your internet browser to reach your personal survey:

Visit the website www.understandingsociety. ac.uk/society

Enter your user name: username and password: password

Answer the questions in your own time.

Complete the survey –
your answers will save
automatically and you don't
have to complete your
survey in one go.

Name: _______Mobile:

Name: _____ Mobile: _____

Name: _____ Mobile: _____

Name: _____ Mobile: _____

Your continuing participation is very important to us...

...so please let us know if you move to a new home.

You can use the form on the Understanding Society website at www.understandingsociety. ac.uk/participants



Freephone 0800 252 853

or return this slip in the Freepost envelope (no stamp needed)

If you forward us your new address, we will send you a £5 voucher.

Help insert for Youth booklet_v1



Thank you for your help

If you are worried about any of the questions in this booklet here are some helplines where children and young people can get information, advice and support with all sorts of things like bullying, problems at home, exam stress, self-harm or loneliness.

ChildLine

Online: www.childline.org.uk

Tel: 0800 1111 (calls are free) Calls are confidential and won't appear on your home phone bill. You can also use a mobile phone. Calls from 3 (Three), BT Mobile, EE, O2, Orange, T Mobile, Virgin or Vodafone mobiles won't show up on the

Tel: 01708 765200

SupportLine

phone bill either.

Online: www.supportline.org.uk

Write: SupportLine PO Box 2860, Romford, Essex RM7 1JA

SupportLine provides a confidential telephone helpline offering emotional support to any individual on any

issue.

W13 Youth reminder letter



Participant helpline: 0800 252 853

Web: www.understandingsociety.ac.uk/participants Email: contact@understandingsociety.ac.uk For details of the study's privacy policy, please see

https://www.understandingsociety.ac.uk/participants/gdpr

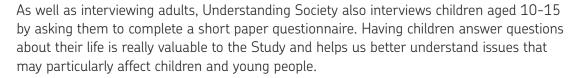
RESP_Name ff_Address1 ff_Address2 ff_Address3 ff_Address4 ff_Address5 ff_PostCode



Postal_Date

Thank you for taking part in Understanding Society





We have recently sent you a paper questionnaire to pass on to **[Child_name]** to complete. At the moment we do not have a record of the questionnaire having been returned. If **[Child_name]** has completed the questionnaire and it has been posted back in the last few days - thank you and please ignore this letter.

If they haven't yet completed their questionnaire, we would be grateful if you could encourage **[Child_name]** to complete it and post it back to us. Just like the adults that take part in Understanding Society, children's experiences are unique and we can't replace them with anyone else.

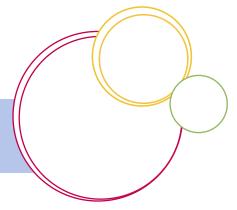
By taking part in the youth survey, **[Child_name]** will help many organisations carry out important research that will improve life in the UK for all. For example, charities such as The Children's Society and Barnardos are using information from the survey to improve children's wellbeing, whilst the Social Metrics Commission has used the information to report to the government on what activities children do outside of school. To find out more about who uses the study, please visit www.understandingsociety.ac.uk/participants

If you have any questions at all about Understanding Society, please contact us using the details on the back of this letter.

Yours sincerely,

Professor Michaela Benzeval

Director, Understanding Society.



Name: ____ Mobile: ____

Your continuing participation is very important to us... Freephone 0800 252 853 ...so please let us know if you You can use the form on move to a new home. the Understanding Society website at www.understandingsociety. or return this ac.uk/participants slip in the Freepost envelope (no stamp needed)

If you forward us your new address, we will send you a £5 voucher.

W13 Youth self-completion letter

Postal Date



Contact us:

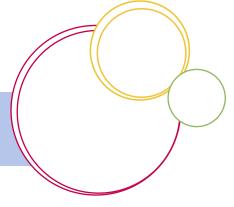
Participant helpline: 0800 252 853

Web: www.understandingsociety.ac.uk/participants Email: contact@understandingsociety.ac.uk For details of the study's privacy policy, please see

https://www.understandingsociety.ac.uk/participants/gdpr

RESP_Name ff_Address1 ff_Address2 ff_Address3 ff_Address4 ff_Address5 ff_PostCode





Thank you for taking part in Understanding Society

Dear [Participant's Full Name]

Thank you ever so much for your recent participation in Understanding Society. At the end of the interview we mentioned that there is a short self-completion questionnaire that we would like **[Child_name]** to complete.

We would be grateful if you could look through the blank questionnaire and, if you are happy to do so, give it to **[Child_name]**. When **[Child_name]** has completed the questionnaire, they can put it into the envelope enclosed and it can be posted back to us, free of charge.

As you know one of the really important features of the survey is that everyone's answers are completely confidential. This really helps us get responses from people that are completely truthful and accurate and makes the survey one of the best in the world. This applies to all the adults who take part but also all the children, so we ask all parents/guardians to allow their children to complete the questionnaire in private. We hope you understand why this is so important, but if you have any questions, don't hesitate to contact us.

As a token of our appreciation, I have enclosed a £10 voucher for [Child_name].

If you have any questions at all about Understanding Society and your involvement in it, please contact us using the number on the back of this letter. Do also check our special participants' website where you can read some early findings, send us a message or just find out more information about Understanding Society: www.understandingsociety.ac.uk/participants.

Yours faithfully,

Professor Michaela Benzeval

Director, Understanding Society.

Name: ____ Mobile: ____

Your continuing participation is very important to us... Freephone 0800 252 853 ...so please let us know if you You can use the form on move to a new home. the Understanding Society website at www.understandingsociety. or return this ac.uk/participants slip in the Freepost envelope (no stamp needed)

If you forward us your new address, we will send you a £5 voucher.