



# **International Passenger Survey**

## **Interviewer Instructions Part 1**

### **Standard Manual**



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## Common Abbreviations

|       |  |
|-------|--|
| AM    | Area Manager                               |
| BOP   | Balance of Payments                        |
| CAA   | Civil Aviation Authority                   |
| CADI  | Computer Assisted Data Input               |
| DCMS  | Department for Culture, Media & Sport      |
| DfT   | Department for Trade                       |
| FEL   | Field Inquiry Line                         |
| GSI   | Government Secure Intranet                 |
| HQ    | Head Quarters                              |
| HMRC  | Her Majesty's Revenue & Customs            |
| HO    | Home Office                                |
| IPS   | International Passenger Survey             |
| LED   | Light Emitting Diode                       |
| ONS   | Office for National Statistics             |
| ONSCD | ONS Centre for Demography (Migration Unit) |
| Q     | Question                                   |
| SI    | Sampling Interval                          |
| SM    | Site Manager                               |
| SSD   | Social Survey Division                     |
| T     | Terminal                                   |
| TL    | Team Leader                                |
| UK    | United Kingdom                             |
| UKBA  | UK Border Agency                           |
| VB    | VisitBritain                               |
| VW    | VisitWales                                 |

## Icon Keys



Interviewer directive



Interviewer guidance and  
instructions



Cross reference marker



Key information



Interviewer notes page



Warning sign

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## Overview

This manual, originally part of a larger document, IPS Interviewer Instructions, has been revised by the research team, and renamed, 'IPS Interviewer Instructions - Part 1'.

The individual sections are comprehensive and intended to act as an indispensable reference volume, explaining all you need to know about the background, design, data collection and other methodological aspects of the survey.

Site Managers, Team Leaders and interviewers must be conversant with the contents of this manual, and are encouraged to dip into it as and when the need arises, to refresh the memory or cross check information.

 **Specific guidance and instructions related to individual questions are covered in 'Interviewer Instructions – Part 2'.**

 Comments relating to the contents of this manual and how it may be improved are welcomed and should be emailed to the IPS research team through ([IPS\\_FieldOffice@ons.gsi.gov.uk](mailto:IPS_FieldOffice@ons.gsi.gov.uk)).



**Interviewer notes page**



## Section 1 Background



This introductory section provides a background to the International Passenger Survey (IPS).

### 1. What is the International Passenger Survey?

Before we delve into the IPS it is important to be familiar with the organisation administering the survey.

The Office for National Statistics (ONS) stands at the apex of the UK statistical system as the main producer of official statistics and the 'face' of the UK within the European Statistical System.

#### ONS mission is to:

'Improve understanding of life in the United Kingdom and enable informed decisions through trusted, relevant, and independent statistics and analysis'.

In addition to conducting the national census, the ONS conducts surveys of businesses, institutions, households and individuals. The IPS is a key ONS survey.

This continuous survey is administered by the Social Survey Division. The results are based on face-to-face interviews with a random sample of passengers as they enter or leave the UK by the principal air, sea and tunnel routes.

The main aims of the IPS are as follows:

| Aim  | Key customers  |
|--|--|
| To measure travel expenditure and how it impacts on the UK balance of payments. For example, expenditure abroad by UK residents and by overseas residents visiting the UK. | <ul style="list-style-type: none"><li>• Divisions within the ONS such as Business Indicators &amp; Balance of Payments.</li></ul>      |
| To provide detailed information for tourism policy. For example, the number of UK residents going abroad and visits to the UK made by overseas residents.                  | <ul style="list-style-type: none"><li>• Department of Culture, Media &amp; Sports (DCMS)</li><li>• VisitBritain / VisitWales</li></ul> |
| To provide data to feed into estimates of international migration.   | <ul style="list-style-type: none"><li>• ONS Centre for Demography</li><li>• Home Office.</li></ul>                                     |

### 2. What is the coverage of the IPS?

The IPS is 50 years old. Since its' inception in 1961, coverage has been extended to include all the main air, sea and tunnel ports or routes into and out of the UK. The only modes of transport excluded are sea routes to and from the Channel Islands, the land border with the Irish Republic, and most cruise ships travelling to and from the UK.

About 95 per cent of passengers entering and leaving the UK have a chance of being sampled in the survey. The remainder are either passengers travelling at night, when most interviewing is suspended, or on those routes too small in volume or too expensive to be covered.

Travellers are randomly selected for interview and all interviews are conducted on a voluntary and anonymous basis. Interviewing is carried out throughout the year, where feasible.



Section 2 provides further information on the IPS interviewing method.

Section 4 provides further information on sampling and eligibility at the various ports.

### **3. How is IPS data collected?**

IPS questionnaires are designed to be as simple and user friendly as possible and aim to capture the essential data items which will be needed to produce reliable estimates. Great emphasis is therefore placed upon interviewers to ensure they are able to capture data efficiently and accurately.

Nationally, IPS data are collected by a team of approximately 240 interviewers who are recruited and trained specifically to work on the survey. They initially undergo an intensive training course and, thereafter, are regularly briefed and monitored by a support group of Team Leaders (TLs) and Site Managers. Some interviewing teams will cover a single large port, for example Heathrow, while others may cover several smaller ports which are generally in the same part of the UK. Interviews are carried out on all days of the year, apart from Christmas Eve, Christmas Day, Boxing Day and New Years Day.

Typically, an IPS shift will consist of a group of between three and ten interviewers led by a TL. The TL is responsible for the organisation and running of the shift and is available to offer advice to team members when required. A member of the team will act as a counter to ensure that passengers are correctly selected for interview according to the sampling intervals appropriate for that port.

Almost all IPS interviews take place on a face-to-face basis with the responses being initially recorded on specially designed paper questionnaires and captured electronically through digital pen technology. Shortly after the interview has taken place, the data are transferred electronically and checks are carried out. 'Self completion' questionnaires are available where an interviewer has been unable to conduct an interview because of language difficulties. These questionnaires are produced in 13 languages but they do not cover the complete range of questions asked in a full IPS interview.

Once the interview information has been captured electronically, it is transmitted to ONS headquarters where a series of further quality and accuracy checks are made on the data before they will be ready for processing and the publication of analysis.



Sections 7 and 8 provide information on using digital pens effectively.

Section 7 lists the duties of a TL.

Section 9 has more information on language questionnaires.

Generic and specific guidance for each question is covered in Interviewer Instructions (Part 2).

## 4. What happens to the collected data?

All IPS data is returned to the ONS Social Survey Division (SSD) where it is cleaned, validated, edited, weighted and delivered to users and survey clients for analysis and publication. SSD also publishes monthly, quarterly and annual estimates of Overseas Travel & Tourism.

### Cleaning/Editing

ONS policy is to produce outputs which are accurate, timely, punctual, coherent, comparable, accessible and relevant. SSD run data validation checks and quality assurance (QA) checks on all datasets to ensure they are of a high quality. These checks are usually carried out using computer software called SPSS or SAS.

The data are 'cleaned' to ensure that all anomalies within the datasets are identified, and adjusted if necessary. Methods of imputation are used to impute values for missing data which may be required to boost the statistical value of the data.

### Weighting

The IPS data are weighted to produce national estimates of all international travellers to and from the UK on a quarterly basis. Although some monthly data from the IPS are also published, a single quarter is the minimum period over which most detailed analyses of the data can be made. Annual national estimates are created by combining the four quarters of the year together.

### Analysis and reporting

Analysis is where the raw data are ordered and organised so that useful information can be extracted and trends which emerge are highlighted. Analysis of IPS data are conducted both internally and externally of ONS. The IPS research team analyses and publishes the results, for example, through 'Overseas Travel and Tourism' (quarterly). There is also an annual publication called Travel Trends. Travel Trends 2010, is a special edition because it marked the 50<sup>th</sup> anniversary of the IPS. Details of how travel has evolved since the 1960s and key IPS milestones can be found in this edition at:

[http://www.statistics.gov.uk/downloads/theme\\_transport/travel-trends-2010.pdf](http://www.statistics.gov.uk/downloads/theme_transport/travel-trends-2010.pdf)

### Evaluating data quality

High response rates are imperative to the success of a survey. The higher the response rates, the more impact the results of the data can have on the desired subject or policy. Both internal and external customers rely on the statistics produced by SSD as a basis for policy-making, monitoring and evaluation, at both a national and local level. ONS works hard to ensure that data collection processes and the data collected are efficient, effective, robust, flexible, transparent and integrated. All these factors contribute to ensuring the data supplied to customers is of a high quality.



Section 6 provides further information on improving IPS response rates.

## **Data security**

Access to all data is restricted to team members for each survey within SSD. All HQ staff are trained to use the Government Secure Intranet (GSI). The GSI is a UK based secure managed network. It is used by public authorities to safely access the public internet and to share restricted and confidential information or non-disclosive data with other GSI community customers.

Non-disclosive data excludes variables which could potentially be used to identify individuals. Any requests for additional access to data have to go through a thorough process of approval. SSD staff are fully aware of the content of the Confidentiality and Data Access Protocol within ONS, and the need to apply to the ONS Micro-Release Panel (MRP) for authorisation to release the data into a third party domain.

The Customer Response Team (CRT) within SSD is responsible for sending out all data to customers. This is done in the form of an encrypted data CD and is password protected. All CDs are then dispatched by recorded delivery using a trusted source.



**Interviewer notes page**

## Section 2

### The IPS interview and interviewing method



The primary role of an IPS interviewer is to carry out face to face interviewing leading to the collection of quality information. This section explains the practices you must carry out, behaviour that you must exhibit and requisite skills you must have to enable you to effectively fulfil this role and to avoid low response rates.



Section 6 provides further guidance for avoiding low response rates.

#### 1. Dress

You will be working in a business-oriented environment, dealing with many business travellers. Interviewers must dress in a business like manner which will blend quietly with their working environment.

All IPS interviewers are therefore provided with a uniform. The wearing of this uniform is compulsory and, after training only those wearing full uniform will be allowed to work on shift, except in extreme circumstances.

At sites where high visibility clothing and safety footwear are required for health and safety reasons, these will also be provided.

Please refer to your uniform guide or speak to your SM for full details of the IPS uniform and for further guidance.

#### 2. Confidentiality

 Information collected during an interview is confidential and must not be disclosed to ANYONE outside IPS.

In areas where you may work alongside other government officials (e.g. from UKBA) you should try to guide the respondent out of earshot. Particular care should be taken when interviews have to be carried out in confined spaces. Again special efforts should be made, and seen by the respondent, to ensure this is the case.

If you need to discuss an interview with another team member or a SM you should take adequate precautions to make sure your conversation cannot be overheard.

#### 3. Approaching potential respondents

 When approaching a passenger always approach him or her face-to-face. If you approach from behind or from the side, it gives the person an easy opportunity to avoid stopping whereas placing yourself in front with direct eye-to-eye contact makes it easier to establish a good connection with the passenger.

Always smile and involve all the people the respondent is travelling with in your introduction - this encourages better co-operation. No one wants to be interviewed by an unsmiling person with a dreary monotonous voice.

A bright, adaptable, businesslike manner is encouraging to a respondent. Your voice, appearance and manner must convey your credibility. You should be serious, pleasant and confident. If you are not confident or uncertain this feeling will be conveyed to your respondent.

Make the interview interesting and conversational and remember that we are representing Her Majesty's Government. However;



- avoid being too familiar with respondents and
- do not - pass comments regarding the content of the interview,
- make personal remarks when identifying respondents or
- use offensive language.

#### **Remember**

- Most people enjoy being interviewed and talking about themselves.
- You have the right to ask for information just as the informant has the right to refuse.
- You will also be interviewing respondents who may be feeling anxious or confused in an unfamiliar environment and whose first language may not be English.
- Be prepared to be adaptable.

#### **4. Introducing the survey**

Introducing the survey and providing respondents with sufficient information to give their informed consent to take part is one of the most important aspects of interviewing.



In the first few moments of initial contact you must give respondents enough information about the survey, ONS, and the uses of the data **for them to make an informed decision whether to participate in the survey**. Considering that the average interview is about 4 or 5 minutes the introduction must be brief and include the following information:

- you are conducting the interview on behalf of the UK government
- the information that they may provide is of importance to the ONS e.g. you are engaged in worthwhile research for the purpose of producing statistics that will be used for policy or decision making
- what information they need to provide
- the length of the interview.

Most passengers are happy to co-operate, and a few simple introductory words as a prelude to the actual interview will generally suffice.

Suggested introduction (after the appropriate salutation):

“I am from the ONS carrying out a confidential passenger survey on behalf of the UK government, talking to every xxth passenger about travel and tourism information which is important for policy making. It will only take a few minutes of your time.”



Please note the following:

- Your authority card should be on display at all times. This is issued to all ONS interviewers and is a confirmation to respondents that you are authorised to conduct interviews on behalf of the organisation.
- Every respondent must be given an introduction.

-  **DO NOT** create the impression that the survey is compulsory; rather assure your respondent that the interview is voluntary and confidential and no individual can be identified from the information collected. This information is extremely important for ALL respondents (as directed by the National Statistics Code of Practice)
- Mention that we do not collect names or addresses, or any personal information that can identify the respondent.
- Be prepared to answer any questions they may have
- Let respondents feel valued for their time and contribution.

It is obviously important that passengers do not miss their plane / ship / train because they have stopped to take part in the survey. So for example, when interviewing departing air passengers, the first question you ask is which flight they are leaving on and record the response. You can then estimate the time available for the interview and proceed accordingly, if necessary walking with them to the boarding gate or holding lounge.

## 5. Asking the questions



The foundation of good interviewing ensures,

- that no bias is introduced by the interviewer
- rules are followed when asking the questions, and
- how an interviewer can help a respondent who perhaps doesn't understand a question.

This maintains the quality of the data being captured.

Questions that you will be asking are either open ended or close ended questions.

**Closed ended questions** encourage a short or single word answer; a simple piece of information or a selection of response options.

**Open ended questions** are designed to capture the subject's knowledge, opinion and/or feeling; they encourage a full meaningful answer; they typically begin with words such as 'How' or 'Why'.

This distinction is important as it affects the way you handle the questions, particularly where it is necessary to follow up the initial answer.

Note that, the wording of the questions is designed to capture the required information in the majority of cases and you must always use it initially. You should, in the main, only differ from this wording when there are issues of comprehension.

- People do not always give a full answer so you may need to ask additional questions to encourage a full answer, e.g. 'And did you spend anything else?' 'Could you tell me exactly what you do?'
- Questions are sometimes misunderstood, especially by those who are not fluent in English and you need to ask the question in a different way - which you can only do if you know the concepts and definitions behind the question.

- There may be a small minority of people whose circumstances do not fit the response categories in a straightforward way. You should clarify details to narrow down the options, e.g. for someone who has not settled in any one country; find out if they have a regular pattern of moving between two or three 'homes' and how long they spend in each.

Where circumstances do not clearly fulfil the conditions for any one category leave the question uncoded with ample notes to describe the situation and tick the queries box. Your TL should help clarify any issues prior to completing the questionnaire whilst it is still fresh in your mind and you may be able to return to the respondent for further clarification.

In asking additional questions always give a choice of answer and avoid bias.

**Response bias** occurs when respondents answer questions in the way they think the interviewer wants them to answer rather than according to their true beliefs.

Bias distorts the picture by systematically giving undue emphasis to a particular option or misinterpreting the question. For example, in considering reason for visit, professional and amateur football players are in different categories and if you assumed all players were professional the numbers in this category would be exaggerated.

A bias would also occur if you asked a leading question, 'so you are professional?' because there is a tendency for people to agree in order to make life easy. You should ask, 'Are you playing as a professional or an amateur?'

Some questions you will ask during the interview are opinion based questions.

As the name implies, **opinion based questions** aim to elicit the views or feelings of respondents.

Although we may give you some guidance as to what could be included in some of the answer categories, it is the respondent's unbiased opinion that is required. Please do not influence the respondent in any way as this may distort the given response.



Questions that are considered to be opinion based are indicated as such within the Part 2 interviewer instructions.

The Part 2 instructions contain references to 'probing', 'checking' and 'clarifying' the information you are given. This means that it may be necessary to ask questions that are not always on the questionnaire, but in doing so one basic rule must be followed:



**NEVER INFLUENCE THE RESPONDENTS' ANSWERS.**

## 6. Methods that can be used to check or probe without bias

Another important element when interviewing is the skill of probing for answers. If a respondent provides an ambiguous answer there are techniques available that allow you as an interviewer to find out more without leading the respondent.

### a. 'Running prompts' or alternatives

The interviewer reads out the whole question (including multi response options) to the question mark.

This method is appropriate when there are possible alternatives into which a respondent's answer could fit:

E.g. At Q30, Reason for visit, your respondent says 'tennis'.

'Tennis' could cover many reasons for visit. Was it to play tennis, watch the game, officiate, buy tennis related products or was it business related?

As a skilled interviewer, you must for example, read out all the items listed at Q32.

Do not pause while giving the list - this can cause bias. Respondents may think they can only select the options you have offered.

### b. Neutral probes or check questions

This method is used to gain additional information following an inadequate or incomplete response to an open ended question.

It is appropriate when a response is too wide for the first method to be used:

E.g. At Q6, 'Where do you live in the UK?'

Your respondent replies: 'I live in Kingston.'

Since there are about 7 Kingstons in the UK you need to obtain a more precise answer, but the first method would not work because there are too many alternatives to list. In this case:

Ask "In which county is that?"

Do not ask "That's Kingston Surrey, isn't it?" Asking the question this way means you are leading the respondent.

In this case the word WHICH has been used to introduce the neutral probe/check.

Other neutral check words are WHAT, HOW, WHEN, etc.

There will be many replies during an interview that require checking. Forming check questions and probes correctly is therefore an essential interviewing technique in order to obtain accurate and unbiased information.

## **Reminder**

- Always remember the NEVER INFLUENCE rule.
- Take care that your checks are CLEAR and UNAMBIGUOUS.
- NEVER use negative checks:  
e.g. 'You have not ...', 'You do not ...' etc.
- NEVER assume:  
e.g. If respondent says that he has a British passport, do not assume residence.

## **7. The general layout of the questionnaires**

**Columns:** A page is divided into 3 main columns and sub columns which are divided as follows: questions and written answers; codes; signposts (refer to page 19).

**Signposts:** The signposts (routing) directs you to the next relevant question or part of the questionnaire.

**Typeface: Separate items** on the questionnaires in italics or placed in boxes indicate reminders and instructions to you as opposed to questions you put directly to respondents.

Bold has been used **within** some questions to highlight important parts of the question which should be emphasised to the respondent.

Italics within brackets can indicate that you need to tailor the question to the respondent. e.g.: 'Are you studying in [*country of residence*]?' (Q9). For a respondent who you have established to have been living in Ghana for the last 12 months you would read this as 'Are you studying in Ghana'?

Instructions to you, the interviewer, have been included in boxes in bold. For example:

**Code all that apply**

**Note: First arrival only**

These are primarily there to highlight the particular requirements of that question.

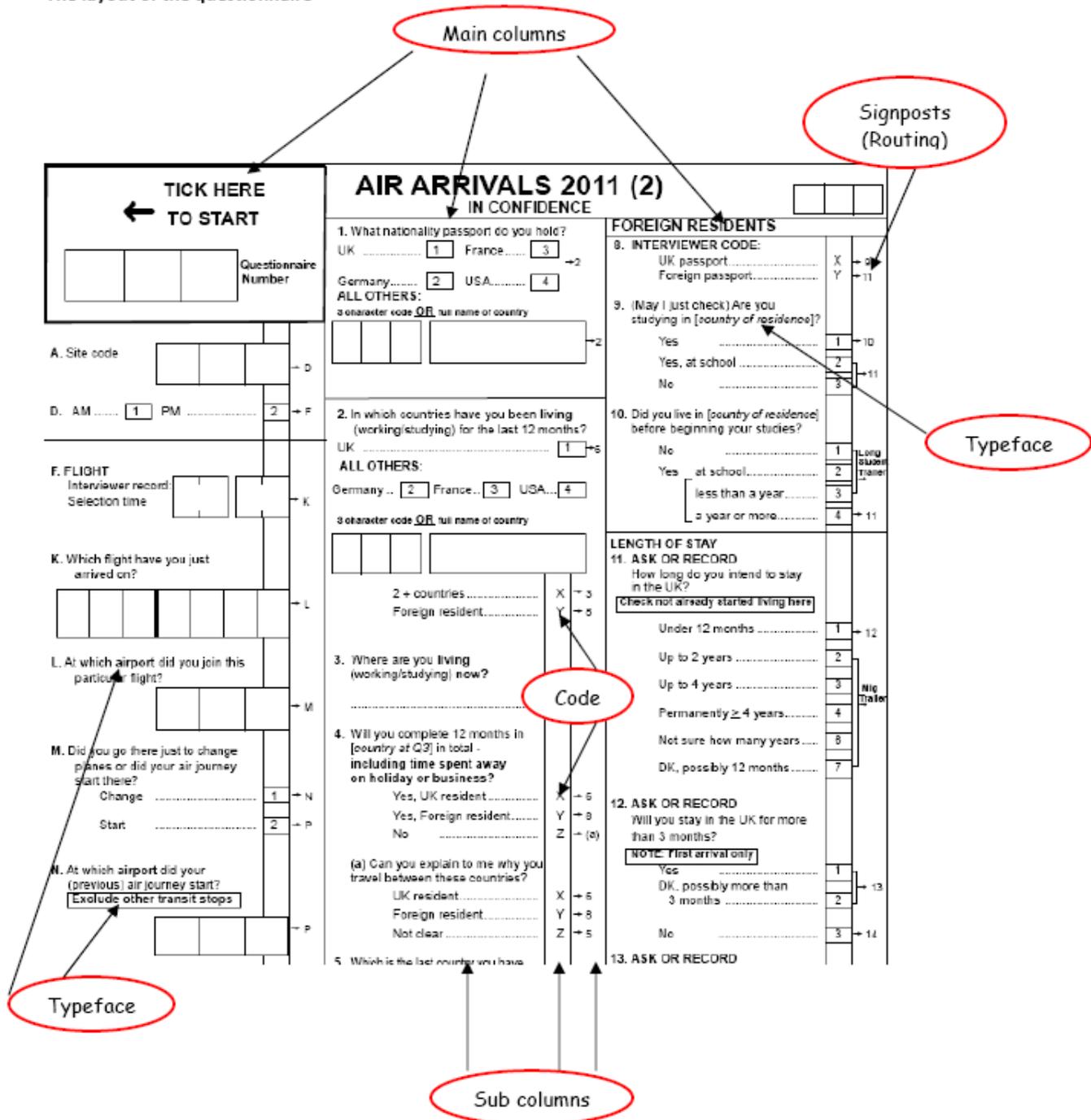
**Codes:** Numeric codes, responses that are written within digitised spaces are captured by the digital pen.

**Letters W, X, Y, Z, A, B, C, D** are often used for intermediate responses. These are not captured by the digital pens.

Letter codes are also used where it is necessary to subdivide respondents to follow different paths or routings (e.g. Q4).

**Ask or Record:** In some places you are instructed to 'Ask or Record'. In these cases if you have already obtained the information earlier in the interview then simply record that answer otherwise ask the question. For example at Q11, respondent says 3 weeks; there is no need to ask Q12. Just tick (record) the answer.

The layout of the questionnaire



## 8. Coding

Coding involves converting a written answer into a code, usually a number or letters. You must note down the respondent's answers during the interview irrespective of whether it is an intermediate response or not. At some questions the codes are printed in the coding column, and the appropriate code should be ticked to indicate the response.

At other questions a box is printed and you should insert the appropriate numerical answer e.g. for expenditure costs.



Coding instructions are in Section 3 of this manual.

## 9. Recording time of selection

For Air and Eurostar interviews record the time at which you identify the respondent at the counting point. For Sea and Channel Tunnel, record the time of interview.

Use the 24 hour clock and enter 2 digits for hour and 2 for minutes in the box marked 'Selection time' (question F). This information helps us to check flight details on air routes and helps in our analysis of non-response to the survey.

## 10. Interviewing children

 When interviewing children, permission must always be sought from the parent or guardian in charge prior to speaking to the contact. In the case of a younger child, it is permissible for the parent to provide the information on their behalf. In the case of school parties where more than one child in a party is the contact, it is acceptable to collect this information from the teacher or adult accompanying them.

Generally with school parties we would consider that most children are old enough to provide the information, although permission must be obtained from the teacher. However if we have selected more than one child of the party, it is permissible for the teacher to provide an interview since all the contacts are likely to be the same. A questionnaire should be completed for each contact (child) however, even though only one interview has been carried out.

 Where information is provided (by an adult) on behalf of a child who has been sampled, remember to record the details of the child.

 DO NOT record the details of the adult.



**Interviewer notes page**

## Section 3

### Recording and coding



This section explores what interviewers must do to ensure that all responses are accurately recorded to maintain data quality

#### 1. General points

- It is important to have a precise record of answers as each respondent represents a large number of other passengers and errors become magnified when answers are weighted to represent the total travelling public.
- When the questionnaire is returned to HQ there should be an unambiguous response recorded at every applicable question.
- Use your digital pen (unless you are told to use the 'Notes' method).
- Never write notes in the digitised answer boxes as this will distort the data.
- Seek immediate clarification from your TL where you are unsure of a procedure.

#### 2. During the interview

**Codes:** Tick codes as you go along. If the code is within a digitised box, ensure the tick is not extended to another digitised box.

**Verbatim:** Write some notes of the contact's answer particularly where there are some dots printed below the question. For example, at Q3, Q30 and Q38 (departures).

#### **Make notes:**

- to add points which are not apparent from the precode but will aid interpretation and probing at other questions: e.g. note that a package covered only part of the stay so there are some nights for which accommodation costs need to be accounted for.
- to validate answers which seem unlikely or answers to questions which have most scope for varied interpretation. This *always* applies to Qs 54, 56, 58. Other examples are peculiar flight routes and very low expenditures for stays of several nights. As a very last resort write notes and leave the question unanswered rather than enter a response or tick a code which may be wrong. Flag as a coding query by ticking the queries box and indicate the question number.
- to give coders or the research team enough information to decide what to do when the situation is complex or you are doubtful of the reliability of the answer and unsure what to tick or write. This is important when the expenditure is very high as we need to confirm that it is all eligible money.
- on occasions where there are lots of passengers and you have been asked to use the Notes method

- when you are recording names of towns that you are unsure about.

Use available un-digitised spaces to write relevant notes.

### 3. After the interview

 Check what you recorded during the interview to ensure that it is accurate, can be read and makes sense, otherwise there may be undetected errors (e.g. wrong codes, misleading expenditure figures) or unusable data (e.g. illegible answers, a jumble of numbers at expenditure).

 In addition, complete the coding (e.g. expenditure calculations) because with the use of digital pen technology any information you write after you 'send' the questionnaire will not be picked up.

Ensure that:

- legible written answers are given where appropriate. Legibility will enable your handwriting to be correctly recognised or interpreted by the pen technology. Coders or researchers will be unable to discuss the answer with you, and even if they could it would be so long after the event that you may not be able to remember;
- codes are ticked correctly;
- numeric responses are entered in applicable boxes, the number of digits is correct and the numerals are legible;
- clear explanatory notes are made against answers which appear discrepant, unlikely or where the situation was complex and you were uncertain which code/box to tick;
- once the questionnaire has been completed (including any migration, student or employee trailers), you tick the 'send box. Do not tick the 'send' box until you are satisfied that the questionnaire has been fully coded.

Completed questionnaires are always looked at by Coders if the queries box has been ticked. Remember to tick the queries box before you 'send' the questionnaire where there is a coding issue.



Refer to Section 8 on enhancing data quality when using digital pens and a best practice guide for completing questionnaires.



**Interviewer notes page**

## Section 4

### Sampling and eligibility



The IPS sample is designed to ensure that different types of passengers are interviewed. How this can be done effectively is the focus of this section.

#### 1. Introduction to Sampling

An objective of the IPS is to collect information from a sample of passengers in such a way that reliable conclusions can be drawn about the total travelling public. Interviewing every passenger would be expensive and disruptive. Furthermore, it is unnecessary to do this to obtain estimates of sufficient accuracy for sponsors. Thus a selection of shifts is made at various ports and interviewers are asked to count passengers and interview every *n*th one.

#### 2. Selection of shifts at Airports, Seaports and Channel Tunnel

The Channel Tunnel, along with the airports and seaports with most international traffic, are sampled regularly. As a rule of thumb, any airport with more than a million international passengers each year is sampled.

Dover and Portsmouth are the only seaports that exceed a million international passengers annually. Other sea ports are therefore selected on the basis of location and economy.

The full list of sites where IPS data is collected is as follows:

| Air                                       | Sea           | Channel                              |
|---|---------------|--------------------------------------|
| Aberdeen                                  | Dover         | Ashford                              |
| Belfast                                   | Dublin        | Cheriton (vehicle & freight shuttle) |
| Birmingham Terminals 1 & 2                | Dun Laoghaire | Ebbsfleet                            |
| Bournemouth                               | Fishguard     | St Pancras                           |
| Bristol                                   | Harwich       |                                      |
| Cardiff                                   | Holyhead      |                                      |
| Doncaster                                 | Hull          |                                      |
| Edinburgh                                 | Newcastle     |                                      |
| Glasgow                                   | Pembroke      |                                      |
| Leeds-Bradford                            | Plymouth      |                                      |
| Liverpool                                 | Poole         |                                      |
| London City                               | Portsmouth    |                                      |
| London Gatwick, South and North Terminals | Rosslare      |                                      |
| London Heathrow, T1 to T5 & Interchange   | Rosyth        |                                      |
| Luton                                     | Southampton   |                                      |
| Manchester, Terminals 1, 2 & 3            | Swansea       |                                      |
| Newcastle                                 |               |                                      |
| Nottingham East Midlands                  |               |                                      |
| Prestwick                                 |               |                                      |
| Southampton                               |               |                                      |
| Stansted                                  |               |                                      |

At the airports and Eurostar stations (St Pancras, Ashford & Ebbsfleet), shifts are selected to give a spread of days of the week and an equal number of morning and afternoon shifts at

each site during a given period. Shifts or crossings at Cheriton and each of the seaports are selected so that the spread of crossings by time of day and day of week reflects the sample.

### **Shifts on sea routes**

Not all sea ports are sampled every quarter since boats can be seasonal. In some instances, shifts are arranged to be close together to make them more cost effective.

### **Specified sailings**

All the passengers on the sampled sailings are eligible, including any who may have been transferred onto the sailing because of cancellations. The sampled sailings should still be covered even if they are delayed or the destination altered.

If the sampled sailing is cancelled and passengers are transferred to a different scheduled crossing, interviewers should not sample the alternative crossing but treat it as a cancelled shift. These rules apply whether sampling and interviewing are carried out on shore or on board. If in doubt, seek guidance from your SM or AM.

### **Delayed sailings**

Sailings delayed by an hour or less (up to two hours at some ports) should be covered.

For delays above the stipulated period on the outward journey, the TL should contact the SM, AM or HQ for instructions, if possible. The decision whether interviewers will sail must take account of the,

- likely elapse of time before the boat would arrive back in the UK ending the shift,
- passenger load (the smaller the load the less likely a decision to sail) and
- relative cost of alternative options.

A TL who is unable to contact anyone must take a decision and provide a report to HQ as soon as possible.

## **3. Overview of passenger sampling**

Each site/shift will be allocated a Sampling Interval (SI). Many will also be allocated a sub sample and use a sub sampling sheet.

In instances where both a SI and sub samples are allocated, the approach to sampling and interviewing is as follows;

1/ every nth (SI) passenger selected by the Clicker is approached.

2/ If the row on your sub sample sheet for this contact is not shaded, you will just 'screen' him/her to identify if a more detailed interview should be conducted for this contact.

- if the contact is a migrant, a travel and tourism questionnaire is completed together with a migration trailer.
- If the contact is not a migrant, only information on the sub sample sheet is completed.

3/ if the row on your sub sample sheet for the contact is shaded, tick it and then conduct a full interview using the main Travel and Tourism questionnaire.

In instances where you do not have a sub sample or a sub sampling sheet, you only use the main Travel and Tourism questionnaire.

In all cases for which you are required to use the full Travel and Tourism questionnaire you must;

- ask the questions as laid out and follow the routings which would enable you correctly identify a UK resident from a foreign resident. It is critical that all information is recorded as given.
- complete the questionnaire regardless of whether the respondent is eligible, ineligible, a non response or a con contact. Obviously any ineligibles, non response and non contacts will have only minimal information recorded.

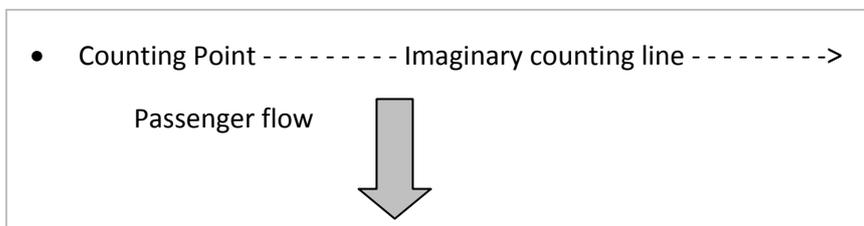
#### 4. Counting

The person counting, i.e. the counter will count and select passengers using a pre-set interval e.g. 1 in 10, 1 in 20, 1 in 25, or 1 in 33.

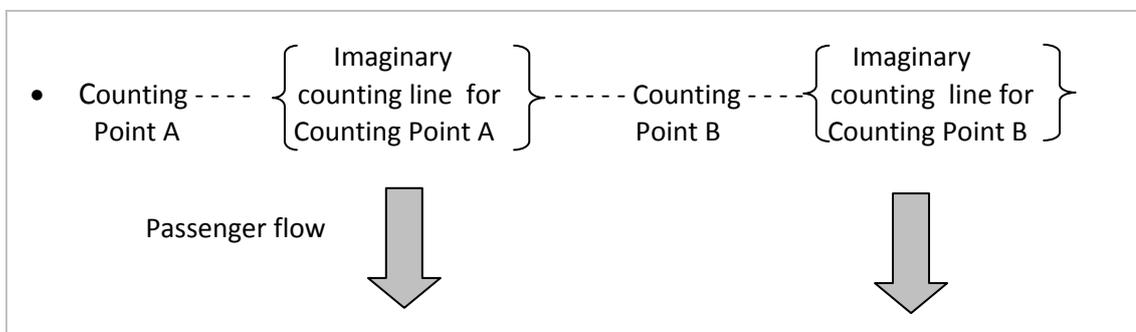
The aims of this sampling are:

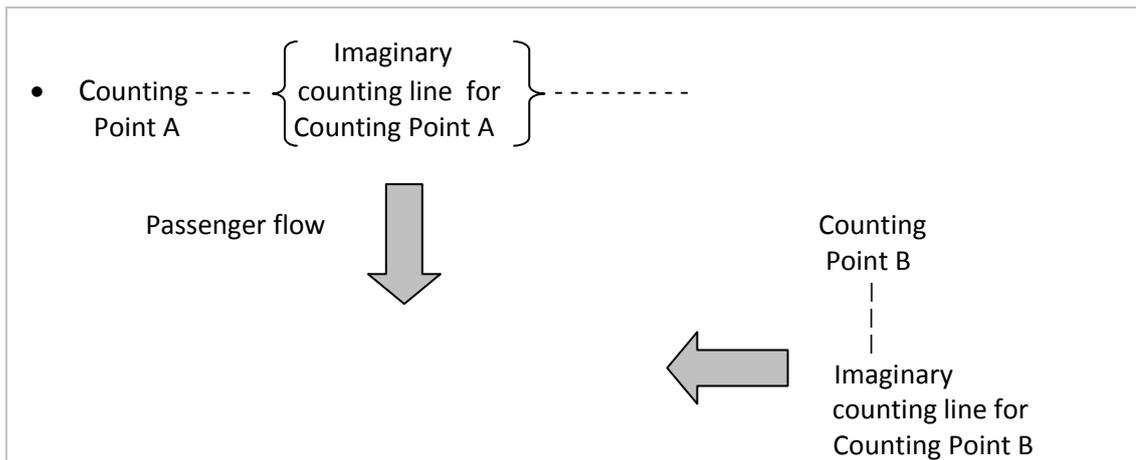
- a. to give every eligible passenger a chance of selection by counting them;
- b. to give each passenger the same chance of selection, preferably by counting them once only for any given crossing or flight.

Ideally, we would count people as they passed singly through a turn-stile. In practice we have a counting point from which the person counting draws an imaginary line either across the whole area that people may cross, or up to the point where another counter takes over. This imaginary line is called the counting line.



At some sites, because there is more than one entrance or exit route, it is necessary to have separate counting points.





Thus at every site the counting lines should be established where:

- all passengers cross once only;
- there is a clear sightline for counting and for identifying selected passengers;
- selected passengers can be contacted immediately.

The ideal conditions are never fulfilled but some weaknesses can be counteracted:

- if passengers recrossing the line can be identified they are not counted.
- at airports (where recrossing is common and difficult to keep track of) a selected passenger is asked if it is the first time s/he has entered the lounge that day and only interviewed if it is.
- if passengers cannot all be seen from one counting point a second one is used (see diagram above).

### Bias



In principle it is extremely important to keep the count as accurate as possible and to obtain the maximum response rate. Non-response means fewer interviews and this in itself reduces the reliability of results, but inaccurate counting and high non-response may lead to bias, i.e. a consistent under-representation of particular sections of the travelling public.



Refer to Section 6 on how to enhance IPS response rates.

### Practicalities of counting

- Once a counting line is established, count passengers as they cross it, not before or afterwards, otherwise the count is likely to be inaccurate. In particular, do not anticipate someone crossing your line - they may change their mind and your count is then immediately wrong.
- Watch the line all the time; do not turn away to answer queries, look at a questionnaire etc. If you are approached by a member of the public for information simply apologise and direct them to a colleague who is not counting.
- Do not count passengers crossing in the 'wrong' direction or passengers crossing the line for a second or subsequent time. However it is better to include someone in a count if

you are uncertain whether they are a recross even if it means that a contact turns out to be ineligible.

- Do not count staff who are obviously on duty, e.g. airline staff in uniform, immigration or security staff, and cleaners, as they are ineligible for interview. Note that at some sites, uniformed staff such as airline crew pass the counting line and could be eligible for interview. They would be eligible if, for example, they are located in the wrong place and need to travel to take up their duties. This is also known as 'positioning' or 'deadheading'. If in doubt, confirm eligibility or otherwise with your TL or count them.
- There may be times when, owing to a particular flood of passengers, you just cannot keep an accurate count. Do not panic if this happens but keep counting as best you can. Inform your TL at the next convenient point that the count may have gone slightly adrift.

### **Airports and quayside foot**

- Wherever possible a member of the team should count for a period of 15-20 minutes. This is preferable to a handover every 10th/20th/50th passenger since the risk of missing passengers is always greatest at handover and recrosses are more likely to be recognised with longer counting spells by one person.
- As the next selection number is approaching ensure that the next interviewer is alerted and count aloud to help them identify the contact.
- Great care must be taken during the handover to ensure that no one is double counted and no one is missed.

### **Sweeping**

'Sweeping' is a method of sampling being used on Dover crossings. Once a boat leaves port, interviewers walk through on a defined route counting and sampling every nth passenger. When a contact is identified, an interviewer conducts the interview and rejoins the rest of the team until the next contact is identified. This approach therefore,

- avoids the situations where no interviews can be conducted due to interviewers not being able to get onto the boat before the passengers.
- removes issues associated with missing passengers entering through an 'unmanned' entrance.
- does not require writing down detailed descriptions of passengers quickly, and the possibility that the passenger can't be identified or found during the voyage.

### **How to conduct an effective sweep**

Interviewers start at right hand side of the lounge at the front of the ship on the lower lounge and sample passengers. This starts as soon as passengers have settled into their seats (approx 10 minutes into the sailing) and a figure has been collected from the purser so that the correct sampling interval can be implemented.

The team will sweep to the front of the boat and then move down the left side, contacting every 10th passenger on loads less than 1,000, every 20th passenger on loads above 2,000, or every 40th passenger on loads above 2,000.

Every passenger is liable for contact whom they pass including passengers walking towards the sweep. Passengers passing from behind the team will be considered ineligible as they are emerging from an area of the vessel that has been swept. Because boats are divided into sub sections, it is believed that the distance passengers will move will be limited.

How to sweep people in the shop and restaurant will be defined on an individual boat basis in light of the boat design. However, the lorry's drivers' lounge must also be included.

### **Quayside sampling**

Sampling respondents on quayside shifts involves counting the number of people in the vehicles that are arriving (or departing) the port. As each port is different in how this works effectively, different sites may have slightly different 'localised instructions'.

 The following applies to all ports:

- All interviewers must wear high visibility jackets/vests and safety shoes.
- Most vehicles will be prepared to stop for anyone wearing high visibility clothing. However take care not to cause any accidents that may endanger yourself or others. Do not attempt to stop a fast moving vehicle.
- Always be mindful of vehicles accessing or leaving the ports i.e. all moving traffic.
- Do not walk in between the front of one vehicle and the rear of the one in front – always walk alongside the car lanes and use the pedestrian lanes whenever possible for waiting and counting passengers.
- When walking to the terminal or to collect passes for a restricted zone – use the authorised walking route at all times
- Temporary passes to any restricted zone are arranged by the TL and they must all be returned to the security base

Your TL should collect the expected number of vehicles/passengers (including the number of coaches) from the information desk in the terminal building. This will help to organise how the shift will be run.

For departures, vehicles are lined up before the ferry starts to load them. There may be vehicles present when the shift starts, in which case, start at the beginning of the first line. Knowledge of the port may be able to help you know whether the first line is to the right or to the left. Alternatively, watch to see which line new vehicles are joining. Starting this way should help response as these vehicles will be loaded first.

When counting passengers in vehicles, **COUNT LEFT TO RIGHT, FRONT TO BACK, WHEN THE CAR IS FACING YOU.**

There may be problems with some passengers leaving their vehicle to go to a terminal building. For these empty vehicles, try and take note when the passengers reappear and add them to the count at that point. It may be that some of the passengers remain in the vehicle; these can be asked the total number of passengers so that you can continue

counting. For these cases, you may be able to continue interviewing, depending on the passenger selected. Once all the passengers in the stationary vehicles are counted, you can start to count them as they arrive.

Coaches will usually be in a separate line to cars and vans. Ask the coach driver if you can interview the passengers; do not assume this permission will be given every time without some tact on your part. Use a separate clicker when sampling coaches as this will be done at the same time as the other count is being taken.

Count the passengers systematically, including the driver, from left to right as you walk down the coach and interview the selected respondent as usual. You need to be particularly careful to ensure that respondent answers are not overheard. (They may have paid less than others, may not want to let others know any details etc).

Lorries with drivers (and possibly passengers) may also be present for you to interview. Again, these will need a separate count. Ask these respondents about any diesel purchases.

Once the ferry starts loading, you may have to stop interviewing. At this stage continue to count any new vehicles as they arrive, but add these as non contacts.

Arrivals can be more difficult as the vehicles are likely to be travelling more quickly as they do not always have to go through any type of customs before leaving the port. Care must be taken when stopping these vehicles. There is usually an area available where you can pull these vehicles out of the line. This area may have a limit on space and hence the number of vehicles you can pull over at one time. If this is the case and you are unable to contact one or more passengers, these must be coded as a non-contact.

Count the passengers in the vehicles in the same way as on departures i.e., counting left to right; front and then the back of the vehicle. Coaches and lorries are not stopped on arrivals (and are not usually in the same queue to disembark).

## Identification of selected passengers

- When the count reaches the next selection number, the Counter needs to identify the selected passenger to the next available interviewer.



Interviewers **SHOULD NOT SUBSTITUTE THE SELECTED PASSENGER**. This will cause bias and should not be done **under any circumstances**. Also be careful to pick the correct respondent when the selected person is part of a family or other group. In particular do not substitute an adult for a young child or vice versa; young children are as important as adults.

- The interviewer should be standing beside the Counter and watching the line with him/her so that they can jointly identify the next contact.
- There is no point in taking a strict count and selecting passengers at a pre-set interval if the selected people cannot then be identified for interview.

- Look for something distinctive about the person. "A man in denims" or "the child in the navy anorak" is unlikely to identify a person uniquely if there are several men in denims or there is a party of schoolchildren.
- At some sites if an interviewer is not available to carry out the interview at the time it may be possible to write a description of the contact so that the contact can be interviewed once an interviewer does become available. This is particularly the case when the counting line is in or adjacent to the baggage collection.
- When identifying the contact to an interviewer do not shout out anything that may be embarrassing and may cause a respondent to refuse. The identification process should be clear but unobtrusive.

### **Recording clicks**

Click sheets are no longer provided. On air routes, only the total number of clicks is required. If there is more than one clicker as a result of having more than one counting line, the combined total number of clicks should be recorded within the appropriate box on the shift return sheet.

On sea routes, there is a separate grid on the sea shift return sheet to collect click information for each crossing.

### **Identification of type of interview to carry out**

Once the Counter has identified a contact, interviewers need to determine the type of interview to conduct. To do this effectively, interviewers (where applicable) will receive a sub-sample sheet.

## 5. Sub sample sheets

Sub sample sheets have been redesigned as a result of introducing digitised technology. An example of a digitised sub-sample sheet is shown on the next page (Diagram 4.1). The type of sheet will vary from site to site and shift to shift in order to achieve the right contact rate for the site, to cope with the flow of traffic and also to achieve the desired number of contacts. It may sometimes vary from interviewer to interviewer within a shift in order to remove any potential bias there may be in selecting a sample.

They are **only used**

- at most airports and
- on all Eurostar and tourist Eurotunnel routes

They are **not used**

- at airports where every contact is a travel and tourism contact,
- on any of the sea routes and
- on the tunnel freight shifts.

### Completion of sheet

Tick the start box. Enter the date in the relevant box using ddmmyyyy; Page number; Port Code (for the site you are working at); Auth No and Interviewer's Name.

**Remember that this is a digitised sheet and similar rules to those for the main questionnaires apply. Make sure you do not write anything in the boxes other than a tick or a required number.**



Refer to Section 8 for details in using digitised technology.

If you are on the first sheet of the shift, you are now ready to begin interviewing. If you are on a second or subsequent sheet make sure you carry forward a running total of contacts from the previous page.

When you approach a contact you will need to be aware of what you are going to ask him/her. Your sub-sample sheet will identify this.

- If the line is shaded, simply tick the 'X' and carry out a full travel and tourism interview (i.e. the main questionnaire).
- If the line is not shaded, you only do a full interview (including a migration trailer) if the respondent is a medium or long stay visitor (more than 3 months, but less than 12) or if they are a migrant (12 months or more). Use the questions on the sub sample sheet to determine these respondents (nationality, residence, and, if necessary, intended length of stay). If these three questions identify that the contact is a migrant, carry out a full interview, transferring the answer to these three questions to the main questionnaire and complete the rest of the interview including the migrant trailer as appropriate.

Diagram 4.1: Departures Sub-sample Sheet

TICK HERE TO START

**DEPARTURES 1 in 3 (1)**

Date 21 10 2011

1 Page number

| S<br>c<br>h<br>e<br>d<br>u<br>l<br>e | I<br>n<br>t<br>e<br>r<br>v<br>i<br>e<br>w<br>e<br>e | Q1 What nationality passport do you hold? |    |   |       | Q2 In which countries have you been living / working/studying for the last 12 months?<br><small>If 2 or more countries ask Q35-4 on Card A</small> |       | if UK resident:<br>Q3 How long do you intend to be away from the UK?<br><small>under 3 months: CHECK if possibly 3 months or more</small> |     | NON-RESPONSE<br><br>TYPE |     |  |  |  |
|--------------------------------------|---|---|----|---|-------|--|-------|---|-----|--------------------------|-----|--|--|--|
|                                      |   | UK  | EU | F | Other | UK   | Other | UK  | For |                          |     |  |  |  |
| COUNTS FROM PREVIOUS PAGE(S)         |   |   |    |   |       |  |       |   |     | UK                       | For |  |  |  |
| X1                                   |   |   |    |   |       |  |       |   |     |                          |     |  |  |  |
|                                      | I   | UK  | EU | F | UK    | F  | 2w    | M   | M   | N                        | R   |  |  |  |
|                                      | I   | UK  | EU | F | UK    | F  | 3d    | M   | M   | N                        | R   |  |  |  |
| X2                                   |   |   |    |   |       |  |       |   |     |                          |     |  |  |  |
|                                      | I   | UK  | EU | F | UK    | F  |       | M   | M   | N                        | R   |  |  |  |
|                                      | I   | UK  | EU | F | UK    | F  |       | M   | M   | N                        | R   |  |  |  |
| X3                                   |   |   |    |   |       |  |       |   |     |                          |     |  |  |  |
|                                      | I   | UK  | EU | F | UK    | F  |       | M   | M   | N                        | R   |  |  |  |
|                                      | I   | UK  | EU | F | UK    | F  |       | M   | M   | N                        | R   |  |  |  |
| X4                                   |   |   |    |   |       |  |       |   |     |                          |     |  |  |  |
| M                                    | I   | UK  | EU | F | UK    | F  | 18m   | M   |     | N                        | R   |  |  |  |
|                                      | I   | UK  | EU | F | UK    | F  | 2w    | M   | M   | N                        | R   |  |  |  |
| X5                                   |   |   |    |   |       |  |       |   |     |                          |     |  |  |  |
|                                      |   | UK  | EU | F | UK    | F  |       | M   | M   | N                        | R   |  |  |  |
|                                      | I   | UK  | EU | F | UK    | F  |       | M   | M   | N                        | R   |  |  |  |
| X6                                   |   |   |    |   |       |  |       |   |     |                          |     |  |  |  |
|                                      | I   | UK  | EU | F | UK    | F  |       | M   | M   | N                        | R   |  |  |  |
|                                      | I   | UK  | EU | F | UK    | F  |       | M   | M   | N                        | R   |  |  |  |
| X7                                   |   |   |    |   |       |  |       |   |     |                          |     |  |  |  |
|                                      | I   | UK  | EU | F | UK    | F  |       | M   | M   | N                        | R   |  |  |  |

Port Code 141

Auth No 1864

Interviewer's Name P Jones

TICK HERE TO SEND

Page Totals

|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| 8 | 1 | 2 | 4 | 3 | 4 | 5 |
|---|---|---|---|---|---|---|

Running Totals

|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|

Sheet A 1 of 3

Looking at the example provided at Diagram 4.1, the first contact would be a travel and tourism interview with only the 'X' ticked and a questionnaire is then fully completed. In the second and third lines the answers to the three questions are recorded and, as the contacts in this example are not identified as 'migrants', a questionnaire is not required.

So that you are able to cross-check the number of interviews completed, if one of your 'migrant' contacts is a migrant and a questionnaire has been completed, enter an 'M' in column 1. The total at the foot of column 1 will therefore be the total number of Xs and Ms. (in this case 7 + 1 i.e. 8).

### Completion of sheet for 'migrant' contact respondents

- Question 1: Nationality. Tick UK for a UK national, tick EU for someone who is not a UK national but is a national of the EU; tick F for any other nationality.
- Question 2: Country of residence. If Q2 establishes **residence** immediately, tick UK for a resident of the UK, and F for any other resident. Remember that if you interview a respondent who has lived in more than one country in the last 12 months you may need to ask the other questions from the main questionnaire to identify their country of residence.
- Question 3: Length of stay. For arrivals, you need to establish how long the contact intends to stay in the UK and for departures how long they intend to be away from the UK. If 3 months or more (or possibly 3 months or more) tick M under UK if a UK national, or M under For(reign) if an EU or other Foreign national. Write 'M' in the first column.



Refer to the card you have been given for a list of countries in the EU and for further guidance in completing these questions.

### Completion of sheets for Non-respondents & Ineligibles

The following instructions refer to respondents you cannot contact or refuse to answer any questions.

- Travel and tourism contact (shaded lines):

These respondents require a schedule to be completed regardless of the outcome. Tick 'X' on the sub-sample sheet and complete the questionnaire as required. You only need to fill in the shift details, response and your information for these cases. (Questionnaire number, site code and whether it is an AM, PM or night shift, Q220, date of interview and interviewer details on page 4).

- Migrant contact (non-shaded lines):

For any non-responding migrant contact all information is entered on the sub-sample sheets. If the contact is ineligible, ring 'I' in the first column, no other information is required. If the contact is a non-contact (i.e. mobile phone, cannot catch, etc) ring 'N' under 'Type'. If the contact refuses, ring 'R' under type.

Once the sub-sample sheet has been completed (usually, after 20 respondents), add up all the rows where the filter questions have applied.

There are also running totals so that the totals from one page can be carried forward to the following page, making addition to the final totals easier.

- The sum of the columns under Q1 = the sum of the columns under Q2. In the example  $2+4+3$  for Nationality =  $9 = 4 + 5$  for residence.
- Column 1 + column 2 + the sum of the columns under Q1 + the sum of the columns under Type – the number of ‘migrant’ contact full interviews = the total number of contacts for the page (if the page is full this will be 20) Again for the example,  $8 + 1 + 9$  (Q1) + 3 (Type non-response) – 1 (Migrant) = 20.

Ensure that the page numbers have been completed.

Team leaders are responsible for checking the interviewers’ totals on any filter sheets that were not checked during the shift.

### **Transit shifts at Heathrow**

Different sub sample sheets are required for transit shifts at Heathrow as the IPS needs to collect extra information relating to the terminal being used for these respondents. The survey data is weighted up to the traffic arriving or departing from each terminal. For shifts carried out at each of the terminals, this can easily be done since it is obvious which terminal is being used. However on transit shifts, we do not know which terminal to use. In order to weight the survey data accurately we need to know which terminal a transit passenger has arrived in the UK or will depart from the UK. The terminal of arrival or departure is required even from migrant contacts (though they may not be eligible for a full interview), to weight the data more accurately.

For any cases where the terminal is unknown, please code to the previous case in the same way that we do for full interviews: this includes coding this field for non-responders. In theory these people will be coded to terminals in the same proportions to those you do collect this information for. A completed version of a Transit Sub-sampling Sheet is shown in Diagram 4.2.

The sheets are completed in the same way as the completion of the sub-sample sheets described in the preceding pages. The additional information about which terminal the passenger is coming from or going to is collected in the final columns of the sheet. For responders you will be able to ask and record the terminal the passenger has arrived at (or will depart from). For non-responders (coded N or R under Type) code the terminal according to where the previous migrant contact had arrived (or will depart from).

In addition to the checks that are normally used for the sub-sample sheet, the following can be applied:

- the total of the columns under LHR TRANSITS ONLY will also equal the sum of the columns under Q1 + the sum of the columns under Type.

Diagram 4.2: Transit Departures Sub-sample Sheet

**DEPARTURES 1 in 2 (1)**

Date: 12 09 2011

Page number: 1

TICK HERE TO START

Port Code: 160

Auth No: 1478

Interviewer's Name: A. SMITH

TICK HERE TO SEND

| Schedule                     | Ineligible | Q1 What nationality passport do you hold? |    |   | Q2 In which countries have you been living /working/ studying for the last 12 months?<br><small>If 2 or more countries ask Q3&amp;4 on Card A</small> |   | If UK resident: Q3 How long do you intend to be away from the UK?<br><small>under 3 months: CHECK if possibly 3 months or more</small> |                  | NON-RESPONSE<br><br>TYPE | LHR TRANSITS ONLY<br><br>Code depart terminal |     |    |    |   |   |  |  |  |
|------------------------------|------------|---|----|---|---|---|--|------------------|--------------------------|---|-----|----|----|---|---|--|--|--|
|                              |            | UK  | EU | F | UK  | F | under 3 months   | 3 months or more |                          | T1  | T3  | T4 | T6 |   |   |  |  |  |
| COUNTS FROM PREVIOUS PAGE(S) |            |   |    |   |   |   |  |                  |                          | UK  | For |    |    |   |   |  |  |  |
| X1                           |            |   |    |   |   |   |  |                  |                          |   |     |    |    |   |   |  |  |  |
|                              | ✓          | UK  | EU | F | UK  | F |  | M                | M                        | N   | R   | 1  | 3  | 4 | 5 |  |  |  |
| X2                           |            |   |    |   |   |   |  |                  |                          |   |     |    |    |   |   |  |  |  |
|                              | I          | UK  | EU | F | UK  | F | 2w   | M                | M                        | N   | R   | ✓  | 3  | 4 | 5 |  |  |  |
| X3                           |            |   |    |   |   |   |  |                  |                          |   |     |    |    |   |   |  |  |  |
|                              | I          | UK  | EU | F | UK  | F | 10d  | M                | M                        | N   | R   | ✓  | 3  | 4 | 5 |  |  |  |
| X4                           |            |   |    |   |   |   |  |                  |                          |   |     |    |    |   |   |  |  |  |
| M                            | I          | UK  | EU | F | UK  | F | 2yr  | ✓                | M                        | N   | R   | 1  | ✓  | 4 | 5 |  |  |  |
| X5                           |            |   |    |   |   |   |  |                  |                          |   |     |    |    |   |   |  |  |  |
|                              | I          | UK  | EU | F | UK  | F |  | M                | M                        | ✓   | R   | 1  | ✓  | 4 | 5 |  |  |  |
| X6                           |            |   |    |   |   |   |  |                  |                          |   |     |    |    |   |   |  |  |  |
|                              | ✓          | UK  | EU | F | UK  | F |  | M                | M                        | N   | R   | 1  | 3  | 4 | 5 |  |  |  |
| X7                           |            |   |    |   |   |   |  |                  |                          |   |     |    |    |   |   |  |  |  |
|                              | I          | UK  | EU | ✓ | UK  | ✓ |  | M                | M                        | N   | R   | 1  | ✓  | 4 | 5 |  |  |  |
| X8                           |            |   |    |   |   |   |  |                  |                          |   |     |    |    |   |   |  |  |  |
|                              | I          | UK  | EU | F | UK  | F |  | M                | M                        | N   | ✓   | 1  | ✓  | 4 | 5 |  |  |  |
| X9                           |            |   |    |   |   |   |  |                  |                          |   |     |    |    |   |   |  |  |  |
|                              | ✓          | UK  | EU | F | UK  | F |  | M                | M                        | N   | R   | 1  | 3  | 4 | 5 |  |  |  |
| X10                          |            |   |    |   |   |   |  |                  |                          |   |     |    |    |   |   |  |  |  |
|                              | ✓          | UK  | EU | F | UK  | F |  | M                | M                        | N   | R   | 1  | 3  | 4 | 5 |  |  |  |
| ← Page Totals →              |            |   |    |   |   |   |  |                  |                          | UK  | For |    |    |   |   |  |  |  |
| ← Running Totals →           |            |   |    |   |   |   |  |                  |                          | UK  | For |    |    |   |   |  |  |  |

11 4 3 1 3 1

1 1 2 4

Sheet A 1 of 2



Examples of practices that must be avoided.

|    |   |    |    |   |    |   |   |   |   |   |
|----|---|----|----|---|----|---|---|---|---|---|
| X1 |   |    |    |   |    |   |   |   |   |   |
|    | 1 | UK | EU | F | UK | F | M | M | N | R |
|    | 1 | UK | EU | F | UK | F | M | M | N | R |
| X2 |   |    |    |   |    |   |   |   |   |   |
|    | 1 | UK | EU | F | UK | F | M | M | N | R |
|    | 1 | UK | EU | F | UK | F | M | M | N | R |

- Ticks are too big and have entered into other boxes which distort the data.
- Lines have been drawn through digitised boxes, causing unnecessary data to be collected where there should be none. **Leave the box blank.**

|                    |    |   |   |   |   |   |    |     |   |  |
|--------------------|----|---|---|---|---|---|----|-----|---|--|
| 7                  | 11 | - | 1 | 1 | - | 2 | UK | For |   |  |
| ← Running Totals → |    |   |   |   |   |   | UK | For |   |  |
| 14                 | 20 | - | 2 | 4 | 1 | 5 | UK | For | 1 |  |

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 Remember, any dot, dash or stroke in a digitised box will be interpreted by the technology as data.

### The shift return sheet

Digitised shift return sheets are being used as part of the proposed switch to digital pen technology. The air and tunnel shift return sheet is slightly different from the sea version.

 TLs must ensure that all columns are completed.

While the CADI system is still being used TLs must also ensure that information on the shift return sheet is entered on the shift return block of the CADI program in order that all checks can be applied.

 Section 5 has details on CADI instructions.

A digitised shift return sheet for **air and tunnel** is shown below (Diagram 4.3).

**Diagram 4.3: Shift return – Air & Tunnel**

IPS AIR & TUNNEL SHIFT RETURN

Date:

Shift no:

Portcode:

Port Name:

Delv pen (verify to send)

Number of slots:

Number of schedules:

Comments:

Auth no:

TL name:

| STEWART | Name | Auth No | Start time | End time | My filter (not response) |        | Total schedules |    |
|---------|------|---------|------------|----------|--------------------------|--------|-----------------|----|
|         |      |         |            |          | Non-Contact              | Retard |                 |    |
| 1       | ABC  | 7777    | 1330       | 2130     |                          |        | 26              |    |
| 2       | DEF  | 6666    | 1340       | 2115     |                          | 1      | 20              |    |
| 3       | GHI  | 5555    | 1345       | 2115     |                          |        | 20              |    |
| 4       | JKL  | 4444    | 1350       | 2115     |                          |        | 19              |    |
| 5       |      |         |            |          |                          |        |                 |    |
| 6       |      |         |            |          |                          |        |                 |    |
| 7       |      |         |            |          |                          |        |                 |    |
| 8       |      |         |            |          |                          |        |                 |    |
| 9       |      |         |            |          |                          |        |                 |    |
| 10      |      |         |            |          |                          |        |                 |    |
| 11      |      |         |            |          |                          |        |                 |    |
| 12      |      |         |            |          |                          |        |                 |    |
| Totals  |      |         |            |          |                          |        | 1               | 85 |

Tick to complete shift then tick send bar

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On **sea routes** there is no sub-sampling and therefore all the non-response information, apart from clicks, is recorded on the questionnaires. There is a separate grid on the sea shift return to collect click information for each crossing (see Diagram 4.4).

### Diagram 4.4: Shift return – Sea

**IPS SEA SHIFT RETURN**

Date:  Shift no:  Portcode:  Port Name:  **Dab pen firmly to send**

Auth no:  Number of schedules:  Comments:

TL name:

| Interviewer |         |            |    |          |    |
|-------------|---------|------------|----|----------|----|
| Name        | Auth No | Start time |    | End time |    |
| 1 BN OTHER  | 3456    | 14         | 15 | 23       | 30 |
| 2 R SAIL    | 4568    | 14         | 30 | 23       | 15 |
| 3 B SHIP    | 4569    | 14         | 30 | 23       | 15 |
| 4 C CANOE   | 5432    | 14         | 30 | 23       | 15 |
| 5 D SINK    | 5431    | 14         | 30 | 23       | 15 |
| 6           |         |            |    |          |    |
| 7           |         |            |    |          |    |
| 8           |         |            |    |          |    |
| 9           |         |            |    |          |    |
| 10          |         |            |    |          |    |
| 11          |         |            |    |          |    |
| 12          |         |            |    |          |    |

| Clicks      |                   |              |
|-------------|-------------------|--------------|
| Port /Route | Crossing /Shuttle | Total Clicks |
| 611         | First Departures  | 7            |
|             | First Arrivals    |              |
|             | Second Departures |              |
|             | Second Arrivals   |              |
|             | Third Departures  |              |
|             | Third Arrivals    |              |
|             | Fourth Departures |              |
|             | Fourth Arrivals   |              |

Tick to complete shift then tick send box

## 6. Eligibility of passengers

### Airports

Eligible passengers are those who arrive or depart on international flights and who pass through immigration checks (carried out by the UKBA) at the airport where the shift is taking place. The following describe in detail those who should or should not be included.

At all airports the following are **ineligible**:

#### **1/ Passengers and crew on Ministry of Defence charters or flights**

Passengers from any aircraft which has been chartered by the Ministry of Defence or foreign equivalent for the purpose of transporting military personnel and their families are not eligible for interview. Anyone travelling on a military flight (for example, the Queen's flight), is also ineligible. Military flights are unpredictable and therefore difficult to sample representatively within the IPS sample and passengers from such flights do not always pass through immigration.

(Note: Any private body such as the Women's Voluntary Services (WVS) or any other social and welfare organisation, chartering an aircraft, even for the use of military personnel or their families, would not be considered to be operating a "military charter" and passengers would be eligible for interview).

#### **2/ Passengers and crew on domestic flights**

Passengers arriving or departing on flights which terminate or originate from Northern Ireland or any airport within the British Isles are not eligible for interview and should, where possible, be excluded from the count. Note that routes to and from the Channel Islands and the Isle of Man are classed as international routes.

#### **3/ Passengers who have travelled from one UK airport to another via a foreign country**

If, for example, a passenger interviewed at Glasgow airport stated that she had travelled from Southampton to Glasgow via Amsterdam. In such cases interviewers should establish whether the contact went landside in Amsterdam. If she did then the interview is eligible. The journey should be treated as two trips: if interviewed on departure at Southampton the contact would be on a single-leg trip to Amsterdam. Interviewed on arrival at Glasgow, the contact is on a single-leg trip from Amsterdam. If the contact has not gone landside in Amsterdam, the interview is ineligible.

**4/ Employees on duty** including airline ground staff, airline crews and Sky Marshals working on the arriving/departing plane. Where possible they should be excluded from the count.

#### **5/ Recrosses**

Passengers who have already crossed the counting line on the sample day even if it was before the shift began are classed as a recross. Someone who is a recross is not eligible for interview. There are some exceptions to this - see page 26. If in doubt whether a person is a recross count them.

## 6/ Airside interliners

An airside interliner is a transit passenger who has not been through immigration (at most airports they cannot have access to the places which would lead to them crossing the line).

### Cancelled flights at airports

#### Departures:

**Main rule:** Passengers interviewed going through departures to catch a flight which is subsequently cancelled should be made ineligible. Those passengers would become eligible if they rebook on another flight and go through departures for a second time (even if they are technically a recross).

Examples and exceptions:

- If a flight is cancelled and the TL is able to find out from desk staff that all the passengers have been rebooked **airside** onto another flight (i.e. they would not come through the IPS line again), leave the interviews as eligible. Do not change the flight information provided the flight leaves from the same terminal.
- If the flight is cancelled and the TL finds out that all the passengers have been rebooked airside onto another flight leaving from a different terminal then leave the contacts eligible, but change the Terminal information. (An example of this was a cancelled Virgin flight where passengers were moved airside from Heathrow T3 to T5 and rebooked onto a BA flight).
- If a flight is cancelled and you find out that some of the passengers are rebooked onto another flight but it is not clear what the other passengers will do - follow the main rule above and make all the passengers on the flight ineligible. The biggest concern here is the potential for double counting in these circumstances.
- If you are unable to ascertain what has happened to the passengers on the flight, follow the main rule above and make all the passengers on the flight ineligible.

### Delayed flights at airports

#### Arrivals

Passengers who come through arrivals because their flight is delayed (e.g. to have a meal or to stay overnight in an airport hotel) should be made:

- INELIGIBLE if their journey started in the UK.
- INELIGIBLE if they joined the flight abroad and expect to depart later on the same day and on the same flight number. (They are ineligible because the CAA treats them neither as airside interliners, nor as arrivals or departures so they do not appear in the passenger totals to which IPS contact numbers are grossed up).
- ELIGIBLE if they joined the flight abroad and expect to depart either on the next day or on a different flight number.

## Departures

Passengers going through departures (for flights which have been, or will be, delayed) should be made:-

- INELIGIBLE if their flight is subsequently delayed until around midnight or they are travelling on a flight scheduled to take-off around midnight. This only applies to Gatwick, Heathrow, Luton, Manchester and Stansted airports. (It is not applicable at other airports where a passenger delayed until after midnight remains eligible for interview).

The 'midnight rule' is particularly important because we need to ensure that the IPS sample excludes out of hours passenger numbers which we collect from CAA. However each site works to a different end time which also varies each quarter. Sometimes TLs also extend the shift end time, if needed (for example, interviewers are told that 21:30 is the end time at T1 but if needed the TL will extend the shift to 22:00). The next table shows the official shift end times for pm departure shifts.

| Official shift end times for pm departure shifts |      |      |      |      |
|--|------|------|------|------|
|  | Q1   | Q2   | Q3   | Q4   |
| LHR1   | 2145 | 2145 | 2130 | 2200 |
| LHR3   | 2200 | 2200 | 2230 | 2200 |
| LHR4   | 2200 | 2200 | 2145 | 2215 |
| LHR5   | 2145 | 2130 | 2100 | 2145 |
| LHR transits                                     | 2100 | 2100 | 2100 | 2100 |
| LHR T5 transits                                  | 2100 | 2100 | 2100 | 2145 |
| Gatwick North                                    | 2100 | 2100 | 2230 | 2145 |
| Gatwick South                                    | 2100 | 2100 | 2230 | 2130 |
| Manchester 1                                     | 2230 | 2230 | 2130 | 2130 |
| Manchester 2                                     | 2030 | 2200 | 2130 | 2130 |
| Manchester 3                                     | 2000 | 2000 | 2000 | 1930 |
| Stansted   | 2130 | 2130 | 2230 | 2130 |
| Luton  | 2100 | 2200 | 2200 | 2200 |

TLs will need to determine the cut-off time for the site by applying the following minutes:

| Terminal             | Minutes |
|----------------------|---------|
| Heathrow terminals   | 90      |
| Manchester terminals | 90      |
| Gatwick terminals    | 90      |
| Stansted             | 60      |
| Luton                | 105     |

 Taking Heathrow T1 as an example, we end the shift at 22:00. Passengers pass our interviewing point an average of 90 minutes before their flight leaves. **This means that a shift end time of 22:00 should ensure that we sample passengers travelling up to 23:30** (cut-off time). Passengers whose flight leaves after 23:30 should be excluded from the sample because they will be covered by the CAA out of hours passenger information.

- INELIGIBLE if they had previously gone through the UK departure control during the sampling hours on the same day (i.e. they are a recross).

- INELIGIBLE if they had first joined the flight abroad and are now departing on the same flight number on the same day as the scheduled departure (e.g. they went to get a meal). (These passengers are ineligible because the CAA treats them neither as airside interliners, nor as arrivals or departures so they do not appear in the passenger totals to which IPS contact numbers are grossed up).
- ELIGIBLE if they are now departing on a flight which had been delayed overnight.
- ELIGIBLE if they had joined a flight abroad which had been delayed in the UK and they are now departing on a different flight number.

### **Passengers given temporary admission to the UK**

Passengers admitted on a temporary basis are eligible for interview. This includes some passengers allowed to enter only for a very short period such as 24 hours and who may officially be considered as having been refused admittance by Immigration.

### **Passengers not landed by Immigration Officers**

Sometimes passengers are not immediately given entry to the country and are held by Immigration while their papers are checked to see if they can be admitted. The passengers are said not to have been landed. Although not allowed into the country they may be escorted past the counting point by an immigration officer to collect their baggage or to go to another holding area.

#### **a. Arrivals at Heathrow or Gatwick Airport**

Passengers who have not yet been landed and are being escorted by an Immigration Officer from the UKBA (usually to collect their baggage) should be treated as ineligible. They would become eligible for interview if they are subsequently allowed to land and cross the counting line at this later time (usually carrying their baggage).

#### **b. Arrivals at airports other than Heathrow or Gatwick**

Passengers detained for questioning by Immigration Officers should be counted and treated as contacts the first time they cross the counting line (even if they are being escorted by Immigration Officers). TLs should ensure that these passengers are included in the count and subsequently interviewed if they are landed (even if this may result in some increase in the non-contact rate elsewhere). If the passenger is not seen again (or cannot be interviewed), check with Immigration Officers whether s/he was landed and ascertain at least the nationality and length of stay. In these circumstances if the Immigration Officer suggested that the contact may be a migrant the schedule should be returned as a completed interview with a full note of the situation (even though you may have minimal information on country of residence or reason for visit).

#### **c. Departures (at all sites)**

The status of these passengers is usually much more evident than on Arrivals. Passengers refused admission are usually escorted through the Immigration controls to the departing craft by Security or Police Officers. These passengers are ineligible and should not be included in the count.

## **Passengers whose plane, boat or train did not reach its destination**

Sometimes planes, boats and trains return with their passengers on board to the UK, without having reached their destination, for example because of engine trouble. In cases where you can identify these contacts, they should be made ineligible on their arrival back (i.e. on arrivals) in the UK and on their subsequent departure.

### **Sea routes**

#### **1/ Crossings**

##### **Eligible**

- passengers disembarking at the ferry's destination
- stay-on-board passengers on the first leg of the round trip
- people working on board cruise ships but who are not crew and who do not usually work on board, e.g. entertainers.

##### **Ineligible**

- ship's crew and others who usually work on board, e.g. in duty free shops
- people on the return leg of a stay-on-board round trip
- people who were not given permission to land and are sent back on the boat
- recrosses.

#### **2/ Quayside**

##### **Eligible**

- passengers passing immigration to leave or enter the country
- people who have worked on the boat but are not crew and who do not usually work on board e.g. entertainers
- people escorted by Immigration Officers on Arrivals are counted when they first cross the line but only interviewed if landed (this may have to be checked with Immigration some time after the passenger is counted - see note under airports)
- people given temporary admission to the UK.

##### **Ineligible**

- ship's crew and those who usually work on board
- people being escorted back to a ferry after being refused permission to land
- recrosses
- passengers who are diverted onto a route which is not covered by the shift (e.g. passengers arriving for Speed ferries and then sent across to a ferry)
- on shifts for specified sailings, passengers boarding/leaving crossings not included in the sample (e.g. at Hull or Plymouth).

#### **3/ Freight shuttles**

**On freight shuttles** we interview lorry (freight) drivers and their passengers only. Anyone else is ineligible

## **Eurostar**

UKBA officers (immigration and customs) working on the **Eurostar** or travelling to or from work at the Terminals should be classed as ineligible.

While technically UK resident customs / immigration officers could spend some money abroad (or in the case of foreign residents, spend some money in the UK), the amounts are likely to be small. The extreme difficulty of obtaining information from these groups is recognised.



**Interviewer notes page**

## Section Five

### CADI Instructions



Until the digital pen technology is fully embraced, IPS data will still be recorded onto the Computer Assisted Data Input (CADI) program. After the proposed introduction of digital pens, the CADI will be essential as a back-up to maintain the quality of data. The following guidance shows how to input data onto CADI.

 (These instructions only cover data entry. Casebook and the laptop instructions are available from Field or by contacting the Help Desk).

All shift data should accurately be entered into the CADI program otherwise the weighting processes used to turn the survey data you have collected into data that represents the whole of the UK will be inaccurate. In addition some of the management information collected to monitor how the survey is being conducted will be incorrect. Hence, as much care is required with the completion and entry of these data as is taken with collecting the data from respondents.

#### Starting off

When you enter Casebook, the first task is to enter the Common Variables for the shift. These should be entered at the beginning of the shift by the TL. The shift details entered will then be copied through onto each of the schedules that you enter into the CADI program. There is also further information that needs to be added in this part of the CADI at the end of the shift. This includes the sub-sample sheet totals and sampling information from freight shifts run at Cheriton.

When you first start a CADI session you need to change the keyer number that has been entered into the common variables program. Highlight the “Amend common variables for this shift” option. This is always found at the top of the Shift Menu. Press enter. Highlight the ‘Keyer’ field on the second page and type your own authority number into the field. Save the form. Your keyer number will be copied onto each schedule that is entered from now on, until a new keyer number is entered. Alternatively, if you will only be entering one or two schedules you can overwrite the keyer number on each schedule as you enter it.

On sea shifts (and some air shifts) you may need to change the shift from an arrivals shift to departures shift and vice versa. Again, go back into the “Amend common variables for this shift” option and change the shift type from arrivals to departures (or vice versa). This shift type will be copied onto each schedule that you enter from then on until you change the shift type again. This is very important to do as it will affect the routing through the program. This type of change can only be done in the shift details part of the program.

Having entered the common variables you can now begin to enter each of the schedules. Highlight the “Enter new serial numbers for this shift” option and press enter. (This option always appears at the top of the Shift Menu).

## Coding frames

When you need to answer a question using a coding frame, in most cases all you need type is the first three letters of the answer you want to enter. If there is only one match for these three letters, the code and description will be entered automatically and you can move on to the next question. If there is more than one match for the first three letters nothing will be entered. Press the space bar to browse the coding frame and select the answer you wish to enter. Check that you have entered the right code by reading the description that appears on the main screen. If necessary go back into a coding frame using the space bar in a similar way. If you cannot find what you need in try typing ZZ as this will take you to the end of the coding frame where other options are available.

## Entering Don't Know: Ctrl-k (or 'dk' in a coding frame)

Please use Ctrl-k whenever you need to enter 'don't know'. Entering zeros or DK will introduce bias into the data and also adds considerably to the processing that we have to do here in the office.

If you need to enter 'don't know' for a question which uses a coding frame you will need to select the 'don't know' code from the coding frame. The 'don't know' code can always be found by typing 'dk' or 'don'.

## Entering Coding Queries

Similarly use Ctrl-r for coding queries. In the coding frames, this can usually be found by typing 'cod'. **Do not use this option if you do not have any further information as this should be coded as a DK.**

## Editing Data

If you are in the main menu where all the questionnaires are showing you can arrow down to the numbered questionnaire you want to change. Enter into the questionnaire and keep pressing enter until you reach the question that needs to be amended.

Highlight the question you want to change and type over the answer that is already there. If you want to edit a comment that you have written you can use the Insert key. Highlight the text which you want to edit, press the insert key and you will be able to edit the entry rather than typing over it.

## Exiting from a schedule: Alt-x

If you need to exit from a schedule, use Alt-x.

Using Alt-x you can exit from a schedule at *any* point. To go back into a schedule to enter more data or make a change to the data already entered, highlight the required schedule number on the Shift Menu and press enter. You can now type in the new or corrected data.

Please note that the Shift Menu can take time to update itself. If you go back into a schedule and change the response code this may not show up immediately on the shift menu. Continue to enter the next schedule and check that the change to the response has happened when you next go to the shift menu.

### **Deleting schedules**

Unfortunately we are unable to set Blaise 4 up to allow you to delete any schedules that you have entered in error. If you enter the wrong schedule number, you should enter it as a non-contact and then enter the schedule correctly under the right schedule number. If the schedule number that you entered incorrectly is not going to be used during the current shift (e.g. you have wrongly typed in 100, and you only have 90 schedules in the shift) you should ring Field before transmitting the data to tell them what has happened and include a note with the returned schedules so that the schedule can be deleted at HQ.

### **Leaving the laptop unattended**

Never leave the laptop unattended whilst entering a schedule. You must always Alt-x out to the shift menu, otherwise you may lose the data that you have already entered. To go back into the schedule you were working on highlight it on the Shift Menu and press enter. If you then press the 'end' key on the keyboard it will take you to the next question that you need to enter.

### **Problems with Blaise or Casebook**

Please keep us informed if you are having any problems with Blaise or Casebook. If something goes wrong try going back to the beginning and starting again. If this does not work speak to your site manager, or to the FEL who should be able to help you.

### **Entering data into the CADI program**

A lot of the onus of the entry of the data falls on the TL as it is her/his responsibility to finalise this element of the paperwork and entry of this into the CADI. To enable this to be done quickly and efficiently it is your responsibility as an interviewer to ensure your work is complete and accurate. Please help your TL with this. This in turn will help the survey as a whole in that the data is then far more likely to be complete and accurate.

Ideally, for simplicity, we would gather all data for keying into the Shift Details on one sheet. Unfortunately because of the quantity of data required, and that it is coming from more than one different source, this is now not possible. Added to this, the different modes of transport and methods of sampling them, and their passengers, at each of the sites requires slight variations in the data that is required. Below are examples of completed pages of the CADI shift return, and, where there are differences for the various modes of transport, the different requirements are displayed. They will be related to the various examples shown on the previous pages.

### **Air and Eurostar**

The following applies to all air and Eurostar sample procedures when sub-sampling is involved.

The data in Diagram 5.1 comes from the bottom line of running totals and relates to the three columns under Q1, the two columns under Q2, and UK/For columns under Q3. As you go through these a number of checks will be carried out to ensure that the entries are accurate.

**Diagram 5.1 Sub-sample sheet information, Page 1**

Shift details 2008  
Forms Answer Navigate Help

TOTAL COUNTS

A.N. Other  
Total schedules completed - UK

Enter a numeric value between 0 and 999

| CONTINUE      | Name       | Schedules | InEligs | NatUK | NatEU | NatFor | ResUK | ResFor | MigUK | MigFor | NatTot1    | Name2 | COM |
|---------------|------------|-----------|---------|-------|-------|--------|-------|--------|-------|--------|------------|-------|-----|
| QIntTotals[1] | A.N. Other | 3         | 6       | 1     | 2     | 5      | 4     | 1      | 1     | 11     | A.N. Other | 1     |     |
| QIntTotals[2] | Crumb      | 30        | 12      | 4     | 14    | 2      | 14    | 2      |       | 16     | Crumb      | 1     |     |
| QIntTotals[3] | Slice      | 32        | 9       | 6     | 12    | 3      | 12    | 3      |       | 15     | Slice      | 1     |     |
| QIntTotals[4] | Loaf       | 33        | 5       | 3     | 7     | 1      | 7     | 1      |       | 8      | Loaf       | 1     |     |
| QIntTotals[5] | Bread      | 31        | 10      | 6     | 1     | 9      | 6     |        |       | 17     | Bread      | 1     |     |
| QIntTotals[6] |            |           |         |       |       |        |       |        |       |        |            |       |     |
| QIntTotals[7] |            |           |         |       |       |        |       |        |       |        |            |       |     |
| QIntTotals[8] |            |           |         |       |       |        |       |        |       |        |            |       |     |

14/18 Navigate IPSDET01

**For Heathrow Transit shifts only** a screen will appear that requires information from each interviewer's sub-sample sheet and refers to the terminal of arrival (or departure) of 'migrant contacts'.

The next four screen shots are simply check pages to ensure that what has been input agrees with what is either on the paperwork, or what is being returned to HQ. Please check them carefully.

Diagram 5.2 shows the totals of 'migrant' contacts. These initially come from the sub-sample sheet (and are the total number of 'migrant' contacts the interviewer has made) but ultimately are keyed into the CADI program from the Shift Return. The total shown against each interviewer comes from the 'Total by interviewer' column. Check these agree and if they do enter 1 to move onto the next screen.

**Diagram 5.2 Interviewer totals from Shift Return**

**Shift details 2008**  
Forms Answer Navigate Help

**INDIVIDUAL INTERVIEWER TOTALS FOR SHIFT RETURNS**  
INCLUDES RESPONDING AND NON RESPONSE ON MIGRANT FILTERS PLUS ANY MIGRANTS FOUND  
THIS NUMBER SHOULD GO IN THE LAST COLUMN OF THE SHIFT RETURN SHEET

|            |    |
|------------|----|
| A N Other: | 15 |
| crumb:     | 16 |
| slice:     | 15 |
| loaf:      | 9  |
| bread:     | 16 |
| :          | :  |
| :          | :  |
| :          | :  |

Press 1 to continue

---

Enter a numeric value between 1 and 1

|           |                                |
|-----------|--------------------------------|
| IntTotals | <input type="text" value="1"/> |
| SHIFTTOT1 | <input type="text" value="1"/> |
| SHIFTTOT2 | <input type="text" value="1"/> |
| SHIFTTOT3 | <input type="text" value="1"/> |
| SHIFTTOT4 | <input type="text" value="1"/> |

16/18    Navigate    IP5DET01

Diagram 5.3 gives the totals for each of the types of nationality and residence of ‘migrant’ contacts, and nationality of migrants. These figures come from the bottom line of the Shift Return. Again if these agree, enter 1 and move onto next screen.

**Diagram 5.3 Nationality and residence of respondents, nationality of migrants**

**Shift details 2008**  
Forms Answer Navigate Help

**FOR INFORMATION**  
THESE TOTALS GO IN THE LAST LINE OF THE SHIFT RETURN

|   |                                       |                                   |
|---|---------------------------------------|-----------------------------------|
| <u>Total nationality of responders:</u> | <u>Total residence of responders:</u> | <u>Total responding migrants:</u> |
| UK 41                                   | UK 48                                 | UK 1                              |
| EU 20                                   | For 16                                | For 1                             |
| For 3                                   |                                       |                                   |

Press 1 to continue

---

Enter a numeric value between 1 and 1

|           |                                |
|-----------|--------------------------------|
| IntTotals | <input type="text" value="1"/> |
| SHIFTTOT1 | <input type="text" value="1"/> |
| SHIFTTOT2 | <input type="text" value="1"/> |
| SHIFTTOT3 | <input type="text" value="1"/> |
| SHIFTTOT4 | <input type="text" value="1"/> |

16/18    Navigate    IP5DET01

Diagram 5.4 shows the total number of clicks (split between travel and tourism and migration), the total number of other non-responders, and the total number of ineligible. The number of clicks comes from the click column on the shift return, the number of non-responders and ineligible from the last line of that return. Again enter 1 to move onto next screen if these entries are correct.

**Diagram 5.4 Number of clicks, non-responders and ineligible**

The screenshot shows a software window titled "Shift details 2008" with a menu bar containing "Forms", "Answer", "Navigate", and "Help". The main content area is divided into two sections. The top section, titled "FOR INFORMATION", displays summary statistics for clicks and non-responders. The bottom section, titled "Enter a numeric value between 1 and 1", contains a list of variables with input fields, all of which have the value "1" entered. The bottom status bar shows "16/18", "Navigate", and "IPSDETO1".

| Clicks by type:               |    |
|-------------------------------|----|
| Clicks for Travel and Tourism | 7  |
| Clicks for Migration          | 13 |

THESE TOTALS GO IN THE LAST LINE OF THE SHIFT RETURN

| Non response by type: |   |
|-----------------------|---|
| Non contact           | 0 |
| Refusal               | 2 |

Total Ineligibles: 3

Press 1 to continue

| Enter a numeric value between 1 and 1 |   |
|---------------------------------------|---|
| IntTotals                             | 1 |
| SHIFTTOT1                             | 1 |
| SHIFTTOT2                             | 1 |
| SHIFTTOT3                             | 1 |
| SHIFTTOT4                             | 1 |

16/18    Navigate    IPSDETO1

Diagram 5.5, shows the total number of contacts and interviews, and hence number of schedules being returned to HQ, there should be. The first figure should equal the bottom right hand corner total on the Shift Return. The second figure should equal the total number of schedules being returned and the total number of schedules there are being sent back to HQ. This figure will also be the sum of the number of all the interviewers' total number of schedules from their sub-sample sheets. Enter 1 when this information is correct.

**Diagram 5.5 Number of migrant contacts for full shift and Number of Schedules to be returned.**

Shift details 2008

Forms Answer Navigate Help

FOR INFORMATION

Total contacts for whole shift (OR ARRIVAL/DEPARTURES for Tunnel)  
excluding Travel and Tourism interviews but including clicks

91

Total SCHEDULES for this shift

135

Press 1 to continue

Enter a numeric value between 1 and 1

|           |   |
|-----------|---|
| IntTotals | 1 |
| SHIFTTOT1 | 1 |
| SHIFTTOT2 | 1 |
| SHIFTTOT3 | 1 |
| SHIFTTOT4 | 1 |

16/18 Navigate IPSDETO1

Before exiting the program enter the number of unkeyed schedules. This should only be something other than 0 in exceptional circumstances.

## Sea

More information is required because shifts cover more than one crossing or more than one route. Therefore the data that is keyed into the CADI program is different.

In Diagram 5.6 you are asked for the number of routes, or crossings, that are being covered. At Dover a single crossing will be entered as 1, a double crossing as 2. At a site, such as Portsmouth, if foot ferries to Caen, Cherbourg and Le Havre are being covered then the correct entry will be 3. The example shown here is for a Dover double crossing.

**Diagram 5.6 Number of crossings**

Shift details 2008  
Forms Answer Navigate Help

Number of different boats interviewed this shift  
OR Dover - number of crossings (1 for single, 2 for double)

Enter a numeric value between 1 and 5

NumRoutes

NumRoutes: 2

6/18 Navigate IP5DET01

On Dover crossings, clicks come from the discrepancy between the count from the clickers and the passenger total supplied by the purser. Record the total number of clicks for each crossing. Note that you also need to enter the timing of the crossing in terms of AM/PM/Night.

As with other shifts you are then asked for the number of unkeyed schedules. This should only be something other than 0 in exceptional circumstances. No further information is required.

### **Eurotunnel – Tourist Shuttle**

The Eurotunnel crossings use sub-sampling and in the main, include two crossings in each shift. Clicks will occur when the team of interviewers have been unable to get to the end of the train and interview all sampled passengers before disembarkation commences.

The clicks will be required for each arrival or departure crossing although the two arrival and two departure crossings can be amalgamated. The first row (of the CADI program) will contain the Travel and Tourism departure entries and the second the Migration departure entries. The third row will hold the Travel & Tourism arrival entries and the final row the Migration arrival entries.

### **Eurotunnel – Freight shuttle**

The freight shuttle is the same as the boat crossings as to what and how to record the information.

### **CADI-ing the Language Questionnaires**

Information from the language questionnaire is input in the CADI at all sites. If you enter a partial or minimum you will be asked if you obtained the response by using one of the language questionnaires and if so which language the questionnaire was in.

Where the language is in Roman alphabet you should be able to enter all of the data from the language questionnaire into the CADI. However, in order to make the questionnaire as easy as possible for respondents to answer we were unable to ask the questions in the same order as they appear in the CADI program. Please take your time and use the English template for guidance. If the language is non-Roman alphabet (e.g. Chinese or Japanese) enter as much as you can (from the tick box questions) and enter the written answers as coding queries.

#### **Nationality/Residence:**

For non – Roman alphabet languages put nationality and residence as don't know and we will look at these in the office.

For other languages, look in the coding frame to see if the answer given by the respondent is in the coding frame. If the nationality or country of residence written on the questionnaire does not appear in the coding frame please put it in as a coding query and Research will look at them. If you can translate the nationality and residence yourself (because you speak the language) then please enter the correct answer from the English version of the coding frame. However, inform Research that a country is missing so that we can include it.

#### **Airline/Airport:**

You should be able to enter most of the flight details from the information on the schedule. Using the Mayfly, the airline and airport given by the respondent and the selection time, try to find the flight number and prefix. If you know the airline but not the prefix, enter it as a coding query and we will look at it in the office. Because of the new way we enter flight prefixes into the CADI program we will have to enter the airline in the office and then overwrite the flight prefix as a don't know. You cannot overwrite the prefix field and should therefore send it in for us to do here.

**Flight only/Package:**

This information is obtained from Q5 on the language questionnaire (departures). The first box is for flight only, the second covers inclusive tours or package holidays. If there is a tick in one of the boxes, enter the relevant code, based on the above information, onto CADI. Do not code as DK. Only use DK when there is no answer.

**Reason for Visit:**

This should be straight forward. If the respondent has ticked two boxes and the interviewer has not managed to get them to select only one reason you will not be able to enter reason for visit and will have to enter the schedule as a minimum.

If the respondent has ticked the 'other' category enter the reason for visit as '09'. We will monitor the rate of '09' codes that are being input so that we can decide whether we need to translate these or consider adding some additional boxes for respondents to tick.

If the respondent has ticked the 'transit' box look at the length of stay to see whether it should be same day or overnight.

**Intended length of stay:**

Enter 'I will probably stay for less than 6 months' as 'staying less than six months', 'and 'I will probably stay for more than 12 months' as 'staying up to 2 years'. If the respondent has ticked 'leaving today' *and* 'less than 6 months' code as leaving today.

**Expenditure:**

Enter expenditure in the total expenditure field. Enter 'don't know' for all other expenditure.

**Age:**

As we do not ask any questions on the language questionnaire where it is relevant if the respondent is part of a youth party we can enter those aged '15 and under' and '16 – 24' as code '0' and '2' respectively



Section 9 provides further guidance on administering non-English speakers' questionnaires.



**Interviewer notes page**

## Section 6

### Improving IPS Response Rates



As explained further in this chapter, knowing the response rate of a survey is a useful indicator to both survey producers and data users. This section lists some measures that can be taken by field staff to enhance response rates.

#### What are response rates?

IPS response rates refer to the percentage of travellers who either give a full, partial or minimum interview. It is calculated by dividing the number of interviewed passengers by the number of eligible travellers, plus non-responders i.e. those who have refused to be interviewed or who are non-contacts and clicks.



Section 8 of the Part 2 instructions provides further explanation and guidance for coding completed, partial or minimum interviews, non-contacts and refusals.

#### Why are response rates important on the IPS?

- Since it is not feasible to interview every passenger, a high response rate is an indicator that the results are representative of all passengers.
- Question sponsors, policy makers, decision makers, analysts, journalists and other data users are more likely to accept IPS estimates if the response rate is high.
- Falling response rates indicate a risk of lower accuracy in the survey estimates.
- The reputation of the ONS is enhanced when response rates are high.

#### What factors are likely to influence IPS response rates?

IPS response rates are influenced by factors such as;

- The initial success or otherwise of interviewers in making contact and gaining co-operation.
- Availability of interviewers on a shift
- Passengers outright refusal to participate in interviews, perhaps because s/he does not want to take part in the survey or they may not have 'enjoyed' a previous IPS interviewing experience.
- Passengers being late to catch a plane or boat or in a hurry to leave the port etc
- A language difficulty.
- A well designed questionnaire.
- Port interruptions
- Changing patterns of passenger traffic.

Whereas a successful interview will yield a high response rate, a refusal or non-contact for whatever reason will lead to a fall in response rates. The diagrams on the following page show IPS response trends (full and partial response) from 2009.

Diagram 6.1 shows IPS response rates from 2009.

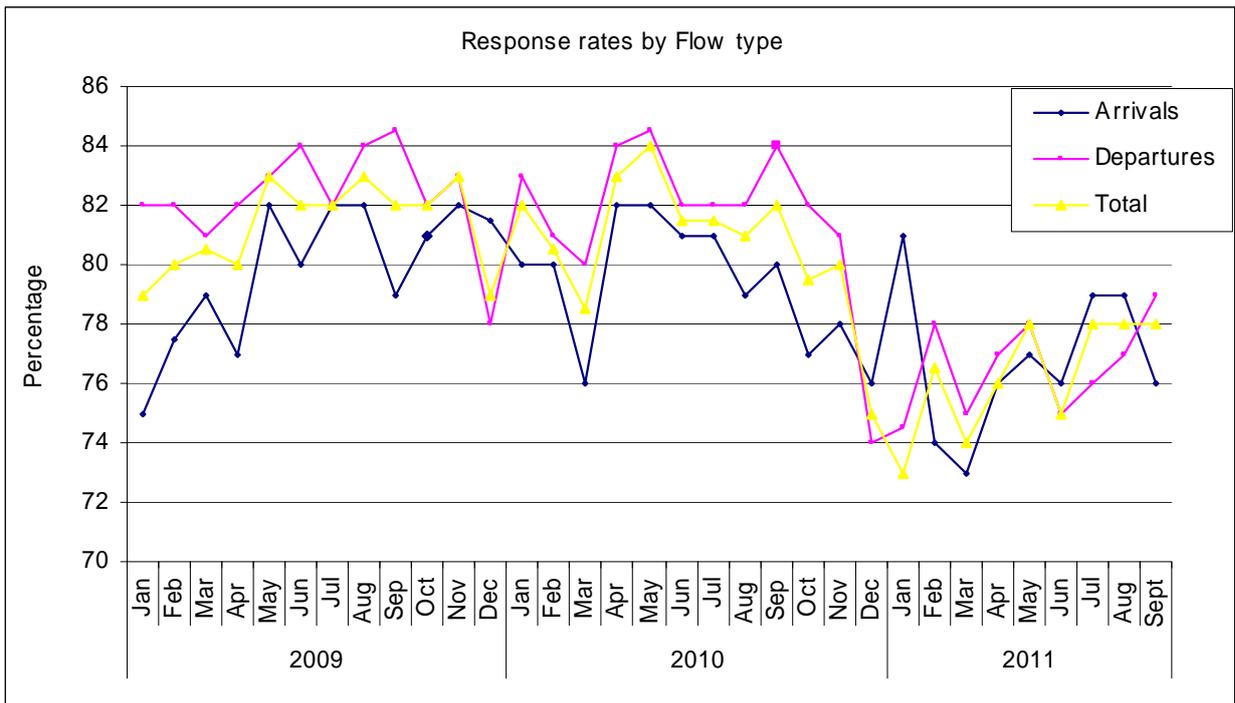
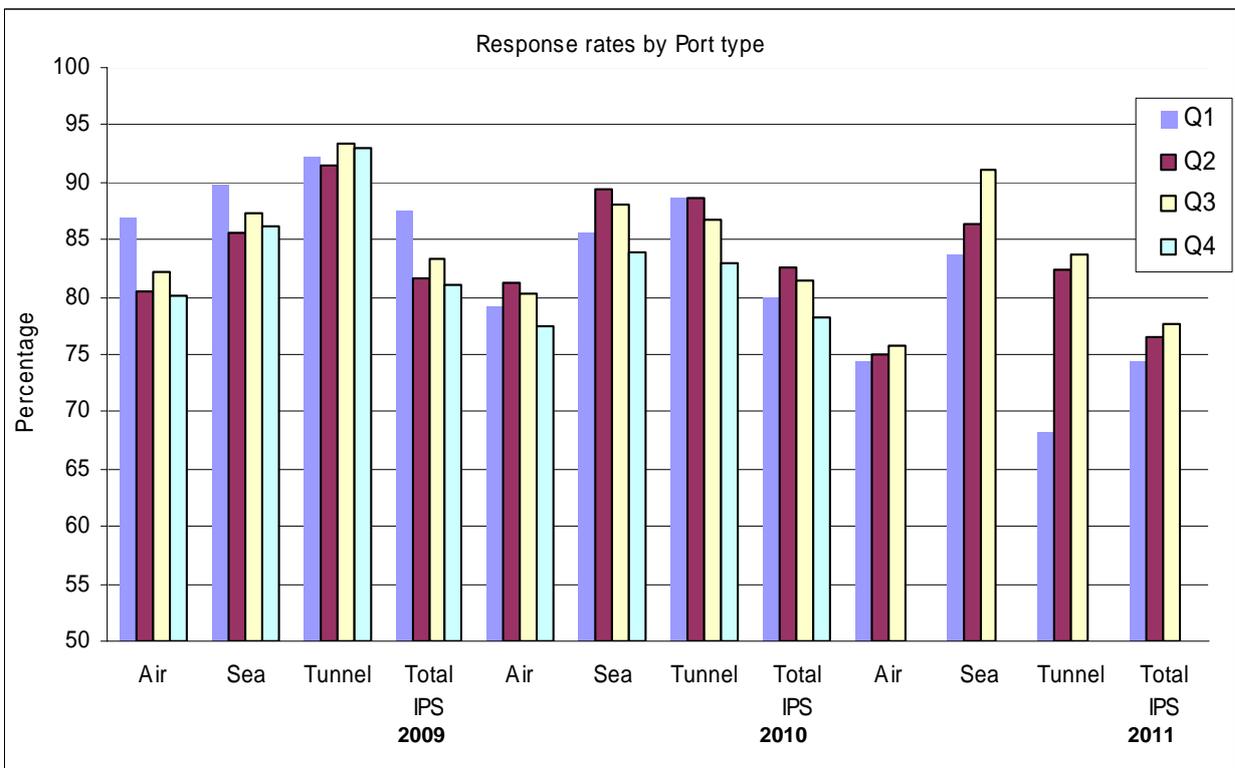


Diagram 6.2 presents quarterly response rates by port type.



### **What measures can be taken by field staff to enhance response rates?**

Response rates for each port are constantly monitored and effective training is given to field staff to ensure they are kept high. Staffing levels and the sub sampling interval are also reviewed regularly. Furthermore, new questions are pre-tested to ensure that the interview length does not reach a level which would impact on response rates. Specific measures that can be taken by field staff include the following;

- Interviewers must strictly adhere to guidance provided at Section 2 on dress code, approaching a potential contact and introducing the survey.
- Interviewers must be familiar with questions, the routings and related guidance. Familiarity ensures that interviews are not unnecessarily lengthy and flow smoothly.
- Effective supervision of the team by SMs and TLs.
- Regular site meetings to identify any training needs or to discuss site specific issues that could potentially impact negatively on response rates. Ideas that could enhance response rates should be encouraged.
- Immediately notifying HQ of any concerns.
- Sharing of best practice by SMs and T/Ls at support group meetings.
- Tea/lunch breaks must be planned in such a way that it does not impact negatively on the availability of interviewers to conduct interviews.
- Using the 'Notes' method when this is required during busy periods and then use the digital pen to fill in the full questionnaire when passenger traffic has eased. It is important to avoid an increase in clicks.



**Interviewer notes page**



## Section 7

### Digital Pens - Team Leaders' Guidance



TLs are responsible for ensuring the correct opening and closing of shifts as well as to ensure that shifts are managed efficiently, quality data is collected and all questionnaires are transmitted by interviewers before they sign off a shift. This section explains a TLs' role and responsibilities in more detail.



Guidance related to the interviewers' role is detailed at Section 8.

#### What a TL needs to bring on shift

Every TL must arrive on shift with the following:-

- shift return sheet
- questionnaires (including trailers and language questionnaire)
- a fully charged non transferable digital pen + charger
- a fully charged mobile phone (+ charger)
- a pen pairing slip
- a list of interviewers with corresponding 4-digit BT pass key (to be found on the box in which the pens were delivered). Interviewers may memorise their BT pass keys but it would be handy for TLs to have them listed on one sheet
- TL Checklist
- Interview instructions (Part 1 & 2)
- pencil / red pen



If a shift cannot be run with digital pens, data must still be collected and both FEL and your SM must be informed immediately with reasons as to why digital pens could not be used.

#### Brief overview of how the shift process works

As the TL, you will,

1. ensure that every questionnaire has a unique number and have this checked by a deputy
2. 'make the shift live' at the start of the shift
3. pair interviewer's pens to your mobile phone, if required
4. manage the data collection process including any changes from 'normal' to 'notes' method and back to the 'normal' method during the shift
5. quality check the questionnaires completed by your team
6. ensure that each interviewer clears his/her pen before they sign off
7. ensure that each interviewer signs off
8. complete the shift return sheet with all details e.g. total number of clicks and total number of schedules and close the shift.

A bit more detail on these is on the following pages.

## On arrival to site

### Activating PenPusher

1. Switch phone on and scroll to the PenPusher symbol (C3 handsets) or  (E55 handsets) to activate it.



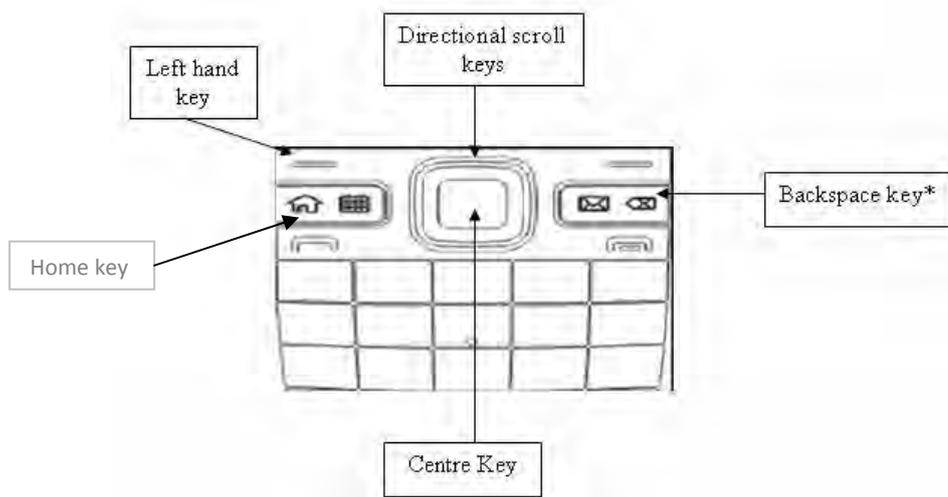
(C3 handsets) or



 The PenPusher symbol is on the main screen and can be seen as soon as the phone is switched on. Since you will send and receive messages through PenPusher, it must always be activated and only closed at the end of the shift. Use the home key to minimise PenPusher.



Figure 1 – Keypad



\*Please note, on the Nokia C3 handset the backspace key is located lower down (directly below the "p" key).

2. Check if the phone's reception is good. The vertical reception bar is at the top left side of the screen. If reception is poor, interviews could be recorded (as notes) in pencil. Contact the FEL for further support.

### Activating Bluetooth (Nokia E55 handset)

3. Enable Bluetooth (or check if Bluetooth is enabled).

When PenPusher is first opened, it automatically sets Bluetooth to be visible for 60 seconds. This will overwrite any personalised Bluetooth settings.

To ensure that Bluetooth remains visible for long enough to pair all interviewers at the beginning of the shift:

- a. Open PenPusher
- b. Minimise PenPusher by pressing the home key (the left side of the button):



Please note: This key is on a "rocker". To minimise an application you must press the far left of the key only, pressing the centre or the right of the key will not minimise the application.

- d. Open Bluetooth 
- e. Scroll down to **My phone's visibility** and use the centre key to **change**
- f. Select **Define Period**
- g. Use the scroll keys to change the length of time Bluetooth will remain visible (30 minutes should be sufficient)
- h. Use the left key to confirm
- i. Press the home key to return to the home page
- j. Open PenPusher

You are now ready to pair and start the shift.

Note: Other Bluetooth users within close proximity may unknowingly 'interfere' with the connection or slow the process. If possible move away from passengers to set up Bluetooth to enable pen pairing. Interviewers may have to disable their Bluetooth also.

**Starting the shift** – refer to the TLs' checklist at all times.

#### ***Remove the pen cap***



Testing has shown that it is vital that the pen cap is removed for up to 4 minutes (depending on where you are) to enable a Bluetooth connection to the phone.

**Note:** When you remove the cap the pen will vibrate gently and the LED light will flash blue before changing to green. The vibration signifies that the pen is connecting to the mobile phone via Bluetooth. Wait until the LED turns green before attempting to pair.

#### ***Pairing TLs pen to the phone***

TLs will have to re-pair their pen any time it is, or has been used, on a different phone (refer to the end of this section for pen pairing instructions).

#### ***Making the shift live (and to validate/amend the shift number)***



This process must be completed **before** any interviewers sign on to the shift.

4. Complete shift return sheet to 'make the shift live'
  - Enter shift details i.e. date, shift number, port code, TLs name etc. Complete 'Name', 'Auth No'/personal ID and 'Start Time' on the first line.

5. Firmly dab the send box (this will log you in, transmit the shift details and your details from the pen to the phone and set the shift live).

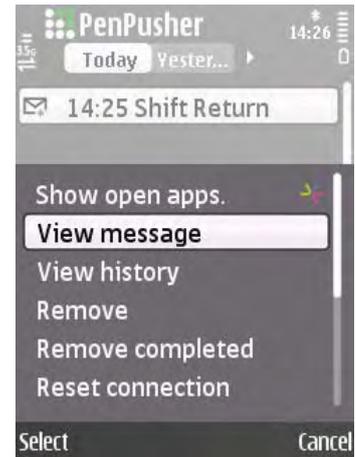
**Note:** The pen will vibrate to confirm that data is being submitted to the server.

6. You should receive (usually within a minute) the following entries in PenPusher:

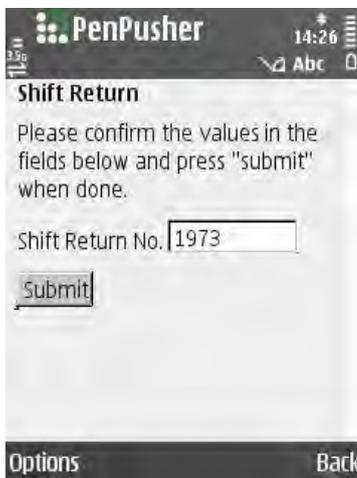
The entry (with two parallel lines) suggests that data transmission is occurring.

... while this entry (envelope icon) confirms that a message has been received.

Use the centre key to select and view the message.



7. The following screen will now be displayed. By default the shift return sheet number will be shown within the 'active' field.



 **If the shift number is displayed incorrectly:**

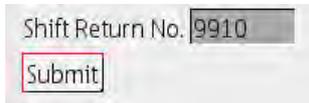
8. Ensure the red square is around the shift number, then press the centre key to select.

In the next screen use the backspace key  to delete the incorrect digits.

Then type the correct digits and use the left button to select **done**.

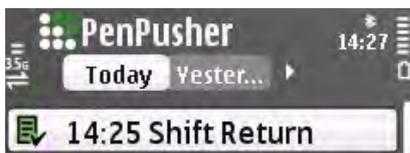
 **If the shift number is displayed correctly (or once it has been corrected).**

9. Use the down scroll-key to highlight the submit button (ensuring it has a red square around it).



Finally, press the left hand key to select the submit button.

You will return to the main PenPusher screen, the icon next to the shift return message will now have changed:



To confirm that this process has been completed correctly, use the centre key to select this message again.

If the shift number has been validated, you will no longer be able to see the original message asking you to confirm the values.

 If you can still see this message, the process has not been completed successfully - please repeat the above steps, or contact FEL for support.

### ***Pairing interviewer pens***

10. Pair and authorise 'new' interviewer's pens to phone (refer to your check list for step by step instructions).

 Remind ALL interviewers waiting to pair their pens to remove the pen cap and wait until the LED light turns green before attempting to pair.

### ***Signing interviewers on to the shift***

11. The next stage is to ensure that every interviewer successfully signs onto the shift. Individually, they will,

- complete their details (name & start time) on the shift return sheet and
- firmly tap the send box.

**Note:** As each interviewer 'signs on' successfully, you will receive a confirmation message (with a green dot) on the phone. Dab the send box again if the message is not received. A message will never come through if the interviewer has not signed on correctly. Opening (and closing) of the shift must be done one interviewer at a time.

### ***Unique numbering of questionnaires***

12.  TL must ensure that questionnaires, which are used on the shift, are **UNIQUELY NUMBERED**. You should devise an effective system which will ensure that every

questionnaire has a unique question number. There are a number of possible ways to do this. For example you may want to,

- number the questionnaires (starting from 1, 2, 3 etc) yourself in the boxes at the top right of the questionnaire or ask a member of the team to do this (before the start of the shift). Interviewers will copy over this number after ticking the start box.
- assign each interviewer a 3-digit number e.g. 1, 100, 200, 300 etc. They will number the questionnaires consecutively starting from the assigned number (e.g. 100, 101, 102, 103 etc) in the boxes provided (top right). They will copy over this number after they tick 'start'.

**Note:** You must **avoid duplicate numbers within a shift**. (Arrivals and departure questionnaires within a shift must be uniquely numbered). For example there must not be a 301 for arrivals and a 301 for departures within the same shift. **You should get a deputy to double check the numbering before the shift starts.**

## During the shift

### Reminder to interviewers



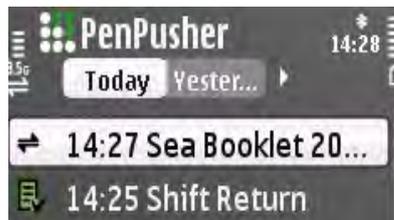
Interviewers should be reminded that when completing questionnaires, there should be a slight delay between ticking 'send' on one questionnaire and ticking 'start' on the next one. Testing has shown that if they tick the start box too soon, the pen will vibrate a great deal and this may cause a problem with data transmission.

As interviewers successfully tick 'send', (they should ideally be in close proximity to the phone) entries on the phone will be as follows:

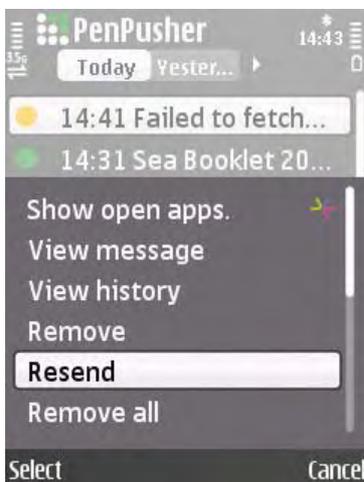
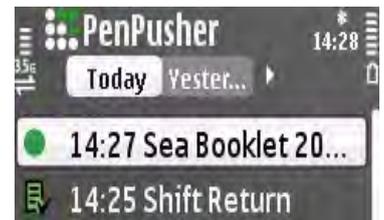
There is an attempt to transmit data (yellow dot).



... data transmission is occurring (two parallel lines).



... data transmission has been successful (green dot).



This entry suggests that data transmission was unsuccessful. The TL must resend the data using the appropriate buttons on the phone. Contact FEL for further technical issues.

### ***Use of 'notes' method to avoid an increase in non response***

It is important that current IPS sample and data quality is retained and that the number of clicks is restricted to an acceptable level. To achieve this, when passenger traffic increases, and you expect it to slow later in the shift, questionnaires should be completed using 'notes' method and when passenger traffic is not so heavy, they will be completed using the 'normal' method.

The 'normal' completion method means interviewers **must**,

- complete each questionnaire by first ticking the start box
- use their digital pens to complete a questionnaire as the interview progresses
- record responses in the digitised spaces and
- tick the send box when the questionnaire has been completed.

The 'notes' method involves the following steps;

- the TL will issue instructions to interviewers to change from the 'normal' method to the 'notes' method
- questionnaires will be completed using red pens or pencils – Blue pens or the digital pen **MUST not** be used
- interviewers **must not** tick the 'start', 'send', 'queries' or other boxes
- responses must not be recorded in digitised spaces (but at the side)
- interviewers can make other notes as normal on the questionnaire
- during a period of inactivity the TL will inform interviewers that they must convert the data they have captured in notes method into valid interviews. Interviewers will do this by '**ticking**' the 'start' box (using the digital pen), entering the questionnaire number, writing the responses in the digitised spaces and ticking 'send' for each questionnaire.

Note: there must be a slight delay between ticking 'send' and ticking 'start' on the next questionnaire

- the TL will also issue an instruction to change from 'notes' to 'normal' completion method.

As TLs you must therefore be,

- able to determine in advance when passenger traffic is liable to become 'heavy' and when it is 'normal' during a shift
- conversant with how questionnaires should be completed when passenger traffic is 'normal' and when it increases
- able to give the appropriate instructions to interviewers to change from 'normal completion' method to 'notes' method and vice versa
- be able to manage this process effectively and confidently. Contact your SM if you have any concerns.

### ***Minimising clicks when using sub sample sheets***

The most important part for us to check is the number of non-response cases i.e. whether a refusal or non-contact, so please sum these before sending the whole sheet. However, we still need the totals for the CADI program.

**Note:** It is not necessary for interviewers to write zeros for the pen totals; boxes can be left blank.

**Closing the shift** – refer to the TLs check list at all times.

The process to correctly close a shift is as follows;

#### ***Interviewers' clear their pens***

-  While within close proximity (about five metres) to the TLs phone, each interviewer must tick 'send' on any completed questionnaire. This will ensure that data that is still on the phone gets transmitted before they leave.

#### ***Interviewers' sign off the shift***

- Each interviewer will enter the 'End time' on the shift return sheet and dab 'send' box.
  - Note:** When the pen cap is removed, wait until the flashing blue LED light changes to green (up to 90 seconds) before using the pen.
  - Note:** There will be a notification on the phone to confirm each interviewer has signed off successfully. A green dot/circle will be next to the message.
  - Note:** Interviewers must use the 15 minutes finishing up time (which they claim) after the scheduled closure of the shift to ensure that they correctly clear their pen and sign off.

#### ***TL completes details on shift return sheet***

- TLs must complete the number of clicks and the number of schedules, comments box and the total number of schedules completed by each interviewer.
- Finally enter your 'End time' against your name.

#### ***Team leader signs off & closes the shift***

When you are completely satisfied that all relevant details have been completed, the following steps must be followed to ensure the shift is correctly closed.

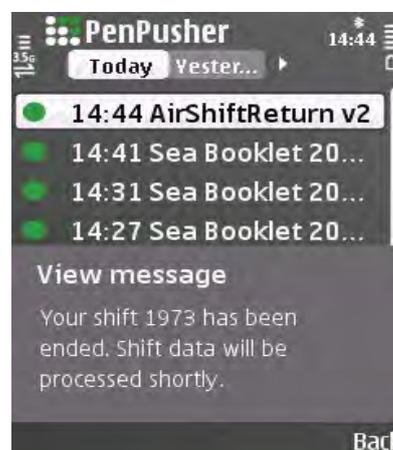
- **First** tick the complete box (bottom right) to signal that the shift has been closed.
- Then dab the send box (top right) to transmit the data to the phone.

 : Failure to tick the 'complete' box will be interpreted as the shift is still in progress. Transmitted data cannot be used until the shift is closed.

**Note:** The complete box must be ticked before the send box.

You will receive a notification message (as shown on the right) to confirm that the shift return sheet has been sent and the shift successfully closed.

**Note:** If you do not receive this message, check if your phone reception is okay. If it is not, tap the send box again immediately you are in an area where you have good reception. Contact FEL if you still face problems.



## **Quality control**

### ***Managing the shift effectively***

The TL's role is central to the smooth running of the shift, the collection of quality data, keeping clicks to a minimum and the effective use of digital pen technology as a data collection tool. TL's must:

- be familiar with the guidance (including updates) and feedback any comments to the Research Team via FEL
- immediately report technical queries to FEL
- collate interviewer queries and channel these through to FEL
- ensure questionnaires are uniquely numbered
- manage the change from 'normal' method to 'notes' method and back
- open and close a shift correctly (including managing the process effectively)
- ensure interviewers are following 'best practice' as stated in the guidance and
- report queries and required changes to the coding team using the shift return sheet.

### ***Maintaining the data quality of the team***

A TL is responsible for the quality of the data captured by interviewers. TLs must therefore ensure, e.g. through regular reminders and spot checks, that interviewers are,

- writing legibly and keeping written responses within the boxes
- preferably, using capital letters for text and not joined up writing
- ticking boxes correctly (ticks are not extended into other digitised boxes)
- ticking the start box on every questionnaire at the beginning of each interview
- ticking 'send' after each questionnaire is fully completed. Any questions not answered because the send box has been ticked prematurely should be recorded on the shift return sheet (Comments box)' for inclusion by the coding and editing team
- not writing notes over digitised boxes and
- all questionnaires are uniquely numbered.

### **Team Leader duties – in order of importance**

- 1/ Ensure interviewers arrive on shift with a fully charged pen and other documentation.
- 2/ Set the shift live i.e. pen pairing with the mobile phone to create a record for each individual on the shift and signing on.
- 3/ Ensure questionnaires are uniquely numbered.
- 4/ At the end of the shift, ensure that all interviewers have cleared their pens onto the phone (via ticking 'send' on a completed questionnaire).
- 5/ Ensure that each interviewer signs off shift waiting for confirmation on the phone.
- 6/ Close the shift including writing all necessary information e.g. clicks and total schedules.
- 7/ Organise interviewer breaks to meet passenger flows.

8/ Determine when passenger volume or other influences dictate that your team should use the 'notes' method. Decide when it is appropriate to revert to the 'normal' method to convert the annotated questionnaires into completed interviews.

9/ Maintain data quality through regular checks of completed questionnaires focusing upon the importance of legible handwriting, writing within boxes, correct routing, coding queries, and feeding back to interviewers. Refer errors and irregularities through the shift return.

10/ Structure the interviewing at the start of shifts to avoid the majority of interviewers completing their sub sample sheet at the same time to minimise clicks.

11/ Refer any problems with the pens or the phones to FEL.

## Handling queries

### ***How to handle technical queries relating to a shift***

Technical queries must be reported to FEL on 0800 144 4094. If the problem is experienced during out of office hours, leave a message on the FEL line so that it is dealt with as soon as practicable. Meanwhile continue as best as you can or inform your SM / Area Manager.

### ***How to handle data queries relating to a shift***

 Queries and requests for change must be notified to the coding & editing team by interviewers ticking the query box or refer to the error in the subsequent questionnaire.

TLS who uncover errors or omissions during checks should notify this to the coding & editing team through the shift return sheet. The schedule number, details of the errors and what the correct information should be provided.

## About the pens

1. The pens work by recognising how your writing moves over a series of dots that are printed on the paperwork. This information is then converted into what the pen system believes you have written. Handwriting must therefore be legible.
2. The pen might pick up a response even though you haven't written anything. This happens if you hovered close to the paper. To avoid this, lift the pen away from the paper when moving between areas on the shift return sheet or between questions.
3. Do not write over information that you have already provided on the shift return sheet (see page 75/79 for exceptions). If you feel your writing was difficult to read, avoid the temptation to make it clearer. Write the correct information above/below the digitised space.
4. When you use the pen it vibrates. This indicates the following:
  - a. If you have ticked a complete box or dabbed a 'send' box, the pen will vibrate to 'acknowledge' that you want it to send information to the phone.
  - b. If you write on a piece of paper that does not have the dots mentioned previously, the pen might vibrate strongly. Similarly, if you pause during or after an interview, the pen might vibrate. Both can be ignored.
5. There are Light Emitting Diodes (LED) on the pen: (section 8 has more information)

- a. Battery indicator LED. It will light up when you remove the pen lid. If this is green, the pen is charged at least 50%; if it's yellow it's charged between 10% and 50%; if it glows red the power is below 10%, red flashes means the pen is about to go dead.
- b. 'Memory status' LED. On removal of the pen lid, the icon will flash blue for 30-90 seconds, then turn solid green. It turns blue when the pen is sending information. Once the information is sent it reverts to solid green.

## About the phones

While on shift, PenPusher and Bluetooth must always be activated to enable the effective collection and transmission of survey data.

As messages are received on PenPusher screen, entries older than 7 days will automatically be removed. TLs can however remove old messages from the phone manually before the 7 days provided the shift they relate to has been closed (see trouble shooting guide).

### Understanding PenPusher icons on the phone

Messages that you will receive will usually have an icon next to them.

| Icon  | What it means  |
|---|--|
|   | Bluetooth icon - The phone is receiving pen data via Bluetooth   |
|  | Green dot - Signifies success. For example, data has been successfully transmitted or an interviewer has successfully signed onto a shift.<br>PenPusher provides an option to "Remove Completed", which will only remove entries with a green dot. Alternatively, entries older than 7 days will automatically be deleted.   |
|  | Yellow dot - This is sometimes seen when there is a problem transmitting from the phone to the central computer. It may be caused by poor phone reception where you are. Resend the message when you move to a location with better reception.<br>How yellow dot entries are handled is dependent on the message received. Further details available under "View history" and "View message". Any yellow dot entry can be resent by highlighting the entry and selecting "Options > Resend". Depending on the error, this entry should turn green. |
|  | Two black parallel lines - Data transmission occurring, please wait for the response.  |
|  | Envelope icon - Please read the message and respond immediately you receive it   |
|  | A yellow rectangle with lines - This means you have read the message that was sent to you, but you have not yet responded to it. Please respond as soon as possible.   |
|  | A green rectangle with line - Your response to the message is being transmitted. Please wait.  |
|  | Green rectangle with a tick - Your response message has been successfully. No further action required.   |
|  | Red rectangle with lines - The document you sent failed.   |
|  | Red dot - Serious failure at the server side. Contact FEL in the first instance with as much detail as possible from "View history". Include the TLs' phone number and email address (as entered in PenPusher). FEL will contact Ubisys and get back to you.<br>Red dot entries can only be submitted by restarting PenPusher. It is important to find out why it has occurred; otherwise the submission is likely to result in the entry remaining red.   |

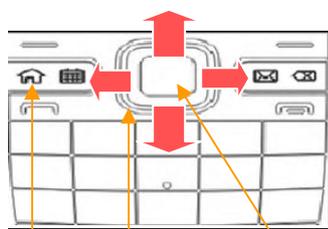
***Error messages that may appear on the phone***

You may occasionally receive the following while attempting to activate PenPusher.

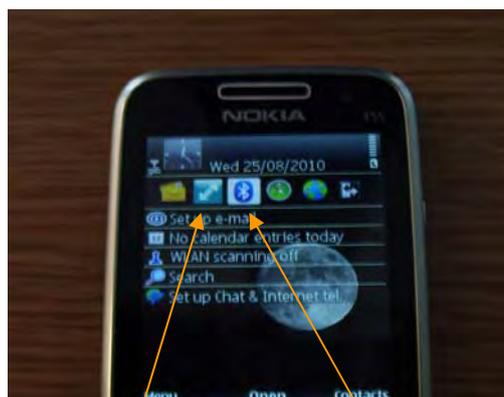
- 1/ 'Under storage error'
- 2/ 'Cannot load document from storage'
- 3/ 'Cannot start application due to phone error'.

What these messages signify is that the document storage area has become corrupt. You must contact FEL immediately.

## Enabling Bluetooth & Pairing Pens to TL Phone



Home Scroll keys Select



Pen Pusher Icon Blue Tooth Icon

**Step 1 - Enabling the Blue Tooth connection** (Note you should only need to complete step 1 once, at the beginning of the shift. Occasionally the blue tooth becomes hidden. Just repeat the steps below).

- Turn mobile on
- Highlight Pen Pusher and select. Do not exit
- Press home key
- Highlight blue tooth - press select.
- Ensure blue tooth is on. If it is showing off, Press select 'Change' option, which will turn it on
- Bring highlight bar down once to 'My Phone's Visibility' and select change
- Use scroll key to highlight the 'define period' option and press 'select'.
- Use your right scroll key to increase time to 30 – 40 mins
- Press the home key.

**Step 2 - Pairing the phone with the digital pens (At the start of each shift)**

- Select the Pen Pusher icon and press select key
- Interviewer taps pen in the 'Pair with Phone' square on 'Pen Pairing Slip'. Pen should vibrate.
- Message appears (after 20 secs) 'Accept pairing request from (phone ID number)?'; Select Yes
- Message prompting for pass code
- Ask interviewer for their unique 4 digit number and type in. Select OK button.
- Repeat process for the rest of the interviewers on the shift

**Steps 1 & 2 are your normal operations for every shift that you will do.**

However, the **very first time** you need the phone to recognise a pen, you will need to follow step 3 as well. For example: When a new interviewer joins the team or if an interviewer has a replacement pen etc.

**Step 3 – Authorising Pen and assigning a short name**

- Select blue tooth option and 'open'
- Press right hand scroll key
- Scroll down and highlight the Pen ID number
- Select 'options' (LH side)
- Scroll down and highlight 'Set as Authorised'
- Press the 'select' option
- Message 'Connection will take place automatically.....continue?'
- Select YES option (LH side).
- Select 'options' again
- Highlight 'assign short name'
- Type in name of pen holder
- Select OK and Exit

# Team Leaders' Check List – C3 handset

## Team Leader Actions to START a shift

Blue text relates to the phone

Black text relates to pens and the paper

### Pair your pen to your phone

1. Remove the top from your pen.
2. Turn on the phone (Hold down red button)
3. Check that Bluetooth is switched on
4. Open PenPusher
  - Press the bottom part of the square scroll key to activate the selection menu (it will turn green when selected)
  - Press left or right part of the square scroll key to highlight the PenPusher icon.
5. Tap the pairing card.
6. Wait for a message that your pen is trying to pair. Accept.
7. Insert your pen BT Pass Key (4 digit code).
8. Wait for confirmation message. Accept
9. The pen should vibrate and the light flash blue. Wait for light to turn green before replacing the pen top.

### Start the shift

1. Have PenPusher visible on screen.
2. Fill in shift details on the shift return.
3. Sign in your name and start time for yourself – in line 1.
4. Tap 'send' box.
5. Wait for confirmation message on phone relating to shift number.
6. If the shift number is correct, confirm by scrolling down until the 'submit' box lights up. Then press 'select'.
7. *Wait for a green icon to appear and wording (ref. 'Shift return'). The icon will be a rectangle with a couple of horizontal lines, and a tick.*

### Pair each interviewer's pen and sign him/her onto the shift

1. Ask ALL interviewers to remove the top from their pens (a couple of minutes in advance).
2. Ensure PenPusher is visible on screen.
3. Now pair interviewer 1's pen. S/he taps the pairing card. As before the pen should vibrate, blue light flash and then turn green. Don't replace top.
4. When prompted, accept on phone with interviewer's 4 digit BT Pass Key code.
5. If the following message appears on screen "Allow this device to connect automatically?" select **Yes**
6. If the following message appears "List of paired devices full. Replace a device?" Select **Yes**; Now select an interviewer who is **not** on the current shift, and select **replace**
7. Pen vibrates.
8. Interviewer 1 signs name and start time on shift return sheet and taps 'send'.
9. *Team Leader waits for a message on the phone saying something like 'Sea/Air Shift return'. This must have a green circle icon next to it. This is confirmation that this interviewer has signed on.*
10. Repeat steps 3 to 8 for each interviewer IN TURN.

## Team Leader Actions to END a shift

Blue text relates to the phone

Black text relates to pens and the paper

### Interviewer 1 signs off shift

1. Check that Bluetooth is on and PenPusher is open.
2. Interviewer 1 takes a **completed** questionnaire and ticks send (the reason for doing this is to clear all unsent questionnaires from the pen) when standing next to you/the phone.
3. Wait for a minute to see if any 'booklets' come back to the phone.
4. Interviewer 1 enters 'end time' on shift return sheet.
5. Interviewer 1 taps 'send'. The pen should vibrate gently.
6. *Team Leader waits to receive a phone notification that the interviewer has signed off successfully. This must have a green circle next to the message. If no icon is received, check with interviewer whether the pen vibrated gently. If it did not ask him/her to resend.*
7. *Interviewer 1 has now finished their shift and signed off.*

### Repeat signing off for all other interviewers, one at a time

1. Do exactly as for interviewer 1.
2. *NB Before finishing with the interviewer, ensure that you wait to receive a notification that the interviewer has signed off successfully.*

### Team Leader signs off

1. Team Leader writes in number of clicks in appropriate boxes, and any comments.
2. Team Leader writes in his/her own End Time.
3. Tick in the 'complete shift' box (bottom right of sheet).
4. Tap send box (at top right of sheet).
5. *Team Leader waits to receive a notification that a shift return has been sent. This must have a green icon next to the message. THIS IS CRITICAL. Check that the shift has been signed off successfully by pressing the middle key. Message should read 'shift xxxx has been ended. Data will be processed shortly'.*

## Troubleshooting Guide for IPS Digital pens + C3 handsets

| NATURE OF ISSUE   | POSSIBLE CAUSE  | ACTION TO TAKE   |
|---|---|--|
| PAIRING MESSAGES CAME THROUGH ON MY PHONE AS BLUETOOTH TEXTS IN MY MESSAGE INBOX                  | THIS HAPPENS WHEN PAIRING IS ATTEMPTED WITHOUT PENPUSHER BEING OPEN / IN THE FOREGROUND (I.E IT WAS NOT VISIBLE ON THE SCREEN AT THE TIME OF THE PAIRING REQUEST BEING ACCEPTED)                            | OPEN PENPUSHER AND RE-ATTEMPT TO PAIR.   |
| MY PEN HAS NO LIGHTS AND IS NOT WORKING   | PEN LID HAS BEEN REMOVED FOR A WHILE DURING A PERIOD OF INACTIVITY CAUSING PEN TO GO INTO "SLEEP MODE"<br><br>OR<br><br>BATTERY HAS NO CHARGE   | REMOVE THE PEN LID AND THEN REPLACE IT.<br><br><br><br><br><br><br>THE BATTERY LIGHT ON YOUR PEN WOULD HAVE BEEN FLASHING RED PRIOR TO THIS. RE-CHARGE WHEN POSSIBLE.  |
| WHEN OPENING THE SHIFT RETURN, THE MESSAGE TO CONFIRM THAT IT HAS OPENED IS STUCK ON "LOOKING UP" | POSSIBLE PROBLEMS CONNECTING WITH THE CENTRAL COMPUTER  | EXIT PENPUSHER (YOU SHOULD GET A PROMPT ASKING "DO YOU WANT TO QUIT" – SELECT YES)<br><br>RE-ENTER PENPUSHER. MESSAGE SHOULD EITHER NOW :<br><ul style="list-style-type: none"> <li>(1) APPEAR CORRECTLY I.E. AS "SHIFT RETURN"</li> <li>(IN WHICH CASE CHECK THE SHIFT NUMBER AND SCROLL DOWN TO THE SUBMIT OPTION AND SELECT)</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>(2) CHANGE TO A MESSAGE WITH A RED DOT NEXT TO IT.</li> <li>IF THIS HAPPENS IT MEANS THE DATA HAS FAILED TO SEND.</li> <li>TL SHOULD 'OVER-WRITE' THE WRITING ON THE SHIFT RETURN SHEET, SIGN-IN AND THEN DAB "SEND" AGAIN</li> </ul>   |
| I DID NOT GET A MESSAGE TO CONFIRM THAT THE SHIFT HAS BEEN OPENED.                                | TL PEN HAS NOT BEEN PAIRED TO THE TL PHONE OR UNKNOWN, BUT IF NO MESSAGE IS RECEIVED IT MEANS THAT THE SHIFT HAS NOT OPENED SUCCESSFULLY AND INTERVIEWERS SHOULD NOT SIGN-IN UNTIL THIS HAS BEEN RECTIFIED. | ENSURE PENPUSHER IS OPEN AND DAB ON 'SEND' AGAIN.<br><br>IF MESSAGE IS STILL NOT RECEIVED REPEAT THE START-UP PROCESS FROM SCRATCH:<br><ul style="list-style-type: none"> <li>&gt; OPEN PENPUSHER.</li> <li>&gt; RE-PAIR THE TL PEN TO THE TL PHONE</li> <li>&gt; 'OVER-WRITE' THE WRITING AT THE TOP OF THE SHIFT RETURN SHEET AND TL SIGN-IN DETAILS</li> <li>&gt; DAB 'SEND'</li> </ul>   |
| THE SHIFT NUMBER IS INCORRECT IN THE SHIFT CONFIRMATION MESSAGE                                   | INCORRECT NUMBER WRITTEN ON SHIFT FORM<br><br>OR<br><br>ERROR IN INTERPRETATION OF SHIFT NUMBER   | <ul style="list-style-type: none"> <li>&gt; OPEN THE SHIFT CONFIRMATION MESSAGE - THE SHIFT NUMBER APPEARS IN A BOX THAT IS HIGHLIGHTED RED.</li> <li>&gt; PRESS SELECT (THIS WILL TAKE YOU INTO A TEXT MESSAGE SCREEN WITH THE SHIFT NUMBER SHOWING ON THE TOP LINE)</li> <li>&gt; USING YOUR RIGHT SCROLL KEY MOVE THE CURSOR TO THE RIGHT-HAND SIDE OF THE NUMBERS.</li> <li>&gt; USE THE BACKSPACE KEY (FAR RIGHT-2<sup>ND</sup> KEY DOWN) TO DELETE THE INCORRECT DIGIT(S)</li> <li>&gt; PRESS THE / KEY (BOTTOM LEFT) TO CHANGE THE TEXT TO NUMERICS (1#* WILL SHOW AT THE TOP OF THE SCREEN)</li> <li>&gt; SELECT THE CORRECT NUMBER FROM THE KEYPAD (FOR EACH DIGIT USE / KEY TO MAKE NUMERIC)</li> <li>&gt; WHEN CORRECT SELECT 'DONE'</li> <li>&gt; SCROLL DOWN TO THE 'SUBMIT' OPTION</li> <li>&gt; PRESS 'SELECT'</li> </ul> |
| I DID NOT GET A SIGNING-ON MESSAGE FOR ONE OF MY  | THE PAIRING / SIGNING-ON PROCESS WAS  | START PROCESS FROM SCRATCH:<br><ul style="list-style-type: none"> <li>&gt; OPEN PENPUSHER.</li> </ul>  |

|  |   |  |
|--|---|--|
| INTERVIEWERS   | UNSUCCESSFUL  | <p>&gt;RE-PAIR THE INTERVIEWER PEN TO THE TL PHONE</p> <p>&gt; ASK THE INTERVIEWER TO 'OVER-WRITE' THEIR SIGN-IN DETAILS</p> <p>&gt; ASK THE INTERVIEWER TO DAB 'SEND' (ENSURE THE PEN INDICATOR LIGHT IS FLASHING BLUE AFTER THIS)</p>  |
| THERE ARE LOTS OF OLD MESSAGES IN PENPUSHER. ARE THEY SUPPOSED TO DISAPPEAR?               | PENPUSHER MESSAGES WILL REMAIN ON THE PHONE FOR 7 DAYS (AFTER WHICH TIME THEY WILL BE AUTOMATICALLY DELETED)  | <p>YOU CAN REMOVE OLD MESSAGES FROM YOUR PHONE MANUALLY BEFORE THE 7 DAYS <u>PROVIDED THAT THE SHIFT THEY RELATE TO HAS BEEN CLOSED.</u></p> <p>&gt; TO DO THIS ENTER PENPUSHER</p> <p>&gt; SELECT OPTIONS (IN THE LEFT HAND CORNER)</p> <p>&gt; SELECT 'REMOVE' TO DELETE THE INDIVIDUAL MESSAGE THAT IS HIGHLIGHTED OR 'REMOVE ALL' TO DELETE ALL MESSAGES FROM PENPUSHER.</p> |
| THE SHIFT IS BUSY, BUT I HAVE NOT RECEIVED ANY "BOOKLET" MESSAGES ON MY PHONE FOR A WHILE. | <p>TL PHONE HAS BEEN SWITCHED OFF</p> <p>OR</p> <p>INTERVIEWER PENS ARE OUT OF RANGE TO SEND DATA TO THE PHONE SO THEIR SCHEDULES ARE BEING STORED ON THEIR PENS.</p> | <p>TL NEEDS TO ENSURE THAT ALL 'STORED' DATA FROM THE PENS IS TRANSMITTED BEFORE THE END OF THE SHIFT.</p> <p>TO DO THIS ASK EACH INTERVIEWER TO RE-TICK <u>ONE</u> OF THEIR COMPLETED SCHEDULES BEFORE THEY SIGN-OUT ON THE SHIFT RETURN.</p>   |

NB – A TL can 'over write' on the shift return sheet provided a confirmation message has not been received that the shift has been opened. An interviewer can 'overwrite' on the shift return sheet provided his/her sign-on has not been successful. DO NOT OVERWRITE ON THE QUESTIONNAIRES.

# Team Leaders' Check List – E55 handset

## Team leader Actions to START a shift

Blue text relates to the phone

Black text relates to pens and the paper

### Pair your pen to your phone

1. Remove the top from your pen.
2. Turn on the phone
3. Open PenPusher
4. Open Bluetooth
5. Click 'options' within Bluetooth
6. Scroll down to 'my phone's visibility'
7. Click 'change'
8. Scroll to 'define period', click 'ok'
9. Set the time to 30 minutes, using the right scroller.
10. Press 'ok'. My phone's visibility will show as 'temporary'
11. Then press home (the house button)
12. Go to PenPusher
13. Tap the pairing card.
14. Wait for a message that your pen is trying to pair. Accept.
15. Insert your pen BT Pass Key (4 digit code).
16. The pen should vibrate and the light flash blue. Wait for the light to turn green. Don't replace top.

### Start the shift

1. Have PenPusher visible on screen.
2. Fill in shift details on the shift return.
3. Sign in your name and start time for yourself – in line 1.
4. Tap 'send' box.
5. Wait for confirmation message on phone relating to shift number.
6. If the shift number is correct, confirm by scrolling down until the 'submit' box lights up. Then press 'select'.
7. *Wait for a green icon to appear and wording (ref. 'Shift return'). The icon will be a rectangle with a couple of horizontal lines, and a tick.*

### Pair each interviewer's pen and sign him/her onto the shift

1. Ask ALL interviewers to remove the top from their pens (a couple of minutes in advance).
2. Check Bluetooth's 'my phone's visibility'. If 'hidden' change to 'temporary' as described above.
3. Now pair interviewer 1's pen. S/he taps the pairing card. As before the pen should vibrate, blue light flash and then turn green. Don't replace top.
4. When prompted, accept on phone with interviewer's 4 digit BT Pass Key code.
5. Pen vibrates.
6. Interviewer 1 signs name and start time on shift return sheet and taps 'send'.
7. *Team leader waits for a message on the phone saying something like 'Sea/Air Shift return'. This must have a green circle icon next to it. This is confirmation that this interviewer has signed on.*
8. Repeat steps 3 to 6 for each interviewer IN TURN. Repeat step 2 as well if any problems.

## Team leader Actions to END a shift

Blue text relates to the phone

Black text relates to pens and the paper

### Interviewer 1 signs off

1. Check that Bluetooth and PenPusher are open. NB when switching between these applications use the 'home/house' button (DO NOT USE EXIT BUTTON).
2. Interviewer 1 takes one of his/her **completed** questionnaires and ticks send (the reason for doing this is to clear all unsent forms from the pen) when standing next you/the phone.
3. Wait for a minute to see if any 'booklets' come back to the phone.
4. Interviewer 1 enters 'end time' on shift return sheet.
5. Interviewer 1 taps 'send'. The pen should vibrate gently.
6. *Team Leader waits to receive a notification that a shift return has been sent. This must have a green circle next to the message. If no icon is received, check with interviewer whether the pen vibrated gently. If it did not ask him/her to resend.*
7. *Interviewer 1 has now finished their shift and signed off.*

### Repeat signing off for all other interviewers, one at a time

1. Do exactly as for interviewer 1.
2. *NB Before finishing with the interviewer, ensure that you wait to receive a notification that a shift return has been sent and this has a green circle next to the message.*

### Team Leader signs off

1. Team leader writes in number of clicks in appropriate boxes, and any comments.
2. Team leader writes in his/her own End Time.
3. Tick in the 'complete shift' box (bottom right of sheet).
4. Tap send box (at top right of sheet).
5. *Team Leader waits to receive a notification that a shift return has been sent. This must have a green icon next to the message. THIS IS CRITICAL.*

## Troubleshooting Guide for IPS Digital pens + E55 handsets

| NATURE OF ISSUE  | POSSIBLE CAUSE  | ACTION TO TAKE  |
|--|---|---|
| BLUETOOTH KEEPS SWITCHING ITSELF OFF AND IT IS TAKING A LONG TIME TO PAIR                        | THIS HAPPENS IF BLUETOOTH IS OPENED BEFORE PENPUSHER.   | <p>&gt;OPEN PENPUSHER</p> <p>&gt; PRESS THE HOME KEY (WHICH WILL TAKE YOU BACK TO YOUR HOME SCREEN)</p> <p>&gt; OPEN BLUETOOTH AND SCROLL DOWN TO 'MY PHONES VISIBILITY' AND SELECT 'CHANGE'</p> <p>&gt;SET THE VISIBILITY TO A DEFINED PERIOD OF 30 MINUTES</p> <p>&gt; PRESS THE HOME KEY AND RETURN TO PENPUSHER.</p> <p>&gt;WHEN YOU ARE BACK IN PENPUSHER YOU CAN RE-ATTEMPT TO PAIR.</p>  |
| PAIRING MESSAGES CAME THROUGH ON MY PHONE AS BLUETOOTH TEXTS IN MY MESSAGE INBOX                 | THIS HAPPENS WHEN PAIRING IS ATTEMPTED WITHOUT PENPUSHER BEING OPEN / IN THE FOREGROUND (I.E IT WAS NOT VISIBLE ON THE SCREEN AT THE TIME OF THE PAIRING REQUEST BEING ACCEPTED)                            | <p>OPEN PENPUSHER AND RE-ATTEMPT TO PAIR.</p> <p>IF PAIRING STILL NOT SUCCESSFUL:</p> <p>&gt; FROM PENPUSHER PRESS THE HOME KEY</p> <p>&gt; OPEN BLUETOOTH AND SCROLL DOWN TO 'MY PHONES VISIBILITY' AND SELECT 'CHANGE'</p> <p>&gt; SET THE VISIBILITY TO A DEFINED PERIOD OF 30 MINUTES</p> <p>&gt; PRESS THE HOME KEY AND RETURN TO PENPUSHER. &gt;WHEN YOU ARE BACK IN PENPUSHER RE-ATTEMPT TO PAIR</p>   |
| MY PEN HAS NO LIGHTS AND IS NOT WORKING  | <p>PEN LID HAS BEEN REMOVED FOR A WHILE DURING A PERIOD OF INACTIVITY CAUSING PEN TO GO INTO "SLEEP MODE"</p> <p>OR</p> <p>BATTERY HAS NO CHARGE</p>  | <p>REMOVE THE PEN LID AND THEN REPLACE IT.</p> <p>THE BATTERY LIGHT ON YOUR PEN WOULD HAVE BEEN FLASHING RED PRIOR TO THIS. RE-CHARGE WHEN POSSIBLE.</p>  |
| WHEN OPENING THE SHIFT RETURN THE MESSAGE TO CONFIRM THAT IT HAS OPENED IS STUCK ON "LOOKING UP" | POSSIBLE PROBLEMS CONNECTING WITH THE CENTRAL COMPUTER  | <p>EXIT PENPUSHER (YOU SHOULD GET A PROMPT ASKING "DO YOU WANT TO QUIT" – SELECT YES)</p> <p>RE-ENTER PENPUSHER. MESSAGE SHOULD EITHER NOW :</p> <p>(2) APPEAR CORRECTLY I.E AS "SHIFT RETURN"</p> <p>(IN WHICH CASE CHECK THE SHIFT NUMBER AND SCROLL DOWN TO THE SUBMIT OPTION AND SELECT)</p> <p><b>OR</b></p> <p>(2)CHANGE TO A MESSAGE WITH A RED DOT NEXT TO IT. IF THIS HAPPENS IT MEANS THE DATA HAS FAILED TO SEND. TL SHOULD 'OVER-WRITE' THE WRITING ON THE SHIFT RETURN SHEET, SIGN-IN AND THEN DAB "SEND" AGAIN</p>  |
| I DID NOT GET A MESSAGE TO CONFIRM THAT THE SHIFT HAS BEEN OPENED.                               | TL PEN HAS NOT BEEN PAIRED TO THE TL PHONE OR UNKNOWN, BUT IF NO MESSAGE IS RECEIVED IT MEANS THAT THE SHIFT HAS NOT OPENED SUCCESSFULLY AND INTERVIEWERS SHOULD NOT SIGN-IN UNTIL THIS HAS BEEN RECTIFIED. | <p>ENSURE PENPUSHER IS OPEN AND DAB ON 'SEND' AGAIN.</p> <p>IF MESSAGE IS STILL NOT RECEIVED REPEAT THE START-UP PROCESS FROM SCRATCH:</p> <p>&gt;FROM PENPUSHER PRESS THE HOME KEY</p> <p>&gt; OPEN BLUETOOTH AND SCROLL DOWN TO 'MY PHONES VISIBILITY' AND SELECT 'CHANGE'</p> <p>&gt; SET THE VISIBILITY TO A DEFINED PERIOD OF 30 MINUTES</p> <p>&gt; PRESS THE HOME KEY AND RETURN TO PENPUSHER.</p> <p>&gt;RE-PAIR THE TL PEN TO THE TL PHONE</p> <p>&gt; 'OVER-WRITE' THE WRITING AT THE TOP OF THE SHIFT RETURN SHEET AND TL SIGN-IN DETAILS</p> <p>&gt; DAB 'SEND'</p> |
| THE SHIFT NUMBER IS INCORRECT IN THE SHIFT CONFIRMATION MESSAGE                                  | <p>INCORRECT NUMBER WRITTEN ON SHIFT FORM</p> <p>OR</p>   | <p>&gt; OPEN THE SHIFT CONFIRMATION MESSAGE - THE SHIFT NUMBER APPEARS IN A BOX THAT IS HIGHLIGHTED RED.</p> <p>&gt; PRESS SELECT (THIS WILL TAKE YOU INTO A TEXT MESSAGE SCREEN WITH THE SHIFT NUMBER SHOWING ON THE TOP LINE)</p>   |

|  |  |   |
|--|--|---|
|  | ERROR IN INTERPRETATION OF SHIFT NUMBER  | <ul style="list-style-type: none"> <li>&gt; USE THE BACKSPACE KEY TO DELETE THE INCORRECT DIGIT(S)</li> <li>&gt; PRESS THE ▲ KEY (BOTTOM LEFT) TO CHANGE THE TEXT TO NUMERICS (IN RIGHT HAND CORNER OF SCREEN IT WILL SHOW <b>123</b> INSTEAD OF ABC)</li> <li>&gt; TYPE THE CORRECT SHIFT NUMBER (FOR EACH DIGIT USE ▲ KEY TO MAKE NUMERIC)</li> <li>&gt; SELECT 'DONE'</li> <li>&gt; SCROLL DOWN TO THE 'SUBMIT' OPTION</li> <li>&gt; PRESS 'SELECT'</li> </ul>   |
| I DID NOT GET A SIGNING-ON MESSAGE FOR ONE OF MY INTERVIEWERS                              | THE PAIRING / SIGNING-ON PROCESS WAS UNSUCCESSFUL  | <p>IF THE INTERVIEWER'S PEN BUZZED RED RE-ATTEMPT PAIRING AND THEN DAB 'SEND' AGAIN.</p> <p>OR</p> <p>START PROCESS FROM SCRATCH:</p> <ul style="list-style-type: none"> <li>&gt;FROM PENPUSHER PRESS THE HOME KEY</li> <li>&gt; OPEN BLUETOOTH AND SCROLL DOWN TO 'MY PHONES VISIBILITY' AND SELECT 'CHANGE'</li> <li>&gt; SET THE VISIBILITY TO A DEFINED PERIOD OF 30 MINUTES</li> <li>&gt; PRESS THE HOME KEY AND RETURN TO PENPUSHER.</li> <li>&gt;RE-PAIR THE INTERVIEWER PEN TO THE TL PHONE</li> <li>&gt; ASK THE INTERVIEWER TO 'OVER-WRITE' THEIR SIGN-IN DETAILS</li> <li>&gt; ASK THE INTERVIEWER TO DAB 'SEND' (ENSURE THE PEN INDICATOR LIGHT IS FLASHING BLUE AFTER THIS)</li> </ul> |
| THERE ARE LOTS OF OLD MESSAGES IN PENPUSHER. ARE THEY SUPPOSED TO DISAPPEAR?               | PENPUSHER MESSAGES WILL REMAIN ON THE PHONE FOR 7 DAYS (AFTER WHICH TIME THEY WILL BE AUTOMATICALLY DELETED)                                     | <p>YOU CAN REMOVE OLD MESSAGES FROM YOUR PHONE MANUALLY BEFORE THE 7 DAYS <u>PROVIDED THAT THE SHIFT THEY RELATE TO HAS BEEN CLOSED.</u></p> <ul style="list-style-type: none"> <li>&gt; TO DO THIS ENTER PENPUSHER</li> <li>&gt; SELECT OPTIONS (IN THE LEFT HAND CORNER)</li> <li>&gt; SELECT 'REMOVE' TO DELETE THE INDIVIDUAL MESSAGE THAT IS HIGHLIGHTED OR 'REMOVE ALL' TO DELETE ALL MESSAGES FROM PENPUSHER.</li> </ul>   |
| THE SHIFT IS BUSY, BUT I HAVE NOT RECEIVED ANY "BOOKLET" MESSAGES ON MY PHONE FOR A WHILE. | TL PHONE HAS BEEN SWITCHED OFF OR INTERVIEWER PENS ARE OUT OF RANGE TO SEND DATA TO THE PHONE SO THEIR SCHEDULES ARE BEING STORED ON THEIR PENS. | <p>TL NEEDS TO ENSURE THAT ALL 'STORED' DATA FROM THE PENS IS TRANSMITTED BEFORE THE END OF THE SHIFT.</p> <p>TO DO THIS ASK EACH INTERVIEWER TO RE-TICK <u>ONE</u> OF THEIR COMPLETED SCHEDULES BEFORE THEY SIGN-OUT ON THE SHIFT RETURN.</p>  |

NB – A TL can 'over write' on the shift return sheet provided a confirmation message has not been received that the shift has been opened. An interviewer can 'overwrite' on the shift return sheet provided his/her sign-on has not been successful. **DO NOT OVERWRITE ON THE QUESTIONNAIRES.**



**Interviewer notes page**



## Section 8

### Digital Pens - Interviewers' Guidance



Interviewers are central to the actual data collection process. This section provides guidance for completing questionnaires using digital pen technology.

#### How the pen process works

##### *What you must bring on shift with you*

You must arrive on shifts with current paperwork etc, plus

- Your own digital pen (charged so that the battery indicator is green (see 'About the pens' in this section))
- A pen pairing slip
- Your 4-digit BT pass key (to be found on the box in which your pen was delivered to you).

##### *Brief overview*

1. At the start of a shift your TL will 'make the shift live'.
2. When you arrive on shift you will have to 'pair' your digital pen to the TLs phone and 'sign on' to the shift.
3. If you use sub sample sheets you have to tick a 'start' box before you do any interviews and a 'send' box when you finish each sheet.
4. For each interview that you conduct you will tick a 'start' box on the questionnaire when you begin and a 'send' box when you finish.
5. At the end of the shift you need to make sure that all of your questionnaires have been sent and then 'sign off' on the shift return.

A bit more detail on these is as follows:

##### **1. Team Leader makes the shift live**

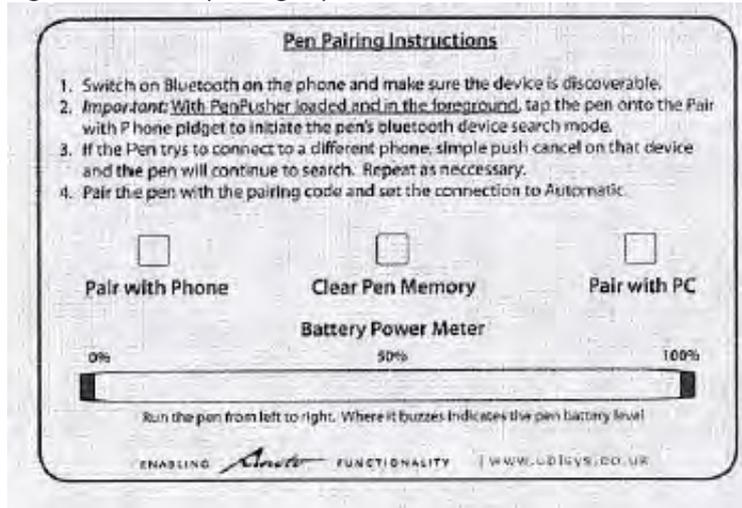
The TL will fill in details of the shift on the shift return form, sign him or herself in, and press 'send' to set the shift live. You, as the interviewer, have to do nothing at this stage.

##### **2. You sign on to the shift**

You will have to do three things to 'sign on' to the shift.

- Firstly, you will have to tap the 'Pair with Phone' box on a 'pen pairing' sheet as shown in Figure 8.1.

Figure 8.1 – Pen pairing slip



- The TL will get a message on his/her phone that you want to pair up and s/he will accept it and insert your 4-digit BT pass key. This should take a few seconds.
- Next you write your name, number and the start time.
- And finally you firmly tap a box to 'send' your sign in to the TLs' phone. Your TL will receive a message on the phone, and then confirm that you are signed in. You are then all set to start interviewing.

### 3. You start a sub sample sheet

If you currently use a sub sample sheet on your shifts:

- at the start of interviewing you **MUST TICK** the 'start' box on a sub sample sheet and then write in date, page number, portcode and auth no.
- at the end of each sheet add up non-response figures and tick send; you then take a new sheet and tick 'start'.
- at the end of the shift you will add up the totals in all columns on your sub sample sheets, and tick 'send'.
- If you make an error when totalling, draw a single line once through the incorrect figure and write in the correct figure below the box.

### 4. You conduct your interviews

 For each interview that you conduct you **MUST TICK** the 'start' box when you begin. Immediately, copy over a **UNIQUE** questionnaire number that the TL may have written on the questionnaire or provided to you at the beginning of the shift.

 All questionnaires **must have a unique number**.

 If the questionnaire is cancelled **use a new questionnaire number**. **DO NOT** use the cancelled questionnaire number.

If you need to fill in trailers, write the questionnaire number on the relevant trailer and then fill in details before ending the interview.

Once the interview is completed you tick the 'send' box on the questionnaire.

Note: After ticking the send box the light will flash blue, and the pen will vibrate slightly which means that the data has been transmitted to the phone; then the light should go green. Interviewers must wait until the light has turned green before ticking the 'start' box on the next questionnaire. If the pen vibrates and the red light flashes before turning green it means that the data is being stored in the pen and has not been transmitted to the phone (this may occur if the interviewer is not in close proximity to the phone). The TL must be informed if this happens.

 Pick another questionnaire, wait for the light to turn green, **TICK 'START'** and repeat process. If the start box is not ticked, data from more than one interview will be merged.

### **5. You sign off from the shift**

 You will need to do two things at the end of the shift.

1. While within a couple of metres to the TLs' phone, you **MUST TICK 'send' on any one of your completed questionnaires.** This is to make sure that any information not transmitted to the phone during the shift gets transmitted before you leave.
2. You then insert end time on the shift return and firmly tap the 'send' box. This signs you off the shift.

### **About the pens**

1. The pens themselves work by recognising how your writing moves over a series of dots that are printed on the paperwork. This information is then converted into what the pen system believes you have written. The way the pen technology works is not quite the same as humans read hand writing. Sometimes beautifully clear handwriting to the human eye is difficult for the pen to read. For this reason you must strictly adhere to best practice.
2. Note that the pen might pick up a response even though you haven't written anything. This would happen if you hovered close to the paper. To avoid this, lift the pen away from the paper when moving between questions. Further, do not hover over the 'start' box – just put in one decisive tick when you start the interview.
3. Do not write over your responses. Even if you feel your writing at a question was difficult to read, avoid the temptation to try and make it clearer. For example writing over a '9' with another '9' would send back a response of '99' to the office.
4. The pen vibrates when it is used.
  - a. If you have ticked a 'send' box the pen will vibrate to let you know that it has understood that you want it to send information to the TLs phone.
  - b. If you write on a piece of paper that does not have the dots mentioned previously, the pen might vibrate strongly to tell you that it thinks it possibly should be recording some information but isn't. Similarly, if you pause during or after an interview, the pen might vibrate. These can be ignored.
5. There are also a couple of LED on the pens to help you understand what's going on.
  - a. One LED is a battery indicator. It will light up when you remove the pen lid. If this is green, the pen is charged at least 50%; if it's yellow it's charged between

10% and 50%; if it glows red the power is below 10%, and if it flashes red it means the pen is about to go dead.

b. There is also a 'memory status' LED. On removal of the pen lid, the icon will flash blue for 30-90 seconds, then turn solid green. This turns blue when the pen is sending some information. Once the information has gone, it turns back to solid green.

## Anoto io2 Digital Pen Information Sheet

### Structure of a digital pen



1. **Pen Cap** Acts as the on/off switch for the pen. The hole in the cap also serves as the ink cartridge remover.
  2. **Battery and memory status LEDs.** Provides battery and memory status information.
  3. **Cradle**
  4. **AC Adaptor**
- } Charges the pen

### ***Charging the pen***

Recharge the pen by removing the cap and inserting the pen into the cradle. When the pen is charging, the battery status LED will slowly flash yellow. It will turn solid green when charging is completed.

If the battery is completely empty, it may take up to 10 minutes before the LED flashes to indicate that the pen is charging.

### ***Battery Status LED***

| <b>Colour of LED</b> | <b>Battery Status</b>                                   |
|----------------------|---|
| Green                | Battery is over 50% charged. Stop charging the pen*     |
| Yellow               | Battery is less than 50% charged                        |
| Red                  | Battery is low. Recharge now.                           |
| Blinking red         | Battery level is critically low. You must recharge now. |

\* Charging the pen continuously may “age” the battery unnecessarily.

**Warning** Use only the supplied AC Adaptor to charge the pen, using another manufacturers AC adaptor may damage the pen.

### ***Paper icon LED***

| <b>Colour of LED</b> | <b>Battery Status</b>   |
|----------------------|---|
| Flashing blue        | A flashing blue light <u>when the lid is taken</u> off means the pen is ‘warming up’. It can still be used during this time but best practice is to remove it a little in advance so that it turns to a solid green light.  |
| Flashing blue        | A flashing blue light <u>when you press send</u> means that the pen is sending data (it will also vibrate). Wait until the light has gone back to solid green before continuing   |
| Red                  | A red light indicates that the pen tried to transmit data but failed (pen will vibrate). This will happen if interviewers try to send messages while out of range of the phone, the phone was already receiving a transmission from another source or the pen is not paired with the phone.<br>You can ignore any red lights because the routine of ticking a ‘send’ box on a completed interview at the end of the shift will transmit all unsent data from the pen. |

### ***Replacing the ink cartridge***

When the ink cartridge runs out, replace it with one of the refills supplied with your pen.

**Note** Only replace the ink cartridge when it is empty. The process of removing the cartridge can damage the cartridge tip. If you attempt to re-use a cartridge with a damaged tip, it may leak ink.

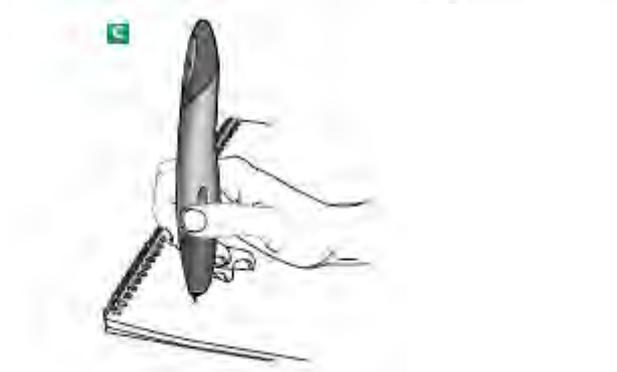
1. Remove the cap from the pen.
2. Place the ink cartridge tip in the hole in the pens cap clip **(a)**.



3. Tilt the pen cap **(a)** slightly clockwise. Pull the cap away from the pen **(b)**. The ink cartridge should pull away with the cap. Remove the cartridge completely from the pen and discard it.



4. Insert a new ink cartridge into the pen.
5. Press the ink cartridge tip against the surface of a notebook to secure it in place **(c)**.



### ***Cleaning the cartridge***

Occasionally the pen can be affected because dirt gets caught in the cartridge. To help avoid this please clean the cartridge from time to time (approx every 5 shifts). All you need to do is take the cartridge out and wipe your fingers up and down it. Then replace it into the pen.

## Best practice guide for completing questionnaires

The following are important practices which all interviewers MUST follow:



Please read the Part 2 Instructions for guidance on coding individual questions.

### Ticking Boxes

Always start the tick, and change its direction, within the box. The tick must not extend to another box and must not be thick.

### Boxes



**ALWAYS** start a new questionnaire by **ticking the 'start' box** (Diagram 8.1). Failure to do so will mean data from the current interview will merge with data from a previous interview or data will be lost.

Diagram 8.1

Do not:



- tick the start box twice, tick outside the box or tick too firmly.
- start a new questionnaire until the pen light is green. It may take a while after pressing 'send' on a questionnaire for the light to turn green.
- Tick the 'queries' box (Diagram 8.2) if there are any coding issues or you have a problem with a particular question or response. Note: write in which question(s) the query relates to, next to this box.
- Tick the 'cancel' box (Diagram 8.3) if you wish to cancel the entire questionnaire. However you MUST still tick the 'send' box.
- Tick the 'send' box (Diagram 8.4) when you are satisfied that the questionnaire is fully completed for each interview. This action will transmit the questionnaire (including any trailers). You cannot add any further information using the digital pen.

Diagram 8.2

TICK HERE TO INDICATE ANY QUERIES ON FORM



Diagram 8.3

If you want to cancel this form and any related trailers, tick this box before ticking the start box on a new schedule



Diagram 8.4

TICK HERE TO SEND

Make sure you have completed all coding



### Unique questionnaire numbers

You must insert a unique questionnaire number in the space provided (see Diagram 8.1). To ensure numbers are unique, TLs may write in the number to use (at the top right of page one – see Diagram 8.1) *before* the shift starts (or devise an effective system) so that you can enter the same number in the boxes labelled 'Questionnaire number' (top left) after ticking the start box. Numbers for cancelled questionnaires must not be reused.

 Any questionnaire **and trailer** that you use for an interview must have the same unique number written at the top. This will enable the technology to recognise and keep them together as one 'booklet'.

### Handwriting

Writing of text and numbers **MUST** be as legible as possible or the pen technology will recognise the data differently. The questionnaire number, date visit began, expenditure, nationality, country and counties questions are particularly important.

Take time to write especially 0s, 3s, 5s, 6s and 8s clearly.



Avoid joining up your handwriting which might cause the pen to misinterpret what you have written.

DO NOT place a full stop in any digitised box.

### Writing notes on the questionnaire

You can write notes on the questionnaire. You must tick the queries box to ensure the Coders at HQ look at the questionnaire. Any notes written after you 'send' the questionnaire will not be transmitted.



Do not write notes within any digitised answer spaces as this will distort the data.

 You can write anything you need onto the questionnaire, just as long as you write these notes outside of the digitised boxes and you do this before you press 'send' on that questionnaire. Coders will then be able to read any notes that you have written.

### Recording flight details

Flight details must be recorded as a pre-fix (first 3 boxes) and suffix (next 4 boxes) as in Diagram 8.5.

Diagram 8.5

C. Which flight have you just arrived on?

|   |   |   |  |   |   |   |   |     |
|---|---|---|--|---|---|---|---|-----|
| E | Z | Y |  | 1 | 2 | 3 | 4 | → D |
|---|---|---|--|---|---|---|---|-----|



Only include numerals in the suffix boxes. For example if the flight is 'TCX449L' do not include the 'L'. Record the information as 'TCX449'.

### Recording answers for open-ended questions /write-in box

You must write responses only within the indicated space. Any response outside the digitised space will not be recognised by the pen technology.



Do not write responses (or part of responses) outside digitised spaces or boxes.

### Changing the response for an open-ended question / write-in box

If you wish to change any information you have written for an open ended question or write-in box (e.g. country name, expenditure) neatly cross out the information and write the correct one underneath the box.



Since the correct response will be outside the digitised area you must tick the 'queries' box which will alert the Coders to the change. Write in the question which needs attention, next to the coding query box.

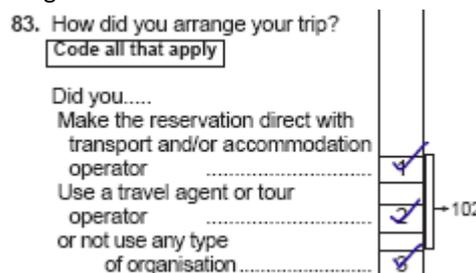
### Recording pre-coded responses

Pre-coded responses (the numbered responses) must be ticked. The tick must originate from within the box – Diagram 8.6. The change of direction of the tick must also be within the box to ensure the actual strokes are captured by the pen technology.



Do not extend the tick to another response box or the code for that box will be registered.

Diagram 8.6



### Changing a coded response

If you want to change a wrong coded response, neatly cross it before you tick the box for the correct one. The pens record the latest response ticked for each question.



Cancelled ticks for "code all that apply" questions will still appear in the data together with the corrected tick. Therefore, you must always tick the queries box when incorrect responses are corrected at "code all that apply" questions.

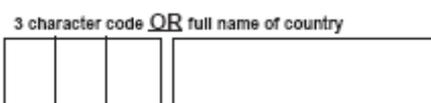
### Recording nationality, countries, towns & number of nights

Use codes for nationalities, countries and counties where appropriate (Diagrams 8.7) OR write the name in full.



**DO NOT USE BOTH. DATA WILL BE DISTORTED.**

Diagram 8.7



When recording the number of nights spent in countries visited (or towns stayed in overnight) you can still enter 'all', 'rest', 'DK' or 'COD' within the relevant 'nights' box.

Zero nights must be recorded as '0' – Do not write 'nil' or 'zero'.

For towns (Q6), write in the town and county (do not leave the county box blank). Use abbreviated county names (where possible). If the answer is a large city (LC) you can write that in the county box. If the response is London, tick the London box and the name of the borough recorded in the 'county/borough' box. If unknown, probe for tube station.



Refer to Section 3 (Part 2 instructions) for further details.



For accommodation, information such as 'on a cruise'; 'bed & breakfast'; 'with family' must not be written within the boxes. Write the appropriate code. A brief description of these is included on the questionnaire.

### Recording numeric information

The response box for numeric data has been divided into smaller boxes for you to insert one number per box (Diagrams 8.8). You can start from any box; the pen technology will still record them accurately. However it may be helpful to be consistent with where you start from.

Diagram 8.8

61. Did you spend anything on alcohol, cigarettes or tobacco on board your (arrival) flight or the flight you left the UK on?

| Include items not bought back to the UK |       |   |   |   |   |      |
|---|-------|---|---|---|---|------|
| No                                      | ..... |   |   |   | 2 | } 62 |
| Spirits                                 | 2     | 2 | 1 |   |   |      |
| Other                                   |       | 2 | 2 | 2 |   |      |
| Cigarettes                              |       | 3 | 3 |   |   |      |
| Handrolling tobacco                     |       |   | 3 | 2 |   |      |



Do not place a dash/dot in any digitised space if a response is not needed. All strokes are interpreted by the technology. Leave it blank. Do not include any leading zero's e.g. 0017. Write 17.

### Recording expenditure



When completing questions on expenditure/cost do not include the currency (£; \$ etc) sign in the answer box. These signs will be interpreted differently and the data will be wrong.

Only answers quoted in £ Sterling should be recorded in the boxes. If given in another currency, write the currency and amount under the response box(es) and then tick the 'currency conversion' box.



Write '0' for nil or zero expenditure for main expenditure Qs (48, 53, 56, 57, 151) to indicate you asked the question. At all other expenditure questions you can leave blank but write outside the boxes to indicate they have been asked.

You can indicate 'DK' or 'COD' where there are 6 boxes and tick the 'coding query' box.

If you have to cross out any expenditure you must tick the coding query box and write the question number which the query relates to.

### **Currency conversions**

A box has been provided for you to tick if you have written in expenditure in a foreign currency (outside the answer boxes) and it needs converting. (Diagram 8.9).

Diagram 8.9  
**TICK HERE TO INDICATE  
THAT CURRENCY NEEDS  
TO BE CONVERTED**



### **Recording dates (departure/arrival)**

Write neatly inside the boxes.

Write the full year e.g. 2011 rather than '11'.

### **Handling queries / errors relating to the interview**

- a. If you have a *query when you are doing your interview*, and you don't know how to handle it, you can tick a 'coding query' box (on the back page). The coders in the office will look at all questionnaires that have this ticked. What you have to do in this case is:
  - write in notes against the question you have a query on
  - write down which question the query relates to, next to the 'coding query' box.
- b. If you realise that you have filled the questionnaire with a *big error* – in particular have written in the wrong questionnaire number - that can not be addressed by the coding team you will be able to tick a 'cancel' box and 'send'. You must then discard this questionnaire and start a new one, using a different questionnaire number.
- c. If you have pressed 'send' on a questionnaire and then *realise that you missed something*, you can do the following:
  - On your next full interview tick the coding query' box and then write in the questionnaire number that the problem relates to, and the nature of the problem, next to this box.
  - If you realise an omission/error after you have done all of your interviews, you should inform your TL who will write the details within the comments box on the shift return sheet.

### **Trailers**

- Start an interview using the main questionnaire and complete a trailer if required.
  - First write the same unique number (which you wrote on the questionnaire at the start of the interview) on the trailer to enable the technology to 'bind' the trailer and the questionnaire together as a single 'booklet'.
-  After completing the trailer, follow the routing to return to the main questionnaire; fill in the rest of the details and then tick the send box.
-  NEVER tick the start button again when you are completing a trailer.

### ***Sub sample sheets***

Complete the sub sample sheet by ticking the relevant boxes. Tick each row but only fill the non-response column including the N & R columns.



Section 4 provides further details on completing sub sample sheets.



**Interviewer notes page**

## Section 9

### Non-English speakers' questionnaires



It is important that the IPS captures non-English speakers as these people may have different characteristics to English speaking visitors. Un-digitised self administered foreign language questionnaires for non-English speakers are available. This section has guidance on administering these questionnaires.

The questionnaires are produced in up to 13 languages and they allow for partial response or as much information as possible to be obtained. Together these languages account for around three quarters of non-response due to language difficulties. The languages are:

| Language                       | Port |     |          |
|--------------------------------|------|-----|----------|
|                                | Air  | Sea | EuroStar |
| Italian                        | ✓    |     |          |
| Japanese                       | ✓    |     |          |
| Spanish                        | ✓    | ✓   | ✓        |
| German                         | ✓    | ✓   | ✓        |
| French                         | ✓    | ✓   | ✓        |
| Chinese (Cantonese & Mandarin) | ✓    |     |          |
| Russian                        | ✓    |     |          |
| Portuguese                     | ✓    | ✓   | ✓        |
| Greek                          | ✓    |     |          |
| Polish                         | ✓    | ✓   | ✓        |
| Bulgarian                      | ✓    | ✓   | ✓        |
| Romanian                       | ✓    | ✓   | ✓        |

Respondents involved in a pilot were pleased that some effort had been made to communicate with them in their own language. You may however find that some respondents have a better understanding of English than they initially admit to. Some interviews may therefore be convertible to a complete response.

It is acknowledged that some of the information collected on these questionnaires may not be as accurate as that collected in the main survey, for example we will not be able to separate out eligible and non-eligible expenditure. However the data we collect from questionnaires for non-English speakers is still useful to IPS users.

## Administering the questionnaires

The questions cover one side of A4 sheet. There are departures and arrivals versions which can be distinguished by colour.

|                 |   |       |
|-----------------|---|-------|
| Arrivals        | - | blue  |
| Departures      | - | peach |
| English version | - | white |

The English versions are provided at the end of this section for information purposes.

At main airports stocks should be available at desks. At other sites keep a set in your folder along with the English version.

When you have a contact you cannot interview because of a language barrier hand them a questionnaire. If you are not sure which language is appropriate show the two or three most likely ones.

You will need to stay with the respondent while they complete the questionnaire and ensure that they answer all the questions. You will also need to ensure that only one box is ticked for each appropriate question and that currency is included on the expenditure question for departures.

The answers to Q1 (Nationality) and Q2 (Country of residence) will probably be written in a non-English language. You will find the common nationalities and countries in the normal coding frames. For example, you will be able to enter Espanol for Spain. We will be adding to the coding frames as the year goes on. Any answers which aren't in the coding frame or are in a different script (Russian, Greek, Japanese, Cantonese and Mandarin) need to be marked as a coding query and will be coded in the office.

When recording airport at Q4 you will need to check the departure/arrivals boards or the respondents boarding pass/ticket if they do not provide the name of the airport in English and record it yourself.

Remember to indicate whether the respondent was male or female on the bottom of the language questionnaire and add the shift and questionnaire numbers.

While the CADI program is still operational, you will be required to CADI non-English speakers' questionnaires using the English version as a guide. Tuck the language questionnaire inside the standard questionnaire and write 'lang' on the standard questionnaire so we know there is a language questionnaire for that contact. Also record the shift number and questionnaire number on the language questionnaire in case the standard and language questionnaires become separated.

 Language questionnaires are not digitised. Interviewers must transfer the responses onto a digitised questionnaire (ticking start and send boxes as appropriate) and tick the queries box if there are any problems. Until further instructed, language questionnaires must be sent to Coding and Editing (together with the other questionnaires).

**International Passenger Survey**

You have been selected by chance to take part in the International Passenger Survey, a survey carried out for the British Government looking at travel patterns and trends. This questionnaire will take you just a few minutes to complete.

**Everything you tell us is strictly confidential and will only be used to produce official statistics. We do not collect names or addresses or any other form of identification.**

1. What nationality passport do you hold? .....
2. In which country have you lived in for the last 12 months? .....
3. Which airline were you travelling with? .....
4. Which airport did you come from? .....
5. How long will you be staying in the UK?

|                          |  |                  |
|--------------------------|--|------------------|
| <input type="checkbox"/> | I will be leaving the UK <i>today</i>              | Go to Question 8 |
| <input type="checkbox"/> | I will probably stay for <b>less</b> than 3 months | Go to Question 6 |
| <input type="checkbox"/> | I will probably stay for 3 to 5 months             | Go to Question 8 |
| <input type="checkbox"/> | I will probably stay for 6 to 11 months            | Go to Question 8 |
| <input type="checkbox"/> | I will probably stay for 12 months or <i>more</i>  | Go to Question 8 |

6. Will you/ might you work during your visit?

|                          |     |                  |
|--------------------------|-----|------------------|
| <input type="checkbox"/> | Yes | Go to Question 7 |
| <input type="checkbox"/> | No  | Go to Question 8 |

7. Could this work keep you in the UK for more than three months?

|                          |                      |
|--------------------------|----------------------|
| <input type="checkbox"/> | Yes                  |
| <input type="checkbox"/> | Don't know, possibly |
| <input type="checkbox"/> | No                   |

8. What is your age now?

|                          |              |                          |          |                          |             |
|--------------------------|--------------|--------------------------|----------|--------------------------|-------------|
| <input type="checkbox"/> | 15 and under | <input type="checkbox"/> | 35 to 44 | <input type="checkbox"/> | 65 and over |
| <input type="checkbox"/> | 16 to 24     | <input type="checkbox"/> | 45 to 54 |                          |             |
| <input type="checkbox"/> | 25 to 34     | <input type="checkbox"/> | 55 to 64 |                          |             |

**Thank you for your help**

**International Passenger Survey**

You have been selected by chance to take part in the International Passenger Survey, a survey carried out for the British Government looking at travel patterns and trends. This questionnaire will take you just a few minutes to complete.

**Everything you tell us is strictly confidential and will only be used to produce official statistics. We do not collect names or addresses or any other form of identification.**

1. What nationality passport do you hold? .....
2. In which country have you lived in for the last 12 months? .....
3. On what date did you arrive in the UK? Day.....Month.....Year.....
4. Which airport are you flying **to**? .....
5. Did you travel to the UK on an inclusive tour or package, or did you pay for your flight and accommodation separately?

|                                      |   |
|--------------------------------------|---|
| <input type="checkbox"/> Flight only | <input type="checkbox"/> Inclusive tour/package |
|--------------------------------------|---|

6. What is the **main** reason for your visit to the UK? Please tick one **box** only.

|   |  |
|---|--|
| <input type="checkbox"/> Personal shopping  | <input type="checkbox"/> Transit (to change planes)    |
| <input type="checkbox"/> Visiting relatives | <input type="checkbox"/> Study                         |
| <input type="checkbox"/> Visiting friends   | <input type="checkbox"/> To work as an au pair         |
| <input type="checkbox"/> Holiday/Pleasure   | <input type="checkbox"/> Other reason (please specify) |
| <input type="checkbox"/> Business/Work      | .....  |

7. Approximately, how much money have you (and your family) spent **in the UK**, during **this** visit?  
 (Please include money spent on credit/debit cards or withdrawn from a bank or cash machine) .....

8. How many people does this amount cover? .....

9. What is your age now?

|                                       |                                   |                                      |
|---------------------------------------|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> 15 and under | <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 65 and over |
| <input type="checkbox"/> 16 to 24     | <input type="checkbox"/> 45 to 54 |                                      |
| <input type="checkbox"/> 25 to 34     | <input type="checkbox"/> 55 to 64 |                                      |

**Thank you for your help**

International Passenger Survey

You have been selected by chance to take part in the International Passenger Survey, a survey carried out for the British Government looking at travel patterns and trends. This questionnaire will take you just a few minutes to complete.

Everything you tell us is strictly confidential and will only be used to produce official statistics. We do not collect names or addresses or any other form of identification.

1. What nationality passport do you hold? .....

2. In which country have you lived in for the last 12 months? .....

3. Which port did you come from? .....

4. How long will you be staying in the UK?

|                          |  |                  |
|--------------------------|--|------------------|
| <input type="checkbox"/> | I will be leaving the UK <i>today</i>              | Go to Question 7 |
| <input type="checkbox"/> | I will probably stay for <b>less</b> than 3 months | Go to Question 5 |
| <input type="checkbox"/> | I will probably stay for 3 to 5 months             | Go to Question 7 |
| <input type="checkbox"/> | I will probably stay for 6 to 11 months            | Go to Question 7 |
| <input type="checkbox"/> | I will probably stay for 12 months or <i>more</i>  | Go to Question 7 |

5. Will you/might you work during your visit?

|                          |     |                  |
|--------------------------|-----|------------------|
| <input type="checkbox"/> | Yes | Go to Question 6 |
| <input type="checkbox"/> | No  | Go to Question 7 |

6. Could this work keep you in the UK for more than three months?

|                          |                      |
|--------------------------|----------------------|
| <input type="checkbox"/> | Yes                  |
| <input type="checkbox"/> | Don't know, possibly |
| <input type="checkbox"/> | No                   |

7. What is your age now?

|                          |              |                          |          |                          |             |
|--------------------------|--------------|--------------------------|----------|--------------------------|-------------|
| <input type="checkbox"/> | 15 and under | <input type="checkbox"/> | 35 to 44 | <input type="checkbox"/> | 65 and over |
| <input type="checkbox"/> | 16 to 24     | <input type="checkbox"/> | 45 to 54 |                          |             |
| <input type="checkbox"/> | 25 to 34     | <input type="checkbox"/> | 55 to 64 |                          |             |

Thank you for your help

International Passenger Survey

You have been selected by chance to take part in the International Passenger Survey, a survey carried out for the British Government looking at travel patterns and trends. This questionnaire will take you just a few minutes to complete.

Everything you tell us is strictly confidential and will only be used to produce official statistics. We do not collect names or addresses or any other form of identification.

- 1. What nationality passport do you hold?
2. In which country have you lived in for the last 12 months?
3. On what date did you arrive in the UK?
4. Which port are you sailing to?
5. Did you travel to the UK on an inclusive tour or package, or did you pay for your crossing and accommodation separately?

Form with checkboxes for 'Crossing only' and 'Inclusive tour/package'

6. What is the main reason for your visit to the UK? Please tick one box only.

Table with reasons for visit: Personal shopping, Visiting relatives, Visiting friends, Holiday/Pleasure, Business/Work, Study, To work as an au pair, Other reason (please specify)

7. Approximately, how much money have you (and your family) spent in the UK, during this visit? (Please include money spent on credit/debit cards or withdrawn from a bank or cash machine)

8. How many people does this amount cover?

9. What is your age now?

Table with age ranges: 15 and under, 16 to 24, 25 to 34, 35 to 44, 45 to 54, 55 to 64, 65 and over

Thank you for your help

International Passenger Survey

You have been selected by chance to take part in the International Passenger Survey, a survey carried out for the British Government looking at travel patterns and trends. This questionnaire will take you just a few minutes to complete.

Everything you tell us is strictly confidential and will only be used to produce official statistics. We do not collect names or addresses or any other form of identification.

1. What nationality passport do you hold? .....

2. In which country have you lived in for the last 12 months? .....

3. At which station did you get on the train ? .....

4. How long will you be staying in the UK?

|                          |  |                  |
|--------------------------|--|------------------|
| <input type="checkbox"/> | I will be leaving the UK <i>today</i>              | Go to Question 7 |
| <input type="checkbox"/> | I will probably stay for <b>less</b> than 3 months | Go to Question 5 |
| <input type="checkbox"/> | I will probably stay for 3 to 5 months             | Go to Question 7 |
| <input type="checkbox"/> | I will probably stay for 6 to 11 months            | Go to Question 7 |
| <input type="checkbox"/> | I will probably stay for 12 months or <i>more</i>  | Go to Question 7 |

5. Will you/ might you work during your visit?

|                          |     |                  |
|--------------------------|-----|------------------|
| <input type="checkbox"/> | Yes | Go to Question 6 |
| <input type="checkbox"/> | No  | Go to Question 7 |

6. Could this work keep you in the UK for more than three months?

|                          |                      |
|--------------------------|----------------------|
| <input type="checkbox"/> | Yes                  |
| <input type="checkbox"/> | Don't know, possibly |
| <input type="checkbox"/> | No                   |

7. What is your age now?

|                          |              |                          |          |                          |             |
|--------------------------|--------------|--------------------------|----------|--------------------------|-------------|
| <input type="checkbox"/> | 15 and under | <input type="checkbox"/> | 35 to 44 | <input type="checkbox"/> | 65 and over |
| <input type="checkbox"/> | 16 to 24     | <input type="checkbox"/> | 45 to 54 |                          |             |
| <input type="checkbox"/> | 25 to 34     | <input type="checkbox"/> | 55 to 64 |                          |             |

Thank you for your help

International Passenger Survey

You have been selected by chance to take part in the International Passenger Survey, a survey carried out for the British Government looking at travel patterns and trends. This questionnaire will take you just a few minutes to complete.

**Everything you tell us is strictly confidential and will only be used to produce official statistics. We do not collect names or addresses or any other form of identification.**

1. What nationality passport do you hold? .....
2. In which country have you lived in for the last 12 months? .....
3. On what date did you arrive in the UK? Day.....Month.....Year.....
4. At which station are you getting off this train? ...  
.....
5. Did you travel to the UK on an inclusive tour or package, or did you pay for your train journey and accommodation separately?

|                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/> Train only | <input type="checkbox"/> Inclusive tour/package |
|-------------------------------------|---|

6. What is the **main** reason for your visit to the UK? Please tick one **box** only.

|   |  |
|---|--|
| <input type="checkbox"/> Personal shopping  |  |
| <input type="checkbox"/> Visiting relatives | <input type="checkbox"/> Study                         |
| <input type="checkbox"/> Visiting friends   | <input type="checkbox"/> To work as an au pair         |
| <input type="checkbox"/> Holiday/Pleasure   | <input type="checkbox"/> Other reason (please specify) |
| <input type="checkbox"/> Business/Work      | .....  |

7. Approximately, how much money have you (and your family) spent **in the UK**, during **this** visit?  
(Please include money spent on credit/debit cards or withdrawn from a bank or cash machine)

.....

8. How many people does this amount cover? .....

9. What is your age now?

|                                       |                                   |                                      |
|---------------------------------------|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> 15 and under | <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 65 and over |
| <input type="checkbox"/> 16 to 24     | <input type="checkbox"/> 45 to 54 |                                      |
| <input type="checkbox"/> 25 to 34     | <input type="checkbox"/> 55 to 64 |                                      |

**Thank you for your help**

## Section 10 Codes

| Line Codes |                             | Destination (Dport) Codes |               |
|------------|-----------------------------|---------------------------|---------------|
| Short name | Long name                   | Short name                | Long name     |
| BS         | Blue Star/Superfast Ferries | AMS                       | Amsterdam     |
| BF         | Britanny Ferries            | ANT                       | Antwerp       |
| Brit Fer   | Britanny Ferries            | AVI                       | Avignon       |
| CUN        | Cunard                      | BER                       | Bergen        |
| DFDS       | DFDS Seaways                | BIL                       | Bilbao        |
| Estar      | Eurostar                    | BOL                       | Boulogne      |
| ET         | Eurotunnel                  | BOU                       | Bourg         |
| ETF        | Eurotunnel                  | BRE                       | Bremerhaven   |
| ETT        | Eurotunnel                  | BRU                       | Brussels      |
| Etunnel    | Eurotunnel                  | CAE                       | Caen          |
| FN         | Fastnet                     | CAL                       | Calais        |
| IF         | Irish Ferries               | CHE                       | Cherbourg     |
| Irish      | Irish Ferries               | Coq                       | Coquelles     |
| LD         | LD Lines                    | COR                       | Cork          |
| NL         | NorfolkLine                 | CUX                       | Cuxhaven      |
| Norfolk    | NorfolkLine                 | DIE                       | Dieppe        |
| P&O        | P&O Ferries                 | DK                        | Dont know     |
| P+O        | P&O Ferries                 | DL                        | Dun Laoghaire |
| PandO      | P&O Ferries                 | DUB                       | Dublin        |
| PO         | P&O Ferries                 | DUK                       | Dunkirk       |
| SF         | SeaFrance                   | ESB                       | Esbjerg       |
| Speed      | SpeedFerries                | GOT                       | Gothenburg    |
| SP         | SpeedFerries                | HAM                       | Hamburg       |
| Stena      | Stena Line (excl Harwich)   | HAU                       | Haugesund     |
| Stena Har  | Stena Line - Harwich        | HOO                       | Hook          |
|            |                             | LH                        | Le Havre      |
|            |                             | LIL                       | Lille         |
|            |                             | MAR                       | Marseilles    |
|            |                             | MOU                       | Moutiers      |
|            |                             | NY                        | New York      |
|            |                             | OSL                       | Oslo          |
|            |                             | OST                       | Ostend        |
|            |                             | PAR                       | Paris         |
|            |                             | ROF                       | Roscoff       |
|            |                             | ROS                       | Rosslare      |
|            |                             | ROT                       | Rotterdam     |
|            |                             | SAL                       | Salins        |
|            |                             | SAN                       | Santander     |
|            |                             | STM                       | St Malo       |
|            |                             | MAU                       | St Maurice    |
|            |                             | STA                       | Stavanger     |
|            |                             | Stockholm                 | Stockholm     |
|            |                             | ZEE                       | Zeebrugge     |

## Airport Codes

| Airport name                        | IATA | Airport name                     | IATA |
|-------------------------------------|------|----------------------------------|------|
| Aachen Germany                      | AAH  | Alta/etc Norway                  | ALF  |
| Aalborg Denmark                     | AAL  | Altenburg/etc Germany            | AOC  |
| Aalesund/etc Norway                 | AES  | Altoona/etc Pennsylv USA         | AOO  |
| Aarhus Denmark                      | AAR  | Amarillo Texas USA               | AMA  |
| Abadan Iran                         | ABD  | Ambon/etc Indonesia              | AMQ  |
| Abbeville/etc France                | ABB  | Amiens/etc France                | QAM  |
| Abbotsford Br Columb Canada         | YXX  | Amman Jordan                     | AMM  |
| Aberdeen/etc Sth Dakota USA         | ABR  | Amritsar/etc India               | ATQ  |
| Abha/etc Saudi Arabia               | AHB  | Amsterdam Netherlands            | AMS  |
| Abidjan Ivory Coast                 | ABJ  | Anapa Russia                     | AAQ  |
| Abilene/etc Texas USA               | ABI  | Anchorage Alaska USA             | ANC  |
| Abu Dhabi UAE                       | AUH  | Ancona/etc Italy                 | AOI  |
| Abu Simbel Egypt                    | ABS  | Andenes/etc Norway               | ANX  |
| Abuja/etc Nigeria                   | ABV  | Andorra                          | ALV  |
| Acapulco Mexico                     | ACA  | Andros Town/etc Bahamas          | ASD  |
| Accra Ghana                         | ACC  | Angelholm/Helsingborg etc Sweden | AGH  |
| Adana/etc Turkey                    | ADA  | Angers/etc France                | ANE  |
| Addis Ababa Ethiopia                | ADD  | Angouleme/etc France             | ANG  |
| Adelaide South Australia            | ADL  | Anguilla/etc Leeward islands     | AXA  |
| Aden/etc Yemen                      | ADE  | Ankara (Esenboga) Turkey         | ESB  |
| Adler/Sochi/etc Russia              | AER  | Annaba/etc Algeria               | AAE  |
| Adrar/etc Algeria                   | AZR  | Annecy/etc France                | NCY  |
| Agadir Morocco                      | AGA  | Antalya/etc Turkey               | AYT  |
| Agartala/etc India                  | IXA  | Antananarivo/etc Madagascar      | TNR  |
| Agen/etc France                     | AGF  | Antigua/St Johns Antigua         | ANU  |
| Agra/etc India                      | AGR  | Antofagasta/etc Chile            | ANF  |
| Ahmedabad/etc India                 | AMD  | Antsiranana/etc Madagascar       | DIE  |
| Ahwaz/etc Iran                      | AWZ  | Antwerp Belgium                  | ANR  |
| airport - country unknown           | UK5  | Aomori/etc Japan                 | AOJ  |
| airport - England                   | UK1  | Apia Samoa                       | APW  |
| airport - N Ireland                 | UK2  | Appleton/etc Wisconsin USA       | ATW  |
| airport - Scotland                  | UK3  | Aqaba/etc Jordan                 | AQJ  |
| airport - Wales                     | UK4  | Aracaju/etc Brazil               | AJU  |
| Ajaccio Corsica                     | AJA  | Arad/etc Romania                 | ARW  |
| Akita/etc Japan                     | AXT  | Arcata/Eureka California USA     | ACV  |
| Akron/Canton/etc Ohio USA           | CAK  | Arequipa/etc Peru                | AQP  |
| Akureyri/etc Iceland                | AEY  | Arica/etc Chile                  | ARI  |
| Al Ain/etc UAE                      | AAN  | Arkansas Airport Arkansas USA    | XNA  |
| Al Hoceima/etc Morocco              | AHU  | Arkhangelsk/etc Russia           | ARH  |
| Alahsa Saudi Arabia                 | HOF  | Armidale/etc NS Wal Australia    | ARM  |
| Albany/etc Georgia USA              | ABY  | Aruba/etc Neth Antilles          | AUA  |
| Albany/etc West Australia           | ALH  | Arusha Tanzania                  | ARK  |
| Albany/Troy New York State USA      | ALB  | Arvidsjaur/etc Sweden            | AJR  |
| Albi/ Le Sequestre /etc France      | LBI  | Asahikawa/etc Japan              | AKJ  |
| Albuquerque New Mexico USA          | ABQ  | Ascension Is/etc Georgetown (UK) | ASI  |
| Albury/etc NS Wales Australia       | ABX  | Asheville/etc N Carolina USA     | AVL  |
| Alderney C Isles                    | ACI  | Ashgabat Turkmenistan            | ASB  |
| Aleppo/etc Syria                    | ALP  | Asmara/etc Eritrea               | ASM  |
| Alexandria/etc (Borg El Arab) Egypt | HBE  | Aspen/etc Colorado USA           | ASE  |
| Alexandria/etc (El Nozha) Egypt     | ALY  | Assab/etc Eritrea                | ASA  |
| Alexandria/etc Louisiana USA        | AEX  | Astana Kazakhstan                | TSE  |
| Alghero Sardinia                    | AHO  | Astrakhan/etc Russia             | ASF  |
| Algiers Algeria                     | ALG  | Asturias/Oviedo/etc Spain        | OVD  |
| Alicante Spain                      | ALC  | Asuncion/etc Paraguay            | ASU  |
| Allentown/Bethlehem Penn USA        | ABE  | Aswan/etc Egypt                  | ASW  |
| Almaty Kazakhstan                   | ALA  | Atar/etc Mauritania              | ATR  |
| Almeria Spain                       | LEI  | Athens Greece                    | ATH  |
| Alor Setar/etc Malaysia             | AOR  | Athens/etc Georgia USA           | AHN  |

| <b>Airport name</b>               | <b>IATA</b> | <b>Airport name</b>           | <b>IATA</b> |
|-----------------------------------|-------------|-------------------------------|-------------|
| Atlanta Georgia USA               | ATL         | Beef Island/etc Br Virgin Is  | EIS         |
| Atlantic City New Jersey USA      | ACY         | Beijing (Peking) China        | PEK         |
| Atyrau Airport - Kazakhstan       | GUW         | Beira/etc Mozambique          | BEW         |
| Atyrau Airport - Kazakhstan       | GUW         | Beirut Lebanon                | BEY         |
| Auckland New Zealand              | AKL         | Belem/etc Brazil              | BEL         |
| Augusta Georgia USA               | AGS         | Belfort/etc France            | BOR         |
| Aurangabad/etc India              | IXU         | Belgrade Serbia               | BEG         |
| Auxerre/etc France                | AUF         | Belize City/etc Belize        | BZE         |
| Aviador Carbos Campos - Argentina | CPC         | Bellingham Washington State   | BLI         |
| Avignon/etc France                | AVN         | Benghazi Libya                | BEN         |
| Bacau Romania                     | BCM         | Benguela/etc Angola           | BUG         |
| Bacolod/etc Philippines           | BCD         | Benin City Nigeria            | BNI         |
| Badajoz Spain                     | BJZ         | Bequia Airport - Barbados     | BQU         |
| Bagdogra/etc India                | IXB         | Berbera Somalia               | BBO         |
| Baghdad Iraq                      | BGW         | Bergamo/etc Italy             | BGY         |
| Bagotville/etc Quebec Canada      | YBG         | Bergen Norway                 | BGO         |
| Bagram Airfield Afghanistan       | BPM         | Bergerac/etc France           | EGC         |
| Bahrain                           | BAH         | Berlin (Schonefeld) Germany   | SXF         |
| Baie Comeau/etc Quebec Canada     | YBC         | Berlin (Tegel) Germany        | TXL         |
| Bakersfield California USA        | BFL         | Berlin (Tempelhof) Germany    | THF         |
| Baku Azerbaijan                   | GYD         | Bermuda Bermuda               | BDA         |
| Baku Azerbaijan                   | BAK         | Berne Switzerland             | BRN         |
| Bakula Rimpoche India             | IXL         | Beziers/etc France            | BZR         |
| Balaton Hungary                   | SOB         | Bhavnagar/etc India           | BHU         |
| Bali/Denpasar etc Indonesia       | DPS         | Bhopal/etc India              | BHO         |
| Balikpapan/etc Indonesia          | BPN         | Bhubaneswar/etc India         | BBI         |
| Baltimore Maryland USA            | BWI         | Bhuj/etc India                | BHJ         |
| Bamako/etc Mali                   | BKO         | Biak/etc Indonesia            | BIK         |
| Bamyan Afganistan                 | BIN         | Biarritz France               | BIQ         |
| Bandar Abbas/etc Iran             | BND         | Bielefeld/etc Germany         | BFE         |
| Bandar Seri Begawan Brunei        | BWN         | Bikaner/etc India             | BKB         |
| Bandung/etc Indonesia             | BDO         | Bilbao Spain                  | BIO         |
| Banff Alberta Canada              | YBA         | Billings/etc Montana USA      | BIL         |
| Bangalore/etc India               | BLR         | Billund/Kolding/etc Denmark   | BLL         |
| Bangkok Thailand                  | BKK         | Bimini/etc Bahamas            | BIM         |
| Bangor/etc Maine USA              | BGR         | Binghampton/etc N York St USA | BGM         |
| Bangui/etc Central African Rep    | BGF         | Bintulu/etc Malaysia          | BTU         |
| Banjarmasin/etc Indonesia         | BDJ         | Biratnagar/etc Nepal          | BIR         |
| Banjul Gambia                     | BJL         | Birmingham Alabama USA        | BHM         |
| Barbuda Barbuda                   | BBQ         | Bishkek Kyrgyzstan            | FRU         |
| Barcelona Spain                   | BCN         | Biskra/etc Algeria            | BSK         |
| Barcelona/etc Venezuela           | BLA         | Bismarck/etc North Dakota USA | BIS         |
| Bardufoss/etc Norway              | BDU         | Bissau/etc Guinea-Bissau      | OXB         |
| Bari/etc Italy                    | BRI         | Blantyre Malawi               | BLZ         |
| Barnaul/etc Russia                | BAX         | Blenheim/etc New Zealand      | BHE         |
| Barquisimeto/etc Venezuela        | BRM         | Bloemfontein/etc South Africa | BFN         |
| Barranquilla Colombia             | BAQ         | Bloomington/etc Illinois USA  | BMI         |
| Basle Switzerland                 | BSL         | Bluefield/etc W Virginia USA  | BLF         |
| Basra/etc Iraq                    | BSR         | Boa Vista/etc Cape Verde Is   | BVC         |
| Bastia/etc Corsica                | BIA         | Bodo/etc Norway               | BOO         |
| Bata/etc Equatorial Guinea        | BSG         | Bodrum/etc Turkey             | BJV         |
| Batam/etc Indonesia               | BTH         | Bogota Colombia               | BOG         |
| Bathurst New Brunswick Canada     | ZBF         | Boise/etc Idaho USA           | BOI         |
| Baton Rouge/etc Louisiana USA     | BTR         | Bologna Italy                 | BLQ         |
| Bayreuth/etc Germany              | BYU         | Bolzano Italy                 | BZO         |
| Beaumont/etc Texas USA            | BPT         | Bombay/Mumbai India           | BOM         |
| Beauvais France                   | BVA         | Bonaire/etc Neth Antilles     | BON         |
| Bechar/etc Algeria                | CBH         | Bonn/Cologne Germany          | CGN         |

| <b>Airport name</b>            | <b>IATA</b> | <b>Airport name</b>            | <b>IATA</b> |
|--------------------------------|-------------|--------------------------------|-------------|
| Bordeaux France                | BOD         | Calvi/etc Corsica              | CLY         |
| Borlange/etc Sweden            | BLE         | Camaguey/etc Cuba              | CMW         |
| Bornholm/Ronne/etc Denmark     | RNN         | Cambodia (not Phnom Penh)      | CAM         |
| Boston Massachusetts USA       | BOS         | Cambrai/etc France             | XCB         |
| Bouake/etc Ivory Coast         | BYK         | Cambridge Bay NW Terr Canada   | YCB         |
| Bourgas Bulgaria               | BOJ         | Campbell River Br Columbia Can | YBL         |
| Bozeman/etc Montana USA        | BZN         | Campinas/etc Brazil            | CPQ         |
| Braga Portugal                 | BGZ         | Campo Grande/etc Brazil        | CGR         |
| Brandon/etc Manitoba Canada    | YBR         | Canberra Australia             | CBR         |
| Brasilia/etc Brazil            | BSB         | Cancun/etc Mexico              | CUN         |
| Bratislava/etc Slovakia        | BTS         | Cannes/etc France              | CEQ         |
| Braunschweig/etc Germany       | BWE         | Canouan Island/etc Grenadines  | CIW         |
| Brazzaville/etc Congo          | BZV         | Cape Town South Africa         | CPT         |
| Bremen Germany                 | BRE         | Capri/etc Italy                | PRJ         |
| Bremerhaven/etc Germany        | BRV         | Caracas Venezuela              | CCS         |
| Brescia (Verona Brescia) Italy | VBS         | Carcassone/etc France          | CCF         |
| Brest France                   | BES         | Carriacou/etc Grenada          | CRU         |
| Bridgeport/etc Connecticut USA | BDR         | Cartagena/etc Colombia         | CTG         |
| Bridgetown Barbados            | BGI         | Casablanca Mohammed V Morocco  | CMN         |
| Brindisi/etc Italy             | BDS         | Casper/etc Wyoming USA         | CPR         |
| Brisbane Qsland Australia      | BNE         | Castlegar Br Columbia Canada   | YCG         |
| Brive/La Roche                 | BEV         | Castres/etc France             | DCM         |
| Brive-la-Gaillarde/etc France  | BVE         | Catania Sicily                 | CTA         |
| Brno/etc Czech Rep             | BRQ         | Cayenne/etc French Guiana      | CAY         |
| Broken Hill NSWal Australia    | BHQ         | Cayman Brac/etc Cayman Is      | CYB         |
| Broome/etc West Australia      | BME         | Cebu/etc Philippines           | CEB         |
| Brunswick/etc Georgia USA      | SSI         | Cedar City/etc Utah USA        | CDC         |
| Brussels Belgium               | BRU         | Cedar Rapids/etc Iowa USA      | CID         |
| Bucaramanga/etc Colombia       | BGA         | Central Wisconsin              | CWA         |
| Bucharest (Baneasa) Romania    | BBU         | Chambery/etc France            | CMF         |
| Bucharest (Otopeni) Romania    | OTP         | Champaign/etc Illinois USA     | CMI         |
| Budapest Hungary               | BUD         | Chandigarh India               | IXC         |
| Buenos Aires Argentina         | EZE         | Changsha Huanghua China        | CSX         |
| Buffalo New York State USA     | BUF         | Chania/etc Greece              | CHQ         |
| Bujumbura/etc Burundi          | BJM         | Charleroi/etc Belgium          | CRL         |
| Bukavu/etc Zaire               | BKY         | Charleston Sth Carolina USA    | CHS         |
| Bulawayo Zimbabwe              | BUQ         | Charleston/etc W Virginia USA  | CRW         |
| Bundaberg Qsland Australia     | BDB         | Charlotte North Carolina USA   | CLT         |
| Burbank California USA         | BUR         | Charlottesville Virginia USA   | CHO         |
| Burlington/etc Vermont USA     | BTV         | Charlottetown P Edward Canada  | YYG         |
| Butte/etc Montana USA          | BTM         | Chartres/etc France            | QTJ         |
| Buyo Ivory Coast               | BUU         | Chateauroux/etc France         | CHR         |
| Bydgoszcz Poland               | BZG         | Chatham New Brunswick Canada   | YCH         |
| Cabinda/etc Angola             | CAB         | Chattanooga/etc Tennessee USA  | CHA         |
| Caen/etc France                | CFR         | Chelyabinsk/etc Russia         | CEK         |
| Cagayan de Oro Philippines     | CGY         | Chengdu/etc China              | CTU         |
| Cagliari/etc Sardinia          | CAG         | Chennai/Madras India           | MAA         |
| Cairns Queensland Australia    | CNS         | Cheongju Airport - South Korea | CJJ         |
| Cairo Egypt                    | CAI         | Cherbourg/etc France           | CER         |
| Cajamarca/etc Peru             | CJA         | Cheyenne/etc Wyoming USA       | CYS         |
| Calabar/etc Nigeria            | CBQ         | Chiang Mai/etc Thailand        | CNX         |
| Calais/etc France              | CQF         | Chicago Illinois USA           | ORD         |
| Calama/etc Chile               | CJC         | Chiclayo/etc Peru              | CIX         |
| Calcutta/Kolkata India         | CCU         | Chios/islands Greece           | JKH         |
| Calgary Alberta Canada         | YYC         | Chittagong/etc Bangladesh      | CGP         |
| Cali/Palmira Colombia          | CLO         | Chongqing/etc China            | CKG         |
| Calicut/Kozhikode India        | CCJ         | Christchurch New Zealand       | CHC         |

| <b>Airport name</b>                  | <b>IATA</b> | <b>Airport name</b>                   | <b>IATA</b> |
|--------------------------------------|-------------|---------------------------------------|-------------|
| Churchill/etc Manitoba Canada        | YYQ         | David Enrique Malek/etc Panama        | DAV         |
| Cincinnati Ohio USA                  | CVG         | Dawson Creek Br Columb Canada         | YDQ         |
| Ciudad Del Carmen Mexico             | CME         | Dayton (JM Cox) Ohio USA              | DAY         |
| Clarksburg/etc W Virginia USA        | CKB         | Daytona Beach/etc Florida USA         | DAB         |
| Clermont-Ferrand/etc France          | CFE         | Deauville/etc France                  | DOL         |
| Cleveland Ohio USA                   | CLE         | Debrecen/etc Hungary                  | DEB         |
| Clovis/etc New Mexico USA            | CVN         | Deer Lake Newfoundland Canada         | YDF         |
| Cluj Napoca Romania                  | CLJ         | Delhi India                           | DEL         |
| Cochabamba/etc Bolivia               | CBB         | Den helder/etc Netherlands            | DHR         |
| Cochin/Kochi India                   | COK         | Denver Colorado USA                   | DEN         |
| Coco Caya Cuba                       | CCC         | Des Moines/etc Iowa USA               | DSM         |
| Cocos Islands/etc Oceania            | CCK         | Dessie/etc Ethiopia                   | DSE         |
| Coding Query: Airport code not found | Cod         | Detroit Michigan USA                  | DTW         |
| Coffs Harbour NSWal Australia        | CFS         | Devonport/etc Tasmania                | DPO         |
| Cognac/etc France                    | CNG         | Dhahran Saudi Arabia                  | DHA         |
| Coimbatore/etc India                 | CJB         | Dhaka Bangladesh                      | DAC         |
| Coimbra/etc Portugal                 | CBP         | Dibrugarh/etc India                   | DIB         |
| Colmar/etc France                    | CMR         | Diego California USA                  | SAN         |
| Colombo Sri Lanka                    | CMB         | Dieppe/etc France                     | DPE         |
| Colorado Springs Colorado USA        | COS         | Dijon France                          | DIJ         |
| Columbia Sth Carolina USA            | CAE         | Dili/etc East Timor                   | DIL         |
| Columbus Ohio USA                    | CMH         | Dinard France                         | DNR         |
| Columbus/etc Georgia USA             | CSG         | Dire Dawa/etc Ethiopia                | DIR         |
| Columbus/etc Mississippi USA         | GTR         | Diyarbakir/etc Turkey                 | DIY         |
| Conakry/etc Guinea                   | CKY         | Djerba Tunisia                        | DJE         |
| Concepcion/etc Chile                 | CCP         | Djibouti/etc Djibouti                 | JIB         |
| Constanta Romania                    | CND         | Dnipropetrovsk/etc Ukraine            | DNK         |
| Constantine/etc Algeria              | CZL         | Dodge City/etc Kansas USA             | DDC         |
| Cooma NSWal Australia                | OOM         | Dodoma/etc Tanzania                   | DOD         |
| Copenhagen Denmark                   | CPH         | Doha Qatar                            | DOH         |
| Cordoba/etc Argentina                | COR         | Dole/etc France                       | DLE         |
| Cork Eire                            | ORK         | Dominica/etc Dominica                 | DOM         |
| Corpus Christi/etc Texas USA         | CRP         | Donegal, Eire                         | CFN         |
| Cotonou Benin                        | COO         | Donetsk/etc Ukraine                   | DOK         |
| Cowra NSWal Australia                | CWT         | Don't know                            | DK          |
| Cozumel/etc Mexico                   | CZM         | Dont Know Airport                     | DON         |
| Cranbrook Br Columbia Canada         | YXC         | Dori Burkina Faso                     | DOR         |
| Crotone Italy                        | CRV         | Dortmund/etc Germany                  | DTM         |
| Cucuta/etc Colombia                  | CUC         | Dothan/etc Alabama USA                | DHN         |
| Cuenca/etc Ecuador                   | CUE         | Douala Cameroon                       | DLA         |
| Cuiaba/etc Brazil                    | CGB         | Dresden Germany                       | DRS         |
| Cumberland/etc Maryland USA          | CBE         | Dryden/etc Ontario Canada             | YHD         |
| Cuneo-Levaldigi                      | CUF         | Dubai UAE                             | DXB         |
| Curacao/etc Neth Antilles            | CUR         | Dubbo NSWal Australia                 | DBO         |
| Curitiba/etc Brazil                  | CWB         | Dublin Eire                           | DUB         |
| Currillo Columbia                    | CUI         | Dubrovnik Croatia                     | DBV         |
| Cuzco/etc Peru                       | CUZ         | Dubuque/etc Iowa USA                  | DBQ         |
| Da Nang Vietnam                      | DAD         | Duluth/etc Minnesota USA              | DLH         |
| Dakar Senegal                        | DKR         | Dunedin/etc New Zealand               | DUD         |
| Dakhla/etc Morocco                   | VIL         | Durango/etc Mexico                    | DGO         |
| Dalaman/etc Turkey                   | DLM         | Durango-La Plata County Colorado, USA | DRO         |
| Dalian/etc China                     | DLC         | Durban South Africa                   | VIR         |
| Dallas/Fort Worth Texas USA          | DFW         | Dushanbe Tajikistan                   | DYU         |
| Damascus Syria                       | DAM         | Dusseldorf Germany                    | DUS         |
| Dammam/etc Saudi Arabia              | DMM         | East London/etc South Africa          | ELS         |
| Dar-es-Salaam Tanzania               | DAR         | Easter Island/etc Chile               | IPC         |
| Darwin Nth Terr Australia            | DRW         | Eau Claire/etc Wisconsin USA          | EAU         |
| Davao/etc Philippines                | DVO         | Edmonton Alberta Canada               | YEG         |

| <b>Airport name</b>            | <b>IATA</b> | <b>Airport name</b>                  | <b>IATA</b> |
|--------------------------------|-------------|--------------------------------------|-------------|
| Eindhoven Netherlands          | EIN         | Fortaleza/etc Brazil                 | FOR         |
| Ekaterinburg/etc Russia        | SVX         | Fort-de-France Martinique            | FDF         |
| El Banco Colombia              | ELB         | Franceville/etc Gabon                | MBV         |
| El Golea/etc Algeria           | ELG         | Francistown/etc Botswana             | FRW         |
| El Oued/etc Algeria            | ELU         | Frankfurt Germany                    | FRA         |
| El Paso Texas USA              | ELP         | Frankfurt Hahn, Germany              | HHN         |
| El Salvador/etc Chile          | ESR         | Fredericton New Brunswick Can        | YFC         |
| Elat Israel                    | ETH         | Freeport Bahamas                     | FPO         |
| Elba/etc Italy                 | EBA         | Freetown Sierra Leone                | FNA         |
| Elmira/Corning NY State USA    | ELM         | Fresno Yosemite Airport - California | FYI         |
| Emden/etc Germany              | EME         | Fresno Yosemite California USA       | FAT         |
| Enschede/etc Netherlands       | ENS         | Friedrichshafen/etc Germany          | FDH         |
| Entebbe/Kampala Uganda         | EBB         | Fuerteventura/etc Canary Is          | FUE         |
| Enugu/etc Nigeria              | ENU         | Fujairah UAE                         | FJR         |
| Epinal/etc France              | EPL         | Fukuoka/etc Japan                    | FUK         |
| Erbil Iraq                     | EBL         | Funafuti Atol Tuvalu Oceania         | FUN         |
| Ercan/etc North Cyprus (TRNC)  | ECN         | Funchal Madeira                      | FNC         |
| Erfurt Germany                 | ERF         | Fuzhou China                         | FOC         |
| Erie/etc Pennsylvania USA      | ERI         | Gaborone Botswana                    | GBE         |
| Erzurum/etc Turkey             | ERZ         | Gainesville/etc Florida USA          | GNV         |
| Esbjerg/Ribe Denmark           | EBJ         | Gallivare/etc Sweden                 | GEV         |
| Espiritu Santo/etc Vanuatu     | SON         | Galway                               | GWY         |
| Essen/etc Germany              | ESS         | Gamba/etc Gabon                      | GAX         |
| Estonia (not Tallinn)          | EST         | Gambia (not Banjul)                  | GAM         |
| Eugene/etc Oregon USA          | EUG         | Gander Newfoundland Canada           | YQX         |
| Evansville/etc Indiana USA     | EVV         | Gao/etc Mali                         | GAQ         |
| Fagernes Airport - Norway      | VDB         | Gap/etc France                       | GAT         |
| Fairbanks/etc Alaska USA       | FAI         | Garden City/etc Kansas USA           | GCK         |
| Faisalabad/etc Pakistan        | LYP         | Garoua/etc Cameroon                  | GOU         |
| Fargo/etc North Dakota USA     | FAR         | Gaspe/etc Quebec Canada              | YGP         |
| Farmington/etc New Mexico USA  | FMN         | Gavle/etc Sweden                     | GVX         |
| Faro Portugal                  | FAO         | Gaziantep/etc Turkey                 | GZT         |
| Faroe Islands (Vagar)          | FAE         | Gdansk/etc Poland                    | GDN         |
| Fayetteville Nth Carolina USA  | FAY         | Gecitkale/etc North Cyprus (TRNC)    | GEC         |
| Fayetteville/etc Arkansas USA  | FYV         | Geneva Switzerland                   | GVA         |
| Fenghuang (Sanya) China        | SYX         | Genoa Italy                          | GOA         |
| Fez/etc Morocco                | FEZ         | George/etc Sth Africa                | GRJ         |
| Figari/etc Corsica             | FSC         | Georgetown Guyana                    | GEO         |
| Finkenwerder/etc Germany       | XFW         | Geraldton airport - West Australia   | GET         |
| Flagstaff/etc Arizona USA      | FLG         | Ghardaia/etc Algeria                 | GHA         |
| Flin Flon/etc Manitoba Canada  | YFO         | Ghent/etc Belgium                    | GNE         |
| Flint/etc Michigan USA         | FNT         | Gibraltar Gibraltar                  | GIB         |
| Florence Italy                 | FLR         | Girona Spain                         | GRO         |
| Flores/etc Guatemala           | FRS         | Gisborne/etc New Zealand             | GIS         |
| Florianopolis/etc Brazil       | FLN         | Gladstone Qsland Australia           | GLT         |
| Floro/etc Norway               | FRO         | Goa/etc India                        | GOI         |
| Foggia/etc Italy               | FOG         | Goiania/etc Brazil                   | GYN         |
| Forde/etc Norway               | FDE         | Gold Coast/etc Qland Australia       | OOL         |
| Forli/etc Italy                | FRL         | Golden Triangle Columbus Miss. USA   | GOL         |
| Fort Dodge/etc Iowa USA        | FOD         | Goma/etc Dem Rep Congo               | GOM         |
| Fort Lauderdale Florida USA    | FLL         | Gomera Canary Islands                | GMZ         |
| Fort McMurray/etc Alberta Can  | YMM         | Goose Bay Newfoundland Canada        | YYR         |
| Fort Myers Florida USA         | RSW         | Goroka/etc Papua New Guinea          | GKA         |
| Fort Nelson Br Columbia Canada | YYE         | Gothenburg (Saeve)/etc Sweden        | GSE         |
| Fort Severn Canada             | YER         | Gothenburg(Landvetter) Sweden        | GOT         |
| Fort Smith/etc Arkansas USA    | FSM         | Gove Nth Terr Australia              | GOV         |
| Fort St John Br Columb Canada  | YXJ         | Gozo/etc Malta                       | GZM         |
| Fort Wayne/etc Indiana USA     | FWA         | Gran Canaria/Las Palmas Can Is       | LPA         |

| <b>Airport name</b>           | <b>IATA</b> | <b>Airport name</b>             | <b>IATA</b> |
|-------------------------------|-------------|---------------------------------|-------------|
| Granada/etc Spain             | GRX         | Hiroshima/etc Japan             | HIJ         |
| Grand Cayman Island Cayman Is | GCM         | Ho Chi Minh (Saigon) Vietnam    | SGN         |
| Grand Forks Nth Dakota USA    | GFK         | Hobart/etc Tasmania             | HBA         |
| Grand Junction Colorado USA   | GJT         | Hodeida/etc Yemen               | HOD         |
| Grand Rapids Michigan USA     | GRR         | Hoedspruit South Africa         | HDS         |
| Grand Turk Turks & Caicos Is  | GDT         | Hof/etc Germany                 | HOQ         |
| Grande Prairie Alberta Canada | YQU         | HoHot Mongolia                  | HET         |
| Graz Austria                  | GRZ         | Holguin/etc Cuba                | HOG         |
| Great Falls/etc Montana USA   | GTF         | Hong Kong                       | HKG         |
| Greece/DK region              | GRE         | Honiara/etc Solomon Islands     | HIR         |
| Green Bay/etc Wisconsin USA   | GRB         | Honolulu Hawaii USA             | HNL         |
| Greensboro/etc N Carolina USA | GSO         | Horta/etc Azores                | HOR         |
| Greenville/Spartnbrg SC USA   | GSP         | Houston Texas USA               | IAH         |
| Grenada Grenada               | GND         | Hua Hin Airport - Thailand      | HHQ         |
| Grenoble/etc France           | GNB         | Huambo/etc Angola               | NOV         |
| Groningen/etc Netherlands     | GRQ         | Huatulco Mexico                 | HUX         |
| Grootfontein/etc Namibia      | GFY         | Hubli-Dharwad Airport - India   | HBX         |
| Guadalajara/etc Mexico        | GDL         | Hudiksvall/etc Sweden           | HUV         |
| Guam/etc Oceania              | GUM         | Huesca-Pirineos Spain           | HSK         |
| Guangzhou/Canton/etc China    | CAN         | Huntington/etc W Virginia USA   | HTS         |
| Guatemala City/etc Guatemala  | GUA         | Huntsville/etc Alabama USA      | HSV         |
| Guayaquil Ecuador             | GYE         | Hurghada/etc Egypt              | HRG         |
| Guernsey, Channel Islands     | GCI         | Husavik Iceland                 | HZK         |
| Guilin/etc China              | KWL         | Hwange Nat Park/etc Zimbabwe    | HWN         |
| Gulfport/Biloxi/etc Miss USA  | GPT         | Hyannis/etc Massachusetts USA   | HYA         |
| Guwahati/etc India            | GAU         | Hyderabad/etc India             | HYD         |
| Gwalior/etc India             | GWL         | Hyderabad/etc Pakistan          | HDD         |
| Hagerstown/etc Maryland USA   | HGR         | Ibadan/etc Nigeria              | IBA         |
| Haifa/etc Israel              | HFA         | Ibiza Balearic Islands          | IBZ         |
| Haikou/etc China              | HAK         | Idaho Falls/etc Idaho USA       | IDA         |
| Hail/etc Saudi Arabia         | HAS         | Iguassu Falls Parana, - Brazil  | IGU         |
| Hakodate/etc Japan            | HKD         | Ilha do Praia Cape Verde Is     | RAI         |
| Halifax Nova Scotia Canada    | YHZ         | Ilha do Sal Cape Verde Is       | SID         |
| Halmstad/etc Sweden           | HAD         | Ilheus Airport - Brazil         | IOS         |
| Hamburg Germany               | HAM         | Ilorin/etc Nigeria              | ILR         |
| Hamilton Ontario Canada       | YHM         | Imam Khomeini Iran              | IKA         |
| Hamilton/etc New Zealand      | HLZ         | Imphal/etc India                | IMF         |
| Hammerfest/etc Norway         | HFT         | India                           | DIU         |
| Hancock/etc Michigan USA      | CMX         | Indianapolis Indiana USA        | IND         |
| Hangzhou/etc China            | HGH         | Indore/etc India                | IDR         |
| Hanoi/etc Vietnam             | HAN         | Ingolstadt/etc Germany          | ZNQ         |
| Hanover Germany               | HAJ         | Innsbruck Austria               | INN         |
| Harare Zimbabwe               | HRE         | Inuvik/etc NW Terr Canada       | YEV         |
| Harbin/etc China              | HRB         | Invercargill/etc New Zealand    | IVC         |
| Hargeisa/etc Somalia          | HGA         | Ioannina/etc Greece             | IOA         |
| Harlingen/etc Texas USA       | HRL         | Ipoh/etc Malaysia               | IPH         |
| Harrisburg/etc Pennsylvia USA | MDT         | Iqaluit Nth West Terr Canada    | YFB         |
| Harstad-Narvik Evenes Norway  | EVE         | Iquique/etc Chile               | IQQ         |
| Hartford (Bradley) Conn USA   | BDL         | Iquitos/etc Peru                | IQT         |
| Hassi Messaoud/etc Algeria    | HME         | Irkutsk/etc Russia              | IKT         |
| Hat Yai/etc Thailand          | HDY         | Isfahan/etc Iran                | IFN         |
| Haugesund/etc Norway          | HAU         | Islamabad/Rawalpindi Pakistan   | ISB         |
| Havana/etc Cuba               | HAV         | Isle of Man, (Ronaldsway)       | IOM         |
| Helena/etc Montana USA        | HLN         | Istanbul - Sabiha Gokcen Turkey | SAW         |
| Helsinki Finland              | HEL         | Istanbul Turkey                 | IST         |
| Heraklion Crete Greece        | HER         | Itami (Osaka) Japan             | ITM         |
| Hermosillo/etc Mexico         | HMO         | Ithaca/etc New York State USA   | ITH         |
| Hilo/etc Hawaii USA           | ITO         | Ivalo Finland                   | IVL         |

| <b>Airport name</b>            | <b>IATA</b> | <b>Airport name</b>                  | <b>IATA</b> |
|--------------------------------|-------------|--------------------------------------|-------------|
| Ivano-Frankovsk/etc Ukraine    | IFO         | Karup/Herning/etc Denmark            | KRP         |
| Izmir Turkey                   | ADB         | Kasama/etc Zambia                    | KAA         |
| Jackson/etc Mississippi USA    | JAN         | Kassala/etc Sudan                    | KSL         |
| Jackson/etc Wyoming USA        | JAC         | Kassel/etc Germany                   | KSF         |
| Jacksonville Florida USA       | JAX         | Kathmandu Nepal                      | KTM         |
| Jacksonville Nth Carolina USA  | OAJ         | Katowice/etc Poland                  | KTW         |
| Jaipur/etc India               | JAI         | Kauai Island/etc Hawaii USA          | LIH         |
| Jakarta Indonesia              | CGK         | Kaunas/etc Lithuania                 | KUN         |
| Jamestown New York State USA   | JHW         | Kavala/etc Greece                    | KVA         |
| Jammu/etc India                | IXJ         | Kayes/etc Mali                       | KYS         |
| Jamnagar/etc India             | JGA         | Kayseri/etc Turkey                   | ASR         |
| Jayapura/etc Indonesia         | DJJ         | Kazan/etc Russia                     | KZN         |
| Jeddah Saudi Arabia            | JED         | Keetmanshoop/etc Namibia             | KMP         |
| Jerez de la Frontera/etc Spain | XRY         | Kefallinia/islands Greece            | EFL         |
| Jersey, Channel Islands        | JER         | Keflavik/etc Iceland                 | KEF         |
| Jerusalem/etc Israel           | JRS         | Kelowna Brit Columbia Canada         | YLW         |
| Jessore/etc Bangladesh         | JSR         | Kemi/Tornio/etc Finland              | KEM         |
| Jimma/etc Ethiopia             | JIM         | Kenora/etc Ontario Canada            | YQK         |
| Joao Pessoa/etc Brazil         | JPA         | Keri Keri New Zealand                | KKE         |
| Jodhpur/etc India              | JDH         | Kerkyra Corfu Greece                 | CFU         |
| Joensuu/etc Finland            | JOE         | Ketchikan/etc Alaska USA             | KTN         |
| Johnnesbrg Sth Africa          | JNB         | Key West/etc Florida USA             | EYW         |
| Johnstown Pennsylvania USA     | JST         | Khabarovsk/etc Russia                | KHV         |
| Johor Bahru/etc Malaysia       | JHB         | Khanty-Mansiysk Russia               | HMA         |
| Jonkoping/etc Sweden           | JKG         | Kharkov/etc Ukraine                  | HRK         |
| Jorhat/etc India               | JRH         | Khartoum Sudan                       | KRT         |
| Jos/etc Nigeria                | JOS         | Khon Kaen Thailand                   | KKC         |
| Juba/etc Sudan                 | JUB         | Khulna Bangladesh                    | KHL         |
| Jujuy/etc Argentina            | JUJ         | Kiel Germany                         | KEL         |
| Juneau/etc Alaska USA          | JNU         | Kiev (Borispol) Ukraine              | KBP         |
| Jyvaskya Finland               | JYV         | Kiev (Zhulyany) Ukraine              | IEV         |
| Kabul Afghanistan              | KBL         | KIF Kingfisher Lake Canada           | KIF         |
| Kaduna/etc Nigeria             | KAD         | Kiffa/etc Mauritania                 | KFA         |
| Kagoshima/etc Japan            | KOJ         | Kigali/etc Rwanda                    | KGL         |
| Kajaani Finland                | KAJ         | Kilimanjaro Tanzania                 | JRO         |
| Kalamata/etc Greece            | KLX         | Kimberley/etc South Africa           | KIM         |
| Kalamazoo/etc Michigan USA     | AZO         | Kingston Jamaica                     | KIN         |
| Kalgoorlie/etc West Australia  | KGI         | Kingston/etc Ontario Canada          | YGK         |
| Kaliningrad/etc Russia         | KGD         | Kinshasa DR of Congo                 | FIH         |
| Kalispell/etc Montana USA      | FCA         | KIR/Kerry County                     | KIR         |
| Kalmar/etc Sweden              | KLR         | Kirkenes/etc Norway                  | KKN         |
| Kamloops Brit Columbia Canada  | YKA         | Kiruna/etc Sweden                    | KRN         |
| Kamuela Airport - Hawaii       | MUE         | Kisangani/etc Zaire                  | FKI         |
| Kananga/etc Dem Rep Congo      | KGA         | Kishinev/Chisinau/etc Moldavia       | KIV         |
| Kandahar/etc Afghanistan       | KDH         | Kismayu/etc Somalia                  | KMU         |
| Kangerlussuaq Greenland        | SFJ         | Kisumu/etc Kenya                     | KIS         |
| Kano Nigeria                   | KAN         | KIT Kithira/islands                  | KIT         |
| Kansai (Osaka) Japan           | KIX         | Kittila/etc Finland                  | KTT         |
| Kansas City Missouri USA       | MCI         | Kitzbuhil Austria                    | XJS         |
| Kaohsiung/etc Taiwan           | KHH         | Klagenfurt Austria                   | KLU         |
| Karachi Pakistan               | KHI         | Klamath Falls/etc Oregon USA         | LMT         |
| Karaganda/etc Kazakhstan       | KGF         | Knock Eire                           | NOC         |
| Kariba Dam/etc Zimbabwe        | KAB         | Knoxville/etc Tennessee USA          | TYS         |
| Karlsruhe Baden Baden          | FKB         | Kochi/etc Japan                      | KCZ         |
| Karlskoga/etc Sweden           | KSK         | Kodiak/etc Alaska USA                | ADQ         |
| Karlsruhe/etc Germany          | QKA         | Koh Samui/etc Thailand               | USM         |
| Karlstad/etc Sweden            | KSD         | Kokkola/Pietarsaari Finland          | KOK         |
| Karonga/etc Malawi             | KGJ         | KOL Koumala Central African Republic | KOL         |
| Karpathos/islands Greece       | AOK         | Komatsu/etc Japan                    | KMQ         |

| <b>Airport name</b>             | <b>IATA</b> | <b>Airport name</b>                    | <b>IATA</b> |
|---------------------------------|-------------|--|-------------|
| Kona/etc Hawaii USA             | KOA         | Le Castellet France                    | CTT         |
| Konya Turkey                    | KYA         | Le Havre France                        | LEH         |
| Kos/islands Greece              | KGS         | Le Mans/etc France                     | LME         |
| Kosice/etc Slovakia             | KSC         | Le Touquet France                      | LTQ         |
| Kota Bharu/etc Malaysia         | KBR         | Lebanon/etc New Hampshire USA          | LEB         |
| Kota Kinabalu/etc Malaysia      | BKI         | Leeuwarden/etc Netherlands             | LWR         |
| Krabi Thailand                  | KBV         | Leiden Netherlands                     | LID         |
| Krakow/etc Poland               | KRK         | Leipzig Germany                        | LEJ         |
| Kramfors/etc Sweden             | KRF         | Leknes/etc Norway                      | LKN         |
| Krasnodar/etc Russia            | KRR         | Leon Burkina Faso                      | LEO         |
| Kristiansand Norway             | KRS         | Leon/Guanajuato/etc Mexico             | BJX         |
| Kristianstad/etc Sweden         | KID         | Lethbridge/etc Alberta Canada          | YQL         |
| Kristiansund/etc Norway         | KSU         | Lewiston/etc Idaho USA                 | LWS         |
| Kruger Mpumalanga Sout Africa   | MQP         | Lexington/etc Kentucky USA             | LEX         |
| Kuala Lumpur Malaysia           | KUL         | Libenge D R Congo                      | LIE         |
| Kuantan/etc Malaysia            | KUA         | Liberia Costa Rica                     | LIR         |
| Kuching/etc Malaysia            | KCH         | Libreville/etc Gabon                   | LBV         |
| Kumamoto/etc Japan              | KMJ         | Liege/etc Belgium                      | LGG         |
| Kumasi/etc Ghana                | KMS         | Lille France                           | LIL         |
| Kunming/etc China               | KMG         | Lilongwe Malawi                        | LLW         |
| Kuopio/etc Finland              | KUO         | Lima Peru                              | LIM         |
| Kupang/etc Indonesia            | KOE         | Limnos/islands Greece                  | LXS         |
| Kuusama Finland                 | KAO         | Limoges/etc France                     | LIG         |
| Kuwait Kuwait                   | KWI         | Lincoln/etc Nebraska USA               | LNK         |
| Kwajalein Marshall Islands      | KWA         | Lindi Kikweta/etc Tanzania             | LDI         |
| La Baule/ Escoublac /etc France | LBY         | Linkoping/etc Sweden                   | LPI         |
| La Ceiba/etc Honduras           | LCE         | Linz Austria                           | LNZ         |
| La Coruna/etc Spain             | LCG         | Lisbon Portugal                        | LIS         |
| La Crosse/etc Wisconsin USA     | LSE         | Lismore NSWal Australia                | LSY         |
| La Paz/etc Bolivia              | LPB         | Little Rock/etc Arkansas USA           | LIT         |
| La Paz/etc Mexico               | LAP         | Livingstone/etc Zambia                 | LVI         |
| La Roche/etc France             | EDM         | Ljubljana Slovenia                     | LJU         |
| La Rochelle/etc France          | LRH         | Llano San Juan Tuxtla Gutierrez Mexico | TGZ         |
| La Romana/etc Dominican Rep     | LRM         | Lobito/etc Angola                      | LOB         |
| Labuan/etc Malaysia             | LBU         | Lodz Poland                            | LCJ         |
| Lae/etc Papua New Guinea        | LAE         | Logrono Airport Spain                  | RJL         |
| Lafayette/etc Louisiana USA     | LFT         | Lome/etc Togo                          | LFW         |
| Lagos Nigeria                   | LOS         | London/etc Ontario Canada              | YXU         |
| Lahore Pakistan                 | LHE         | Londrina/etc Brazil                    | LDB         |
| Lake Charles Louisiana USA      | LCH         | Long Beach/etc California USA          | LGB         |
| Lakselv/etc Norway              | LKL         | Long Island NY State USA               | ISP         |
| Lalomalava Samoa                | LAV         | Longyearbyen/etc Norway                | LYR         |
| Lamezia Terme/etc Italy         | SUF         | Lorient/etc France                     | LRT         |
| Lamu/etc Kenya                  | LAU         | Los Angeles California USA             | LAX         |
| Lancaster/etc Pennsylvia USA    | LNS         | Los Cabos/etc Mexico                   | SJD         |
| Landshut/etc Germany            | QLR         | Louisville Kentucky USA                | SDF         |
| Langkawi/etc Malaysia           | LGK         | Lourdes/Tarbes/etc France              | LDE         |
| Lanka (not Colombo)             | SRI         | Love Field Dallas Texas USA            | DAL         |
| Lansing/etc Michigan USA        | LAN         | Luanda Angola                          | LAD         |
| Lanzarote/Arrecife Canary Is    | ACE         | Lubbock/etc Texas USA                  | LBB         |
| Lappeenranta/etc Finland        | LPP         | Lubeck/etc Germany                     | LBC         |
| Laredo/etc Texas USA            | LRD         | Lubumbashi/etc Zaire                   | FBM         |
| Larissa/etc Greece              | LRA         | Lucknow/etc India                      | LKO         |
| Larnaca South Cyprus            | LCA         | Lugano/etc Switzerland                 | LUG         |
| Las Vegas Nevada USA            | LAS         | Lulea/etc Sweden                       | LLA         |
| Launceston/etc Tasmania         | LST         | Lusaka Zambia                          | LUN         |
| Lausanne/etc Switzerland        | QLS         | Luxembourg Luxembourg                  | LUX         |
| Laval/ Entrammes /etc France    | LVA         | Luxor Egypt                            | LXR         |
| Lawton/etc Oklahoma USA         | LAW         | Lviv/etc Ukraine                       | LWO         |

| <b>Airport name</b>           | <b>IATA</b> | <b>Airport name</b>                | <b>IATA</b> |
|-------------------------------|-------------|------------------------------------|-------------|
| Lynchburg/etc Virginia USA    | LYH         | Mauritius                          | MRU         |
| Lynn Lake/etc Manitoba Canada | YYL         | Mayaguez/etc Puerto Rico           | MAZ         |
| Lyon France                   | LYS         | Mbandaka/etc DR of Congo           | MDK         |
| Maastricht Netherlands        | MST         | McAllen/etc Texas USA              | MFE         |
| Macau Macau                   | MFM         | Medan/etc Indonesia                | MES         |
| Maceio/etc Brazil             | MCZ         | Medellin/etc Colombia              | MDE         |
| Mackay/etc Qsland Australia   | MKY         | Medford/etc Oregon USA             | MFR         |
| Macon Georgia USA             | MCN         | Medicine Hat Alberta Canada        | YXH         |
| Madang/etc Papua New Guinea   | MAG         | Melbourne Victoria Australia       | MEL         |
| Madinah/Medina Saudi Arabia   | MED         | Melbourne/etc Florida USA          | MLB         |
| Madison/etc Wisconsin USA     | MSN         | Melilla Spanish Nth Africa         | MLN         |
| Madrid Spain                  | MAD         | Memmingen-Allgeau Germany          | FMM         |
| Madurai/etc India             | IXM         | Memphis Tennessee USA              | MEM         |
| Magadan/etc Russia            | GDX         | Mende/etc France                   | MEN         |
| Mahe Island Seychelles Is     | SEZ         | Mendoza/etc Argentina              | MDZ         |
| Mahon (Menorca) Balearic Is   | MAH         | Merida/etc Mexico                  | MID         |
| Maiduguri/Owerri etc Nigeria  | MIU         | Metz/etc France                    | ETZ         |
| Majunga/etc Madagascar        | MJN         | Mexico City Mexico                 | MEX         |
| Majuro/etc Marshall Islands   | MAJ         | Mfuwe Zambia                       | MFU         |
| Makale Ethiopia               | MQX         | Miami Florida USA                  | MIA         |
| Malabo/etc Equatorial Guinea  | SSG         | Midland/Odessa/etc Texas USA       | MAF         |
| Malaga Spain                  | AGP         | Mikonos/islands Greece             | JMK         |
| Malakal/etc Sudan             | MAK         | Milan (Linate) Italy               | LIN         |
| Malatya Turkey                | MLX         | Milan (Malpensa)/etc Italy         | MXP         |
| Male Maldiv Islands           | MLE         | Mildura/etc Victoria Australia     | MQL         |
| Malindi/etc Kenya             | MYD         | Milos/islands Greece               | MLO         |
| Malmo (Malmo City) Sweden     | MMX         | Milwaukee Wisconsin USA            | MKE         |
| Malta Malta                   | MLA         | Mineralnye Vodyj Russia            | MRV         |
| Manado/etc Indonesia          | MDC         | Minneapolis/St Paul Minn USA       | MSP         |
| Managua/etc Nicaragua         | MGA         | Minot/etc North Dakota USA         | MOT         |
| Manaus/etc Brazil             | MAO         | Minsk Byelorussia                  | MSQ         |
| Manchester New Hampshire USA  | MHT         | Miri/etc Malaysia                  | MYY         |
| Mandalay/etc Myanmar          | MDL         | Missoula/etc Montana USA           | MSO         |
| Mangalore/etc India           | IXE         | Miyazaki/etc Japan                 | KMI         |
| Manila Philippines            | MNL         | Mmabatho/etc South Africa          | MBD         |
| Manitowoc Wisconsin USA       | MTW         | Mobile/etc Alabama USA             | MOB         |
| Manizales/etc Colombia        | MZL         | Moenchengladbach/etc Germany       | MGL         |
| Mannheim/etc Germany          | MHG         | Mogadishu/etc Somalia              | MGQ         |
| Manzini Swaziland             | MTS         | Molde/etc Norway                   | MOL         |
| Maputo/etc Mozambique         | MPM         | Moline/etc Illinois USA            | MLI         |
| Maracaibo/etc Venezuela       | MAR         | Mombasa Kenya                      | MBA         |
| Maribor/etc Slovenia          | MBX         | Momeik Myanmar                     | MOE         |
| Mariehamn/etc Finland         | MHQ         | Monastir Tunisia                   | MIR         |
| Marilia Airport- Brazil       | MII         | Moncton/etc New Brunswick Can      | YQM         |
| Maroua/etc Cameroon           | MVR         | Monroe/etc Louisiana USA           | MLU         |
| Maroua/etc Cameroon           | MVR         | Monrovia Liberia                   | MLW         |
| Marquette/etc Michigan USA    | MQT         | Monrovia Roberts Airport - Liberia | ROB         |
| Marrakesh Morocco             | RAK         | Mont Joli/etc Quebec Canada        | YYY         |
| Marsa Alam Egypt              | RMF         | Monte Carlo/etc Monaco             | MCM         |
| Marseille France              | MRS         | Montego Bay Jamaica                | MBJ         |
| Marsh Harbour Bahamas         | MHH         | Monterey/etc California USA        | MRY         |
| Martha's Vineyard Mass USA    | MVY         | Monteria/etc Colombia              | MTR         |
| Maseru Lesotho                | MSU         | Monterrey/etc Mexico               | MTY         |
| Mashad Iran                   | MHD         | Montevideo/etc Uruguay             | MVD         |
| Masirah/etc Oman              | MSH         | Montgomery/etc Alabama USA         | MGM         |
| Mason City/etc Iowa USA       | MCW         | Montpelier France                  | MPL         |
| Mataram Indonesia             | AMI         | Montreal (Dorval) Quebec Canada    | YUL         |
| Matsuyama/etc Japan           | MYJ         | Montreal (Mirabel) Quebec Canada   | YMX         |
| Maturin/etc Venezuela         | MUN         | Montrose Regional Colorado         | MTJ         |
| Maun/etc Botswana             | MUB         | Montserrat Montserrat              | MNI         |

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|--------------------------------------|-------------|-------------------------------|-------------|
| Mopti/etc Mali                       | MZI         | New Haven/etc Connecticut USA | HVN         |
| Mora/etc Sweden                      | MXX         | New Orleans Louisiana USA     | MSY         |
| Morelia/etc Mexico                   | MLM         | New Plymouth/etc New Zealand  | NPL         |
| Morgantown/etc W Virginia USA        | MGW         | New York (JFK) USA            | JFK         |
| Morlaix/etc France                   | MXN         | New York (La Guardia)/etc USA | LGA         |
| Moroni/etc Comoros Is                | HAH         | Newark New Jersey USA         | EWR         |
| Moruya NSWal Australia               | MYA         | Newburgh/etc New York USA     | SWF         |
| Moscow (Domodedovo) Russia           | DME         | Newcastle NSWal Australia     | NTL         |
| Moscow (Sheremetyevo) Russia         | SVO         | Newport News Virginia USA     | PHF         |
| Mosjoen/etc Norway                   | MJF         | Niamey/etc Niger              | NIM         |
| Mostar/etc Bosnia Herz               | OMO         | Nice France                   | NCE         |
| Mount Gambier Sth Australia          | MGB         | Niederrhein Germany           | NRN         |
| Mount Isa/etc Qsland Astralia        | ISA         | Nimes France                  | FNI         |
| Mtwara/etc Tanzania                  | MYW         | Niort/etc France              | NIT         |
| Mulhouse/etc France                  | MLH         | Nis/etc Serbia                | INI         |
| Multan/etc Pakistan                  | MUX         | Nizhniy Russia                | GOJ         |
| Munich Germany                       | MUC         | Nordfjordur Iceland           | NOR         |
| Munster/Osnabruck Germany            | FMO         | Norfolk Virginia USA          | ORF         |
| Murcia/etc Spain                     | MJV         | Norilsk/etc Russia            | NSK         |
| Murmansk/etc Russia                  | MMK         | Norrkoping/etc Sweden         | NRK         |
| Muscat (Seeb) Oman                   | MCT         | North Bay/etc Ontario Canada  | YYB         |
| Muscle Shoals/etc Alabama USA        | MSL         | Norway House Manitoba Canada  | YNE         |
| Muskegon/etc Michigan USA            | MKG         | Nouadhibou/etc Mauritania     | NDB         |
| Mwanza/etc Tanzania                  | MWZ         | Nouakchott/etc Mauritania     | NKC         |
| Myrtle Beach/etc Sth Car USA         | MYR         | Noumea New Caledonia Oceania  | NOU         |
| Mysore Airport - India               | MYQ         | Novokuznetsk/etc Russia       | NOZ         |
| Mytilene/islands Greece              | MJT         | Novosibirsk/etc Russia        | OVB         |
| Mzuzu/etc Malawi                     | ZZU         | Nullarbor Australia           | NUR         |
| Nadi/etc Fiji                        | NAN         | Nuremberg Germany             | NUE         |
| Nagasaki/etc Japan                   | NGS         | Nykoping (Skavsta)/etc Sweden | NYO         |
| Nagoya Japan                         | NGO         | Oak Harbor/etc Wash State USA | ODW         |
| Nagpur/etc India                     | NAG         | Oakland California USA        | OAK         |
| Nairobi Kenya                        | NBO         | Oaxaca/etc Mexico             | Oax         |
| Nampula/etc Mozambique               | APL         | Odense/etc Denmark            | ODE         |
| Nanaimo Brit Columbia Canada         | YCD         | Odessa/etc Ukraine            | ODS         |
| Nanchang/etc China                   | KHN         | Ohrid/etc Macedonia           | OHD         |
| Nancy/etc France                     | ENC         | Oita/etc Japan                | OIT         |
| Nanjing/etc China                    | NKG         | Okayama/etc Japan             | OKJ         |
| Nanping Wuyishan China               | WUS         | Oki Island Japan              | OKI         |
| Nantes France                        | NTE         | Okinawa (Naha) Japan          | OKA         |
| Nantucket Massachusetts USA          | ACK         | Oklahoma City Oklahoma USA    | OKC         |
| Napier-Hastings New Zealand          | NPE         | Olbia Sardinia                | OLB         |
| Naples Italy                         | NAP         | Omaha Nebraska USA            | OMA         |
| Narsarsuaq/etc Greenland             | UAK         | Ontario Intl California       | ONT         |
| Narvik Norway                        | NVK         | Oporto/Porto Portugal         | OPO         |
| Nashville Tennessee USA              | BNA         | Oradea/etc Romania            | OMR         |
| Nassau Bahamas                       | NAS         | Oran Algeria                  | ORN         |
| Natal/etc Brazil                     | NAT         | Orange NSWal Australia        | OAG         |
| Nauru Island/etc Oceania             | INU         | Orebro/etc Sweden             | ORB         |
| Naxos/islands Greece                 | JNX         | Orlando Florida USA           | MCO         |
| Ndjamena (Fort Lamy)/etc Chad        | NDJ         | Orleans/etc France            | ORE         |
| Ndola/etc Zambia                     | NLA         | Ornskoldsvik/etc Sweden       | OER         |
| Nelson/etc New Zealand               | NSN         | Osh/etc Kyrgyzstan            | OSS         |
| Nelspruit International South Africa | NLP         | Oshkosh/etc Wisconsin USA     | OSH         |
| Nema/etc Mauritania                  | EMN         | Oskarshamn/etc Sweden         | OSK         |
| Neuchatel/etc Switzerland            | QNC         | Oslo (Gardermoen) Norway      | OSL         |
| Neuquen/etc Argentina                | NQN         | Oslo (Torp) Norway            | TRF         |
| Nevers/etc France                    | NVS         | Ostend Belgium                | OST         |
| Nevis/etc Nevis                      | NEV         | Ostersund/etc Sweden          | OSD         |
| New Bedford Massachusetts USA        | EWB         | Ostrava/etc Czech State       | OSR         |

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|--------------------------------------|-------------|----------------------------------|-------------|
| Ottawa/Hull Ontario Canada           | YOW         | Phoenix Arizona USA              | PHX         |
| Ouagadougou/etc Burkina Faso         | OUA         | Phuket/etc Thailand              | HKT         |
| Ouargla/etc Algeria                  | OGX         | Pierre/etc South Dakota USA      | PIR         |
| Ouarzazate/etc Morocco               | OZZ         | Piestany/etc Slovakia            | PZY         |
| Ouessou Congo                        | OUE         | Pietermaritzburg/etc S Africa    | PZB         |
| Oujda/etc Morocco                    | OUJ         | Pisa Italy                       | PSA         |
| Oulu/etc Finland                     | OUL         | Pittsburgh Pennsylvania USA      | PIT         |
| Ovda Israel                          | VDA         | Piura/etc Peru                   | PIU         |
| OWE Owendo Gabon                     | OWE         | Plattsburgh/etc New York USA     | PLB         |
| Owensboro/etc Kentucky USA           | OWB         | Plovdiv/etc Bulgaria             | PDV         |
| Padang/etc Indonesia                 | PDG         | Pocatello/etc Idaho USA          | PIH         |
| Paderborn/etc Germany                | PAD         | Podgorica Montenegro             | TGD         |
| Paducah/etc Kentucky USA             | PAH         | Pointe Noire/etc Congo           | PNR         |
| Pago Pago American Samoa             | PPG         | Pointe-a-Pitre/etc Guadeloupe    | PTP         |
| Palanga/Klaipeda airport - Lithuania | PLQ         | Poitiers FRANCE                  | PIS         |
| Palembang/etc Indonesia              | PLM         | Pokhara/etc Nepal                | PKR         |
| Palermo Sicily                       | PMO         | Polokwane/etc Sth Africa         | PTG         |
| Palm Springs California USA          | PSP         | Ponta Delgada Azores             | PDL         |
| Palma De Mallorca Balearic Is        | PMI         | Pontianak/etc Indonesia          | PNK         |
| Palmerston North New Zealand         | PMR         | Porbandar/etc India              | PBD         |
| Pamplona/etc Spain                   | PNA         | Pori/etc Finland                 | POR         |
| Panama City Panama                   | PTY         | Porlamar/etc Venezuela           | PMV         |
| Panama City/etc Florida USA          | PFN         | Port Antonio/etc Jamaica         | POT         |
| Papeete Tahiti Fr Polynesia          | PPT         | Port Elizabeth South Africa      | PLZ         |
| Paphos South Cyprus                  | PFO         | Port Gentil/etc Gabon            | POG         |
| Paramaribo/etc Surinam               | PBM         | Port Harcourt Nigeria            | PHC         |
| Paris (Charles de Gaulle) France     | CDG         | Port Hedland West Australia      | PHE         |
| Paris (Le Bourget) France            | LBG         | Port Huron USA                   | PHN         |
| Paris (Orly) France                  | ORY         | Port Lincoln/etc Sth Australia   | PLO         |
| Paris (Pontoise) France              | POX         | Port Macquarie NSWal Australia   | PQQ         |
| Parkersburg W Virginia USA           | PKB         | Port Moresby Papua New Guinea    | POM         |
| Parma/etc Italy                      | PMF         | Port of Spain Trinidad           | POS         |
| Paro/etc Bhutan                      | PBH         | Port Said/etc Egypt              | PSD         |
| Paros/islands Greece                 | PAS         | Port Stanley Falkland Is         | PSY         |
| Pasco Washington State USA           | PSC         | Port Sudan/etc Sudan             | PZU         |
| Patna/etc India                      | PAT         | Port Vila/etc Vanuatu Oceania    | VLV         |
| Pau/etc France                       | PUF         | Port-au-Prince Haiti             | PAP         |
| Pauk Myanmar                         | PAU         | Portland Oregon USA              | PDX         |
| Pavlodar/etc Kazakhstan              | PWQ         | Portland/etc Maine USA           | PWM         |
| Peace River/etc Alberta Canada       | YPE         | Porto Alegre/etc Brazil          | POA         |
| Pekanbaru/etc Indonesia              | PKU         | Porto Santo Madeira              | PXO         |
| Pellston/etc Michigan USA            | PLN         | Porto Velho/etc Brazil           | PVH         |
| Penang Malaysia                      | PEN         | Poughkeepsie NY State USA        | POU         |
| Pensacola/etc Florida USA            | PNS         | Poznan/etc Poland                | POZ         |
| Penticton Br Columbia Canada         | YYF         | Prague (Ruzyně) Czech Rep        | PRG         |
| Peoria/etc Illinois USA              | PIA         | Praslin Island/etc Seychelles    | PRI         |
| Pereira/etc Colombia                 | PEI         | Presque Isle/etc Maine USA       | PQI         |
| Perigueux/etc France                 | PGX         | Pretoria Airport - South Africa  | PRY         |
| Perpignan France                     | PGF         | Preveza/Lefkas/etc Greece        | PVK         |
| Perth West Australia                 | PER         | Prince Albert Saskatchewan Can   | YPA         |
| Perugia/etc Italy                    | PEG         | Prince George Br Columbia Canada | YXS         |
| Pescara/etc Italy                    | PSR         | Prince Rupert Br Columbia Can    | YPR         |
| Peshawar/etc Pakistan                | PEW         | Pristina Kosovo                  | PRN         |
| Petropavlovsk-Kamchats Russia        | PKC         | Proserpine Qsland Australia      | PPP         |
| Petrozavodsk/etc Russia              | PES         | Providence/etc Rhode Is USA      | PVD         |
| Phi Phi Island Thailand              | PHZ         | Providenciales Turks/Caicos      | PLS         |
| Philadelphia Pennsylvania USA        | PHL         | Puebla/etc Mexico                | PBC         |
| Phnom Penh Cambodia                  | PNH         | Pueblo/etc Colorado USA          | PUB         |

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|--------------------------------|-------------|--------------------------------|-------------|
| Puerto Montt/etc Chile         | PMC         | Rochefort/etc France           | RCO         |
| Puerto Plata/etc Dominican Rep | POP         | Rochester New York State USA   | ROC         |
| Puerto Vallarta/etc Mexico     | PVR         | Rochester/etc Minnesota USA    | RST         |
| Pula/etc Croatia               | PUY         | Rockford/etc Illinois USA      | RFD         |
| Pullman/etc Washington State   | PUW         | Rockhampton Qsland Australia   | ROK         |
| Pune/etc India                 | PNQ         | Rocky Mount Nth Carolina USA   | RWI         |
| Punta Arenas/etc Chile         | PUQ         | Rodez/etc France               | RDZ         |
| Punta Cana/etc Dominican Rep   | PUJ         | Rodrigues Island Mauritius     | RRG         |
| Pusan/Busan South Korea        | PUS         | Rome (Ciampino) Italy          | CIA         |
| Pyongyang North Korea          | FNJ         | Rome (Fiumicino) Italy         | FCO         |
| Qingdao Liuting China          | TAO         | Ronneby/etc Sweden             | RNB         |
| Quebec City/etc Quebec Canada  | YQB         | Rosario/etc Argentina          | ROS         |
| Queenstown/etc New Zealand     | ZQN         | Rostock-Laage Germany          | RLG         |
| Quesnel Brit Columbia Canada   | YQZ         | Rostov/etc Russia              | ROV         |
| Quetta/etc Pakistan            | UET         | Roswell/etc New Mexico USA     | ROW         |
| Quimper France                 | UIP         | Rota/etc Mariana Islands       | ROP         |
| Quito/etc Ecuador              | UIO         | Rotorua/etc New Zealand        | ROT         |
| Rabat/etc Morocco              | RBA         | Rotterdam Netherlands          | RTM         |
| Rabaul/etc Papua New Guinea    | RAB         | Rouen/etc France               | URO         |
| Raipur/etc India               | RPR         | Rouyn/etc Quebec Canada        | YUY         |
| Rajkot/etc India               | RAJ         | Rovaniemi/etc Finland          | RVN         |
| Raleigh/Durham N Carolina USA  | RDU         | Rutland/etc Vermont USA        | RUT         |
| Rangoon/Yangon/etc Myanmar     | RGN         | Rygge (Moss Airport)           | RYG         |
| Rapid City South Dakota USA    | RAP         | Rzeszow/etc Poland             | RZE         |
| Rarotonga/etc Cook Islands     | RAR         | Saarbrucken (Zweibrücken)      | ZQW         |
| Ras al Khaimah/etc UAE         | RKT         | Saarbrucken/etc Germany        | SCN         |
| Ravenna La Spreta Italy        | RAN         | Sacramento California USA      | SMF         |
| Reading/etc Pennsylvania USA   | RDG         | Saginaw/etc Michigan USA       | MBS         |
| Recife Brazil                  | REC         | Saipan/etc Mariana Is          | SPN         |
| Red Deer/etc Alberta Canada    | YQF         | Sakhalinsk Russia              | UUS         |
| Red Lake/etc Ontario Canada    | YRL         | Salalah/etc Oman               | SLL         |
| Redang Island - Malaysia       | RDN         | Salina Cruz/etc Mexico         | SCX         |
| Redding California             | RDD         | Salisbury/etc Maryland USA     | SBY         |
| Redmond/etc Oregon USA         | RDM         | Salonika/Thessaloniki Greece   | SKG         |
| Reggio/etc Italy               | REG         | Salt Lake City Utah USA        | SLC         |
| Regina, French Guiana          | REI         | Salta/etc Argentina            | SLA         |
| Regina/etc Saskatchewan Can    | YQR         | Salvador/etc Brazil            | SSA         |
| Reims/etc France               | RHE         | Salzburg Austria               | SZG         |
| Reine Sofia/Tenerife Canary Is | TFS         | Samara/etc Russia              | KUF         |
| Rennes/etc France              | RNS         | Samarkand/etc Uzbekistan       | SKD         |
| Reno/etc Nevada USA            | RNO         | Samburu Kenya                  | UAS         |
| Reunion Island (St Denis)      | RUN         | Samos/islands Greece           | SMI         |
| Reus/Tarragona Spain           | REU         | Samsun Turkey                  | SSX         |
| Reykjavik/etc Iceland          | RKV         | San Antonio Texas USA          | SAT         |
| Rhineland/etc Wisconsin USA    | RHI         | San Francisco California USA   | SFO         |
| Rhodes Greece                  | RHO         | San Jose/etc California USA    | SJC         |
| Ribeirao Preto/etc Brazil      | RAO         | San Jose/etc Costa Rica        | SJO         |
| Richards Bay/etc Sth Africa    | RCB         | San Juan Puerto Rico           | SJU         |
| Richmond/etc Virginia USA      | RIC         | San Luis Obispo California USA | SBP         |
| Riga Latvia                    | RIX         | San Luis Potosi/etc Mexico     | SLP         |
| Rijeka/etc Croatia             | RJK         | San Pedro Belize               | SPR         |
| Rimini Italy                   | RMI         | San Pedro Sula/etc Honduras    | SAP         |
| Rio de Janeiro Brazil          | GIG         | San Salvador/etc El Salvador   | SAL         |
| Rio Gallegos/etc Argentina     | RGL         | San Sebastian/etc Spain        | EAS         |
| Riyadh Saudi Arabia            | RUH         | Sanaa Yemen                    | SAH         |
| Riyan Mukalla/etc Yemen        | RIY         | Sandakan/etc Malaysia          | SDK         |
| Roanne/etc France              | RNE         | Sandane/etc Norway             | SDN         |
| Roanoke/etc Virginia USA       | ROA         | Sandnessjoen/etc Norway        | SSJ         |
| Roatan Airport - Honduras      | RTB         | Sandspit Brit Columbia Canada  | YZP         |

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|---------------------------------|-------------|--------------------------------|-------------|
| Sanford Florida USA             | SFB         | Skien/etc Norway               | SKE         |
| Santa Ana/etc California USA    | SNA         | Skopje/etc Macedonia           | SKP         |
| Santa Barbara California USA    | SBA         | Skovde/etc Sweden              | KVB         |
| Santa Cruz (Viru Viru) Bolivia  | VVI         | Skukuza/etc South Africa       | SZK         |
| Santa Cruz de la Palma Canaries | SPC         | Sligo, Eire                    | SXL         |
| Santa Fe/etc Argentina          | SFN         | Soderhamn/etc Sweden           | SOO         |
| Santa Fe/etc New Mexico USA     | SAF         | Sofia Bulgaria                 | SOF         |
| Santa Maria Azores              | SMA         | Sogndal/etc Norway             | SOG         |
| Santander/etc Spain             | SDR         | Sokoto/etc Nigeria             | SKO         |
| Santarem/etc Brazil             | STM         | Sonderborg/etc Denmark         | SGD         |
| Santiago Chile                  | SCL         | Sorong/etc Indonesia           | SOQ         |
| Santiago De Compostela Spain    | SCQ         | South Bend/etc Indiana USA     | SBN         |
| Santo Domingo Dominican Rep     | SDQ         | South Caicos Island            | XSC         |
| Sao Paulo Brazil                | GRU         | Split Croatia                  | SPU         |
| Sao Tome Island                 | TMS         | Spokane/etc Washington USA     | GEG         |
| Sapporo (Chitose)/etc Japan     | CTS         | Springfield/etc Illinois USA   | SPI         |
| Sarajevo/etc Bosnia Herz        | SJJ         | Springfield/etc Missouri USA   | SGF         |
| Sarasota/Bradenton Florida USA  | SRQ         | Srinagar/etc India             | SXR         |
| Saratov/etc Russia              | RTW         | St Anthony Newfoundland Can    | YAY         |
| Sarnia/etc Ontario Canada       | YZR         | St Barthelemy/etc Guadeloupe   | SBH         |
| Saskatoon Saskatchewan Canada   | YXE         | St Brieuc/etc France           | SBK         |
| Sault Sainte Marie Ontario      | YAM         | St Croix/etc St Virgin Is      | STX         |
| Savannah/etc Georgia USA        | SAV         | St Etienne/etc France          | EBU         |
| Schenectady New York State USA  | SCH         | St Eustatius/etc Neth Antilles | EUX         |
| Schwerin-Parchim Germany        | SZW         | St George/etc Utah USA         | SGU         |
| Seattle Washington State USA    | SEA         | St John New Brunswick Canada   | YSJ         |
| Selebi Phikwe Botswana          | PKW         | St Johns Newfoundland Canada   | YYT         |
| Semarang/etc Indonesia          | SRG         | St Kitts/etc St Kitts          | SKB         |
| Semipalatinsk/etc Kazakhstan    | PLX         | St Louis Missouri USA          | STL         |
| Sendai/etc Japan                | SDJ         | St Louis/etc Senegal           | XLS         |
| Seoul (Gimpo) South Korea       | GMP         | St Lucia (Vieux Fort) St Lucia | UVF         |
| Seoul (Incheon) South Korea     | ICN         | St Lucia (Vigie) St Lucia      | SLU         |
| Sept-Iles/etc Quebec Canada     | YZV         | St Maarten/etc Neth Antilles   | SXM         |
| Seville Spain                   | SVQ         | St Martin/etc Guadeloupe       | SFG         |
| Sfax/etc Tunisia                | SFA         | St Moritz/etc Switzerland      | SMV         |
| Shanghai (Hong Qiao) China      | SHA         | St Nazaire/etc France          | SNR         |
| Shanghai (Pudong) China         | PVG         | St Petersburg Florida USA      | PIE         |
| Shannon Eire                    | SNN         | St Petersburg Russia           | LED         |
| Sharjah UAE                     | SHJ         | St Pierre St Pierre/Miquelon   | FSP         |
| Sharm el Sheikh/etc Egypt       | SSH         | St Thomas Island US Virgin Is  | STT         |
| Shenyang/etc China              | SHE         | St Vincent/etc St Vincent      | SVD         |
| Shenzhen/etc China              | SZX         | State College/etc Penn USA     | SCE         |
| Sheridan/etc Wyoming USA        | SHR         | Staunton/etc Virginia USA      | SHD         |
| Shimkent/etc Kazakhstan         | CIT         | Stavanger Norway               | SVG         |
| Shiraz/etc Iran                 | SYZ         | Stavropol/etc Russia           | STW         |
| Shreveport/etc Louisiana USA    | SHV         | Stephenville Newfoundland Can  | YJT         |
| Sibu/etc Malaysia               | SBW         | Stockholm (Arlanda) Sweden     | ARN         |
| Siem Reap Airport - Cambodia    | REP         | Stockholm (Bromma) Sweden      | BMA         |
| Silchar/etc India               | IXS         | Stord/etc Norway               | SRP         |
| Simberi Papua New Guinea        | NIS         | Strasbourg France              | SXB         |
| Simferopol/Yalta/etc Ukraine    | SIP         | Stuttgart Germany              | STR         |
| Singapore Changi                | SIN         | Sudbury/etc Ontario Canada     | YSB         |
| Sion Airport - Switzerland      | SIR         | Sukhumi/etc Georgia            | SUI         |
| Sioux City/etc Iowa USA         | SUX         | Sukkur/etc Pakistan            | SKZ         |
| Sioux Falls South Dakota USA    | FSD         | Sun City/etc Sth Africa        | NTY         |
| Sitka/etc Alaska USA            | SIT         | Sundsvall/etc Sweden           | SDL         |
| Skelleftea/etc Sweden           | SFT         | Surabaya/etc Indonesia         | SUB         |
| Skiathos/other islands Greece   | JSI         | Surat India                    | STV         |

| <b>Airport name</b>            | <b>IATA</b> | <b>Airport name</b>           | <b>IATA</b> |
|--------------------------------|-------------|-------------------------------|-------------|
| Suva/etc Fiji                  | SUV         | Tianjin/etc China             | TSN         |
| Swakopmund/etc Namibia         | SWP         | Tijuana/etc Mexico            | TIJ         |
| Sydney Australia               | SYD         | Timaru New Zealand            | TIU         |
| Sydney/etc Nova Scotia Canada  | YQY         | Timisoara/etc Romania         | TSR         |
| Sykytyvkar Russia              | SCW         | Timmins/etc Ontario Canada    | YTS         |
| Sylhet/etc Bangladesh          | ZYL         | Tindouf - Algeria             | TIN         |
| Syracuse New York State USA    | SYR         | Tirana Albania                | TIA         |
| Szczecin/etc Poland            | SZZ         | Tiruchirapally/etc India      | TRZ         |
| Taba Egypt Egypt               | TCP         | Tivat/etc Montenegro          | TIV         |
| Tabora/etc Tanzania            | TBO         | Tlemcen/etc Algeria           | TLM         |
| Tabriz/etc Iran                | TBZ         | Tobago (Crown Point) Tobago   | TAB         |
| Tabuk/etc Saudi Arabia         | TUU         | Tobruk/etc Libya              | TOB         |
| Tacloban/etc Philippines       | TAC         | Tokushima/etc Japan           | TKS         |
| Tacna/etc Peru                 | TCQ         | Tokyo (Haneda) Japan          | HND         |
| Taegu/Daegu South Korea        | TAE         | Tokyo (Narita) Japan          | NRT         |
| Tahoua/etc Niger               | THZ         | Toledo/etc Ohio USA           | TOL         |
| Taichung Taiwan                | TXG         | Tombouctou/etc Mali           | TOM         |
| Taif/etc Saudi Arabia          | TIF         | Tongatapu/etc Tonga Islands   | TBU         |
| Taipei/etc Taiwan              | TPE         | Toowoomba Qsland Australia    | TWB         |
| Taiz/etc Yemen                 | TAI         | Toronto Ontario Canada        | YYZ         |
| Takamatsu/etc Japan            | TAK         | Touggourt/etc Algeria         | TGR         |
| Takoradi/etc Ghana             | TKD         | Toulon/etc France             | TLN         |
| Tallahassee/etc Florida USA    | TLH         | Toulouse France               | TLS         |
| Tallinn Estonia                | TLL         | Tours/etc France              | TUF         |
| Tamale/etc Ghana               | TML         | Townsville Qsland Australia   | TSV         |
| Tamanrasset/etc Algeria        | TMR         | Toyama/etc Japan              | TOY         |
| Tambacounda/etc Senegal        | TUD         | Trabzon/etc Turkey            | TZX         |
| Tampa Florida USA              | TPA         | Trapani/Marsala/etc Sicily    | TPS         |
| Tampere Finland                | TMP         | Trat Thailand                 | TDX         |
| Tampico/etc Mexico             | TAM         | Traverse City Michigan USA    | TVC         |
| Tamworth NSWal Australia       | TMW         | Treasure Cay/etc Bahamas      | TCB         |
| Tancredo Neves Brazil          | CNF         | Trelew/etc Argentina          | REL         |
| Tanga/etc Tanzania             | TGT         | Trentino-Alto Adige/etc Italy | TRE         |
| Tangier Morocco                | TNG         | Trenton/etc New Jersey USA    | TTN         |
| Tarakan/etc Indonesia          | TRK         | Treviso/etc Italy             | TSF         |
| Tarawa Kiribati Oceania        | TRW         | Tri-Cities/etc Tennessee USA  | TRI         |
| Taraz/etc Kazakhstan           | DMB         | Trieste Italy                 | TRS         |
| Tarbela Airport Pakistan       | TLB         | Trinidad/etc Bolivia          | TDD         |
| Tashkent Uzbekistan            | TAS         | Tripoli Libya                 | TIP         |
| Tatry-Poprad Slovakia          | TAT         | Triruvananthapuram/etc India  | TRV         |
| Taupo Airport New Zealand      | TUO         | Trollhattan/etc Sweden        | THN         |
| Tauranga/etc New Zealand       | TRG         | Tromso/etc Norway             | TOS         |
| Tawau/etc Malaysia             | TWU         | Trondheim (Vaernes) Norway    | TRD         |
| Tbilisi Georgia                | TBS         | Troyes/etc France             | QYR         |
| Tegucigalpa/etc Honduras       | TGU         | Trujillo/etc Peru             | TRU         |
| Tehran Iran                    | THR         | Tsaratanana Madagascar        | TTS         |
| Tel Aviv Israel                | TLV         | Tucson Arizona USA            | TUS         |
| Temuco/etc Chile               | ZCO         | Tucuman/etc Argentina         | TUC         |
| Tenerife (Norte)/etc Canary Is | TFN         | Tulsa Oklahoma USA            | TUL         |
| Terre Haute/etc Indiana USA    | HUF         | Tunis Tunisia                 | TUN         |
| Tetuan/etc Morocco             | TTU         | Turin Italy                   | TRN         |
| Tezpur/etc India               | TEZ         | Turkmenbashi/etc Turkmenistan | KRW         |
| Thira/Santorinin/GRE Isles     | JTR         | Turku/etc Finland             | TKU         |
| Thisted/etc Denmark            | TED         | Tyler/etc Texas USA           | TYR         |
| Thompson/etc Manitoba Canada   | YTH         | Tyumen/etc Russia             | TJM         |
| Thule/etc Greenland            | THU         | Ubon Ratchathani Thailand     | UBP         |
| Thunder Bay Ontario Canada     | YQT         | Udaipur/etc India             | UDR         |

| <b>Airport name</b>              | <b>IATA</b> | <b>Airport name</b>          | <b>IATA</b> |
|----------------------------------|-------------|------------------------------|-------------|
| Udon Thani Thailand              | UTH         | Voronezh/etc Russia          | VOZ         |
| Ujung Pandang/Makassar Indonesia | UPG         | Wabush Newfoundland Canada   | YWK         |
| Ulaanbaatar Mongolia             | ULN         | Waco/etc Texas USA           | ACT         |
| Ulan-Ude/etc Russia              | UUD         | Wagga Wagga NSW Australia    | WGA         |
| Ulsan/etc South Korea            | USN         | Wake Island/etc Oceania      | AWK         |
| Ulyanovsk/etc Russia             | ULY         | Wakkanai/etc Japan           | WKJ         |
| Umea/etc Sweden                  | UME         | Walla Walla Washington State | ALW         |
| Umtata/etc Sth Africa            | UTT         | Walvis Bay/etc Namibia       | WVB         |
| Union Island/etc Grenadines      | UNI         | Warri Nigeria                | QRW         |
| Upington/etc South Africa        | UTN         | Warsaw Poland                | WAW         |
| Uralsk/etc Kazakhstan            | URA         | Washington (Dulles Int) USA  | IAD         |
| Urberlandia Brazil               | UDI         | Washington(National) USA     | DCA         |
| Urgench/etc Uzbekistan           | UGC         | Waterford, Eire              | WAT         |
| Urumqi/etc China                 | URC         | Waterloo/etc Iowa USA        | ALO         |
| Ushuaia Airport - Argentina      | USH         | Wausau/etc Wisconsin USA     | AUW         |
| Utica/etc New York State USA     | UCA         | Wellington New Zealand       | WLG         |
| Utti Finland                     | UTI         | Wenatchee Washington State   | EAT         |
| Vaasa/etc Finland                | VAA         | Wenzhou China                | WNZ         |
| Vadodara/etc India               | BDQ         | West Palm Beach Florida USA  | PBI         |
| Vadso/etc Norway                 | VDS         | Westchester County NY State  | HPN         |
| Vail/etc Colorado USA            | EGE         | Westerland/etc Germany       | GWT         |
| Val d'Or/etc Quebec Canada       | YVO         | Whangarei/etc New Zealand    | WRE         |
| Valence/etc France               | VAF         | Whitehorse/etc Yukon Canada  | YXY         |
| Valencia Spain                   | VLC         | Whyalla/etc Sth Australia    | WYA         |
| Valencia/etc Venezuela           | VLN         | Wichita Kansas USA           | ICT         |
| Valenciennes/etc France          | XVS         | Wilhelmshaven/etc Germany    | WVN         |
| Valladolid/etc Spain             | VLL         | Wilkes-Barre/etc Penn USA    | AVP         |
| Valle D'Aosta/etc Italy          | AOT         | Wilmington Nth Carolina USA  | ILM         |
| Valparaiso/etc Florida USA       | VPS         | Windhoek Namibia             | WDH         |
| Vancouver Br Columbia Canada     | YVR         | Windsor Ontario Canada       | YQG         |
| Vannes/etc France                | VNE         | Winnipeg Manitoba Canada     | YWG         |
| Varadero/etc Cuba                | VRA         | Worcester Massachusetts USA  | ORH         |
| Varanasi/etc India               | VNS         | Worms/etc Germany            | ZQV         |
| Varkaus/etc Finland              | VRK         | Wroclaw/etc Poland           | WRO         |
| Varna Bulgaria                   | Var         | Wuxi China                   | WUX         |
| Vasteras/etc Sweden              | VST         | Wynyard Burnie Tasmania      | BWT         |
| Vatry International              | XCR         | Xiamen/etc China             | XMN         |
| Vaxjo/etc Sweden                 | VXO         | Xian/etc China               | XIY         |
| Venice Italy                     | VCE         | Xuzhou China                 | XUZ         |
| Veracruz/etc Mexico              | VER         | Yakima Washington State USA  | YKM         |
| Verona Italy                     | VRN         | Yakutsk/etc Russia           | YKS         |
| Vestmannaeyjar/etc Iceland       | VEY         | Yangambi D R Congo           | YAN         |
| Vichy/etc France                 | VHY         | Yaounde Nsimalen Cameroon    | NSI         |
| Victoria Brit Columbia Canada    | YYJ         | Yerevan Armenia              | EVN         |
| Victoria Falls/etc Zimbabwe      | VFA         | Yogyakarta/etc Indonesia     | JOG         |
| Vienna Austria                   | VIE         | Yola/etc Nigeria             | YOL         |
| Vientiane/etc Laos               | VTE         | Yorkton Saskatchewan Canada  | YQV         |
| Vigo/etc Spain                   | VGO         | Youngstown/etc Ohio USA      | YNG         |
| Villahermosa/etc Mexico          | VSA         | Yuma/etc Arizona USA         | YUM         |
| Vilnius Lithuania                | VNO         | Zadar/etc Croatia            | ZAD         |
| Virgin Gorda/etc Br Virgin Is    | VIJ         | Zagreb Croatia               | ZAG         |
| Visby/etc Sweden                 | VBY         | Zakinthos/islands Greece     | ZTH         |
| Vishakhapatnam/etc India         | VTZ         | Zanzibar/etc Tanzania        | ZNZ         |
| Vitoria/etc Spain                | VIT         | Zaporozhye/etc Ukraine       | OZH         |
| Vladivostok/etc Russia           | VVO         | Zaragoza/etc Spain           | ZAZ         |
| Vojens/Skrydstrup/etc Denmark    | SKS         | Zhengzhou/etc China          | CGO         |
| Volgograd/etc Russia             | VOG         | Zinder/etc Niger             | ZND         |
| Volos/etc Greece                 | VOL         | Zurich Switzerland           | ZRH         |

## Large Cities

| City/Town                           | County/UA              | City/Town      | County/UA               |
|-------------------------------------|------------------------|----------------|-------------------------|
| Aberdeen                            | <i>Aberdeen</i>        | Corby          | <i>Northamptonshire</i> |
| Abergavenny                         | <i>Monmouthshire</i>   | Cotswold       | <i>Gloucestershire</i>  |
| Antrim                              | <i>Antrim</i>          | Coventry       | <i>West Midlands</i>    |
| Argyll                              | <i>Argyllshire</i>     | Craigavon      | <i>Craigavon</i>        |
| Armagh                              | <i>Armagh</i>          | Crawley        | <i>West Sussex</i>      |
| Ashford                             | <i>Kent</i>            | Crewe          | <i>Cheshire</i>         |
| Aylesbury                           | <i>Buckinghamshire</i> | Croydon        | <i>London</i>           |
| Ballymena                           | <i>Ballymena</i>       | Darlington     | <i>Durham</i>           |
| Ballymoney                          | <i>Ballymoney</i>      | Dartford       | <i>Kent</i>             |
| Banbridge                           | <i>Banbridge</i>       | Daventry       | <i>Northamptonshire</i> |
| Bangor                              | <i>Gwynedd</i>         | Denbigh        | <i>Denbighshire</i>     |
| Banstead                            | <i>Surrey</i>          | Derby          | <i>Derbyshire</i>       |
| Barnsley                            | <i>South Yorkshire</i> | Derry          | <i>Derry</i>            |
| Barrow                              | <i>Cumbria</i>         | Doncaster      | <i>South Yorkshire</i>  |
| Basildon                            | <i>Essex</i>           | Dorking        | <i>Surrey</i>           |
| Basingstoke                         | <i>Hampshire</i>       | Douglas        | <i>IOM</i>              |
| Bath                                | <i>Somerset</i>        | Dover          | <i>Kent</i>             |
| Bedford                             | <i>Bedfordshire</i>    | Down           | <i>Down</i>             |
| Belfast                             | <i>Belfast</i>         | Dudley         | <i>West Midlands</i>    |
| Birmingham                          | <i>West Midlands</i>   | Dumfries       | <i>Dumfriesshire</i>    |
| Blaby                               | <i>Leicestershire</i>  | Dundee         | <i>Dundee</i>           |
| Blackburn                           | <i>Lancashire</i>      | Dungannon      | <i>Dungannon</i>        |
| Blackpool                           | <i>Lancashire</i>      | Durham         | <i>Durham</i>           |
| Bognor                              | <i>West Sussex</i>     | Easington      | <i>Durham</i>           |
| Bolsover                            | <i>Derbyshire</i>      | Eastbourne     | <i>East Sussex</i>      |
| Bolton                              | <i>Gr Manchester</i>   | Eastleigh      | <i>Hampshire</i>        |
| Bournemouth or <b><u>BMouth</u></b> | <i>Hampshire</i>       | ED             | <i>Edinburgh</i>        |
| Bracknell                           | <i>Berkshire</i>       | Edinburgh      | <i>Edinburgh</i>        |
| Bradford                            | <i>West Yorkshire</i>  | Ely            | <i>Cambridgeshire</i>   |
| Braintree                           | <i>Essex</i>           | Epping         | <i>Essex</i>            |
| Brecon                              | <i>Powys</i>           | Epsom          | <i>Surrey</i>           |
| Brentwood                           | <i>Essex</i>           | Ewell          | <i>Surrey</i>           |
| Bridgend                            | <i>Bridgend</i>        | Exeter         | <i>Devon</i>            |
| Bridgnorth                          | <i>Shropshire</i>      | Falkirk        | <i>Falkirk</i>          |
| Brighton                            | <i>East Sussex</i>     | Fareham        | <i>Hampshire</i>        |
| Bristol                             | <i>Bristol</i>         | Fermanagh      | <i>Fermanagh</i>        |
| Brockenhurst                        | <i>Hampshire</i>       | Fordingbridge  | <i>Hampshire</i>        |
| Bromley                             | <i>London</i>          | Gateshead      | <i>Tyne and Wear</i>    |
| Bromsgrove                          | <i>Worcestershire</i>  | Gedling        | <i>Nottinghamshire</i>  |
| Broxbourne                          | <i>Hertfordshire</i>   | GLA            | <i>Glasgow</i>          |
| Burnley                             | <i>Lancashire</i>      | Glasgow        | <i>Glasgow</i>          |
| Bury                                | <i>Gr Manchester</i>   | Gloucester     | <i>Gloucestershire</i>  |
| Caerphilly                          | <i>Caerphilly</i>      | Gosport        | <i>Hampshire</i>        |
| Cambridge                           | <i>Cambridgeshire</i>  | Gravesend      | <i>Kent</i>             |
| Cannock                             | <i>Staffordshire</i>   | Great Yarmouth | <i>Norfolk</i>          |
| Canterbury                          | <i>Kent</i>            | Greenwich      | <i>London</i>           |
| Cardiff                             | <i>Cardiff</i>         | Guildford      | <i>Surrey</i>           |
| Carlisle                            | <i>Cumbria</i>         | Halton         | <i>Cheshire</i>         |
| Carmarthen                          | <i>Carmarthenshire</i> | Harlow         | <i>Essex</i>            |
| Carrickfergus                       | <i>Carrickfergus</i>   | Harrogate      | <i>North Yorkshire</i>  |
| Castlereagh                         | <i>Castlereagh</i>     | Hastings       | <i>East Sussex</i>      |
| Chelmsford                          | <i>Essex</i>           | Havant         | <i>Hampshire</i>        |
| Cheltenham                          | <i>Gloucestershire</i> | Hereford       | <i>Herefordshire</i>    |
| Chester                             | <i>Cheshire</i>        | Horsham        | <i>West Sussex</i>      |
| Chesterfield                        | <i>Derbyshire</i>      | Hove           | <i>East Sussex</i>      |
| Chester le Street                   | <i>Durham</i>          | Hull           | <i>East Riding</i>      |
| Chichester                          | <i>West Sussex</i>     | Huntingdon     | <i>Cambridgeshire</i>   |
| Chippenham                          | <i>Wiltshire</i>       | Ilford         | <i>London</i>           |
| Chorley                             | <i>Lancashire</i>      | Inverness      | <i>Highland</i>         |
| Christchurch                        | <i>Dorset</i>          | Ipswich        | <i>Suffolk</i>          |
| Colchester                          | <i>Essex</i>           | Kettering      | <i>Northamptonshire</i> |
| Coleraine                           | <i>Coleraine</i>       | Kings Lynn     | <i>Norfolk</i>          |
| Congleton                           | <i>Cheshire</i>        | Kinross        | <i>Perthshire</i>       |
| Conwy                               | <i>Conwy</i>           | Lancaster      | <i>Lancashire</i>       |
| Cookstown                           | <i>Cookstown</i>       | Leatherhead    | <i>Surrey</i>           |

| City/Town                   | County/UA         | City/Town                   | County/UA        |
|-----------------------------|-------------------|-----------------------------|------------------|
| Leeds                       | West Yorkshire    | Rugby                       | Warwickshire     |
| Leicester                   | Leicestershire    | Salford                     | Gr Manchester    |
| Lewes                       | East Sussex       | Salisbury                   | Wiltshire        |
| Lichfield                   | Staffordshire     | Sandwell                    | West Midlands    |
| Limavady                    | Limavady          | Scarborough                 | North Yorkshire  |
| Lincoln                     | Lincolnshire      | Sedgefield                  | Durham           |
| Lindhurst                   | Hampshire         | Sefton                      | Merseyside       |
| Lisburn                     | Lisburn           | Selby                       | North Yorkshire  |
| Liverpool                   | Merseyside        | Sevenoaks                   | Kent             |
| London                      | London            | Sheffield                   | South Yorkshire  |
| Londonderry                 | Derry             | Shrewsbury                  | Shropshire       |
| Luton                       | Bedfordshire      | Slough                      | Berkshire        |
| Lymington                   | Hampshire         | Solihull                    | West Midlands    |
| Lyndhurst                   | Hampshire         | Southampton or <b>Soton</b> | Hampshire        |
| Macclesfield                | Cheshire          | Southend                    | Essex            |
| Magherafelt                 | Magherafelt       | St Albans                   | Hertfordshire    |
| Maidstone                   | Kent              | St Davids                   | Pembrokeshire    |
| Maldon                      | Essex             | St Helens                   | Merseyside       |
| Malvern                     | Worcestershire    | Stafford                    | Staffordshire    |
| Manchester                  | Gr Manchester     | Stevenage                   | Hertfordshire    |
| Manfield                    | North Yorkshire   | Stirling                    | Stirling         |
| Mansfield                   | Nottinghamshire   | Stockport                   | Gr Manchester    |
| Merthyr                     | Merthyr           | Stockton                    | North Yorkshire  |
| Middlesbrough               | North Yorkshire   | Stoke                       | Staffordshire    |
| Milton Keynes or <b>MK</b>  | Buckinghamshire   | Stratford                   | Warwickshire     |
| Monmouth                    | Monmouthshire     | Stroud                      | Gloucestershire  |
| Moyle                       | Moyle             | Sunderland                  | Tyne and Wear    |
| Neath                       | Neath Port Talbot | Sunningdale                 | Berkshire        |
| Newark                      | Nottinghamshire   | Sutton                      | London           |
| Newark-on-Trent             | Nottinghamshire   | Swansea                     | Swansea          |
| Newbury                     | Berkshire         | Swindon                     | Wiltshire        |
| Newcastle                   | Tyne and Wear     | Tamworth                    | Staffordshire    |
| Newport                     | (Gwent)           | Tandridge                   | Surrey           |
| Newry                       | Newry             | Taunton                     | Somerset         |
| Northampton                 | Northamptonshire  | Telford                     | Shropshire       |
| Norwich                     | Norfolk           | Tenby                       | Pembrokeshire    |
| Nottingham                  | Nottinghamshire   | Tendring                    | Essex            |
| Nuneaton                    | Warwickshire      | Tewkesbury                  | Gloucestershire  |
| Oldham                      | Gr Manchester     | Thurrock                    | Essex            |
| Omagh                       | Omagh             | Tonbridge                   | Kent             |
| Oswestry                    | Shropshire        | Torbay                      | Devon            |
| Oxford                      | Oxfordshire       | Trafford                    | Gr Manchester    |
| P Talbot                    | Neath Port Talbot | Truro                       | Cornwall         |
| Pembroke                    | Pembrokeshire     | Tunbridge Wells             | Kent             |
| Pendle                      | Lancashire        | Usk                         | Monmouthshire    |
| Penwith                     | Cornwall          | Wakefield                   | West Yorkshire   |
| Perth                       | Perthshire        | Walsall                     | West Midlands    |
| Peterborough                | Cambridgeshire    | Warrington                  | Cheshire         |
| Petersfield                 | Hampshire         | Warwick                     | Warwickshire     |
| Plymouth                    | Devon             | Watford                     | Hertfordshire    |
| Poole                       | Dorset            | Wellingborough              | Northamptonshire |
| Port Talbot                 | Neath Port Talbot | Wells                       | Somerset         |
| Portsmouth or <b>PMouth</b> | Hampshire         | Weymouth                    | Dorset           |
| Preston                     | Lancashire        | Wigan                       | Gr Manchester    |
| Reading                     | Berkshire         | Winchester                  | Hampshire        |
| Redbridge                   | London            | Windsor                     | Berkshire        |
| Redcar                      | North Yorkshire   | Wirral                      | Merseyside       |
| Redditch                    | Worcestershire    | Woking                      | Surrey           |
| Reigate                     | Surrey            | Wokingham                   | Berkshire        |
| Rhondda                     | Rhondda           | Wolverhampton               | West Midlands    |
| Rochdale                    | Gr Manchester     | Worcester                   | Worcestershire   |
| Rochford                    | Essex             | Worthing                    | West Sussex      |
| Rossendale                  | Lancashire        | Wrekin                      | Shropshire       |
| Rotherham                   | South Yorkshire   | Wrexham                     | Flintshire       |
| Royal Leamington            | Warwickshire      | York                        | North Yorkshire  |

## Counties

### Counties available

Anglesey or **IOA**  
 Antrim  
 Ards  
 Argyll and Bute or **A and B**  
 Armagh  
 Avon  
 Ballemoney  
 Ballymena  
 Banbridge  
 Barking  
 Barking and Dagenham  
 Barnet  
 Bedford  
 Bedfordshire  
 Beds  
 Belfast  
 Belfast City  
 Berks  
 Berkshire  
 Bexley  
 Blaenau Gwent or **B Gwent**  
 Borders  
 Brent  
 Bridgend  
 Bromley  
 Buckinghamshire  
 Bucks  
 Caerphilly  
 Cambridgeshire  
 Cambs  
 Camden  
 Cardiff  
 Carmarthen  
 Carmarthenshire  
 Carms  
 Carrickfergus  
 Castlereagh  
 Central  
 Ceredigion  
 Channel Islands or **CI**  
 Chelsea  
 Cheshire  
 City of London  
 Cleveland  
 Clwyd  
 Coding query or **Cod**  
 Coleraine  
 Conwy  
 Cookstown  
 Cornwall  
 Craigavon  
 Croydon  
 Cumbria  
 Dagenham  
 Denbigh  
 Denbighshire  
 Derby  
 Derbyshire

**DK (see overpage)**  
 Derry  
 Derry City  
 Devon  
 Dorset  
 Down  
 Dumfries  
 Dumfries & Galloway  
 Dungannon  
 Durham  
 E Riding  
 E Sussex  
 Ealing  
 East Ayrshire  
 East Lothian  
 East Riding  
 East Sussex  
 Enfield  
 England  
 Essex  
 Essex  
 Fermanagh  
 Fife  
 Flint  
 Flintshire  
 Fulham  
 Gloucestershire  
 Gloucs  
 Grampian  
 Greater Manchester  
 Gr Man  
 Greenwich  
 Gwent  
 Gwynedd  
 Hackney  
 Hammersmith  
 Hammersmith and Fulham  
 Hampshire  
 Hants  
 Haringey  
 Harrow  
 Havering  
 Hereford  
 Herefordshire  
 Herefordshire  
 Hertfordshire  
 Herts  
 Highland  
 Hillingdon  
 Hounslow  
 IOM  
 IOW  
 Isle of Anglesey or **IOA**  
 Isle of Man or **IOM**  
 Isle of Wight or **IOW**  
 Isles of Scilly  
 Islington  
 Kensington  
 Kensington and Chelsea

Kent  
 Kingston  
 Kingston upon Thames  
 Lambeth  
 Lancashire  
 Lancs  
 Larne  
 LC  
 Leicestershire  
 Leics  
 Lewisham  
 Limavady  
 Lincolnshire  
 Lincs  
 Lisburn  
 London  
 Lothian  
 Magherafelt  
 Manchester  
 Mersey  
 Merseyside  
 Merthyr  
 Merthyr Tydfil  
 Merton  
 Mon  
 Monmouth  
 Monmouthshire  
 Moyle  
 N Lincs  
 N Yorks  
 NE Lincs  
 Neath  
 Neath Port Talbot or **NPT**  
 Newham  
 Newport  
 Newry and Mourne  
 Newtownabbey  
 Norfolk  
 North Down  
 North East Lincolnshire  
 North Lincolnshire  
 North Yorkshire  
 Northamptonshire  
 Northants  
 Northern Ireland  
 Northumb  
 Northumberland  
 Nottinghamshire  
 Notts  
 Omagh  
 Orkney  
 Orkney Islands  
 Oxford  
 Oxon / Ox  
 Oxfordshire  
 Pems  
 Pembroke  
 Pembrokeshire

Port Talbot  
 Powys  
 Redbridge  
 Rhondda  
 Rhondda, Cynon, Taff or **RCT**  
 Richmond  
 Richmond upon Thames  
 Salop  
 S Yorks  
 Scilly  
 Scotland  
 Shetland Islands  
 Shrops  
 Shropshire  
 Somerset  
 South Glamorgan  
 South Yorkshire  
 Southwark  
 Staffordshire  
 Staffs  
 Strabane  
 Strathclyde  
 Suffolk  
 Surrey or **SY**  
 Sutton  
 Swansea  
 Tayside  
 Torfaen  
 Tower Hamlets  
 Travelling or **Trav**  
 Tyne and Wear  
 UK County not known  
 Vale of Glam  
 Vale of Glamorgan  
 W Mids  
 W Sussex  
 W Yorks  
 Waltham Forest  
 Wandsworth  
 Warwick  
 Warwickshire  
 West Midlands  
 West Sussex  
 West Yorkshire  
 Western Isles  
 Western Isles Islands  
 Westminster  
 Wilts  
 Wiltshire  
 Worcestershire  
 Worcs  
 Wrexham

**Further codes available**

In order to code cases where the town is unknown use one of the following:

| Town        | County        | Town         | County           |
|-------------|---------------|--------------|------------------|
| DK Anglesey | Anglesey      | DK IOW       | IOW              |
| DK Beds     | Bedford       | DK Kent      | Kent             |
| DK Berks    | Berks         | DK Lancs     | Lancashire       |
| DK Bgwent   | Blaenau Gwent | DK Leics     | Leicestershire   |
| DK Bucks    | Bucks         | DK Lincs     | Lincolnshire     |
| DK Cambs    | Cambs         | DK Mersey    | Mersey           |
| DK Camarth  | Carmarthen    | DK Mon       | Mon              |
| DK Cered    | Ceredigion    | DK Norf      | Norfolk          |
| DK Cheshire | Cheshire      | DK Northanys | Northamptonshire |
| DK Conwy    | Conwy         | DK Northumb  | Northumb         |
| DK Corn     | Cornwall      | DK Notts     | Nottinghamshire  |
| DK Cumbria  | Cumbria       | DK Nyork     | N Yorks          |
| DK Denb     | Denbigh       | DK Orkney    | Orkney           |
| DK Derby    | Derby         | DK Oxon      | Oxford           |
| DK Devon    | Devon         | DK Pemb      | Pembroke         |
| DK Dorset   | Dorset        | DK Powys     | Powys            |
| DK Durham   | Durham        | DK Salop     | Salop            |
| DK ERY      | E Riding      | DK Shets     | Shetland Islands |
| DK Esussex  | E Sussex      | DK Somerset  | Somerset         |
| DK Essex    | Essex         | DK Staffs    | Staffordshire    |
| DK Fife     | Fife          | DK Suff      | Suffolk          |
| DK Flint    | Flint         | DK Syorks    | S Yorks          |
| DK Glam     | Vale of Glam  | DK Torf      | Torfaen          |
| DK Glos     | Glos          | DK Warw      | Warwick          |
| DK GrMan    | Gr Man        | DK Wilts     | Wilts            |
| DK Gwy      | Gwynedd       | DK Worcs     | Worcestershire   |
| DK Hants    | Hampshire     | DK Wsussex   | W Sussex         |
| DK Hereford | Hereford      | DK Wyorks    | W Yorks          |
| DK Herts    | Hertfordshire | DKSY         | Surrey           |
| DK High     | Highland      | DKTW         | Tyne and Wear    |
| DK IOM      | IOM           |              |                  |

**Other 'towns' available**

| Town                   | County                 | Town                   | County |
|------------------------|------------------------|------------------------|--------|
| Ashford                | Middx                  | Bournemouth            |        |
| BMouth                 | LC                     | Coding query           |        |
| Cod                    | Cod                    |                        |        |
| Cotswold               | LC                     | Don't know             |        |
| DK                     | DK                     | Edinburgh              |        |
| ED                     | LC                     | Glasgow                |        |
| GLA                    | LC                     |                        |        |
| Hayes                  | Middx                  | Hemel Hempstead        |        |
| HH                     | Herts/Herfordshire     | Gatwick                |        |
| LGW                    | LC                     | Heathrow               |        |
| LHR                    | LC                     | Milton Keynes          |        |
| MK                     | LC                     |                        |        |
| Newport                | Gwent or LC            | Portsmouth             |        |
| PMouth                 | LC                     | Southampton            |        |
| Soton                  | LC                     |                        |        |
| Stanmore               | Middx                  | Travelling             |        |
| Trav                   | Trav                   | Welwyn Garden City     |        |
| WGC                    | Herts/Herfordshire     |                        |        |
| Whitton                | Middx                  | Weston Super Mare      |        |
| WSM                    | Avon                   |                        |        |
| England or <b>DKE</b>  | England or <b>DKE</b>  | DK county, in England  |        |
| Wales or <b>DKW</b>    | Wales or <b>DKW</b>    | DK county, in Wales    |        |
| Scotland or <b>DKS</b> | Scotland or <b>DKS</b> | DK county, in Scotland |        |
| NI or <b>DKNI</b>      | NI or <b>DKNI</b>      | DK county, in NI       |        |

| London Post codes |
|-------------------|
| <b>NE</b>         |
| <b>NW</b>         |
| <b>E</b>          |
| <b>EC</b>         |
| <b>SE</b>         |
| <b>SW</b>         |
| <b>W</b>          |
| <b>WC</b>         |

**NOTE: All areas in London can have either the London Borough or the County in the 'County/London Area or Borough' box. The current post codes are also still available for London  
Several tube stations are also in the coding frame**

## Country codes

| Short name | Long name            | Full country name                |
|------------|----------------------|----------------------------------|
| Afg        | Afghanistan          | Afghanistan                      |
| Air        | Airline              | Airline/merchant/military        |
| Ala        | Aland                | Aland Islands                    |
| Alb        | Albania              | Albania                          |
| Alg        | Algeria              | Algeria                          |
| Ame        | American Samoa       | American Samoa/Oceania           |
| And        | Andorra              | Andorra                          |
|            | Angola               | Angola                           |
|            | Anguilla             | Anguilla                         |
| Ant Br     | Ant Br               | Antarctica (British)             |
| Ant F      | Ant F                | Antarctica etc (Foreign)         |
|            | Antigua              | Antigua                          |
|            | Antilles             | Antilles                         |
| Arg        | Argentina            | Argentina                        |
| Arm        | Armenia              | Armenia                          |
| Aru        | Aruba                | Aruba                            |
| Asc        | Ascension            | Ascension Island/St Helena/Trist |
| OZ         | Australia            | Australia                        |
| ASA        | Austria              | Austria                          |
| Aze        | Azerbaijan           | Azerbaijan                       |
| Azo        | Azores               | Azores/Madeira                   |
|            | Bahamas              | Bahamas                          |
|            | Bahrain              | Bahrain                          |
|            | Baleric              | Baleric Islands                  |
|            | Bali                 | Bali                             |
| Ban        | Bangladesh           | Bangladesh                       |
|            | Barbados             | Barbados                         |
|            | Barbuda              | Barbuda                          |
| Bye        | Belarus              | Belarus                          |
| BEG        | Belgium              | Belgium                          |
|            | Belize               | Belize                           |
| Ben        | Benin                | Benin (formerly Dahomey)         |
| Ber        | Bermuda              | Bermuda                          |
| Bhu        | Bhutan               | Bhutan                           |
| Bol        | Bolivia              | Bolivia                          |
| Bon        | Bonaire              | Bonaire/Neth Antilles            |
|            | Borneo               | Borneo(NE Soln)                  |
|            | Borneo               | Borneo/Indonesia etc             |
| Bos        | Bosnia Herzegovina   | Bosnia Herzegovina               |
| Bot        | Botswana             | Botswana                         |
| Bou        | Bouvet               | Bouvet Island                    |
| Bra        | Brazil               | Brazil                           |
|            | Brit Virgin          | Brit Virgin                      |
| BR         |                      | British UK Q1/ UK                |
|            | Brit Overseas        | British Overseas Q1              |
| Bru        | Brunei               | Brunei                           |
| Bul        | Bulgaria             | Bulgaria                         |
|            | Burkina Faso         | Burkina Faso                     |
|            | Burma                | Burma                            |
|            | Burundi              | Burundi                          |
| Cai        | Caicos Is, Turks and | Caicos Is, Turks and             |
|            | Cambodia             | Cambodia                         |
|            | Cameroon             | Cameroon                         |

| <b>Short name</b> | <b>Long name</b>         | <b>Full country name</b>         |
|-------------------|--------------------------|----------------------------------|
| CDA               | Canada                   | Canada                           |
|                   | Canary                   | Canary Islands                   |
| Cap               | Cape Verde               | Cape Verde Islands               |
| Car               | Caroline                 | Caroline Islands                 |
| Cay               | Cayman                   | Cayman Islands                   |
| Cel               | Celebes                  | Celebes                          |
| Gen               | Central African Republic | Central African Rep              |
|                   | Chad                     | Chad                             |
| CHS               | Channel                  | Channel Islands                  |
|                   | Chile                    | Chile                            |
|                   | Chilena                  | Chile                            |
| Chr               | Christmas                | Christmas Islands/Oceania        |
| CNA               | China                    | CNA China (excl Taiwan)          |
| Coc               | Cocos                    | Cocos Is/Oceania                 |
| Cod               |                          | Coding Query                     |
| Col               | Colombia                 | Colombia/Colombiano (Colombia)   |
| Com               | Comoros                  | Comoros                          |
|                   | Congo                    | Congo (Brazzaville)              |
| DRC               | Dem Congo                | Congo Democratic Republic of     |
| Coo               | Cook                     | Cook Islands/Oceania             |
| Corfu             | Corfu                    | Corfu                            |
|                   | Corsica                  | Corsica                          |
| Cos               | Costa Rica               | Costa Rica                       |
| Cre               | Crete                    | Crete                            |
| Cro               | Croatia                  | Croatia                          |
| Cru1              | Cru1                     | Cruise - Europe/Arr: UK ship     |
| Cru3              | Cru3                     | Cruise - Europe/Arr:~dk ship     |
| Cru2              | Cru2                     | Cruise - Europe/Arr:foreign      |
| Cru4              | Cru4                     | Cruise - Europe/Dep              |
| Cru9              | Cru9                     | Cruise --DK where: Arr & dep     |
| Cru5              | Cru5                     | Cruise -Elsewh/Arr: UK ship      |
| Cru7              | Cru7                     | Cruise -Elsewh/Arr:~dk ship      |
| Cru6              | Cru6                     | Cruise -Elsewh/Arr:foreign       |
| Cru8              | Cru8                     | Cruise -Elsewh/Dep               |
| Cub               | Cuba                     | Cuba                             |
| Cur               | Curacao                  | Curacao                          |
| CZE               | Czech Republic           | Czech Republic                   |
| Den               | Denmark                  | Denmark                          |
| Deu               | Deutsch                  | Deutsch                          |
| Dji               | Djibouti                 | Djibouti                         |
|                   | Dominica                 | Dominica                         |
|                   | Dominican Republic       | Dominican Republic               |
| DK                |                          | Don't know country               |
| Dutch             | Dutch                    |                                  |
|                   | Dutch Guiana             |                                  |
| Eas               | East Timor               | East Timor                       |
| Ecu               | Ecuador                  | Ecuador                          |
| Egy               | Egypt                    | Egypt/United Arab Rep            |
| Eir               | Eire                     | Eire* (See also ROI)             |
| El                | El Salvador              | El Salvador                      |
| Ell               | Ellice Island            | Ellice Is                        |
| Emb               | Embassy                  | Embassy/military/airline         |
| Equ               | Equatorial Guinea        | Equatorial Guinea                |
| Eri               | Eritrea                  | Eritrea                          |
| Esp               | Espana                   | Espana/Espania/Espanol (Spanish) |
| Est               | Estonia                  | Estonia                          |
| Eth               | Ethiopia                 | Ethiopia                         |
| Fal               | Falkland                 | Falkland Islands/Brtsh Antarctic |

| <b>Short name</b> | <b>Long name</b> | <b>Full country name</b>         |
|-------------------|------------------|----------------------------------|
| Far               | Faroe            | Faroe Islands                    |
| Fij               | Fiji             | Fiji                             |
| Fin               | Finland          | Finland                          |
| For               | Formentera       | Formentera/Spain/etc             |
| Fra               | France           | France                           |
|                   | French Guiana    | French Guiana                    |
|                   | French Polynesia | French Polynesia                 |
|                   | Ant French       | French Sthrn/Antrctic Terrs      |
| Fue               | Fuerteventura    | Fuerteventura Canary Islands     |
| Gab               | Gabon            | Gabon                            |
| Gam               | Gambia           | Gambia                           |
| Geo               | Georgia          | Georgia                          |
| Ger               | Germany          | Germany                          |
| Gha               | Ghana            | Ghana                            |
| Gib               | Gibraltar        | Gibraltar                        |
| Gil               | Gilbert          | Gilbert Islands                  |
| Gra               | Gran Canaria     | Gran Canaria Canary Islands      |
| GCE               | Greece           | Greece                           |
|                   | Greenland        | Greenland                        |
|                   | Grenada          | Grenada                          |
|                   | Grenadines       | Grenadines                       |
|                   | Guadeloupe       | Guadeloupe                       |
|                   | Guam             | Guam                             |
|                   | Guatemala        | Guatemala                        |
| GUE               | Guernsey         | Guernsey - Channel Islands       |
|                   | Guinea           | Guinea                           |
|                   | Guinea           | Guinea (Equatorial )             |
|                   | Guinea Bissau    | Guinea Bissau                    |
| Guy               | Guyana           | Guyana                           |
| Hai               | Haiti            | Haiti                            |
| Hea               | Heard            | Heard Islands                    |
| BNO               |                  | HKG Hong Kong (BNO)              |
| SAR               |                  | HKG Hong Kong Blue Special (SAR) |
| HKR               |                  | HKR HONGKONG resident            |
| Hol               | Holland          | Holland/Nether/Dutch             |
|                   | Honduras         | Honduras                         |
| Hun               | Hungary          | Hungary                          |
| Ibi               | Ibiza            | Ibiza/Spain/etc                  |
| Ice               | Iceland          | Iceland                          |
| IDA               |                  | India                            |
| ISA               | Indonesia        | Indonesia                        |
|                   | Iran             | Iran                             |
|                   | Iraq             | Iraq                             |
| Ire               | Ireland          | Ireland (Northern) Mig only      |
|                   | Irish Republic   |                                  |
|                   | Irian Jaya       | Irian Jaya                       |
| IOM               | Isle of Man      | Isle of Man                      |
| Isr               | Israel           | Israel                           |
| Ita               | Italy            | Italy/Sardinia                   |
| Ivo               | Ivory Coast      | Ivory Coast                      |
| Jam               | Jamaica          | Jamaica                          |
| Jap               | Japan            | Japan/Okinawa/Ryuku Is           |
| Jav               | Java             | Java/Borneo/Indonesia/etc        |
| JER               | Jersey           | Jersey - Channel Islands         |
| Joh               | Johnston         | Johnston Islands                 |
| Jor               | Jordan           | Jordan                           |
| Kal               | Kalimantan       | Kalimantan/Borneo/Indon/etc      |
| KAM               | Kampuchea        | Kampuchea                        |

| <b>Short name</b> | <b>Long name</b>     | <b>Full country name</b>         |
|-------------------|----------------------|----------------------------------|
| Kan               | Kanton and Enderbury | Kanton and Enderbury Islands     |
| Kaz               | Kazakhstan           | Kazakhstan                       |
| Ken               | Kenya                | Kenya                            |
| Kir               | Kiribati             | Kiribati                         |
| Kos               | Kosova               | Kosova                           |
| Kuw               | Kuwait               | Kuwait                           |
| Kyr               | Kyrgyzstan           | Kyrgyzstan                       |
| Lab               | Labuan               | Labuan Island/Borneo NE Soln etc |
| Lan               | Lanzarote            | Lanzarote Canary Islands         |
| Lao               | Laos                 | Laos                             |
| Lat               | Latvia               | Latvia                           |
| Leb               | Lebanon              | Lebanon                          |
| Les               | Lesotho              | Lesotho                          |
|                   | Liberia              | Liberia                          |
|                   | Libya                | Libya                            |
| Lie               | Liechtenstein        | Liechtenstein                    |
| Lit               | Lit                  | Lithuania                        |
| Lux               | Luxembourg           | Luxembourg                       |
|                   | Macao                | Macao                            |
|                   | Macedonia            | Macedonia                        |
|                   | Madagascar           | Madagascar                       |
|                   | Madeira              | Madeira                          |
| Maj               | Majorca              | Majorca/Spain/etc                |
|                   | Malagasy             | Malagasy                         |
|                   | Malawi               | Malawi                           |
| MLY or MALAY      | Malaysia             | Malaysia                         |
| Maldives or MALD  | Maldives             | Maldives                         |
| Mali              | Mali                 | Mali                             |
|                   | Mallorca             | Mallorca                         |
| MLA               | Malta                | Malta                            |
| MARIANA           | Mariana              | Mariana Island                   |
| MARIT             | Mauritius            | Mauritius                        |
|                   | Marshall             | Marshall Island                  |
| Martinique        | Martinique           | Martinique                       |
| Mauritania        | Mauritania           | Mauritania                       |
| May               | Mayotte              | Mayotte                          |
| McD               | McDonald             | McDonald Islands                 |
| Mer               | Merchant Navy        | Merchant navy/military/airline   |
| Mex               | Mexico               | Mexico                           |
| Mic               | Micronesia           | Micronesia                       |
| Mid               | Midway               | Midway Island                    |
| Mil               | Military             | Military/airline/merchnt navy    |
| Min               | Minorca              | Minorca/Spain/etc                |
| Mol               | Moldova              | Moldova                          |
|                   | Monaco               | Monaco                           |
|                   | Mongolia             | Mongolia                         |
| MONTE             | Montenegro           | Montenegro                       |
| MONTS             | Montserrat           | Montserrat                       |
| Mor               | Morocco              | Morocco                          |
| Moz               | Mozambique           | Mozambique                       |
| MRU               | Maritius             | MRU Mauritius                    |
| Mya               | Myanmar              | Myanmar (Burma)                  |
| Nam               | Namibia              | Namibia                          |
| Nau               | Nauru                | Nauru                            |
| N Cyprus          | N Cyprus             | NCY Turkish Rep North Cyprus     |
| NCY               | North Cyprus         | NCY Turkish Rep North Cyprus     |
| NKR               | North Korea          | North Korea                      |
| Nep               | Nepal                | Nepal                            |
|                   | Netherlands          | Netherlands                      |
|                   | Netherlands Antilles | Netherlands Antilles             |

| <b>Short name</b> | <b>Long name</b> | <b>Full country name</b>       |
|-------------------|------------------|--------------------------------|
| Nev               | Nevis            | Nevis/St Kitts                 |
|                   | New Caledonia    | New Caledonia                  |
|                   | New Guinea       | New Guinea                     |
| NZ                | New Zealand      | New Zealand                    |
| Nic               | Nicaragua        | Nicaragua                      |
|                   | Niger            | Niger                          |
| NGA               | Nigeria          | Nigeria                        |
| Niu               | Niue             | Niue Island                    |
|                   | Norfolk I        | Norfolk Island                 |
| NWY               | Norway           | Norway                         |
| Oce               | Ocean            | Ocean Island                   |
|                   | Oceania          | Oceania                        |
| Oki               | Okinawa          | Okinawa/Japan/Ryuku Is         |
| Oma               | Oman             | Oman                           |
| Oth               |                  | Other stateless (Q1 only)      |
| Pak               | Pakistan         | Pakistan                       |
|                   | Palau            | Palau                          |
| Palestine         | Palestine        | Palestine                      |
| Pan               | Panama           | Panama (Panama Canal Zone)     |
| Pap               | Papua New Guinea | Papua New Guinea               |
| Par               | Paraguay         | Paraguay                       |
| Per               | Peru             | Peru                           |
| Phi               | Philippines      | Philippines                    |
| Pit               | Pitcairn         | Pitcairn Island                |
| Pol               | Poland           | Poland                         |
| Por               | Portugal         | Portugal/Portucalense/Portugal |
| Pue               | Puerto Rico      | Puerto Rico                    |
| Qat               | Qatar            | Qatar                          |
| Reu               | Reunion          | Reunion Island                 |
| Rho               | Rhodes           | Rhodes                         |
| ROI               |                  | Republic of Ireland            |
| Rom               | Romania          | Romania                        |
| RSA               | South Africa     | RSA - South Africa             |
| Rus               | Russia           | Russia                         |
| Rwa               | Rwanda           | Rwanda                         |
| Ryu               | Ryukyu           | Ryukyu Islands/Japan/Okinawa   |
|                   | S Georgia        | S Georgia Islands              |
|                   | S Sanwich        | S Sanwich Islands              |
| Sab               | Sabah            | Sabah/Borneo NE Solon/etc      |
| Sah               | Western Sahara   | Sahara (Western )              |
|                   | Samoa            | Samoa                          |
| San               | San Marino       | San Marino                     |
| Sao               | Sao Tome         | Sao Tome                       |
|                   | Sardinia         | Sardinia                       |
| Sarrawak          | Sarrawak         | Sarrawak                       |
| Sau               | Saudi Arabia     | Saudi Arabia                   |
| SCY               | Southern Cyprus  | SCY Southern (Greek) Cyprus    |
| Sen               | Senegal          | Senegal                        |
| Ser               | Serbia           | Serbia                         |
| Sey               | Seychelles       | Seychelles                     |
| Sho               | Sho              | Short Haul                     |
| Sie               | Sierra Leone     | Sierra Leone                   |
| Sin               | Singapore        | Singapore                      |
| SOB               | SOB              | SOB /Stay on Board             |
| Sol               | Solomon          | Solomon Island                 |
| Som               | Somalia          | Somalia                        |

| <b>Short name</b> | <b>Long name</b>       | <b>Full country name</b>          |
|-------------------|------------------------|-----------------------------------|
| SKR               | South Korea            | South Korea                       |
| S Cyprus          | S Cyprus               | Southern Cyprus                   |
| Spa               | Spain                  | Spain/Balearic/etc                |
| Spn               |                        | Spn Spain/Balearic I/etc          |
| Sri               | Sri Lanka              | Sri Lanka                         |
| STB               | St Barthelemy          | St Barthelemy                     |
|                   | St Maarten             | St Maarten                        |
|                   | St Martin              | St Martin                         |
|                   | Stateless              | Stateless - Q1 only               |
| STE               | St Eustatius           | STE - St Eustatius/Neth Antilles  |
| STH               | St Helena              | STH - St Helena/Ascension/Tristan |
| STK               | St Kitts               | STK - St Kitts/Nevis              |
| STL               | St Lucia               | STL - St Lucia                    |
| STP               | St Pierre et Miquelon  | STP - St Pierre et Miquelon       |
| STV               | St Vincent             | STV - St Vincent/Grenadines       |
| Sud               | SUDAN, NORTH           | Sudan, NORTH                      |
| SSUD              | SUDAN, SOUTH           | Sudan, SOUTH                      |
| Sul               | Sulawesi               | Sulawesi/Borneo/Indonesia/etc     |
| Sum               | Sumatra                | Sumatra/Borneo/Indonesia/etc      |
| Sur               | Surinam                | Surinam/Dutch Guiana              |
| Sva               | Svalbard and Jan Mayen | Svalbard and Jan Mayen            |
| SVK               | Slovakia               | SVK Slovakia                      |
| SVN               | Slovenia               | SVN Slovenia                      |
| Swa               | Swaziland              | Swaziland                         |
| Swe               | Sweden                 | Sweden                            |
| Swi               | Switzerland            | Switzerland                       |
| Syr               | Syria                  | Syria                             |
| Tah               | Tahiti                 | Tahiti                            |
| Tai               | Taiwan                 | Taiwan                            |
| Taj               | Tajikistan             | Tajikistan                        |
| Tan               | Tanzania               | Tanzania/Zanzibar                 |
| Ten               | Tenerife               | Tenerife Canary Islands           |
| Tha               | Thailand               | Thailand                          |
| Tib               | Tibet                  | Tibet                             |
| Tob               | Tobago                 | Tobago & Trinidad                 |
| Tog               | Togo                   | Togo                              |
| Tok               | Tokelau                | Tokelau Island                    |
| Ton               | Tonga                  | Tonga                             |
|                   | Trinidad               | Trinidad & Tobago                 |
|                   | Tristan Da Cunha       | Tristan Da Cunha                  |
| Tun               | Tunisia                | Tunisia                           |
| TKY               | Turkey                 | Turkey                            |
|                   | Turkmenistan           | Turkmenistan                      |
| Cai               | Turks and Caicos       | Turks and Caicos Islands          |
| Tuv               | Tuvalu                 | Tuvalu                            |
| UAE               |                        | UAE/ United Arab Emrts            |
| Uga               | Uganda                 | Uganda                            |
| UK                | United Kingdom         | UK / United Kingdom Q1            |
| Ukr               | Ukraine                | Ukraine                           |
| Uni               |                        | United Arab Emrts/ UAE            |
| Uru               | Uruguay                | Uruguay                           |
|                   | US Virgin              | US Virgin                         |
| USA               |                        | USA/ United States America        |
| Uzb               | Uzbekistan             | Uzbekistan                        |
| Van               | Vanuatu                | Vanuatu                           |
| Vat               | Vatican                | Vatican                           |
| Ven               | Venezuela              | Venezuela                         |
| Vie               | Vietnam                | Vietnam                           |
| Wak               | Wake I                 | Wake Island                       |

| <b>Short name</b> | <b>Long name</b>  | <b>Full country name</b>  |
|-------------------|-------------------|---------------------------|
|                   | Wallis and Futuna | Wallis and Futuna Islands |
|                   | West Irian        | West Irian                |
|                   | West Timor        | West Timor                |
|                   | Western Samoa     | Western Samoa             |
| Yem               | Yemen             | Yemen/Nth & Sth           |
| Yug               | Yugoslavia        | Yugoslavia                |
| Zam               | Zambia            | Zambia                    |
| Zan               | Zanzibar          | Zanzibar/Tanzania         |
| Zim               | Zimbabwe          | Zimbabwe                  |



**Interviewer notes page**



Office for  
National Statistics

# **International Passenger Survey**

## **Interviewer Instructions Part 2**

### **Questionnaire**



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## Common Abbreviations

|       |   |
|-------|---|
| AM    | Area Manager                                |
| BOP   | Balance of Payments                         |
| CAA   | Civil Aviation Authority                    |
| CADI  | Computer Assisted Data Input                |
| DCMS  | Department for Culture, Media & Sport       |
| DfT   | Department for Trade                        |
| EEA   | European Economic Area                      |
| EU    | European Union                              |
| FEL   | Field Inquiry Line                          |
| HQ    | Head Quarters                               |
| HMRC  | Her Majesty's Revenue & Customs             |
| HO    | Home Office                                 |
| IPS   | International Passenger Survey              |
| LED   | Light Emitting Diode                        |
| ONS   | Office for National Statistics              |
| ONSCD | Centre for Demography, ONS (Migration Unit) |
| Q     | Question                                    |
| SI    | Sample Interval                             |
| SM    | Site Manager                                |
| SSD   | Social Survey Division                      |
| T     | Terminal                                    |
| TL    | Team Leader                                 |
| UK    | United Kingdom                              |
| UKBA  | UK Border Agency                            |
| VB    | VisitBritain                                |
| VW    | VisitWales                                  |

## Icon Key



**Interviewer directive**



**Interviewer guidance and  
instructions**



**Cross reference marker**



**Key information**



**Interviewer notes page**

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## Overview

Part 2 of the revamped International Passenger Survey (IPS) Interviewer Instructions largely represents the survey questionnaire. The flow charts on pages 8 and 9 are a pictorial summary of the core questionnaire content and related routing for UK and foreign based residents who are arriving or leaving the UK. It would be helpful to familiarise yourself with these charts.

A separate section highlights questionnaire changes for the 2012 survey. This includes questions that have been removed at the request of sponsors and new questions that have been included. There have also been some routing changes and amendments to existing questions.

NOTE: these changes are not included as part of the main instructions.

Each question has general guidance usually followed by specific guidance about most situations that may arise. However, to cater for every possible circumstance would make the instructions bulky and burdensome to read. We have, therefore, tried to balance the need for guidance in unusual situations with the need to find answers quickly.

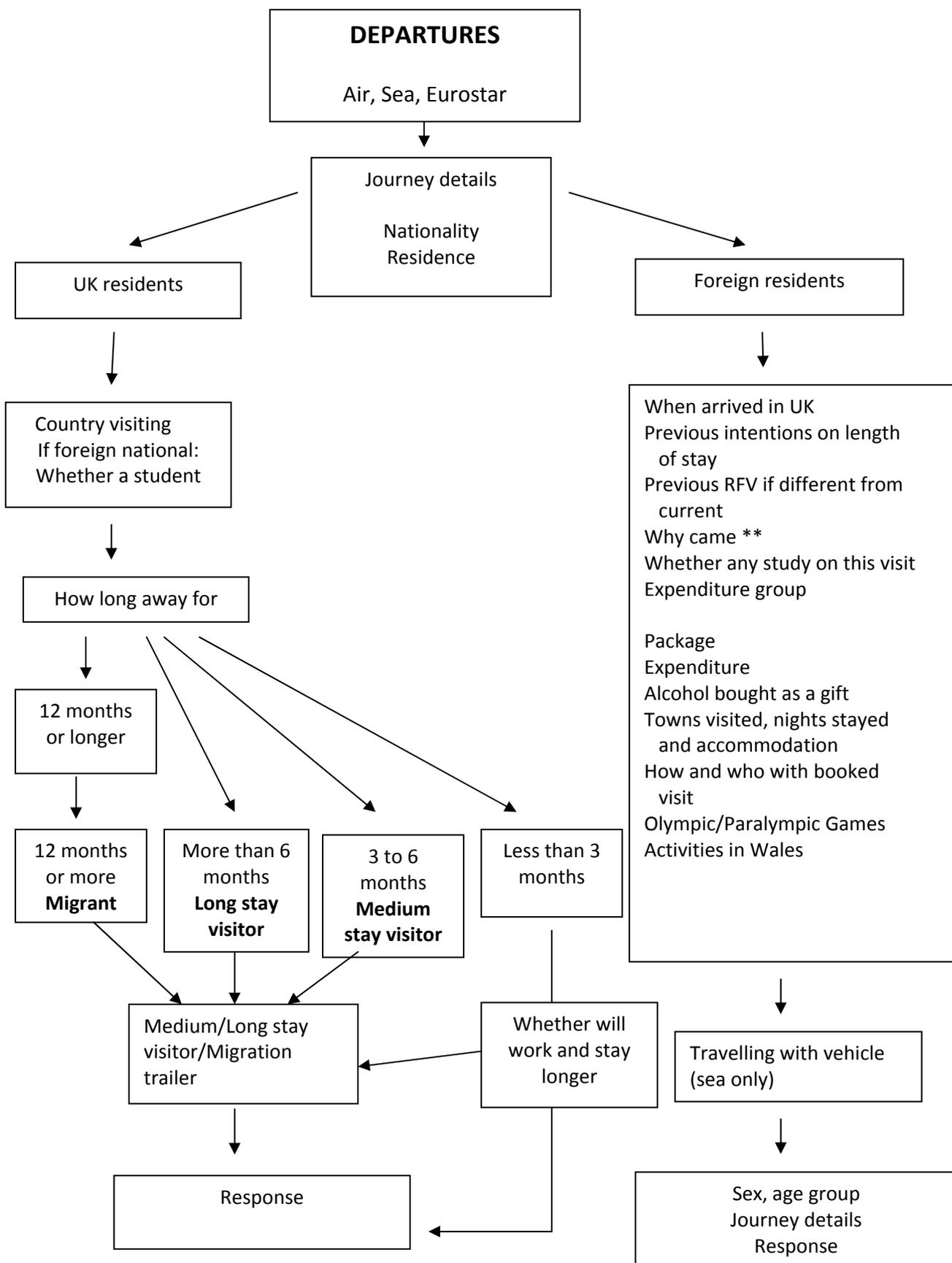
Ideally, SMs, TLs and interviewers must be conversant with the instructions, especially the changes, since this is a key factor to ensure that quality travel, tourism and migration data is being collected and provided to users.

 **Specific guidance related to the general IPS methodology such as the background, design and mode of data collection are covered in 'Interviewer Instructions – Part 1'.**

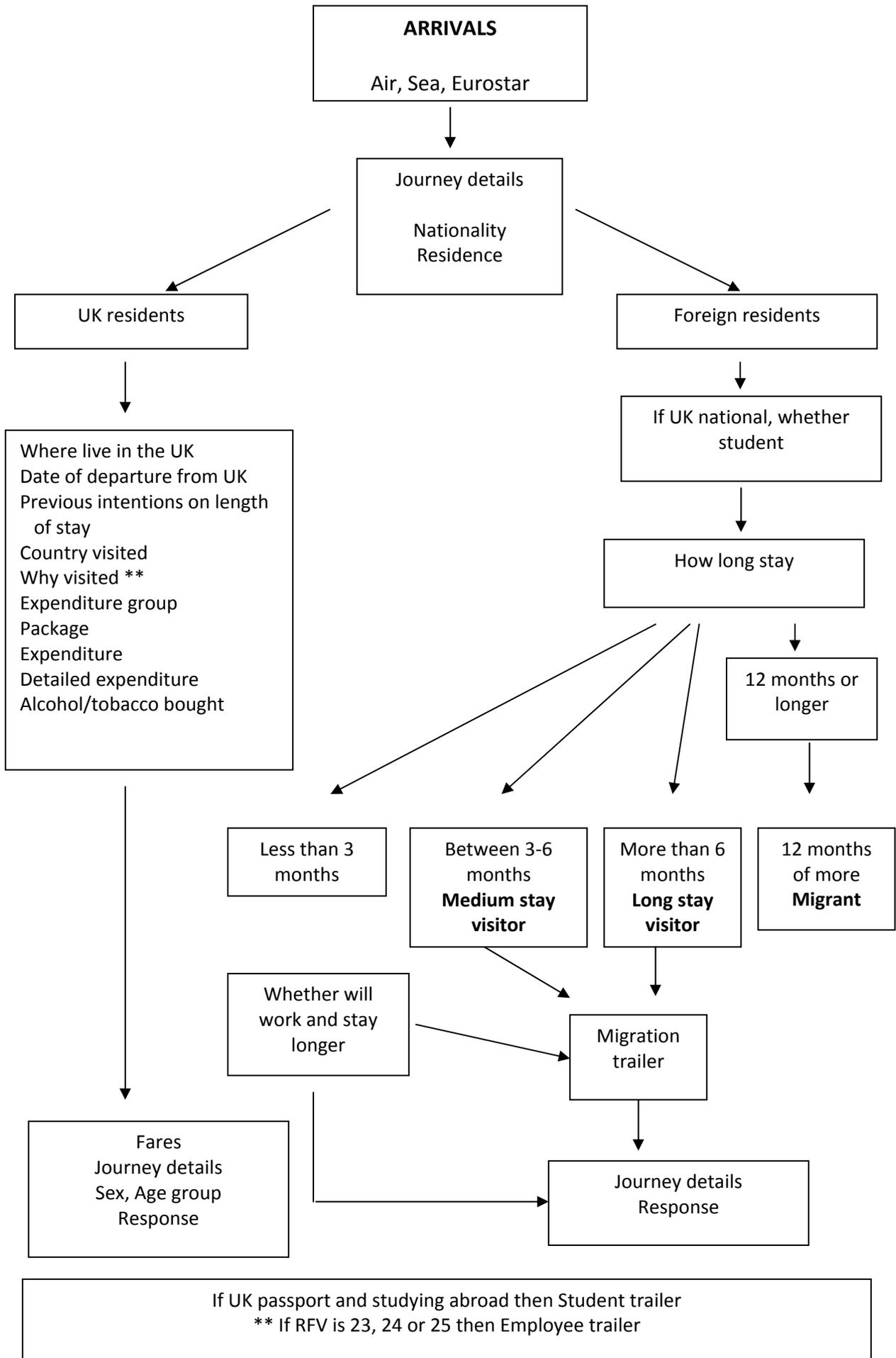
 Comments relating to the contents of this manual and how it could be improved are welcomed and should be emailed to the IPS research team through [IPS Field Office@ons.gsi.gov.uk](mailto:IPS Field Office@ons.gsi.gov.uk).



**Interviewer notes page**



If foreign passport and studying in UK then Student trailer  
 \*\* If RFV is 23, 24 or 25 then Employee trailer





## Section 1

### Main concepts

There are some main concepts that are the basis of the IPS and are very important to understand in order to follow the routing correctly. These are shown below in a simple form; more details are provided in this manual when discussing the related questions.

#### Nationality

This is the status of an individual in terms of belonging to a particular country. It is usually where the individual was born and where their origins lie; some people may change their nationality when they move to a different country.

In IPS terms, nationality is defined as . . .

. . . the country which supplied their passport.

#### Residence

The international definition of residence as used for the IPS is as follows:

Living in a country for 12 months or more.

 This is one of the most important questions to get right as it defines the route through the IPS questionnaire.

Respondents are residents if:

- they have been staying in the country of residence for the last 12 months or more (apart from holidays and business trips away). This includes people who have been working in that country for at least 12 months (excluding commuters) or have been studying in that country for more than one academic year.
- they have set up home in the country during the last 12 months and intend to complete 12 months there.
- they have begun work / study there during the last 12 months and intend to be still working / studying there for 12 or more months after they came.
- they have been in the country for 12 months but are moving today and intend to be in another country for at least 12 months.
- they have their main home in that country but commute weekly or fortnightly to another country where they work: e.g. spend weekends in that country but spend Monday to Friday in another country, or commutes to work on an oil rig or fishing fleet.

## Length of Stay

The IPS collects information on migration into and out of the UK to supplement the figures obtained in the national decennial Census carried out by the Office for National Statistics (ONS).

The information is used:

- to estimate trends in migration e.g. the gains and losses from and to different countries and changes affecting the labour force in the UK
- to help estimate local authority populations and so to calculate the estimated need for health services, pensions, housing, etc.



These questions are crucial for determining whether someone is a migrant.

The international definition of a migrant is

... a person who leaves their country of residence to live in another country for at least 12 months.

The IPS is also interested in collecting information on medium (3 to 6 months) and long term visitors (6 months, but less than a year). These are referred to as 'short term migrants' in these instructions as these respondents are also routed to the Migration trailer.

## Reason for visit

People travel for different reasons and this can have an effect on the amount of money spent as well as the length of time they are away from their resident country. Sometimes, there can be more than one reason for travelling but we need to provide the *main* reason. (For example, this could be a holiday and visiting friends or family).

The categories supplied for reason for visit (RFV) also allow the IPS to categorise the visits into tourist and non-tourist and these are analysed separately.

As well as providing important data, RFV questions allow us to route past the expenditure questions for various groups that do not add to the Balance of Payments account, for example, military personnel and unaccompanied school children.

## Expenditure

One of the main reasons for running the IPS is to collect information on the amount of money spent during a visit. This is used to supply the Balance of Payments (BoP) Travel Account and requires:

- the amount of money spent abroad by UK residents and
- the money spent in the UK by foreign residents.

Expenditure is only collected at the end of a visit as this is the only time a complete amount can be known. Hence, a longer interview is conducted on UK arrivals and foreign departures; commonly called alongside or main flow.

 The Balance of Payments is only interested in *eligible* money. Eligible money is . . .

. . . UK money spent abroad and foreign money spent in the UK.

The important question to ask yourself when deciding if the money is required is - 'Will this money have an effect on the UK Balance of Payments?'



Detailed guidance on each of these concepts can be found in the sections that follow.



**Interviewer notes page**



## Section 2 Nationality

### Q1 Nationality

1. What nationality passport do you hold?

UK .....  Irish Rep...  →2

Germany.....  USA.....

**ALL OTHERS:**

3 character code **OR** full name of country

|  |  |  |  |    |
|--|--|--|--|----|
|  |  |  |  | →2 |
|--|--|--|--|----|

This example is from the Air schedule and uses pre-coded boxes for the most popular Nationality. The Sea and Eurostar versions are different to reflect where respondents originate from these ports.

Sea: France replaces the Irish Republic  
The Netherlands replaces the US.  
Eurostar: Belgium replaces Germany.

For other countries, fill in **either** the three character code in the first box **or** the full name in the second.

This question is to provide comparison with Home Office figures of visits. People arriving from outside the European Union (EU) or the European Economic Area, (EEA) countries still have to complete landing cards and data from these is compared with IPS data. For EEA residents, the IPS is one of the only sources of nationality of passengers arriving and departing the UK. Rights of residence depend on nationality and therefore important for anyone migrating into the UK.

### 1. British Passports

There are several different types of British citizens with differing rights. They are:

- British citizenship;
  - British subject;
  - British overseas territories citizenship;
  - British overseas citizenship;
  - British national (overseas); and
  - British protected person
- Please continue to probe by saying, 'What **kind of British passport is that?**', when you feel that a respondent may be a Non-British citizen (see section 1.2).

#### 1.1. British citizens

British citizens, including those in the Channel Islands and the Isle of Man are issued with the Common (EU) Format Passports (CFP). These were first issued in 1988 and in accordance with the terms of a 1981 European Community resolution, it resembles those of other EU member states in several aspects: they are dark red, the number of pages is either 32 or 48 (Jumbo passports) and the words "European Union" appear at the top of the front cover and on the first page.

## 1.2 Non-British citizens

Non-British citizens are issued a 'Look-a-Like' (NON EU) Passports which resembles the common EU format passport except that there is no reference to the "European Union" on the front cover and the first page; the books only contain English and French and no other European language (French being the language of diplomacy). These are issued to all British nationals not entitled to the CFP, i.e. those with no Right of Abode in the UK:

- British Overseas Citizens;
- British Overseas Territories citizens (though they may also be eligible to hold a BC passport);
- British Protected Persons;
- British Nationals (Overseas);
- British Subjects who do not have the right of abode in the UK;
- Unrepresented Commonwealth Citizens, with the approval of their Country's nearest representative.

### a. British Overseas Citizens and British Overseas Territories Citizens

Passports issued in the Overseas Territories follow the style of those issued in the UK. The only difference is that the words "United Kingdom of Great Britain and Northern Ireland" on the cover and page one are replaced by the name of the territory, and that the 'exhortation' on the inside of the front cover is in the name of the relevant Lieutenant-Governor, Governor etc. The following countries/places have these types of passports:

Anguilla  
Bermuda  
British Antarctic Territory  
British Indian Ocean Territory  
British Virgin Islands  
Cayman Islands  
Falkland Islands and Dependencies  
Gibraltar  
Montserrat  
Pitcairn, Henderson, Ducie and Oeno Islands  
St Helena and Dependencies  
Sovereign Base Areas of Akrotiri and Dhekelia in Cyprus)  
Turks and Caicos Islands

Ask or record which country issued the passport.

Persons with these passports usually give the territory rather than 'British' when asked their nationality; that territory should be shown in their passport.

Code the country or territory given or code country of issue.

#### **b. British Nationals (Overseas) BN(O)**

These passports are only used by citizens of Hong Kong and are rare. They differ from full British UK passports only in the 'status' given on the first page. The holders are not full British citizens and they have no right of abode in the UK.

Ask respondents,

*“Do you have a second passport?”*

If they do have a second passport, ask or record which country issued that passport. Code the country of issue.

If they have no second passport, code to Hong Kong (BNO).

#### **1.3 Emergency Passports**

These resemble the 'look-a-like' passport except that they have the words “Emergency passport” in addition to the words "United Kingdom of Great Britain and Northern Ireland" on the front covers respectively. They contain only 8 pages and are cream coloured.

#### **1.4 Collective passports**

These are issued to children and young people travelling on educational and cultural trips. The minimum number of children that can be entered on the application form is 5 and the maximum is 50.

#### **1.5 Diplomat passports**

These are issued to Foreign and Commonwealth officials (and their dependents) who have been posted abroad to represent the United Kingdom. These passports have the same features as the CPF, except that they also state whether the passport is Diplomatic or Official on the front cover. There are also official passports for the Queen’s Messengers but these are very rare.

### **2. EU and other foreign passports**

EU countries, like the UK, use the Common (EU) Format Passports and are burgundy in a uniform format with each country retaining its sovereignty. Other foreign passports will have different styles but you should treat them in the same way. Ask, record and code the country issuing the passport.

### **3. Diplomatic passports**

Ask, record and code the country of issue.

### **4. Laissez Passer document**

This document is issued by a national government or certain international organizations, such as the United Nations, the European Union and the International Committee of the Red Cross (ICRC). A laissez-passer is often for one-way travel to the issuing country for humanitarian reasons only.

Some national governments issue laissez-passers to their own nationals as emergency passports. These passports do not have the person's nationality stated and these respondents have to be asked what nationality passport they hold.

#### **5. Forces identity card, merchant seaman's passport**

Ask, record and code the country which issued the passport or card.

#### **6. National Identity card**

Ask for the full name of the document and which country issued it. Immigration officers will accept an official ID card from EEA nationals provided it shows a person's nationality.

#### **7. Stateless respondents**

Any country can issue a stateless person with a document of identity which enables them to travel but does not signify that they are accepted as a national of the country. Record the exact name of the document.

The UKBA issues travel documents to stateless people. All have stiff covers and are passport-sized booklets but are much plainer.

#### **8. Two passports**

Record both. Code the one issued by the country of residence or, if the respondent is not resident in either country, code the one presented to the authorities on the day of interview. But see British Overseas Citizens, UN/NATO above.

#### **9. Hong Kong Special Administrative Region**

The former British Dependent Territory of Hong Kong is now a Special Administrative Region of China. These nationals have a Chinese passport for the Special Administrative Region of Hong Kong (SAR). This is a blue passport, distinguishing it from the standard red Chinese passport.

#### **10. Ambiguous replies**

Ireland - *check North or Republic*

Cyprus – *check if North or South (only South Cyprus is part of the EU)*

China - *check People's Republic, Hong Kong or Taiwan*

Korea - *check North or South*

**Sudan** – *check if Sudan or South Sudan*

Virgin Islands - *check British or USA*

Dominica - *check Dominica or Dominican Rep*

Caribbean/West Indies - *check which country*

South America - *check which country*

Africa - *check which country*

The Balkans - *check which country*

Borneo – *check whether Malaysian or Indonesian part. Alternatively enter country.*

## 11. Republic of Ireland

UK residents travelling to the Irish Republic (and similarly IR residents travelling to the UK) do not need passports. Therefore when you ask **Q1 Nationality** they will not necessarily have a passport to refer to. In these cases you should establish nationality by asking what nationality passport they have (even though they are not carrying it) or by asking which country would issue a passport if they were to have one.

## 12. EU Countries

Austria, Belgium, Bulgaria, South Cyprus (Greek Part), Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.

Note: the EEA additionally includes: Iceland, Liechtenstein and Norway.



Detailed instructions on coding countries are in Part 1 of your instructions.



**Interviewer notes page**



## Section 3

### Country of residence

#### Q2 Country of residence

The distinction between UK and Foreign residents is crucial to determine which questions you ask the respondent and whether expenditure or migration questions apply.

 Follow the routing on the schedules carefully as it will guide you to collecting the correct residence.

#### Definition:

The international definition of residence is used for survey purposes, i.e.

**Living in a country for 12 months or more**

The complete definition is given below.

#### 1. Respondents are UK residents if:

- they have been staying in the UK for the last 12 months or more (apart from holidays and business trips away). This includes people who have been working in the UK for at least 12 months (excluding commuters - see below) or have been studying in the UK for more than one academic year.
- they have set up home in the UK during the last 12 months and intend to complete 12 months here.
- they have begun work / study here during the last 12 months and intend to be still working / studying here 12 or more months after they came.
- they have been in the UK for 12 months but are moving today and intend to be away for at least 12 months (migrants).
- they have their main home in the UK but commute weekly or fortnightly to another country where they work: e.g. spend weekends in England, Monday to Friday in Belgium, or is a commuter working on an oil rig / fishing fleet.
- they have been resident in a foreign country for less than 12 months

**Note:** UK includes England, Scotland, Wales and Northern Ireland.

Residents of the Channel Islands and the Isle of Man are not considered UK residents and should be coded as foreign residents.

However, please be discrete as some residents of the Channel Islands would not consider themselves 'foreign' and may take offence.

## 2. Respondents are Foreign residents if:

- they have been staying in non-UK countries for the last 12 months or more (even if not settled in any one country).
- they have been working or studying outside the UK for at least 12 months (excluding commuters to the UK).
- they have left the UK within the last 12 months and intend to complete 12 months away.
- they are moving to the UK today.
- they have their main home abroad and commute weekly or fortnightly to work in the UK: e.g. spend weekends in Holland but Monday to Friday in the UK.
- they have been resident in the UK for less than 12 months

**Weekly / fortnightly commuters** are treated as resident in their 'weekend' home and not the country in which they are working. **Contract workers** working away from home are treated as resident in the country in which they are working.

### Special cases

#### 1. Extended trips

Extended trips abroad of less than 12 months do not break a residence as long as the respondent continued to maintain his/her home in the same country.

##### Examples

- 1 A respondent who commutes weekly or fortnightly to work in one country while maintaining a family home in another country, would still be considered resident in the country where his/her home is.
- 2 A respondent who uses one country as a base from which s/he sets out on holiday, tours to Europe or elsewhere, should be treated as resident in the country where s/he maintains his/her base.

#### 2. Former UK residents who have already started to live abroad and intend to live abroad for at least a year (including those not settled in one country).

These must be treated as Foreign residents even if they have not established residence in any one foreign country for a year.

In the exceptional case where the respondent has been living abroad for at least a year (or has started living abroad and intends to stay abroad for at least a year) without living in any one foreign country for a year either:

- a. treat them as resident in the foreign country in which they have spent the **most time** to date;

- b. if **equal time** has been spent in two foreign countries, treat them as resident of **the last of the two countries** in which they lived.

**Examples:**

1. Someone spending eight months in France and four months in Portugal who arrives in the UK from Portugal, would have their country of residence recorded as France.
2. Someone spending six months in France and six months in Portugal who arrives in the UK from Portugal, would have their country of residence recorded as Portugal.

### 3. Contract workers / students

Contract workers and students often say they 'live' in the country of their family home even if they are working or studying for over 12 months elsewhere. When you discover that a respondent's reason for visit is study or work, check that residence was answered correctly by asking:

*"Where have you been working / studying for the last 12 months?"*

Find out whether they will have spent over 12 months working / studying in a country.

#### 3.1 Contract workers

The time that determines the residence of contract workers is the cumulative time on contracts (time already worked, plus any time the respondent expects to continue on contracts including breaks for leave).

Respondents working on contract abroad should be treated as follows:

- If the total time working on contract is less than 12 months, then they should be made resident of the last country in which they have lived for 12 months or more.
- However, if the total length of the contract is for 12 months or more, they should be made resident of the country in which they are employed.
- If on a renewable short-term contract which as far as they are aware will be renewed for a further short-term period, then their residence will be determined by the sum of all the short-term contract periods abroad.
- For people who last spent 12 months in the UK but have a series of short contracts in different countries cumulating to 12 months or more away from the UK, code as resident of the foreign country in which they have spent longest.
- A Foreign nationality oil rig worker with a contract of 12 months or more, should be coded according to the shore base e.g. if shore base is Aberdeen, then code as UK resident. These rules also apply to contacts working on fishing boats or factory ships which stay off shore for lengthy periods.

**Examples:**

- 1.** A Polish national arrives in the UK to work as a summer fruit picker. He intends to stay for 3 months, then return to Poland. He is a Polish resident working in the UK.
- 2.** If he then decides to return to the UK working for another 6 months, he is still a Polish resident as his total time here would not be 12 months and his main home is in Poland.
- 3.** A UK national works in France for 6 months and then comes back for Christmas. She intends to return to complete her job for a further 8 months. During that time, she will return to the UK to see her parents and stay for holidays. She is a French resident as she will be in France for longer than 12 months in total.
- 4.** A diver is working on an off-shore oil rig. He works 3 weeks on and 3 weeks off. When he is not on the rig, he lives with his wife in a house in Aberdeen. As long as he will stay there for 12 months or more, he is a UK resident regardless of his nationality.
- 5.** A Swedish national is also working on the oil rig. He has a contract for 10 months and when his not working, he lives in a rented flat in Glasgow. He is a Swedish resident. If his contract was renewed or he expected it to be renewed so he would be in the UK 12 months or more, he would become a UK resident.

**3.2 Students**

Students who are studying full-time in a country (apart from vacations) for at least 12 months are residents of that country but may not consider it their home.

Note: One academic year is usually less than 12 months so check students' answers of 'one year'.

**Examples:**

- 1** A Chinese national arrives in September to start a three year degree course. He is still a Chinese resident at this point and should be migrated in as he intends to study here for more than 12 months.
- 2** In December, he decides to go back to China, giving up his course. At this stage he is still a Chinese resident as he is no longer studying in the UK and has not been here for more than 12 months.
- 3** If he had just gone home for a break and returned to complete his first year, he would be a UK resident when he left and when he returned.
- 4** A French national leaves the UK during her studies. She says her course is a formal one that lasts a year. On checking whether the course is an academic year or longer, it is found she will only be here in total for 8 months. In this instance, she will remain a French resident.

#### 4. Schoolchildren (accompanied or unaccompanied)

Children aged 16 years or younger are residents of the country in which they go to school, even if their parents live in another country.

#### 5. People who have homes in two or three countries

Try to establish with these people the pattern of their movements.

##### Examples:

1. Respondent is retired and spends five months each winter in Spain and the rest of the year in the UK (apart from short trips abroad). Treat as UK resident.
2. Respondent is a salesman for an international company and is based in the UK. He is away travelling eight months of the year, mainly in West Africa. Although out of the UK for over six months he remains a UK resident because he is on business trips from the UK rather than 'living' abroad.
3. Respondent is a professional tennis player with homes in the USA, the UK and Australia. She travels much of the time and spends no more than three months of the year in any one home. Treat as a foreign resident. Record how long spent in each country, and code to the foreign country that she has spent the longest time in. If equal time spent in more than one country, code the last country stayed in.

#### 6. Babies under 12 months old

Babies usually take their mother's country of residence (or father's if there is no mother). However there are two exceptions:

**Arrivals:** Mother is a UK resident returning from a trip abroad during which the baby was born. The baby's country of residence is the country where s/he (the baby) was born and the baby should be treated as a migrant even if registered as a UK national.

**Departures:** Mother is a foreign resident whose baby was born during her visit to the UK and registered with the UK authorities. Treat the baby as a UK resident migrating out of the UK.

#### 7. Residence in Ireland / Channel Islands / Isle of Man

If passengers answer 'Ireland' at Qs 2-5, ask whether they live in Northern Ireland or the Irish Republic (Southern Ireland/Eire).

**Residents of Northern Ireland** are UK RESIDENTS and are asked the same questions as residents of England, Wales and Scotland.

**Residents of the Irish Republic** should be treated the same as any other FOREIGN RESIDENTS.

**Residents of the Channel Islands and the Isle of Man** are FOREIGN RESIDENTS. This is necessary as they are not part of the EU and therefore BoP has to exclude them to comply

with the European System of Accounts. As such, they are asked all the questions other foreign residents are asked. Take care when interviewing these residents as they may be sensitive about this and expect to be treated as part of UK.

#### **8. Residence in Hong Kong**

All Hong Kong residents should be coded to HKR. This is the correct code for residence although there are different ones for nationality as there are different types of passport.

## How to handle the residence questions

### Q2

2. In which countries have you been **living**  
(working/studying) for the last 12 months?

UK .....  →6

Germany.  Irish Rep  USA  →8

4 ALL OTHERS:

3 character code **OR** full name of country

|                      |                      |                      |                      |    |
|----------------------|----------------------|----------------------|----------------------|----|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | →8 |
|----------------------|----------------------|----------------------|----------------------|----|

This example is from the Air schedule and uses pre-coded boxes for the most popular destinations. The Sea and Eurostar versions are different to reflect the profile at these ports.

Sea: France replaces the Irish Republic  
The Netherlands replaces the US.

Eurostar: Belgium replaces Germany.

For other countries, fill in **either** the three character code in the first box **OR** the full name in the second.

Ask Q2 (above), emphasising the word 'living'

You should usually use the term 'living' but 'working/studying' are added in brackets for use when living may be misinterpreted (see below).

The plural 'countries' is used to reveal the people who have moved within the last 12 months and whose residence needs clarifying by Qs 3-5.

Where one country is given, code appropriately. Where two or more countries are given, first consider if the respondent has understood the question, i.e. is there a language problem? Are they giving the countries they have visited during the year on holiday or business? If this is possible, ask Q2 again, stressing the word 'living'.

### Q3

3. Where are you **living**  
(working/studying) **now**?

.....

If the respondent has lived in two or more countries, ask Q3, again emphasising the word 'living'. Remember that we want the country where the respondent currently lives, not the family home.

We want to know if they will complete 12 months in total in the country at Q3. Stress that holiday and business trips do not break residence. Passengers often think you mean a consecutive 12 months.

If your respondent is planning to study during their visit, make sure you code the correct residence. If the course lasts an academic year and not a full 12 months, their residence will not change.



Refer to examples on pages 22 to 25.

**Note:** Do not use the word 'residence' before Q4, as this may mislead respondents who have a different definition of 'residence' than that used in the IPS.

#### Q4

4. Will you complete 12 months in  
[country at Q3] in total -  
including time spent away  
on holiday or business?  
Yes, UK resident.....  
Yes, Foreign resident.....  
No .....

Q4 should identify the people who have started to live in one country but have not yet completed 12 months there.

If after checking these points you have established residence, code appropriately.

#### Q4(a)

However, if the respondent says they will not spend 12 months in the country given at Q3, ask Q4(a).

- (a) Can you explain to me why you  
travel between these countries?  
UK resident.....  
Foreign resident.....  
Not clear .....

This is an open question to establish lifestyle and reasons for travelling. Record the answer.

Knowing something about the person's lifestyle will often help you decide the correct residence. It may be helpful to know where the respondent earns money, what type of job they have, where their family lives, where they have a base and how much time is spent in each place. It will additionally provide the coders and editors with information which will help them understand the circumstances particularly in the event of any queries.

#### Q5

5. Which is the last country you have  
lived in for 12 months or longer?

- If UK but left over 12 mths ago, take  
country lived in longest since then**  
UK resident.....  
Foreign resident.....

It is important to try to find out what the respondent is actually doing before asking Q5. However, as a last resort only, ask Q5. Beware as this question very often gives the wrong answer. We could have a passenger who still has not understood what we are trying to obtain and could give us in answer to this question a country s/he lived in years ago, possibly when s/he was at school. This would not be the country we wish to code. If at all unsure it is better to make detailed notes, and not ask question 5.

**If still unable to establish residence:** Record the details, leave the residence box uncoded, and complete **both 'sides'** of the questionnaire (i.e. the questions for both UK and Foreign residents). The recording must be detailed enough to enable the Coders to make the necessary decisions. THIS SHOULD ONLY BE DONE AS A LAST RESORT.



## Area of residence (UK Arrivals)

### Q6 UK town and county of residence, London borough, (district)

6. Where do you live in the UK?  
In which village/town and county?

Specify village/town and county. If London, tick 'London' box and then fill in town/area.

London .....  1 → (b)

London Box

(a) Village/Town

→ (b)

Note routing from London box is to the County box and not the Town one.

(b) County/London Area or Borough

→ 20

The Civil Aviation Authority, British Airways and Eurotunnel use residence detail to find out catchment areas for airports and seaports. It is also used by the short term migration section of ONSCD to investigate areas where switchers live which has a direct impact on regional estimates funding for these areas.

If the respondent has two homes, code the one they came from for this journey. As this is asked of UK residents, the detail should be easier to collect.

As a very last resort you can take the post code. Some post codes are acceptable here: those starting with N, NW, E, EC, SE, SW, W, WC, but only where the London box has been ticked. All other postcodes must be written outside the box and the query box on page 4 ticked.

 You must write in both the **town** and **county** unless you have ticked the London box

In recent years a number of changes have been made to local government structures in the UK. For the purposes of local government, the counties have been replaced by a system of smaller **unitary authorities (UAs)**. These changes make it very difficult to ensure the towns match the old style counties. For example Bristol was in the county of Avon until the latest round of changes; it is now an independent borough and is strictly, Bristol in the county of Bristol. (Very much like Manchester and Birmingham.) However as respondents may still say Bristol in Avon, this can still be used. It is better to use as few letters as possible when using the digital pens as this will produce better quality data. For this reason it is a good idea to learn some of the more common cases where you can use 'LC' for the county as well.

When recording the names of towns/counties, do not include any dashes in the digitised boxes.



Counties and 'Large Cities' are listed in Part 1 of your instructions.

## England

**Record both town and county** to ensure accurate assignment to the UK area. Try to obtain current counties not the postal counties on the borders of large metropolitan areas. With the reorganisation of local government, it is becoming increasingly important to code town. The number of towns available has been increased to help with coding the correct town and county. However there are some common towns, such as Cambridge, listed for more than one county. Make sure you collect enough information to code accurately. **For this reason always confirm the county with respondent.** As this is asked of UK residents, it shouldn't be a problem getting the county, but if it is use the DK codes shown in the list of counties. Common abbreviations have been included, so for instance you can write 'Hampshire' or 'Hants'; 'Surrey' or 'SY' etc.

Some town abbreviations have been added to help, for example, you can use bmouth for Bournemouth. If you have any other suggestions for others please inform Research through the usual channels.



Counties and some abbreviated towns are listed in Part 1 of your instructions

## Northern Ireland

Although all towns in Northern Ireland use the same code, Migration require the local authority. Make sure to code in a similar way to England and collect the town and county.

## Wales and Scotland

These parts of the UK do not have county authorities and are recognised by the Unitary Authorities. Some of these are the same as the previous counties and should be straight forward to code, for example, Pembrokeshire or Pembroke. Please note that although Gwent no longer exists, like Middlesex, it can be used for certain towns.



These are listed in Part 1 of your instructions

## London

If the respondent lives in London, tick the London box before collecting more details; you only need to fill in the County/Borough box at (b). This can be a town/area or borough. Providing this is recognised as London, the correct borough code will be added during the processing of the data.

There are a range of tube stations that can also be used although these may be more useful when coding towns where foreign residents have stayed during their visit.

There are some places in London where you can also use 'LC' (for Large City) in the text box at (b).



These are listed in Part 1 of your instructions.



**Interviewer notes page**

## Section 4 Countries Visited & Date of Visit

### Q7 Countries visited - UK residents (Departures)

7. Which countries are you visiting on this trip?  
Record ONLY country will spend the most time in

|              |   |             |   |       |
|--------------|---|-------------|---|-------|
| Spain .....  | 1 | France..... | 3 | } → 8 |
| Germany..... | 2 | USA.....    | 4 |       |

**ALL OTHERS:**

|  |  |  |  |       |
|--|--|--|--|-------|
|  |  |  |  | } → 8 |
|--|--|--|--|-------|

3 character code **OR** full name of country

This example is from the Air schedule and uses pre-coded boxes for the most popular destinations. The Sea and Eurostar versions are different to reflect where respondents go from these ports.

Sea: Belgium replaces Spain

The Netherlands replaces the US.

Eurostar:

Germany replaces Spain

Belgium replaces Germany.

For other countries, ensure you fill in **either** the 'three boxes' **OR** the single box. **Do not write across both boxes** as this will not be read accurately.

The main purpose of this question is to give Migration Statistics details about where people are emigrating to. However, it is asked of all respondents as this will give a bigger sample of where UK residents go.



Without the Country visited the questionnaire is of very limited value and will be coded as a 'minimum' interview.

If more than one country is to be visited, record all and ask in which the respondent will spend the most time. This is the country to code. If an equal number of nights will be spent in more than one country, code the last one to be visited.

If answers given are vague (such as 'the West Indies', 'East Africa', 'South America' or 'the Balkans'), probe for specific country.

If a respondent is going on a cruise, **check how many nights they plan to spend ashore.** If this is three or more nights ashore, code the country in which they will spend the most time. If the respondent is going on a **mini-cruise**, code the country where they will land – even if this is just for a few hours.

When coding cruise, please make a note of where the ship will be sailing. This only needs to specify two categories, Europe and elsewhere. This cannot be coded correctly here, so make sure you **TICK THE QUERY BOX ON PAGE 4**

If a **UK resident is working abroad on an oil-rig**, code the country the respondent will use as their shore base. If there is no location he would call a base, record details of where the rig

is located and where he is likely to spend most time ashore. Leave uncoded, making sure you tick the queries box.

If a respondent is going to **work on board a ship** code the country of visit as **the nationality of the ship**. For example if a UK resident arrives at Heathrow having worked as an entertainer on a Greek ship, the country of visit would be Greece. The exception to this rule is UK respondents who have worked on board a UK ship. The edit does not allow UK residents to go abroad to visit the UK. For these cases code the country where the respondent has spent the most time during this trip. For UK respondents departing to work on a UK ship, code the country to which they are flying to join the ship.

As the Channel Islands and the Isle of Man are not part of the UK, it is necessary to record visits to these places as you would record visits to any other foreign countries.

### **Q23 - 25 Date visit began**

As expenditure data are analysed per person per night, it is essential to know on what date the visit began in order to establish the number of nights the expenditure covers. Average expenditure per person per night shows, for example, that people on business spend most per night, so even short visits amount to substantial contributions to the Balance of Payments.

NOTE: You only need to code the last digit of the year here. This will either be this year or last year as any longer would change the respondent's residence.

### **Arrivals - UK Residents (Q25)**

For these respondents, asking the date their visit began should present no problem. They are returning from a visit abroad and they are simply asked on what date they left the UK.

For **merchant seamen** this should be the date on which the respondent last left the country, whether the time since has been on board or partly on board and partly on shore in foreign countries. This is the only group for whom it is legitimate to be away over 12 months and still count as UK Residents.  
[If the CADI is still in place, this will cause problems for the program as it will not allow a date of more than a year ago. In these cases, CADI as less than a year and add the case as a coding query.]

Note that the Channel Islands and Isle of Man are considered countries abroad.

### **Departures - Foreign Residents (Q23 to Q25)**

It is very important that the interviewer fully understands the principles behind these questions.

For Foreign residents departing, we need to know their latest date of arrival in the UK. A number of questions are required to establish the latest date of arrival correctly. It is necessary to establish an *effective arrival date* in the UK, if the respondent has left the UK since their original arrival, as we are only interested in their most recent stay in the UK. Qs 24 - 25 are designed to check for any side trips since the respondent's first arrival in the UK.

### 1. Q23 Arrival date in the UK

You need to check for side-trips abroad. Those who arrived today or yesterday and did not arrive from Channel Islands or the Isle of Man are routed straight through to Q26 at this point. (As mentioned previously, these islands are considered to be 'abroad')

Those who have not arrived within the last day are routed through to Q24, as it is possible that they have left the UK since the arrival date given.

### 2. Q24 Left mainland UK since arrival date?

#### Side-trips abroad (but not to the Channel Islands and Isle of Man)

People on a visit to the UK may leave the UK for one or more short trips abroad in the course of their visit, and they have an opportunity to be interviewed by IPS each time they enter or leave the UK. We have to take care, therefore, that we do not duplicate information.

For instance, a US businessman may arrive in the UK on 5 May, leave for Paris on 8 May, return to the UK on 12 May, and finally leave for home on 18 May. He could be interviewed on departure on two occasions - 8 and 18 May:

- If interviewed on 8 May - we would collect information for 5-8 May.
- If interviewed on 18 May - we would want information from 12-18 May, i.e. from his latest arrival date.

All departing foreign residents except those who arrived in the UK on the day of the interview or the previous day, are required to answer Q24. If respondents answer that they have left mainland UK since their date of arrival they are routed to Q25 in order to establish their effective date of arrival. If their effective date of arrival is more than a month ago the respondent is routed to Q28(a). This is included to help identify those departing foreign residents who may have changed their migratory intentions. Remember to check which part of Ireland (Northern Ireland or the Republic) was visited if this is mentioned.

### 3. Q25 When last arrived back in the UK.

Contacts that have left the UK since the arrival date given at Q23 are required to answer Q25. Here you need to obtain the date when they last arrived back in the UK. This is the effective arrival date for these respondents.

The following examples describe each of these possible situations.

| Example 1   |                                  |
|---|----------------------------------|
| Question  | Answers                          |
| <b>Q23</b> "On what date did you arrive in the UK?"<br><i>Probe: Where did you arrive from yesterday?</i> | "20 March, yesterday"<br>"Paris" |
| Relate all information to 20 March.<br>CODE 20 MARCH AS THE EFFECTIVE ARRIVAL DATE IN THE BOX             |                                  |

**Example 2**

| Questions  | Answers                   |
|--|---------------------------|
| <b>Q23</b> "On what date did you arrive in the UK?"      | "20 March, last Saturday" |
| <b>Q24</b> "Have you left mainland UK since 20th March?" | "No"                      |

Relate all information to 20 March.

CODE 20 MARCH AS THE EFFECTIVE ARRIVAL DATE IN THE BOX

**Example 3**

| Questions  | Answers                   |
|--|---------------------------|
| <b>Q23</b> "On what date did you arrive in the UK?"  | "20 March, last Saturday" |
| <b>Q24</b> "Have you left mainland UK since 20 March?"<br><i>Check whether just Italy</i>                  | "Yes, I went to Italy"    |
| <b>Q25</b> "When did you last arrive back in the UK?"<br><i>Check respondent hasn't left UK since then</i> | "24 March"                |

Relate all information to 24 March because we sample routes to Europe and already have expenditure for the first part of the stay in the UK.

CODE 24 MARCH AS THE EFFECTIVE ARRIVAL DATE IN BOX

**Example 4**

| Questions   | Answers                     |
|---|-----------------------------|
| <b>Q23</b> "On what date did you arrive in the UK?"   | "20 March"                  |
| <b>Q24</b> "Have you left mainland UK since 20 March?"<br><i>Check that visit was to the Irish Republic, and if any other countries visited</i> | "Yes, I've been to Ireland" |
| <b>Q25</b> "When did you last arrive back in the UK?"<br><i>Check respondent hasn't left UK since then</i>                                      | "24 March"                  |

Relate all information to 24 March because we sample routes to the Irish Republic and already have expenditure for the first part of the stay in the UK.

CODE 24 MARCH AS THE EFFECTIVE ARRIVAL DATE IN BOX

**4. Foreign Residents with a Side Trip to the Channel Islands or Isle of Man**

Although BoP exclude the Isle of Man and Channel Islands from their definition of the UK, VisitBritain still require details of these places. This will affect the Foreign Departures questionnaire only those passengers who have made side-trips to the Channel Islands or Isle of Man. The parts of the questionnaire that will be affected are effective arrival date (Q25a), expenditure (Q47-58) and Towns (Q71).

Side trips to the Channel Islands and Isle of Man should not be counted as such. You will see on the schedule that there is a reminder to exclude side-trips to the Channel Islands and Isle of Man when checking if a side-trip has been taken.

If a side-trip has been made to the Channel Islands or Isle of Man you should leave the respondents effective arrival date unchanged as the date when they first arrived in the UK (i.e. prior to their side-trip). The respondent's time in the Channel Islands/Isle of Man will be included when collecting expenditure and the towns' data.

Side trips to other countries (e.g. France, Irish Republic) should continue to be included and the arrival date amended accordingly.

**Example 5:**

American Resident:

USA → Gatwick → CI → Gatwick → USA

The only change is on the fourth leg (Gatwick back to the USA) where the respondent will be a Foreign Departure with a *side-trip to Channel Islands*. The effective arrival date will be the date when they first arrived in the UK from USA. Expenditure should be collected for the whole time (including the time spent in the UK before their side-trip and their time in the Channel Islands) **and the nights spent in the Channel Islands recorded at the Towns question**

You will notice that the way of handling side trips to the Channel Islands/Isle of Man may result in some double counting of expenditure. In the example above we could have collected expenditure for the first part of the trip twice (once when they left the UK to go to the Channel Islands and again when they left the UK to go home to USA). The data are adjusted to take this in to account.

**Example 6:**

American Resident:

Arrived today/yesterday and now departing the UK for USA:

If a respondent reports that they arrived today/yesterday then you will need to check where they have arrived from. If from the Channel Islands or Isle of Man you will need to check whether they have visited mainland UK previously and have been on a side trip to the Channel Islands/Isle of Man. If their trip to the Channel Islands/Isle of Man has been a side trip you will need to ensure that the effective arrival date is the date that they first arrived in the UK (prior to their side-trip) and **collect expenditure and towns data for the whole period** of their stay (including their time in the Channel Islands/Isle of Man).

## 5. For those who have been working on Oil rigs

We need to know the effective date of arrival as with other respondents. For respondents who have been working on oil rigs, **the only eligible nights are those that have been spent ashore**, for which we also collect expenditure. At Q25, find out how many nights have been spent ashore since the date of arrival (departure) and enter the effective date of arrival.

### Example

Respondent left Holland to fly to the UK on 3 July, spent 2 nights ashore in the UK, then a month on a rig in the North Sea, then 2 more nights ashore. He is interviewed on return to Holland on 7 August. Effective date of arrival in UK at Q25 is 3 August (i.e. 4 nights spent on shore).

## 6. Stay-On-Board

If you interview someone who went on a stay-on-board outing during their visit to the UK, this does not break their visit. You should ask about their stay in the UK, both before and after the outing (and if possible, exclude the fare for the outing from expenditure).

### Q27 Departure/Arrival more than a month ago

For the purposes of obtaining more accurate migration statistics, respondents whose date of departure/arrival was **more than a month ago** are required to answer Q27. Also note routing at Q26.

One of the problems with asking people how long they intend to stay away from the UK when they originally leave is that they can change their minds and stay away for longer or shorter durations than they originally intended to. By asking those UK residents returning to the UK between 1 and 12 months after they left how long they intended to stay away for at the time they left, we will get some indication of this change of mind.



Refer to further notes in Section 10

## Q29 COUNTRIES VISITED

29. Which countries did you visit on this trip?

**ONLY** tick or code main country, ie one spent most time in. If cruise, tick type of cruise.

|                     |                          |    |
|---------------------|--------------------------|----|
| Belgium.....        | <input type="checkbox"/> | 1  |
| France .....        | <input type="checkbox"/> | 2  |
| Germany.....        | <input type="checkbox"/> | 3  |
| Greece.....         | <input type="checkbox"/> | 4  |
| India.....          | <input type="checkbox"/> | 5  |
| Irish Republic..... | <input type="checkbox"/> | 6  |
| Italy.....          | <input type="checkbox"/> | 7  |
| Netherlands.....    | <input type="checkbox"/> | 8  |
| Poland.....         | <input type="checkbox"/> | 9  |
| Portugal.....       | <input type="checkbox"/> | 10 |
| Spain.....          | <input type="checkbox"/> | 11 |
| Turkey.....         | <input type="checkbox"/> | 12 |
| USA.....            | <input type="checkbox"/> | 13 |

**ALL OTHERS:**  3 character code **OR** full name of country

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

The main purpose of this question is to allocate UK expenditure abroad to the main country of visit; that is the country where the most time was spent. Note the new layout to minimise cases where ticks go in to the box above. **Without the country visited the questionnaire is of very limited value and will be coded as a 'minimum' interview.**

If more than one country is visited, record all and ask in which the respondent spent most time.

 **Only code ONE COUNTRY where they spent most time.** (It is assumed that most money will be spent in the country where the respondent stays longest.)

Use the tick boxes where possible; otherwise enter the country name in the text boxes available. Remember only use either the 'three boxes' **OR** the single box. **Do not write across both boxes** as this will not be read accurately.

This question should be straightforward as long as the respondent spent more nights in one country than any of the others. In a few cases, the respondent may have stayed in two or more countries for the same length of time. For these cases code the last country of the two (or more) visited.

You can write notes anywhere in the grid **except where there are boxes** and your notes could be misunderstood as a final answer.

### Day trips:

We still need to know where the respondent has been in order to allocate their spend. It is likely that only one country will be visited during this time, so simply code as for longer trips, but code the last country visited if there is more than one.

### Cruises:

These need to be treated differently and a separate grid is available for you to code. **Note that a cruise is only valid where there are less than 3 nights spent ashore.**

### QM2:

In the past, this boat was generally used as a way of travelling to the US and passengers disembarked to continue their journey/visit. Now, this boat is often used as a Cruise and passengers do not spend any nights abroad before returning to their resident country.

If a respondent has **worked on board a ship** (RFV '20', 23 or '25' not RFV '17' '18' or '81') code the country of visit at Q29 as **the nationality of the ship**.

**Example**

A UK resident arrives at Heathrow having worked as an entertainer on a Greek ship; code the country of visit as Greece.

The exception to this rule is **UK respondents** who have worked on board a **UK ship**. UK residents cannot visit the UK. For these cases code the country the respondent has spent the most time during this trip. For UK respondents departing to work on a UK ship, code the country to which they are flying to join the ship

As the Channel Islands and the Isle of Man are not considered part of the UK for Balance of Payments purposes, it is necessary to record visits to these places as you would record visits to any other foreign countries.

**Mini-cruises:**

These are sea trips that do not always involve going ashore. If the respondent does go ashore, the country should be coded. If they stay on board for the whole journey, they should be coded as a 'stay on board' (see below).

|  |  |  |  |    |
|--|--|--|--|----|
| MILITARY, EMBASSY or MERCHANT NAVY ..... |  |  |  | 14 |
| STAY ON BOARD .....                      |  |  |  | 15 |
| CRUISES                                  |  |  |  |    |
| Europe: UK ship (CRU1) ..                |  |  |  | 1  |
| Foreign ship (CRU2) ..                   |  |  |  | 2  |
| DK ship (CRU3) ..                        |  |  |  | 3  |
| Elsewhere UK ship (CRU5) ..              |  |  |  | 4  |
| Foreign ship (CRU6) ..                   |  |  |  | 5  |
| DK ship (CRU7) ..                        |  |  |  | 6  |
| Don't know where (CRU9) ..               |  |  |  | 7  |

NOTE New tick boxes for Military, Embassy and Merchant Navy as well as stay on boards (this is only on Sea schedules).

**Example**

A UK resident books a mini cruise travelling from Harwich with a cabin for three nights stay. The boat calls at Zeebrugge and then Amsterdam. The passenger embarks at both ports, spending a day in each place.  
Code country visited as **Netherlands** as Amsterdam was last place visited.



**Interviewer notes page**

## Section 5 Length of Stay

### Q11-15 Length of stay

These questions are intended to identify respondents who are:

- medium stay visitors (staying 3 up to 6 months)
- long stay visitors (staying from 6 up to 12 months) and
- migrants (staying for 12 months or more).

The IPS collects information on migration into and out of the UK to supplement the figures obtained in the national decennial Census carried out by the ONS.

The information is used:

- to estimate trends in migration e.g. the gains and losses from and to different countries and changes affecting the labour force in the UK;
- to help estimate local authority populations and calculate the estimated need for health services, pensions, housing, etc;
- to collect information on medium (3 to 6 months) and long stay (between 6 and 12 months) visitors as well as full migrants who will move from their current country of residence to another for 12 months or more.

### Q11 Length of stay

(Short side - Arriving Foreign residents and Departing UK residents)

**LENGTH OF STAY**  
**11. ASK OR RECORD**  
 How long do you intend to be away from the UK?  
 Check not already started living there

|                              |   |             |
|------------------------------|---|-------------|
| Under 12 months .....        | 1 | → 12        |
| Up to 2 years .....          | 2 |             |
| Up to 4 years .....          | 3 | Mig Trailer |
| Permanently ≥ 4 years.....   | 4 |             |
| Not sure how many years..... | 6 |             |
| DK, possibly 12 months.....  | 7 |             |

 This question is crucial for determining whether someone is a *medium or long stay visitor* or a **migrant**.

If the respondent has temporary admission, **it is the respondent's intention**, and not the formal permit that is relevant to IPS.

If the initial answer is in the range 6-11 months, ask if the stay could extend to 12 months and if so, tick code 7 and proceed with the migration trailer.

If the initial answer is '1, 2 or 4 years' ask if the stay is likely to be more or less than this and code appropriately. If the respondent insists that their stay will be exactly one year, record as 'up to 2 years' (code 2). If their stay is exactly 2 years, record as 'up to 4 years' (code 3). If their stay is exactly 4 years, record as 'permanently ≥ 4 years' (code 4).

Be aware that at the stage of asking intended length of stay you are unaware of what the reason for visit is. You will need to take account of the following instructions on the coding of length of stay when asking reason for visit on the migration trailer.

**Reason for visit: Work (23, 24) or Study (40)**

If reason for visit is 23, 24 or 40, check total stay away/here. Such people may give you the period until they next go 'home' on leave or vacation whereas IPS is interested in the period until they will cease or re-start living in the UK or abroad.

If the answer given at Q11 'length of stay' is under 12 months, check that the respondent is giving their **total length of stay ignoring visits home** - the easiest way to establish this might be to check how long they intend to 'work' or 'study' there/here.

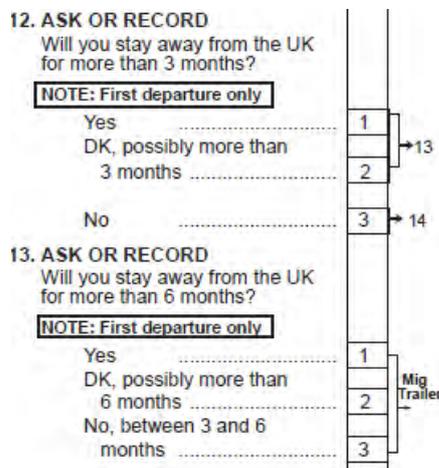
Code the longest period the respondent is likely to be away/stay. Pay particular attention to students as they may say they will stay for a year, but if their course is just one year, this is likely to mean 9 months i.e., an academic year, rather than a full calendar year.

**Reason for visit: Military/Embassy (80) or Merchant Navy (81)**

Migration does not apply to this group but you are unaware of their RFV when you start the trailer. Code 80 or 81 on the trailer and go back to the main schedule.

Note - It would apply, however, to any dependants/family of military, embassy or merchant navy personnel.

**Qs12-13 Medium/Long stay visitors**



Internationally a **short-stay migrant** is one who stays in a country for between three and twelve months.

We need to identify the time these migrants live in another country as either between 3-6 months and 6-12 months. (This is to ensure that accurate comparisons with previous data can be made.)

For respondents whose intended length of stay is less than a year, you need to ask Q12.

If it is very clear that the visit will be under three months, e.g. if the respondent is on holiday for 2 weeks, you do not need to ask the question, but simply code 3 for Q12

As with Q11, if the respondent is not sure how long they intend to stay or seems *at all hesitant*, code 2 (possibly more than 3 months) at Q12 and continue with Q13. If the respondent intends to stay for more than 3 months, code 1 at Q12 and continue with Q13.

Q13 is then used to find out if the length of stay is likely to be for between 3 and 6 months, or more than 6 months. Again if the respondent is not sure if it may be for more than 6

months, code 2 at this question but whatever the answer continue with the Migration trailer.

Note that we are only interested in asking the Migration trailer if this is the first arrival/departure within the overall visit to the UK / abroad. (See notes below.)

### Overall visits

We are interested in the number of people who stay in the UK or go abroad for more than 3 but less than 12 months, not in the number of visits to the UK/abroad they make in this period. For this reason, we only want to capture the **first arrival/departure** at Q12 or Q13.

#### Example:

Consider a French student who comes to the UK for under a year to improve her English. She arrives for the first time in September, intending to stay until July of the following year. At this point she would be coded 1 at Q12 and routed to the migration trailer as a long term visitor.

She goes home at Christmas and returns in January. At this point she is intending to stay a further 6 and a half months, but as this is not her first arrival within the overall visit, we record '3' at Q12 and do not route her to the migration trailer.

Similarly, if the student arrived in the UK in September, intending to stay until February she would be coded 1 at Q13 and routed to the migration trailer.

If she went home at Christmas and returned in January, at which point she is intending to stay a further 2 months. This is not her first arrival within the overall visit so record '3' at Q13 and do not route her to the migration trailer.

Similar patterns may be found among contract workers. Note that these instructions are becoming more important with the influx of people from countries that joined the EU more recently.

You will need to probe carefully to ensure you collect the relevant details. You also need to probe carefully to ensure the residence details are correctly recorded.

On first visit we are looking for the **first time** in any given visits of 3 months or more. In the above example of the student, we would not want to identify her as a long-stay visitor to the UK on her return to the UK after a short break. However, if a departing UK resident is returning to Spain, for example, for three months January to April, then returns to the UK for the summer May to July, and then goes back to Spain for another 3 months August to November, we would want to record both instances as medium-stay visits to Spain.

#### Example:

A Polish resident comes to the UK to work for a period of 5 months. During this period s/he regularly returns home for weekends to see their family. We only record them as a short term migrant on their first visit. However if they come back after two months for another period of five months then we would record them again (on the first occasion of this second five month period) as a short term migrant.

## Qs 14-15 Working Intentions

**14. ASK OR RECORD**  
(May I just check) will you or might you be working during your visit?

Yes ..... 1 → 15

No ..... 2 → 220

**15. Could this work keep you abroad for more than 3 months?**

**NOTE: First departure only**

Yes ..... 1 Mig Trailer

DK, possibly ..... 2 Mig Trailer

No ..... 3 → 220

Some respondents coming to, or leaving from, the UK have yet to make any long term arrangements. What they do may depend on their ability to find work. We therefore want to ask all respondents who are coming for less than 3 months whether they might work while in, or away from, the UK. If the answer is yes, ask whether they might stay for longer than 3 months. If the answer to this is 'Yes' or 'DK probably yes', they will be asked the migration trailer.

Note that Q14 is an Ask or Record. If you know someone is travelling for a two week holiday, simply record 'No', it is not necessary to ask the question.

Similarly, if the respondent says they are on business for a few days, record Yes at Q14 and No at Q15. As the reason for this question is to try and pick up more migrants, it doesn't matter that we will appear to have more people coming here to work. This is likely to include international commuters as we do not ask RFV of these people, again this is OK.



**Interviewer notes page**

## Section 6

### Reason for Visit (RFV)

#### Qs 30-38 REASON FOR VISIT

These questions categorise people into distinct expenditure groups and markets. One of the basic distinctions is between tourist and non-tourist, the former being likely to contribute to the Balance of Payments. The reason sought is the one that motivated the respondent to travel i.e. the reason the respondent had at the beginning of their visit.

 The RFV codes are defined by our clients, and each respondent's reason has to be fitted into one of these codes. The definitions have to be LEARNT and REFERRED TO during the interview. The RFV codes are listed below in numeric order.

PLEASE NOTE: If you are unsure of the ownership of a cruise boat, please **use code 17** and make the schedule a coding query so we can check it in the office.

An additional separate code for on duty Embassy officials has been added from 2012. It is to help with the routing on the schedules.

#### List of RFV codes

- 10 Holiday / Pleasure
- 11 Visiting family
- 12 Visiting friends
- 13 Getting married
- 14 Play amateur sport
- 15 Watch sport
- 16 Personal Shopping
- 17 Cruise on UK owned ship (UK residents only)
- 18 Cruise on Foreign owned ship (UK residents only)
  
- 20 Business
- 23 Definite job to go to
- 24 International commuter
- 25 Looking for work
- 26 Au pair
  
- 40 Formal study
- 41 Medical treatment (Foreign residents departing, and UK residents arriving)
- 44 Accompany / Join
- 45 Other
- 47 Studying for a degree or diploma at University
- 70 Overnight transit
- 71 Same-day transit, but collect expenditure
  
- 80 Military on duty**
- 81 Merchant Navy joining / leaving ship
- 82 Airline/train crew deadheading / positioning
- 83 Unaccompanied schoolchild travelling between school and home
- 84 Embassy on duty**

## RFV and the rest of the questionnaire

Reason for visit is asked only of main flow (or long side) passengers – UK residents on arrival and foreign residents on departure.

As well as providing important data on why respondents made their visit, Qs 30-40 also act as a filter for the expenditure questions:

**Military**  
**Embassy**  
**Merchant Navy**

Expenditure and other non-core questions does not apply

**Unaccompanied schoolchild:** Expenditure does not apply

RFV often ties in closely with residence, expenditure and length of stay. For instance, someone studying on an academic course lasting a year or more will become a resident in the country of study.



It is important to try and make sure you establish the correct RFV at these questions and not later on in the questionnaire. If you are at all unsure it is better to probe at this point, rather than hope to sort it out later, as the RFV code affects the questions which will then be asked. If you choose the wrong code initially, you will have to go back and ask additional questions.

If you are not sure of RFV, code it as a query and give an explanation but do so only as a last resort (after consulting your TL); you are in much the best position to identify the correct RFV. **If you have to leave it as a coding query, remember to tick the query box on page 4 and indicate Q30 (or RFV).**

**Note:** Always be aware of the respondent's developing story and whether it makes sense. If two answers are inconsistent or seem an unlikely combination retrace your steps and check if you have understood and categorised the respondent correctly. If the respondent does not mention an item of expenditure you would associate with their RFV ask "and did you spend anything on ...?"

### Example 1

Respondent has been to Ibiza to buy a villa  
This alerts you to the possibility of large expenditure on a villa. This will be excluded from the IPS coverage

### Example 2

Respondent has been on business to Belgium  
Alerts you to the possibility of a company there paying expenses. According to IPS rules such payments will be excluded.



Expenditure reminders for each code are given in the expenditure section.

## How to handle the Reason for Visit questions

 We always want the **main reason for the visit**.

If the respondent gives two or more reasons, probe for the main one, underline and code this; if two are jointly the main reason, code 45.

The respondent's opinion of their main reason for their visit should be coded, taking into account, however, the criteria which must be fulfilled for each code to apply.

### Q30

This initial question is an opinion question. There is no right or wrong answer. Interviewers should listen carefully to what the respondent says and record this answer verbatim.

If it is possible to code immediately, then move on to the next question (Q40).

### Q31

Code 44 is someone who has no reason for their own travel but are accompanying someone else. It is, therefore, necessary to identify whether they would have travelled if their companion had not.

Codes 10 to 18 take preference over code 44 (i.e. someone going on holiday with their family might not have gone if their family had not, but in this instance holiday would take priority). Although Q31 is directly after the initial one, you may not want to ask this until you have some idea of the RFV as in the majority of cases this will have priority over a code 44. However, you must check whether the respondent would have travelled otherwise.

### Q32

If the answer to Q30 is ambiguous and has many possibilities, use the questionnaire further by running through the list.

Ask the list up to 'Study, other' as this will establish some codes straight away. Further codes and routing can then be used as required.

Example:

The initial answer is 'tennis'.

Ask up to 'Study, other' first as this will establish if this reason is a business or leisure one. Use appropriate items from the rest of the list as necessary, e.g. if initially a leisure reason check for the different codes such as play amateur sport, watch sport.

 Do not pause while giving the list - this can cause bias. Respondents may think they can only select the options you have offered.

### Business, work, study

Initial answers of 'business', 'work', and 'study' are too broad for our strictly defined categories, and so additional questioning is required before they can be given their correct reason for visit code. At Q32, therefore, these answers are coded A, B or C as appropriate, and you are directed to a further set of more detailed questions.

Other examples of **ambiguous answers** where you should ask Q33:

- “to do research”
- “to learn English”
- “to visit a hospital”
- “to attend a conference”
- “for personal/private reasons”.

There are additional questions for business/work and study because what respondents mean by business, work and study does not always coincide with the code definition.

### **Q34-36 Business/work**

This is asked of anyone travelling on behalf of their job or profession - 'Business', '**work**', '**job**' etc.

All initial answers of 'business/work' are probed to identify certain categories of people for expenditure purposes.

|           |                           |    |
|-----------|---------------------------|----|
| “Are you: | military,                 | 80 |
|           | embassy personnel,        | 84 |
|           | merchant navy,            | 81 |
|           | or airline / train crew?” | 82 |

If the respondent is not any of these, ask Q35. This differentiates between 'work' and 'business' reasons for visit by concentrating on **where respondents are employed from**.

Although not included in the wording of the question it requires information about where the company is based if the respondent is not yet working. Therefore a foreign resident coming to the UK to look for work with a UK based company will be coded X at Q35 and then Q36 identifies whether they already have a job or are still looking.

Please note that this question should be asked even when respondents have initially replied 'business' to Q30.

In the case of the **self-employed**, they are deemed to be employed from the country where they are normally based.

UK residents employed from abroad and foreign residents employed from the UK are then asked Q36, to distinguish between those still looking for work (RFV 25), and those with a definite job to go to (RFV 23).

It is possible at this point to discover that the respondent has given the wrong country employed from by the definitions of the IPS and in fact should be coded as RFV 20. In this case the interviewer should go back and code 20 at Q35.

#### **Example**

A British resident musician is going to Germany to play in a concert. He receives a fee from the German company. He may have stated that he is directly employed from Germany, however by the IPS definition, as he is only receiving a fee for a particular task in Germany he would not be classed as being a full employee of a German company. He is therefore classed as a 20.

Any voluntary work is coded RFV 45. Interviewers should be alert to possible voluntary work but do not need to probe all 20/23/24 reasons for visit for whether the work was voluntary.

Anyone looking for work (including those travelling for a job interview) is coded RFV 25 at Q36. (Note: This might also be coded immediately from their original answer at Q30).

### **Q37 - 40 Study**

Anyone travelling for formal study reasons (see page 60 for definition), except if on behalf of their employer or their own business.

### **Child, party (Q32, Code B)**

At Q32, the 'study' category is divided. Code B identifies those who are unlikely to be studying as part of their job, i.e.:

Child - anyone aged 16 or under.

Party - group of adults or children, travelling together on a study or educational trip.

These can skip questions 37 and 38 and go straight to Q39 to decide whether or not they meet our 'formal' study definition. (See RFV 40 on page 60).

### **Other study (Coded C at Q32)**

At Q37, we establish whether the study is on the respondent's own behalf or on behalf of their employer or for a self-employed respondent's own business.

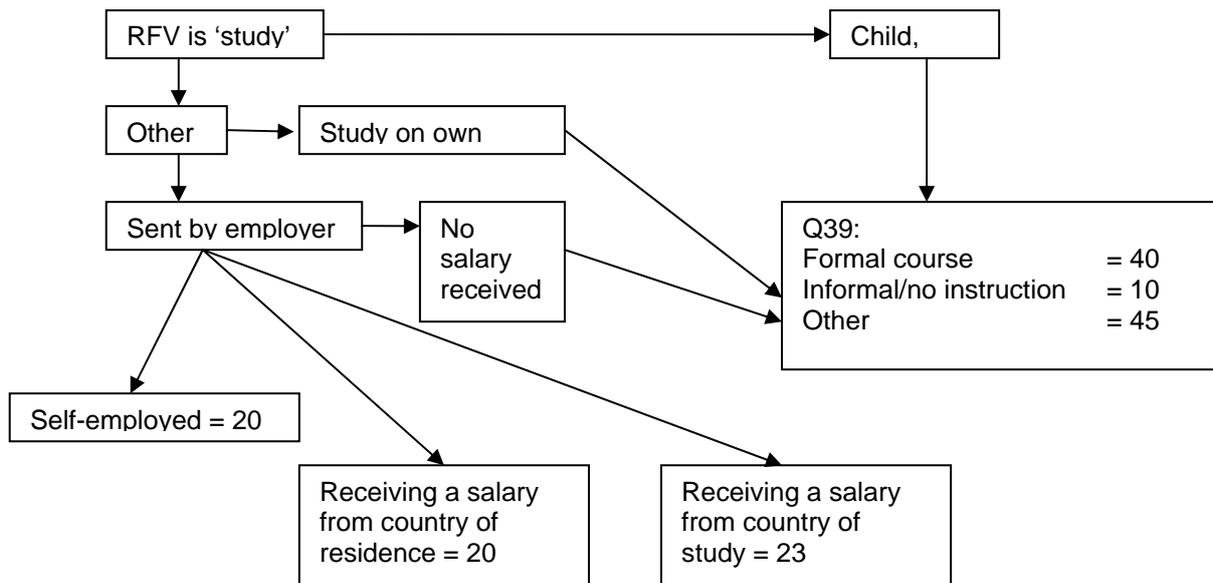
**NOTE: Business or work** takes precedence over **study**.

**If the study is on their own behalf**, ask Q39, skipping Q38.

**If the study is not on their own behalf**, ask Q38. If salaried while studying, before coding the answer at Q38 check whether the person is studying on behalf of the military or embassy. If they are, code 80 should be recorded. If not, we need to know whether code 20 (business) or 23 (work) applies. We find this out by asking where they will be receiving their normal salary, continuing in that regular employment, code 20. If they will be paid from within the country visited, this indicates they will be joining the labour force there and should be coded 23.

**Note.** When checking where respondents receive their salary from, it is their normal salary not a specific payment or grant for the study course.

Flowchart to show route for study checks and RFV outcomes



**At Q39**, we establish whether the reason for visit was for formal study (see RFV 40)

Examples:

1. An answer of 'I'm studying for a degree at Oxford University' would immediately be coded 40 since it fits the study criteria - formal course, recognised place of education, on own behalf.
2. An answer of 'I'm studying on an exchange visit' does not fit our 40 definition and would have to be probed to find out if the respondent was attending a formal course at a recognised place of education. RFV 10 would be coded if the respondent was staying to learn the language informally.

At Q39, always record your answers clearly. If you are in doubt, and only as a last resort, if you are unsure about which code to use do not code the answer but leave it as a query (making sure to tick the query box on page 4).

**10 Holiday**

**Definition**

This category includes most respondents travelling for leisure purposes.

**Include:**

- Vacation, tourism, sightseeing, going to a wedding, honeymoon, sunshine.
- School groups and study tours where no formal instruction is given by the educational services of the country visited, (include informal school exchanges).
- Other artistic/cultural activities in amateur capacity, e.g. dancing, singing, acting.
- Visiting exhibition or trade fair for pleasure only, going to theatre etc for pleasure only.
- Members of Combined Cadet Force, Scouts, Guides and suchlike going on camps - unless in an official role as organiser/trainer/leader (see codes 20, 45).
- People on long-haul boats who stay three or more nights ashore (but see code 17 and 18 for UK residents CRUISING for 2 nights or less).
- People on mini-cruises in the North Sea or to Spain with no other reason for visit; river cruises with no other reason for visit. (Code country of visit as a Stay on Board.)
- Day trippers with no other reason for visit.
- Sabbatical leave when neither paid nor undertaking formal study.

**Probe:**

**Leave** - "is that holiday, visiting friends or relatives, or something else?" & code accordingly.

**Working holiday** - probe 'which is the main reason - holiday or work/business'.

If both, code 45.

## 11 Visit family

### Definition

Anyone travelling for any family reason. Anyone travelling to visit both family and friends.

### Include:

- Visiting boy/girlfriend/partner
- Attendance at family events, e.g. christenings, weddings, funerals
- Leave to see family
- Attendance at a funeral, unspecified whether family or friend

### Exclude:

- 'Personal' unless specified as being connected with friends or family.
- Getting married - UK residents arriving in the UK are coded 13.

## 12 Visit Friends

### Definition

Anyone travelling to see friends

Note: Code 11 takes priority over code 12

### Include:

- Attendance at a christening, wedding or funeral of a friend
- Staying with pen friend

### Exclude:

- 'Personal' unless specified as being connected with friends or family
- Visiting boy/girlfriend (RFV 11)

## 13 Getting married

The number of marriages in the UK has declined over the last few years, but there is a discrepancy between the number of married couples living here. One of the reasons for this could be the rise in the number of UK residents marrying abroad. This code should give an indication of the numbers.

It is asked of UK arrivals as the marriage will have definitely taken place by then.

### 14 Play Amateur Sport

**Definition**

Anyone travelling to play a sport in amateur capacity, e.g. skiing, football, tennis, car-racing

**Include:**

- Even if expenses are paid by a sporting body
- Skiing trips

**Exclude:**

- Anyone who is a professional sports person, i.e. if paid to participate in the sport

### 15 Watch Other Sport

**Definition**

Anyone travelling to watch sport

**Exclude:**

- Anyone who may be watching in a professional sense e.g. a journalist reporting on the game should be counted as travelling on business.



Note: there is a new set of categories for the Olympic and Paralympic Games.



Refer to Section 10.

### 16 Personal shopping

This code is for those whose main RFV is to shop for personal items. It is not for those who come to shop for an employer (RFV 20). Most personal shoppers should spend no more than 4 days away and will have some expenditure. You should check for any unusual cases.

## 17 and 18 Cruise UK Residents only

### Definition

UK residents who are on a Cruise holiday and do not spend more than two nights ashore; this can apply to both those on cruise and long-haul ships.

### Include

- People on **fly-cruises** provided no more than two nights are spent ashore.
- People who **fly out to join cruise ships** or travel one way by ship and the other by air, provided no more than 2 nights spent ashore.

### Exclude

- At **airports**, exclude **people with an official role on ships**, (e.g. crew or others working on board during a cruise). They should be coded as business (RFV 20) or definite job to go to (RFV 23).
- At **seaports**, **crew (those who operate the ship, or work in catering services or shops) are ineligible**. Others (e.g. lecturers, entertainers, couriers with a group, medical staff) who are not part of the ship's company but are hired for specific sailings code as business (RFV 20) or definite job (RFV 23), depending on where they are employed from. They may have a free passage or pay a fare.
- People on **mini-cruises** - code RFV 10 if no other reason for visit given. (Mini-cruises refer to North Sea or Channel 'cruises' from a UK port with no nights spent ashore.). Also, foreign residents on **river cruises** in the UK code RFV 10.
- Foreign residents with no other reason for visit except **leaving/joining a cruise in the UK as transit**. These should be coded RFV 70 or 71, depending on whether they stay overnight on land or not.

**Probe:** for UK residents arriving back from a cruise ask whether the cruise ship was run by a UK or foreign company. If nationality is not clear, record the line/name of the ship and the tour operator. For the Balance of Payment customers, we need to identify whether any expenditure is to a UK or foreign based company. Therefore if it is not clear whether the company is UK or foreign based, separate expenditure onshore and on the ship, and Research will code as appropriate based on the company or ship's name provided. If it is a foreign based company collect all expenditure whether on board or ashore. If it is UK based company only expenditure when ashore outside the UK should be collected.

### Common cruise operators

|                               |                                |                            |
|-------------------------------|--------------------------------|----------------------------|
| Costa Cruises - USA           | Norwegian Cruise Line – USA    | Seabourn Cruise Line - USA |
| Crystal Cruises - USA         | Ocean Village - UK             | Sun Cruises - UK           |
| Cunard Line - USA             | Orient Lines - UK              | Swan Hellenic - UK         |
| Festival Cruises - Greece     | P&O Cruises (UK) - UK          | Thomson Cruises - UK       |
| Fred Olsen Cruise Lines – UK  | Page & Moy Cruises - UK        |                            |
| Hebridean Island Cruises – UK | Princes Cruises - USA          |                            |
| Holland America Line – USA    | Royal Caribbean Cruises - USA  |                            |
| Island Cruises - UK           | Royal Olympia Cruises - Greece |                            |

## 20 Business



(See also Q31-35)

### Definition

This code includes anyone travelling in a business or official capacity for purposes related to their work/profession or in some other official capacity. 'Business' implies a continuation of the respondent's normal/main occupation during this visit. The respondent will not become part of the labour force of the country visited.

**The key distinction is where the respondent is directly employed from**, i.e. the location of the subsidiary or branch they are working for. The nationality of the company is irrelevant.

#### Example 1

A respondent employed by the Paris branch of a UK retailing company is part of the French labour force and would be coded as 20.

#### Example 2

A bank employee who works in the UK branch is transferring to the German head office. He will become part of the German workforce and would be coded as a RFV 23.

#### Example 3

A businessman is attending a conference on board the boat from Amsterdam to Newcastle. When he lands, he heads for the shops and collects a few goods. As he wouldn't have visited the UK if it were not for the conference, this is business and not shopping.

For **self-employed people** their base is the key - we take what they consider to be their base.

### Include

- Self-employed and professional people who are going to work in the country visited and will be paid a fee there for a specific project, but are not based there.
- Those with an official role, salaried or expenses only, at sports and cultural events, e.g. judge, manning stands, umpire.
- Anyone who is travelling as a representative of an organisation in their country of residence, even if unpaid, e.g. mayors, trade union delegates, peace group.
- Foreign arrivals who have attended a conference on board a boat before landing in the UK, but who then may just go shopping in the UK. (They wouldn't have come here if the conference had not been held).
- Entertainers, writers, management/computer/architectural consultants, people performing in sports and arts in a professional capacity, and others who receive a fee for a particular task in the country visited but are not full employees of a company there.

- Anyone travelling on behalf of his own company or practice which is maintained in his home country during a visit abroad.
- Respondents receiving a salary from their employer in their country of residence while they study in the country visited.
- Coach-drivers and couriers, taking groups on tour or going to pick up groups.
- Teachers travelling with school parties.
- Lorry drivers who say 'work' (Sea or Eurotunnel interviews).
- Airline, ferry or railway staff travelling for a meeting or business reason other than crewing aircraft or positioning (see Airline Crew, code '82').
- Workers on oil-rigs if they are self-employed and will be paid a fee for the work they carry out on the rig but are not based there. Workers who are based on oil rigs should be coded '23' or '24'.

#### **Exclude**

- Working holiday unless business/work is the main reason for the visit. If business/work and holiday are both considered main reasons, code RFV 45.
- Weekly or fortnightly commuters returning to or from their main occupation
- Military / embassy / merchant navy / airline or train crew (see codes RFV 80-82).
- Voluntary work unpaid (or expenses only) (RFV 45), e.g. lecturers, students obtaining work experience, teacher's aide, parents accompanying a party of school-children as unpaid volunteers, unpaid welfare assistants travelling with infirm pilgrims.
- Voluntary Service Overseas (even though salaried) (RFV 45).
- Temporarily living with a religious community, not a priest (RFV 45).
- Self employed person who is intending to start a new business abroad, but who has yet to make firm arrangements

## 23 Definite work

### Definition

This category applies to respondents whose main reason for visit is to take up a job in the country visited. The job must have been arranged before the visit began.

A definite job to go to (23) means that the respondent is taking up a job in which they will be part of the labour force of the country they visit or migrate to. During the visit, or once migrated, they would not be directly employed by a company or organisation in their home country, unless in a completely separate job.

### Include:

- Taking up a job for the first time as long as there is a firm offer
- Those taking up a new posting with a different subsidiary of a multi-national, (e.g. company transfer)
- Self-employed people moving their base to the 'new' country provided they have already arranged to set up a new base
- Students whose main reason is taking up a job abroad in the vacation, if they have a definite job to go to (e.g. BUNACAMP, KAMP, CAMP AMERICA and those on BUNAC Work America and Work Canada **who already have a job arranged**)
- If the respondent had a definite job to go to when they began the visit but circumstances subsequently changed and they did not take it up.

### Exclude:

- International commuter (code 24)

## 24 International Commuter

### International Commuters

Interviewers should be alert for possible international commuters at the residence question and at the trailer screening, as many are discovered at these points of the interview. Please be clear about the difference between 'International commuter' (24) and 'definite job to go to' (23)

#### Definition of an International commuter

A UK resident commuter is someone who works abroad as part of a foreign labour force but returns to his family (main) home in the UK at least once a fortnight.

A foreign commuter is someone who works in the UK as part of the UK labour force but returns to his family (main) home abroad at least once a fortnight.

#### Exclude:

- Definite job to go to (code 23).

#### Exclude from both code 23 and code 24:

- Looking for work (RFV 25).
- Entertainers, consultants etc. who receive a fee for a particular task from an organisation in the country visited but are not full employees (RFV 20).
- Going to take up a job provided they satisfy the potential employer, i.e. offer of job not confirmed (RFV 25).

#### **Reminders**

##### **Residence**

Ask for the total time the respondent has already worked in the country visited, or whether s/he expects to complete 12 months there. Respondent may be a resident of the other country, in which case ask you may need to alter the residence and ask a different set of questions.

##### **Length of stay**

If the stay is only for a few weeks or days, clarify whether the respondent is an international commuter or the employment circumstances as it may be business (RFV 20).

## 25 Looking for work

### Definition

Anyone whose main reason for travelling is to look for work in the country visited.

### Include

- Anyone whose main reason for travelling is to attend a job interview.
- Those who are returning from a visit during which they found and took a job but who were still looking for a job at the time the visit started.
- Students whose main reason is to look for a job abroad in the vacation (e.g. include BUNAC Work America and Work Canada if looking for a job).
- People who may initially say they are going to 'live' elsewhere if when asked why, they specifically mention work or better job prospects as their reason for going to live abroad.

### Exclude

- People who are simply going to 'live' elsewhere with no other reason when asked why.
- Respondents who have completed a job contract abroad and are now returning to the UK to look for another job abroad (this is still RFV 45).

**Note:** At the end of a visit remember that you want the reason the respondent had at the beginning of the visit:

**Example:**

A French resident who arrived 10 months ago to look for work in the UK would still go into the 'seeking employment' category even though s/he had worked as part of the British labour force during his/her stay here.

The **Migration trailer** may apply if going to look for work and will (may) stay for 12 months or more.

## 26 Au Pair

### Definition

Code any respondent who is travelling to take up or continue a job as an au pair.

Check to see that the residence was correctly answered (i.e. code the country of work if s/he has spent 12 months there, or started living there and is going to complete 12 months).

Au pairs may give an initial answer of 'to work', 'to learn the language'.

### Include

- Those who say initially that they came to work or to learn English, but are au pairs.

### Exclude

- Nannies, servants and mother's helps.  
These are salaried situations and should be coded as 20.

## 40 Formal Study

See also Q36-38

### Definition

An initial answer 'study' is too loose for the categories of interest to clients.

Study (code 40) applies only to people using the **formal educational facilities** of the country visited and then only if they are not doing so on behalf of their employer, or their own business (code RFV 20 takes priority).

The following criteria must be fulfilled:

- attending a formal course at a specific (recognised) place of education - e.g. at a university, polytechnic, secondary school, trades college, management college, specialist language school (hence reminder on questionnaire)

**and**

- receiving tuition/supervision from teaching staff employed in the educational institution in the country visited

**or**

- receiving a student grant from a government body (even if not attending a formal course).

**Probe answer** "To learn the language" - probe "how will you be doing this?"

The respondent might be doing so informally as part of a holiday, by working as an au pair, by taking a formal course on their own behalf or their employer's behalf. Formal language courses should be treated as 40, unless the respondent is studying on his/her employer's behalf (code 20).

### Include

- People taking courses or studying for qualifications at universities, polytechnics, sixth-form colleges, primary or secondary schools.
- People taking language courses at formal language schools.
- People on professional training courses at specialist institutions (other than working on the job), e.g. drama training.
- People on field courses (e.g. in botany or geology) if attending an institution which runs such courses for academic subjects, and if the field course is part of the respondent's studies for a qualification or the respondent is receiving a student grant for it.
- Students sponsored (though not employed) by their government.

## Exclude

- Those paid a salary while studying. Treat them as business (RFV 20) or work (rfv 23) depending on which work force they belong to. If the respondent is in the Armed Forces or Diplomatic Service, they should be coded as RFV 80.
- Self-employed people, who may not be receiving a salary for studying, but are taking a course on a subject relevant to their profession or craft (treat them as business (RFV 20) or job (RFV 23), e.g. a self-employed architect attending a course on the structural properties of cement at Birkbeck College, London).
- Students on field trips to extend their own knowledge of geology, botany, etc., and not using the educational facilities of the country visited.
- Students pursuing professional qualifications e.g. law, medicine, by working in the profession.
- Researching for a book being written for own interest and not as part of job.
- Living with a religious community to learn their way of life (not taking academic course).
- Students sent by their government if they are government employees (business RFV 20).
- Receiving individual tuition from an expert in one's profession and on respondent's own behalf. Economics student visiting financial organisations during vacation to learn how they work.
- Unsalaries work experience e.g. voluntary, work experience abroad (including students working as a medical electives), social work (RFV 45) - if salaried/waged the RFV will be 20 or 23, depending on who employs the respondent.
- Children on exchange visits, even if they attend a few classes at school with their host.
- Those receiving informal or no instruction. Group touring cathedrals and having talks on them from local experts, school trip on which all the teaching is by their own teachers, convention in a hotel for amateur photographers to learn more about photography. Treat as leisure (RFV 10).



## Reminders

Someone **studying in a country for more than one academic year** becomes a resident of that country. Ask total time they will be studying in the country.

If they have already completed or started a course lasting longer than 12 months they are a resident of the country of study and you may need to alter residence and ask a different set of questions.

If beginning the course, the migration section may apply.

## 41 Medical Treatment

The medical treatment must refer to the respondent.

**Probe:** Answers of 'medical', e.g. the respondent could be a doctor on business (code RFV 20).

### Include

- Seeing a consultant, having a check-up, receiving treatment (even if for some reason the treatment is called off).
- Dental care

### Exclude

- If the respondent has received only non-medical care at a Spa town e.g. just drinking the water, or bathing in a Spa resort in Europe. Write notes of any other marginal cases where the respondent says the main purpose was medical treatment.
- If the respondent is accompanying/bringing someone to have medical treatment and has no reason of their own for travelling, code RFV 44.

## 45 Other

**Include** in this category any reasons for visits that do not fit elsewhere e.g.

- To look for a place to live
- Selling/buying a house (not for business)
- To bring a child to school
- To renew a visa, permit
- To fulfil conditions for retaining residence permit
- To take an examination
- Watching any event for pleasure
- Returning after end of contract to wait until next one comes up
- Voluntary Service Overseas (even though salaried)
- Work experience
- To receive an honour
- To do research for own interest, not as part of profession/job
- To live in a religious community to help voluntarily/to find own direction in life
- To take part in competition - not amateur sports player/arts performer
- Working holiday (if both work/business and holiday are considered main reasons)
- Holiday for 12 months or more (including holidays involving visits to friends or relatives for 12 months or more)
- Flight only trips
- Respondents claiming refugee status who intend to stay in the UK for less than 12 months
- Attending graduation. Use this code for the graduate as well as any relatives who are visiting to attend the ceremony only. If staying with family or friends as well, then this has priority.
- Respondents taking children to stay with parent/relative for holiday/visit

**Note:**

1. If given two or more reasons for visit of equal importance, with no single main reason, code RFV 45.
2. Where the reason given is 'personal', probe to get additional details. If none are available code RFV 45

## 44 Accompany/Join

At Q30, if 'accompany/join' – ask

"Would you have made the journey had your [companion] not been travelling?"

The reason for visit asks what motivates a person to travel; this code is for someone who has no reason of their own to travel and are only accompanying or joining someone else. When this happens, probe to find out if they would have made the journey *if their [companion] had not been travelling*.

NOTE: Codes 10 to 18 take precedence over a code 44.

**If 'Yes'**, code according to their own reason for visit.

**If 'No'**, check whether the person being accompanied / joined is on a leisure visit and if so clarify and code 10 to 18 (the respondent is considered to be on holiday if accompanying someone on holiday). Otherwise code 44.

### Include

- Partner/parent etc. for business, taking up a job.
- Person accompanied/joined having medical treatment.
- Person accompanied/joined on a formal course, and the respondent is a dependent of the student.
- Person accompanied collecting an award.
- Person accompanied going to live in new country and respondent only doing so because the other person took the initiative.
- Person going to join someone living in another country.

### Exclude

- Person accompanied/joined on holiday (RFV 10)
- Person accompanied/joined on cruise (RFV 17/18)
- Person accompanied/joined visiting family (RFV 11) or friends (RFV 12)
- Person accompanied/joined is employer for whom respondent is continuing to work as servant/nanny during visit (RFV 20)
- Respondents taking children to stay with parent/relative for holiday/visit (RFV 45).

## 70 Overnight transit/71 Same day transit

### Definition

Include here foreign residents whose main reason for coming to the UK is to change to another aircraft or ship, regardless of his/her overall reason for travelling.

**Overnight transit** -respondent spends one or more nights in the UK (RFV 70)

**Same day transit** -respondent spends no nights in the UK (RFV 71)

If staying more than three nights, check if any other reason for visit, and give priority to other code if applicable.

### Include

- To buy a cheap ticket.
- To join a cruise here.

### Foreign Departures with transit reason for visit

You need to find out where the respondent has arrived from to check whether they have been on a side-trip to the Channel Islands or Isle of Man.

If the respondent has arrived from the Channel Islands or Isle of Man you need to check whether they have visited mainland UK previously and have been on a side-trip to the Channel Islands or Isle of Man.

If they have been on a side-trip to the Channel Islands or Isle of Man you need to ensure that the effective arrival date is the date they first arrived in the UK (prior to their side-trip), amend their reason for visit from transit and collect expenditure and towns data for the whole period of their stay (including their time in the Channel islands and Isle of Man).



See page 34 date visit began.

### Turnaround/Stay on board Sea interviews

Ask respondents on the return leg of day trips for pleasure what kind of ticket they have. If the ticket permits them to stay on board the ferry between the outward and return journey they are ineligible. This includes (on the Dover-Calais route) those that have been allowed to disembark to the quayside alone.

There is no RFV code any longer that applies to this group as it only applied to those UK residents boarding in the UK (i.e. short side interviews). However you will still need to code country visited for this group as SOB. This should be coded 45 as part of the tick boxes on sea schedules.

## 80 Military and 84 Embassy

These codes have been separated to enable clearer routing on the schedule. They should be treated in a similar manner otherwise and all details below refer to both codes.

### Definition

Members of the Armed Forces or embassy personnel travelling on business or duty (not leave).

### Probe:

- If on 'leave' check whether holiday (RFV 10) or visiting family or friends (RFV 11 or 12).
- NATO, United Nations, check whether military or civilian and include or exclude as below.

### Include:

#### If on business or on duty:

- Enlisted personnel in the Air Force, Navy, Army
- Members of the Territorial Army
- Trainees and cadets
- Embassy staff, High Commission, and diplomatic staff.

#### 'On duty' includes

- military on exercises (if travelling on flight/ferry which is not exclusively military)
- demobbed
- playing for military team
- going on a course.
- NATO, United Nations representatives in a military capacity.

### Exclude:

- Families of enlisted personnel and diplomatic staff
- Diplomatic staff or enlisted personnel on leave
- Civilian staff associated with the Armed Forces
- Military/embassy staff in transit through the UK
- NATO, United Nations representatives in a civilian capacity

Please use underlining or ticking at Q31 to distinguish between military and embassy personnel. This will enable coders to know who is eligible for air fares at Q80.

### Reminders

1. Although the **migration trailer** does not apply this is not known on short side interviews. Ask Q11, the length of stay question, and if appropriate move onto the migration trailer.

When asking RFV, those coded as military or embassy will be filtered to the end of the trailer. The migration trailer must be completed in full for their dependants.

**Expenditure** and **Towns visited** are not asked of military or embassy but will apply to their dependents.

2. **Countries visited** - use the tick box at Q29 to insert the Military codes.

3. **Fares** - respondents often have military paid tickets or concessions and fares do not need to be asked.

4. Many military personnel travel on **ID cards**. Probe to see which country issued the card and code residence accordingly. Do not jump to conclusions about the reason for the visit if the respondent has a military ID card. The main reason could be visiting friends or holiday (RFV 12 or 10).

## 81 Merchant Navy

### Definition

A merchant seaman is someone who holds a merchant seaman's ticket. This code includes all merchant seamen who are about to join, or who have just left a ship on UK shores, plus UK residents leaving the UK to join a ship or returning to the UK after leaving a ship.

### Exclude:

- Shore-based staff (RFV 20)
- Royal Navy (RFV 80 - military)
- Merchant seamen who are Foreign residents just transiting in the UK and not joining or leaving a merchant ship here.



### Reminders

1. Although the **migration trailer** does not apply you may not know on short side interviews that the respondent is merchant navy. Ask Q11, the length of stay question, and if appropriate move onto the migration trailer.

When asking RFV, those coded as merchant navy will be filtered to the end of the trailer.

The migration trailer does need to be completed in full for the dependants of merchant seamen.

**Expenditure** and **Towns visited** are not asked of merchant navy but will apply to their dependents.

2. **Countries visited** - use the tick box at Q29 to insert the correct codes.

3. Merchant seamen often spend several months at sea. This does not break their **residence**.

4. Merchant seamen may have special passports / papers. Code the country of issue.

## 82 Airline and Eurostar crew

### Definition

These are air/train crew who are travelling as passengers prior to crewing a flight/train, or returning from crewing a flight/train elsewhere.

In airline terminology this is referred to as deadheading or positioning, i.e. they are travelling simply to get to the right place to take up their next crewing duty. You must check whether the crew are deadheading. People with this reason for visit are not counted as tourists.

At Eurostar stations **you must only use this code if crew are 'positioning', not working as crew on the journey.** Crew members who are working on the train are ineligible for the IPS - see below.

### Exclude:

- Airline/train crew who are going on a course, to a meeting etc. Code as business (RFV 20) or conference (RFV 22) as appropriate.
- Crew only passing through the UK should be coded transit (RFV 70/71).
- Crew on holiday (RFV 01).
- Sky marshals travelling to and from duty (i.e. what would be called deadheading and positioning if they were air crew - RFV 20). If they are actually working at the time of being sampled they are ineligible.



### Note:

#### 1. Ineligible airline/train crew

Crew working on the flight/train they have just left (Arrivals) or are about to join (Departures) are completely ineligible for interview. If they can be identified at the sampling stage they should be excluded from the count.

2. Although the **migration trailer** does not apply you may not know on short side interviews that the respondent is airline or Eurostar crew. Ask Q11, the length of stay question, and if appropriate move onto the migration trailer.

When asking RFV, those coded as airline or Eurostar staff will be filtered to the end of the trailer.

The migration trailer does need to be completed in full for the dependants of airline and Eurostar staff if appropriate.

**Towns visited** are not asked of airline or Eurostar staff but will apply to their dependents.

3. A crew member who buys a concessionary ticket to fly to Amsterdam may be an international commuter if he is based in Amsterdam and pays for his own ticket to get there. If, however, this is a one off and he usually gets a free ride from the UK or works out of the UK, he would be a code **82**.

## 83 Unaccompanied Schoolchild

### Definition:

This is a tightly defined code. The child must be:

- aged 16 or under and
- travelling without an adult companion and
- travelling between school and their parents/family home.

Such children are often readily identifiable because major scheduled airlines have special staff to see them on and off the flight. This code applies even when a child is making his/her first trip between home and school.

### Include:

- All unaccompanied children travelling between home and school even if their initial answer is 'holiday'.

### Exclude:

- Children who happen to be travelling alone for any other reason.

### Reminders

#### Residence

Children at school are resident in the country in which they go to school, if they are there more than 12 months in total (Note. This applies to any schoolchild, not just those unaccompanied).

At Q2, ask unaccompanied schoolchildren directly 'In which country have you been going to school for the last 12 months?'

#### Migration

Children who are coming to school for the first time in the UK, having lived in another country, are migrants provided they will be at school here for more than 12 months in total. This is the same for children resident in the UK and going to school abroad for more than 12 months. Similarly, children leaving school and not continuing their education in the UK may be migrants.



**Interviewer notes page**

## Section 7 Expenditure

### Q44-58 Expenditure

The IPS collects information on tourism and travel expenditure for the Government. The DCMS and DfT have an interest in expenditure both in the UK by overseas residents and vice versa, while the ONS use these figures to see how travel affects the UK's Balance of Payments.

**The Balance of Payments is:**

Money *gained* by the UK through travel, trade, invisible earnings etc.

versus

Money *lost* from UK through travel, trade, invisible earnings etc.

The gains and losses are identified by various accounts, one of which is the Travel Account. The IPS is the main source of the figures for the Travel Account.

IPS obtains this information by interviewing a cross-section of international travellers and asking about their expenditure.

**A family resident in the UK**, returning from a trip abroad, is asked how much UK origin money they have spent abroad.

**A person resident abroad**, departing after a trip to the UK is asked how much foreign origin money they have spent in the UK.

### Eligibility of expenditure and origin of money



(See pages 94 – 100 for more details)

In these interviewers' instructions, it is helpful to use the terms '**eligible expenditure**' and '**ineligible expenditure**'.



For Balance of Payments calculations, only 'eligible expenditure' is taken into account because 'ineligible expenditure' has no effect on the UK Balance of Payments while eligible expenditure might represent a credit or a debit.

**Eligible expenditure** is either:

UK-origin money spent abroad by UK residents

or

Foreign-origin money spent in the UK by Foreign residents.

**Ineligible expenditure** is either:

Foreign-origin money gained and spent abroad by a UK resident during his or her visit

or

UK-origin money gained and spent in the UK by a Foreign resident during his or her visit.

The IPS questionnaire is designed to collect all **eligible** expenditure and to find out if the respondent has any ineligible expenditure.

**The origin of money lines up with the residence of its owner.** In other words, money owned by a UK resident is of UK origin; money owned by a Foreign resident is of foreign origin. Whether or not we require details of that money depends on whether it is eligible or not - and that depends on what the owner does with it.

**Money taken out of the UK by a UK resident and spent abroad** will have an effect on the UK Balance of Payments and is eligible expenditure. Money brought into the UK and spent here by a Foreign resident will also have an effect on the UK Balance of Payments and is also eligible expenditure.

**Money gained and spent abroad by a UK resident** during his or her visit is *technically* UK origin money spent abroad but it will have no effect on the UK Balance of Payments and is therefore ineligible expenditure. However, **money gained abroad by a UK resident and brought back to the UK** is a credit to the UK Balance of Payments and we need to collect details of these transfers.

Similarly, money gained and spent in the UK by a Foreign resident will have no effect on the UK Balance of Payments, is therefore ineligible expenditure and should be ignored. However, details should be obtained of money earned by a Foreign resident in the UK and transferred abroad.

### **Ownership of money**

Once a UK resident respondent has taken possession of foreign origin money it becomes UK origin money; once a Foreign resident has taken possession of UK origin money it becomes foreign origin money.

In other words, money that a UK resident gained during a previous visit abroad will have become UK origin money and money that a Foreign resident gained during a previous visit to the UK will now be foreign origin money.

#### **Example**

Jane has been to visit relatives in Australia. While there she visited her Grandmother in Sydney who gave her £500 for her when she goes to France later in the year. As Jane is a UK resident, when she arrives back in the UK this money is money gained abroad. That is, foreign money brought in to the UK. When she takes this money abroad and spends it in France, it is eligible UK money.

### **Change in owner's residence**

Money owned by a Foreign resident becomes UK origin money when the respondent becomes a UK resident. Money owned by a UK resident becomes foreign origin money when the respondent becomes a Foreign resident.

### **Money in bank accounts**

The origin of money in a bank account lines up with the residence of the owner of the account. If the account is a joint one and one of the owners is a UK resident, then the money in the account is regarded as UK origin money.



For more detailed definitions of UK and foreign origin money and eligible and ineligible expenditure, see the instructions for Qs53 - 58.

**In simple terms:**

Money taken out of resident country:

|                  |            |
|------------------|------------|
| Spent.....       | eligible   |
| Bought back..... | ineligible |

Money gained out of resident country:

|                  |            |
|------------------|------------|
| Spent.....       | ineligible |
| Bought back..... | eligible   |

Money in bank accounts:

|                                  |                             |
|----------------------------------|-----------------------------|
| Joint with UK resident .....     | UK money                    |
| Joint with foreign resident..... | Foreign money               |
| Foreign resident/UK account..... | Eligible if spent in the UK |
| UK resident/Foreign account..... | Eligible if spent abroad    |

**Period covered by expenditure**

The expenditure must relate to the dates covered by the interview. It can include payments made before and after the actual interview provided these payments relate to the visit.

**Means of expenditure**

All types of expenditure is included **as long as it is eligible:**

- cash
- converted travellers cheques
- pre-paid currency cards
- money from bank accounts
- all credit cards, either personal or provided by a company
- bank drafts
- Euro cheques
- any money paid by a company on a respondent's behalf for relating to the visit, for, say, hotel accommodation or car hire.

**Whose expenditure to take**

To be considered as one expenditure group, passengers have to meet certain criteria



(See Joint Expenditure on page 74).

**What expenditure to exclude**

Certain items are excluded from total expenditure either because;

- they are not relevant to the UK Balance of Payments Travel Account, or

- information about expenditure on these items is collected elsewhere and if the IPS were to include them then they would be double-counted.



See pages 94 and 95.

## Expenditure group

### Qs44 - 45 Number of people travelling together in the expenditure group (including the respondent)

The answers to Qs44 and 45 are used to establish the number of people in the travelling group, and the number of people whose expenditure you should collect.

It is vital to record answers unambiguously. At Qs47 – 56, inform the respondent whose expenditure you are collecting i.e. it is the people who form the expenditure group and who you entered at Q45. Emphasise this if they have travelled with others for part or the entire visit.

### Qs 44, 44(a) and Q45 Number of people in expenditure group

The aim of the expenditure questions is to obtain the cost of the respondent's visit. However, if we asked the respondent for his/her expenditure alone, this would not always reflect the true cost. To take some obvious examples:

If the respondent is a child travelling with his/her family, the child's expenditure would not represent the cost of his/her trip because the child's parents would have done most of the spending on accommodation and meals etc.

If the respondent is a young man who has been on holiday with his parents and his girlfriend, he may not know how much his accommodation cost and only be able to provide details of his personal expenditure.

It is usually appropriate, therefore, to collect joint expenditure for families and some other groups of people travelling together (i.e. couples and friends) and sharing the costs of the trip. The computer will then divide the total expenditure by the number of people it covers.

However, IPS users also want to know expenditure per person per night. If family/friends differ in the time they spent away we cannot calculate this without introducing quite a bit more detail. **Hence we collect joint family/friend expenditure only for people whose dates of visits coincide, that is, those who have the same length of stay, who journeyed to and from the UK together and also spent the complete length of the visit together.**

### Joint expenditure

At Q44 you ask 'Was anyone else travelling with you ...' and then at Q44(a) 'Are the same people travelling with you today' and then at Q45 'Did you share the costs of the trip and the money you spent?'. This means that an expenditure group can be any group of people (related or not) as long as they shared the costs of the trip and satisfy the other conditions below:

1. All the travellers have had exactly the same length of stay as the respondent, i.e. their visit began and ended on the same dates as the respondent's.

2. They are all UK residents (Arrivals) or all Foreign residents (Departures).
3. They have spent the complete length of the visit together including the journeys to and from the UK.
4. The individuals travelling together have combined expenditure.

### **Individual expenditure**

Individual expenditure should be collected in the following cases:

- The respondent is travelling alone.
- The respondent has travelled with family/friends for part of his/her visit but has a different length of stay from his/her companions.
- The contact has the same length of stay as his or her family/friends but is leaving or arriving on a different flight or by a different route (air versus sea).
- The contact has the same length of stay as his or her family/friends but spent time apart from them (e.g. at a conference) during the visit.
- The respondent is a UK resident travelling with a Foreign resident, or vice versa.

### **Family/friend groups with different lengths of stay**

Refer your questions strictly to the amounts paid out by the respondent plus anyone's expenditure whose length of stay was the same as his/hers. The following example illustrates what is relevant expenditure when lengths of stay differ.

Example:

The respondent is a father coming home with his wife and three children, but he has been away for two months and the rest of the family has been away for 10 days. They joined him at the end of his work project. He paid for their accommodation.

Only the respondent's expenditure is to be collected because no-one else had the same length of stay. His expenditure is the amount he paid out plus amounts paid by his employer or company on his behalf and will include the amount he paid for his family's accommodation. The number of people at Q45 should be '1'. (If the wife was the respondent there would be joint expenditure for her and the three children but this would exclude the husband's payments on her behalf and the number of people at Q45 would be four).

### **How to handle family/friends expenditure with differing lengths of stay**

The way to handle expenditure when a family/friend group has different lengths of stay is as follows: if the husband in the example above were the respondent you would ask him:

“How much money did you take out with you and spend? Please include what you have spent on your family, but exclude what your wife and children took out and spent.”

If the wife were the respondent you would ask her:

“Could you tell me how much money you and the children took out with you and spent? Please do not include anything your husband has spent on your behalf.”

If a couple in these circumstances (that is, with differing lengths of stay) say they have a joint bank account, implying that they both paid, find out in each case who actually wrote the cheque(s) or signed the credit card counterfoil(s). This person will be considered to have paid because only he or she can know how much money was involved.

### **Business colleagues**

If the respondent is one of three business colleagues and, as the boss of the other two, has paid for hotels and meals not just on his own behalf but for them also. You should collect details of his/her personal expenditure and anything s/he spent on behalf of the others in the group. At Q45 you should code '1', (unlike with members of a family or groups of friends, we cannot assume that each member of the business group would give the same level of expenditure if asked). Therefore the money paid out by the business respondent is considered to be his or her expenditure alone.

If the respondent was not the boss of the group but one of the other members, you should ignore any money spent on his/her behalf by their boss. You should check for his /her personal expenditure and code this at Q53 or Q54: if s/he spent nothing on his/her own behalf you should code zeros.

### **How to handle the expenditure questions**

The expenditure section is asked only of UK residents arriving in the UK and Foreign residents leaving the UK.

The questions must be introduced. A brief introduction is printed on the questionnaire at Q46 but you need to vary this and give a fuller explanation if this will help your respondent to understand the purpose of the section.

Some suggested additional introductions, if respondents want more explanation, might include:

"We obtain information for our National Accounts by finding out how much money of UK origin is being spent abroad and how much of foreign origin is being spent here."

"The amount of money spent by UK residents abroad is compared with that spent by visitors in this country. In order to do this we ask individual passengers about their expenditure."

### **Common problems you may encounter during the expenditure section are:**

1. **Answer in dollars** - ask "What sort of dollars?"
2. **Answer given as a range** - ask the respondent to give a specific amount: "What do you think would be nearest?". Probably the best way to arrive at this is to suggest some wide expenditure bands (e.g. £1000-£2000) and gradually narrow them until an acceptable figure is arrived at.

3. **Answer is nil expenditure** - remind the respondent that we are interested even in small amounts and ask if they spent anything at all, e.g. on a drink or a magazine; on taxis; and for UK residents, on duty free goods bought abroad.
4. **VAT/tax refunds** - ignore the refund and record expenditure inclusive of tax or VAT.
5. **Amounts given are incorrect for the number of people at Q45(a)** - Check carefully (see instructions for Q45(a)).
6. **Unknown expenditure** - if any part of the expenditure is not known, the following procedure should be followed, until a reasonable answer is obtained:
  - a) Check the origin of money (you may not need the expenditure if it is ineligible).

If it is eligible,

- b) Ask for an estimate:

for hotels - ask how much the room rate was: the respondent's knowledge will be better than ours;

for car hire – ask the total cost. If the respondent does not know the cost, ask the number of days hire. Coders can estimate the cost from this is necessary;

for car hire portion of a fly-drive - ask how long the car-hire was for and (for UK residents on arrival) where the respondent flew to and the car hire began. Distinguish between car hire as part of a fly-drive and car hire on its own. The rates are different for the two.

for a study course – try to find out the total cost, but if this is not known, collect as much information as possible. For example, who paid for it, where it was held (e.g. York University), how long it lasted and broadly what was included in the cost (e.g. tuition, half board and transport between the airport and the study centre); this can be used make an estimate.

for a conference - find out who paid the conference fee, where it was held and how long it lasted and, if included in the fee, details of accommodation and meals;

- c) if the respondent cannot provide an estimate, suggest a number of possibilities and ask which is closest (e.g. £100, £500, £1,000), then try to narrow it down;

#### **7. At Q53-54, respondent cannot separate fares from accommodation**

Business travellers are not initially asked Q47. However, if the respondent cannot give their expenditure excluding their fare to and from the UK, this should become apparent at questions Q53-54, perhaps most often at Q54 (see note at Q47 on questionnaire). For these respondents go back to ask Q47 in full and record details of that part of their expenditure which includes fares at Q48. Record other expenditure as appropriate at Q53-54.

#### **8. Irish Republic**

When collecting expenditure information, exclude any money spent in the Irish Republic by departing foreign residents. If it becomes clear that this is their second departure from the UK (e.g. USA → UK → IR → UK → USA), you will need to go back and ensure that only the

most recent period in the UK applies. Otherwise if this is their first departure from the UK (e.g. USA → IR → UK → USA) then ensure they have not included any IR expenditure.

## **Coding expenditure**

### **Recording expenditure amounts on the questionnaire**

All amounts given in foreign currency should be recorded clearly, probe for the exact currency in order that it can be converted into sterling, using the currency conversion table. Remember '\$' can be US, Canadian, Australian, Hong Kong etc.

Clearly indicate if the amount is in Euros as pound and euro symbols are similar when handwritten quickly. It is good practice to write £ before a number and € after i.e. £200 and 200€. Only write in the boxes when the amount given is in sterling. Any other currencies should be written below and the currency box ticked on page 4

Note whether given amount is per person (for joint expenditure) or per day / per week etc.

Mark ineligible items clearly by a note (refer to the expenditure card ineligible amounts).

### **Coding**

Multiply up 'per person' and 'per day' amounts by the relevant number of people or days before coding:

#### **Example 1**

A respondent paid £50 per person for 3 people's theatre tickets – include £150 in the total;

#### **Example 2**

A respondent paid £30 per day for accommodation during a 3-night stay – include £90 in the total

Show your calculations on the questionnaire, e.g.  $3 \times 50 = 150$

Round answers to the nearest whole number. If the answer is 50 pence, round to the nearest even number. If the calculations are too complicated, leave it for the coders to do, making sure you have made it clear what needs to be done.

#### **All expenditures of £5,000 and above are checked by the coders.**

Make sure you explain any high expenditures otherwise we do not know if you have included ineligible items. Failure to give adequate explanations will result in a complete interview being re-classified as a partial.

Use your high expenditure cards to check if you suspect this may be the case.

Do not code in the following circumstances:

- You are uncertain whether an amount is eligible – tick query box on page 4
- You are dubious of a respondent's honesty – tick the query box and ask your TL to make a note on the shift return that you are concerned with the answers given.
- You were unable to satisfy yourself that the amounts covered the requisite period or number of people – give an explanation.

## Q47-49 Package expenditure

The questions on package tours are separate from the other expenditure questions because the data have to be analysed differently. The cost of a package includes fares; belonging to the Transport Account, and accommodation costs; belonging to the Travel Account, as well as a sum which covers the travel agent's commission. This last item is assumed to remain in the UK and is therefore part of neither the Travel Account nor the Trade Account. Part of the processing of the IPS data ensures that only that which belongs to the Travel Account is treated as expenditure.

### Q47 Whether package

This question is asked of all respondents except the following:

- those who did not spend at least one night in the country visited,
- lorry/coach drivers and
- those whose main RFV is business or work or airline/Eurostar crew.

Although Q47 is not appropriate for most business travellers, a small proportion of them will not be able to give their expenditure excluding their fares. When this becomes apparent at Q53 - Q55, go back and ask Q47 in full (and Q48 - 49 if directed from the codes on the questionnaire).

### Definition and instructions for 'Package'

To be defined as a package, **a holiday must be sold at an inclusive price** covering both fares to and from the UK and the cost of at least *some accommodation*. Neither the respondent nor the travel agent from whom the package was bought will know how much of the inclusive price is accounted for by fares or by accommodation.

Some respondents may not know the separate costs of their fares and their hotel because they bought several air tickets and several sets of hotel accommodation from their travel agent. The point about a marketed package is that the costs *cannot* be separated. If they can then the respondent has not bought a package holiday.

The questionnaire recommends the use of the phrases 'inclusive tour' or 'holiday where fares and accommodation cannot be separated' to avoid mis-understandings with the term 'package'.

Include packages marketed for holiday/leisure visits. As well as inseparable costs of fares and some accommodation, the package may include other items (e.g. meals, car hire, coach trips, theatre tickets, sightseeing tours). Include not only packages marketed, for example, by Thomas Cook, DFDS etc., but also packages which are marketed for specific groups such as school children or sports spectators who are likely to have block bookings and pay package rates.

All packages should be coded as '1' unless they include anything other than fare and accommodation. For example, some packages may include car hire, football or theatre tickets. All inclusive packages (where food and drink are included) can be used here too.

In the IPS analysis, for Balance of Payments purposes, we need to calculate expenditure excluding fares. For people on holiday packages which include air fares, we assume they have paid average charter or discounted schedule flight fares. To estimate their expenditure, we subtract these low-cost fares from their total package costs.

If in doubt about whether the respondent is on a package or not ask'

“Do you know the cost of your airfare or your hotel?”

If the respondent knows the fare paid, or knew it was itemised on the travel agent's or tour operator's bill, they are probably not on a package rate fare, so not on a marketed package.

### **'Other package - can't separate accommodation from fares' (Code 5)**

Include 'packages' which are not marketed holiday packages e.g.:

- conference or trade fair/exhibition packages (as long as they include fares and some accommodation)
- other business packages, including cases where travel arrangements were, perhaps, made by the company or through a travel agent and the respondent has no knowledge or record of the fare paid, so can't separate fares and accommodation.

When code 5 applies, an estimated fare will be calculated which will be subtracted from the total cost of the package. The remaining expenditure is allocated to Q56 (Expenditure before or after the visit). If the sum remaining when the cost of fares has been removed is rather high, it will be assumed that the package was a business package. The remainder could, of course, be high because the package included items other than transport costs and accommodation.

Some fly-drive packages include accommodation and should be coded as a package. If no accommodation is included, this type of visit is not a package. Any money spent on this should be noted at Q53 so the coders can add the car hire costs to expenditure.



When code 5 applies, please make notes to show what is included in the package and the reason why fares cannot be separated from the other costs. Coders will use this information along with flight information and class of travel to decide which level of fare the respondent is most likely to have paid. They will then ensure that the correct fare is deducted from the total cost and code expenditure accordingly.

We have had a number of queries about how to handle Eurostar packages bought in France by, for example, Hong Kong residents. These should be coded as 'marketed package holidays' and costs recorded in the usual way. The ONS client is aware of these packages.

### **Check for internal package of UK only**

Increasing numbers of long haul passengers are now paying separately for their flight to the UK and for an internal tour of the UK. The reason for this is that it is no longer necessary to buy a package holiday in order to get a cheap long haul flight to the UK. This is particularly the case for passengers from the United States, Australia and New Zealand. These passengers are likely to buy several 'land packages' (i.e. internal tours) of the UK covering,

say, London, the west country, Scotland etc. They are unaware of the IPS definition of a package and often say they are on a 'true' package when they are not.

Moreover, Foreign residents with a poor command of English often misunderstand Q47 and they too indicate that they are travelling on a package when in fact they are not. This means that it is necessary to take care when asking Foreign residents the package question. The way to do this is to ask first:

“Was your accommodation in the UK paid for as part of an inclusive tour/package holiday?”

and if they say 'Yes', to check their reply.

**A package must include a respondent's fares to and from the UK.** So if they have paid in advance for an internal tour of the UK which is separate from their fare to and from the UK, this does not count as a package. The cost of an internal tour of the UK should be included at Q53 - 56 (unless it is a Rail company internal tour which is completely excluded because data are available from other sources).

If a respondent on a package or an internal tour of the UK enjoys a few nights free accommodation with friends or relatives during their visit to the UK, this will not affect the way the cost of a package or an internal tour is coded. The reason for this is that the cost of the package or tour is used to estimate expenditure per person per night of stay and the fact that the respondent had a few free nights' accommodation simply reduces this figure.

#### **Q47(a) Package covering UK and other countries**

We do not collect the costs of package tours combining UK and other countries because they include a mixture of money spent on UK accommodation and on accommodation abroad. As a partial remedy an estimated accommodation cost is inserted at the analysis stage for the number of nights in the UK. Please record the number of free nights spent in the UK during a package of the UK and other countries so that these can be discounted when the estimated accommodation cost is inserted.

A package which includes the Irish Republic should be treated as a package combining UK and other countries.

#### **Q48 Cost of package**

Unlike the later expenditure questions, the amount required is not limited to the amount paid out by the respondent (or by a company on his or her behalf). We need the total cost of packages for all those included at Q45 regardless of who paid, provided the expenditure is eligible.

If the respondent is with others, check whether the amount given is per person or the group total. Record the number of people covered e.g. '£450 each' or '£450 in total for 3', otherwise the coded amount could be wildly out.

If the package cost strikes you as high or low, check that it covers the right number of people and note any explanation, e.g. 'baby free', 'extra week free', 'including conference fee'.

### **Free packages**

Ask if anyone paid for the package on the respondent's behalf. Then find out if the expenditure is eligible or not. If Ford in the US provided a free package holiday in the States for a Ford UK employee, this is not eligible expenditure since foreign origin money spent abroad has no effect on the UK Balance of Payments. If Ford UK paid and will later be reimbursed by Ford USA, this expenditure should be ignored as the transfer of funds involved will be picked up elsewhere. If Ford UK paid and were not reimbursed, this expenditure is eligible and details should be obtained.

If the expenditure on the package is not eligible, write a note explaining why.

If the expenditure is eligible, try to get an estimate of the cost. Only accept a package as being of zero cost if no one paid anything to the travel agent or travel operator.

If the respondent cannot give an estimate of the cost of the package the office coders will estimate a cost based on the average cost of packages in the relevant location, simply code DK at Q48.

### **Respondent does not know cost of package**

If the respondent does not know the cost of the package, record details of what the package included and enter DK at Q48. In straightforward cases coders will impute a package cost if the reason for visit is holiday or shopping.

### **Side trips during a package by people from long-haul destinations**

If the package covered the UK only but the respondent has interrupted his or her stay in the UK with a visit to continental Europe paid for separately, confine Qs 48 - 49 to the package to the UK. Record the cost of the package, the total number of nights in the UK included in the package, and how many of these were used in the most recent spell in the UK.

#### **Example:**

A respondent arrived in the UK from the USA on 2 June (Q23), left the British Isles for a trip to Europe and arrived back on 12 June. He is now being interviewed as he returns home on 23 June. The stay in the UK is a package of the UK only, and cost £500.

Suppose that he spent 3 nights in Europe and 18 in the UK, then at Q48 note '18 nights total in UK, 11 nights this spell' on the questionnaire. Any nights paid for independently during the respondent's most recent spell in the UK should be coded at Q53.

The reason we need to know how long the respondent's latest spell in the UK lasted is that he could have been interviewed as he left on his side trip to Europe, so his expenditure in the UK, including a proportion of his package costs, up till that point is already accounted for.

For these complicated cases, leave the package expenditure blank and tick the queries box.

### **Respondents on package tours of the UK only, departing from the UK to a country other than country of residence**

Where you get a Foreign resident departing from the UK who has been on a package tour of the UK only but is not returning to his country of residence please could you check and

record whether he is coming back to the UK within this overall trip or whether he is going straight home. If the respondent is coming back to the UK within this overall trip, then he is currently on a side-trip. If he is going home, then he has ended his package in the UK.

Examples:

A Japanese resident on an inclusive tour of the UK only departing to France. If s/he is returning to the UK within this overall trip s/he is currently on a side-trip.

A US resident on an inclusive tour of the UK only departing to France. If s/he is not returning to the UK within this overall trip (and has paid for any accommodation in France separately from his/her inclusive tour) s/he has ended his/her package of the UK.

UK residents cruising on UK ships

We do not want the package costs of **UK respondents** who have been on a cruise on a **UK ship**. Any money spent onboard is not eligible as it will remain as UK money. However, code any nights spent ashore as part of the package at Q29, so that an amount can be allocated to cover hotel costs abroad.

#### **Q49 Insurance premiums**

This question asks whether the costs already given include insurance premiums. If the amount has not been included and is either an annual premium used for the first time or a one-off separate payment, collect the amount at Q49 (a). Check for the amounts per person. Record whether the amount given is per person or a group total. Do not include premiums paid in respect of household insurance policies which cover the policy holder while on holiday.

If the insurance premium is paid annually and can therefore cover a number of trips in a twelve month period, identify whether this is the first of these trips (code 2) or not (code 3). If this is the first trip and the annual insurance is part of a bank account, code cost as zero.



**DO NOT** ADD ANY INSURANCE PREMIUM GIVEN BACK TO Q48, SIMPLY CODE AT Q49.

#### **Q50 Sea – Train journey**

“Is the cost of any train journey abroad/in the UK included?”

The purpose of this question is to find out if the package cost included a train journey in the country visited, as an allowance has to be made for this by coders to avoid double counting.



## 53-58 Non-package expenditure

### Expenditure To Be Collected - Principles

- The expenditure must relate to the visit which began on the date at Q25 and ends on the day of interview.
- You should include expenditure in the Channel Islands and Isle of Man if it was made during a side-trip by a foreign resident
- It includes expenditure relating to the visit regardless of whether payment was made before the visit began, or during it, or will be made later.
- Expenditure can be in the form of amounts paid out of pocket by the respondent - whether cash or credit card - or payments by an employer on the respondent's behalf, e.g. companies often pay a travel agent directly for accommodation.
- The money used to pay for the visit may be of UK or foreign origin, but for UK residents only money of UK origin is relevant to the Balance of Payments, and for Foreign residents only money of foreign origin is relevant.
- Certain items are excluded (see Q56) because they are accounted for in other ways (e.g. returns by shipping lines, HMRC or the ONS's Royalties and Services and Direct Investment Enquiries).
- Usually just the respondent's expenditure is collected but in some cases where families and other groups are travelling together, the combined expenditure of the group is collected and at the analysis stage divided by the number of people involved. (See Q44-45)
- Individual expenditure: where a respondent has paid out money for someone else, include all the respondent has paid out less any expenditure already reimbursed. Where someone else has paid out money on the respondent's behalf, ignore that expenditure only if the individual concerned is travelling with the respondent. The reason for this is that individuals travelling with the respondent, if selected, could give us an account of their own expenditure but we have no chance of interviewing a parent, say, who had paid for a young person's world trip. Nor could we get details of expenditure on behalf of a respondent by a company or employer if we did not ask the respondent about it. (For package costs a different rule applies, see Q47-50 above).
- Joint expenditure: include anything paid out by any member of the joint expenditure group and apply the same rules as for individual expenditure (See above).



### Reminders

Expenditure reminders related to particular reasons for visit are given at the end of this section.

### **Q53 Expenditure during visit**

This question is designed to obtain the amount of eligible money taken out of or brought into the UK and spent by respondents during their visit i.e. by UK residents since they left the UK and by foreign residents since they arrived in the UK.

It is important to find out the amount of money actually spent. This is not necessarily the amount taken out as some of it may be bought back to the UK (or back to the country of a foreign resident).

Make sure the respondent understands that fares to and from the destination should not be included in this part of the interview.

If the respondent says they brought in/took out and spent no money during their visit, you should probe to find out how their visit was financed and the origin of the money involved

### **Q54 Other expenditure**

This question is designed to pick up any expenditure which the respondent has not included at Q53.

It is important to say 'In addition to this ....' as an introduction for the additional prompts and to check the source of the money.

#### **Q54(a) Credit and debit cards**

All payments by credit and debit cards, whether personal or company cards, should be included (if the origin is right).

#### **Q54(b) Cash withdrawn from ATM / cash machines / teller machines**

Cash machines are known by different names in different countries so you may need to use any of the above phrases. Only count money that has been withdrawn and spent. Any other money is being taken home by the respondent and is therefore ineligible money.

#### **Q54(c) Accommodation**

This question picks up any accommodation expenditure not already included in Q53 (and not given at the credit card prompt), for example, upgrading the standard of accommodation, or bar bills.

It is important to ask:  
"Was anything else spent on .....?"  
rather than,  
"Did you spend anything else on.....?"

The reason for this is that some or all of the respondent's accommodation costs may have been paid for on his/her behalf by a company or organisation.

If a respondent mentions that a company paid the hotel bill, find out why a company has paid and then establish the origin of the money involved by checking:

“Was it the company here or the company there that paid?”

Only if the expenditure is eligible do you need to obtain details of the sums of money involved.

When passengers are delayed at airports or are in transit because they have missed an onward flight, their airline may pay for their accommodation and meals. When this happens at a UK airport the money involved is UK origin.

### **Q55 Bank Account**

It is important to make sure the respondents distinguish between using a ‘hole in the wall’ and a foreign/UK bank account.

The origin of money in a bank account is the same as the residence of the owner of the account. This is so even when the account is located in a country other than the one the owner is a resident of.

However, only money that has been transferred - either in person or via the banking system

- to an account abroad from the UK or
- to an account in the UK from abroad

. . . can have any effect on the British Balance of Payments, so once you have established that the respondent used an account during his or her visit, you should check whether or not the money had been transferred there. Only if it had, do you need to find out how much money from the account was spent during the visit.

#### **Example 1**

A Chinese student has a bank account in China. He is currently resident in the UK studying for 3 years. His parents pay money into his account in China. When he visits them during holiday periods, he spends this money in China.

*This is Chinese money spent in China as it is not transferred to the UK (despite him being a UK resident) and is ineligible*

At the end of the holiday, he returns to the UK, taking money out of his account and bringing it back to the UK. This money is used as a deposit for his accommodation.

*This is Chinese money spent in the UK and is eligible money.*

#### **Example 2**

A Jamaican passport holder, UK resident, went to Jamaica for just over a month. He transferred money from his UK bank account into two Jamaican accounts. One was a current account, the other a savings account. He spent £1000 from the current on usual spending and 90,000 Jamaican dollars from the savings account for house renovations. Providing all this money was transferred from a UK account, we would collect both amounts. Money spent on house renovations will not be picked up elsewhere, so is included although money spent on buying a house is not part of the Travel account and is ineligible.

Please remember to pause after asking about a bank account to give the respondent time to recall whether or not an account had been used.

If a bank account has been used you should check to see whether or not any expenditure with money from the account has already been included at Q53.

### **Sea interviews**

A question has been included on the schedule to cover expenditure on diesel by lorry or coach drivers but not for any other fuel, or tolls or taxes. Probe for this additional information. The amount of money spent on diesel is added to the expenditure once the data are transferred in the ONS.

### **Foreign departures only**

A Foreign resident UK national may have transferred money to a UK joint account he shares with his UK resident wife while he works abroad. Since one of the account's owners is a UK resident, the money in this joint account should be treated as UK origin despite having been transferred to the UK from abroad. Therefore, Foreign residents who have used a bank account during their stay in the UK have to be asked, additionally, whether or not the account they used is a joint account with a UK resident.

The Saudi contract worker and his UK resident wife could have had money transferred to their joint account in the Channel Islands or in Switzerland. Nevertheless the money in the account should still be regarded as UK origin because one of the owners is a UK resident.

### **Q56 Expenditure before/after – for period of visit**

The most common items are noted on the questionnaire as a reminder to respondents. The expenditure must be for items used during the current visit, defined by the date at Q25 and date of interview.

Probe in order to find out whether there are items of expenditure (to which you may have been alerted by the reason for visit) that have not been accounted for.

#### **Include:**

- deposits
- car hire
- short course fees (see below)
- conference fees
- theatre tickets
- coach fares (see below)
- eligible advance / retrospective payments by a company or organisation paying directly for accommodation

#### **Exclude:**

- the cost of a trade fair stand (which would be included in the Trade Account)
- UK/Foreign rail paid in advance (information about the latter is obtained from other sources).

If the amount for car hire is not known, first check the eligibility of the expenditure. If it is eligible, specify duration and whether the respondent is paying the whole cost or sharing it

with someone not included in joint expenditure. The office coders will use this last piece of information to decide how much of the cost of the car hire should be apportioned to the respondent. An estimate of the cost of car hire will then be entered before coding.



*Note the discussion of car hire as part of a fly-drive on page 77.*

For short course fees, check the period covered by the fees. If this is longer than the length of the current visit, make notes so the coders can apportion the fees that relate to the length of this visit.

Expenditure on coach fares should include all coach fares in the countries visited whether paid in advance or paid during the visit.

Remember to enter '0' if there is no before/after expenditure. Enter DK if the respondent is unable to provide or estimate a figure.



**Please make it very clear between zero and don't know codes at this question.**

### **Q57(a)/(b) Whether bringing back or taking out any money**

Any money that was gained abroad by a UK resident and is being brought back or transferred to the UK is a credit to the UK Balance of Payments, irrespective of when it was earned or won etc. This is so even for money that the respondent earned abroad during a previous visit but had left in a bank account.

Coding the amounts transferred will allow us to estimate total credits to the UK Balance of Payments resulting from UK residents gaining money abroad and transferring it to the UK. Similarly, we will be able to estimate total debits resulting from Foreign residents gaining money in the UK and transferring it abroad.

The questions necessary to establish whether the respondent is carrying money of foreign origin, in the case of UK residents, or UK origin in the case of Foreign residents vary depending on whether or not the respondent has been working or on business in the country visited.

Arrival passengers whose reason for visit is not code 20, should be asked Q57(b):

“Are you bringing back any money which was gained abroad, not money changed there?”

Departure passengers whose reason for visit is not code 20, should also be asked Q57(b):

“Are you taking any money out which was gained in the UK, not money changed here?”

Arrival passengers whose reason for visit is code 20, should be asked Q57(a):

“Since *[date of departure]* have you transferred or brought back any money you were paid abroad?”

Departure passengers whose reason for visit is code 20, should be asked Q57(a):

“Since *[date of arrival]* have you transferred or taken out any money you were paid in the UK?”

We do not need to know about money that was transferred etc. before the present visit began - that would have been picked up when the respondent last returned to or left the UK. It is irrelevant when the money was gained, however, as long as it was transferred on or after the date on which the visit began.

Ensure the money was gained in the country visited and is not just loose change in the currency of that country. If respondents say they drew the money from a bank account in the country visited, check whether the owner of the bank account is a UK resident or a Foreign resident. Code the amount being taken out or brought back, noting the currency specified by the respondent.

## **Q58 High expenditure**

The ONS collects details of expenditure on certain items and services from other sources. In order to avoid double counting we have to exclude this expenditure from the IPS. You are more likely to encounter these items when a respondent has particularly high expenditure and this is why we double check by asking Q58. You check by using the reminder card listing ineligible items of expenditure, which respondents commonly include.

The question applies to those whose total at Qs 53 - 56 exceeds £2,000 per person but you should ask Q58 if in doubt whether the sterling equivalent would be over £2,000 per person or not.

In the space below Q58, you are asked to record a description of any ineligible expenditure and explain what is contained within all high expenditures.

Any amounts entered at Q58 should be deducted from the entry at Q53.

All questionnaires with expenditure over £5,000 are looked at in the office.

The items on the expenditure card are shorthand; however you must be aware of the full definition. When listing the excluded items be sure to pause a little between each one in order to give the respondent time to think and reply. The respondent's RFV is what should alert you to the possibility of expenditure on excluded items.

Wealthy respondents or those with a long length of stay are likely to have spent more on day to day living expenses than other respondents with high expenditure. A useful way to ask Q58, especially at sites where there are large numbers of such respondents is as follows:

“Can I just check; did your expenditure just cover living expenses or were other expenses included such as.....?”

Then use the high expenditure card to prompt as appropriate. If the answer to an item is 'Yes', check that the item really is ineligible then record the amounts for any ineligible items the respondent included at Qs 53 - 56.

Whatever question you use at Q58 you should relate your probing to the respondent's reason for visit. Thus if reason for visit was study you should probe for study fees: if it was business you should probe for expenditure on behalf of a company or employer

### **Expenditure of £500 or more for a company or employer**

If the respondent has spent £500 or more for his/her company/employer on items or on paying wages or professional fees, always specify the sort of expenditure so that a check can be made that it is appropriate to exclude it. Expenditure of £500 or more on air tickets on behalf of a company should be excluded from expenditure even if the tickets were purchased during the respondent's visit.

Individuals who buy goods for their own company or business and personally export them (for example, a French respondent who bought dresses in the UK to copy and sell in her boutique in France) will have to fill in customs documentation. Their expenditure on these goods will then be obtained as part of the figures relating to visible trade.

### **Expenditure on fares to/from the UK; package costs**

Fares to/from the UK are ineligible as these are picked up from other sources. (Fares to and from other countries bought during a respondent's visit are eligible if purchased with eligible money).

Package expenditure dealt with at Q47 is also ineligible here. However, if a UK resident had visited France, and during the visit had bought a package tour to Italy, this expenditure would be eligible.

All expenditure on foreign packages by Foreign residents in the UK will be ineligible at Qs53-56. If an American visitor to the UK bought a package to Italy during her stay in the UK, all this expenditure (apart from the travel agent's commission) would be a credit to a foreign economy paid for by foreign origin money and therefore would have no effect on the British BOP.

### **Fees for courses**

Details of fees paid by Foreign nationals for courses in the UK should be included in the expenditure.

### **'None of these'**

If the answer is 'None of these' and the expenditure is over £5,000 in total, ask if they spent over £1,000 on any one item or service. Record what is covered so that a coder or researcher can see whether it is plausible or not. Record 'Nil' answers as well as ones where there is an item to be described. You must always make notes even if there is no ineligible expenditure.

### **Notes:**

**Medical reason for visit:** Check for medical fees and note whether the respondent was insured and expecting to be reimbursed, and if they were, whether in the UK or abroad. Code expenditure dependent on where the money is reimbursed from e.g. a UK resident paying medical fees in France and having the money reimbursed from the UK, the fees will be entered at the expenditure question, if reimbursed from France (or any other non-UK country) the fees will not be entered as expenditure.

If the respondent's embassy in the UK paid for his or her medical treatment, this should be excluded from the respondent's expenditure in the UK. Money paid by an embassy in the UK is treated as if it were of UK origin regardless of its original nationality.

**To buy a house:** Check if expenditure at Q53/56 includes the cost of purchase and record the amount. This should be deducted from coded total since this expenditure is collected as part of the Capital Account not the Travel Account. However, solicitors' fees or stamp duty are eligible expenditure.

**Rental income:** If a UK resident has a house abroad that they rent out, the usual rules apply. So this income should be included if it is transferred from abroad. If the cost is given from a UK resident to the owner in sterling, it is not eligible. If it is collected abroad and used for the upkeep or bills, it is ineligible as it has not been bought into the UK. If the money is given in foreign currency and then bought back to the UK, it is eligible money and should be included. Any UK money spent by the owners on repairs is also eligible as this money was spent abroad.

**To buy a car/yacht or mobile caravan:** Check if expenditure at Q53/56 includes the cost of purchase. Expenditure is eligible if the car/yacht/mobile caravan stays in country visited; it is ineligible if car/yacht/mobile caravan is imported into UK or exported from UK. This is true whether the car is new, second hand or damaged (and being taken away for repair in country of residence. Fixed caravans should be treated as real estate and be excluded.

#### **Writing notes on the questionnaire:**

Where interviewers are uncertain, comprehensive notes must be provided on the questionnaire to enable the Coders or Researchers know whether the expenditure is eligible or not. This also implies that interviewers must ask probing questions where appropriate. The following are examples where details were not written on the questionnaire and the impact on response.

##### **Examples:**

1. 'Bought a caravan', no other notes written on schedule. Expenditure coded as £13000. As no more details are written on the schedule, the coders will not know if it is eligible or not. (It is only eligible if left abroad). No breakdown of expenditure was given and so the cost of the caravan cannot be taken off the total. This would be marked as a 'Don't know' and the response changed to a PARTIAL.
2. 'To build a house in Poland', no breakdown of any other expenditure given. Money spent on buying or building a property is excluded from the Travel Account, so again this would be set to a partial as the coders will not know how much was spent on anything other than the house.



**i** **Items to be excluded from expenditure on arrivals: UK residents**

We are asked by the ONS clients and the DCMS to exclude various types of expenditure from our data as they are accounted for elsewhere in the BOP estimates. If in doubt, ask for the amount and note separately:

1. Money of **foreign origin**.
2. **International fares for travel to/from the UK** (unless given as part of package cost. Even in this situation we will estimate the cost of a fare in the office and deduct this from the overall package cost to arrive and element for expenditure.).
3. Air and rail fares for **travel within and between countries abroad paid in advance**. (However include air & rail fares for journeys abroad which were paid for during the visit & all coach fares for foreign coaches whether paid for in advance or during visit).
4. Expenditure on board short-haul boats or UK aircraft. Any purchases made at Cheriton or Coquelles.
5. Expenditure on board **UK cruise ships**.
6. Expenditure on **oil rigs or off-shore installations**.
7. **Freight** - cost of freighted goods and freight charges - if expenditure during visit exceeds £1,000 per person. (Include freight for smaller expenditures).
8. Expenditure of **£500 or more spent for a company or employer**, on items, wages or professionals' fees for work done - if expenditure during visit exceeds £2,000 per person. (However include amount less than £500 or if total expenditure is less than £2,000 per person). Always make a note describing the item, etc.  
**Note:** Some expenditure on items bought may already be excluded because it was freighted.
9. Cost of **cars imported** into the UK.
10. **Real estate** - deposits for property or outright purchase of property (including fixed caravans), mortgage payments (these are part of the Capital Account). Exclude also deposits and maintenance payments for time shares. Payments of rent, rates made during a visit are included.
11. Money spent on **stocks and shares**.
12. **Deposits into banks and building societies abroad** for use solely by the respondent or another UK resident.
13. Payments made for goods and services for **future visits abroad**, e.g. deposit on accommodation, purchase of theatre tickets, etc.
14. Expenditure on a **trade fair stand** paid in advance: trade fair expenditure is part of the Trade Account. Exclude also expenditure on a trade fair stand during the visit if it is £500 or more.

**i** **Items to be excluded from expenditure on departures: Foreign residents**

1. Money of a **UK origin**.
2. **International fares** to and from the UK (unless given as part of a package cost at Q48. Even in this situation we will estimate the cost of a fare in the office and deduct this from the overall package cost to arrive and element for expenditure).
3. **Air and rail fares for travel within the UK** and cost of Rail packages which were paid in advance (including those which provide a hired car). Exclude also London Regional Transport travel cards and Oyster cards for London if bought in advance. Include fares and Rail packages paid for during the visit and all fares for UK coaches whether paid for in advance or during the visit. Also include expenditure on Travel or Oyster Cards in London Area paid for during the respondent's visit to the UK.
4. Money spent on **short-haul boats or on board aircraft** (but include this money **ONLY** at the alcohol and tobacco questions).
5. Money spent on **foreign cruise ships cruising round the UK**.
6. Expenditure on **oil rigs or off-shore installations**.
7. **Freight** - cost of freighted goods and freight charges - if expenditure during visit exceeds £1,500 per person. (However include freight for smaller expenditures).
8. Expenditure of **£500 or more spent for a company or employer**, on items, wages or professionals' fees for work done - if expenditure during visit exceeds £2,000 per person. Include amounts less than £500 or if total expenditure is less than £2,000 per person. Always make a note describing the item, etc.  
Note: Some expenditure on items bought may already be excluded because freighted.
9. Cost of **cars exported** from the UK. Include new, used and damaged if exported.
10. **Real estate** - deposits for property or outright purchase of property, mortgage payments (part of the Capital Account). Include payments of rent/rates during the visit.
11. Money spent on **stocks and shares**.
12. **Deposits in banks or building societies in the UK** for use solely by respondent or another Foreign resident.
13. Payments made for goods and services for **future visits to the UK**, e.g. deposit on accommodation, purchase of theatre tickets, etc.
14. **Fares between UK and the Irish Republic (IR)** (see 2 above)
15. Money spent in the **Irish Republic**.
16. Cost of **package tours to any other countries** (including the Irish Republic) purchased in the UK by Foreign residents.
17. **Goods** bought on departure. Expenditure at Cheriton & Coquelles.

## Origin of money – special circumstances



There is a broad definition of the origin of money on page 71.

Below are explanations of how to work out the origin of money in specific circumstances often encountered on the IPS.

### 1. Company transactions

When probing the origin of money **avoid mentioning the nationality of a company** and refer instead to 'the company in the UK or the company in the US'.

Money that comes from a subsidiary of a multi-national organisation is considered to be of the same origin as the country in which the subsidiary operates: e.g. money from the UK branch of the Ford Motor Company would still be considered to be UK origin, even though Ford UK has an American parent company.



**In other words, the nationality of a company does not necessarily define the origin of money drawn from that company.**

Money spent by the EU is foreign origin. So, for example, if the EU funded a conference in London, expenditure on the conference should be considered as foreign origin.

Money obtained from international government (or quasi-government) organisations should be treated in the same way as money obtained from multi-national organisations

#### Example

Money from the UK branch of the International Red Cross would be of UK origin initially, even though the International Red Cross is based in Switzerland. Money in a bank account in the UK owned by a company that did not have a branch in the UK would, however, be foreign origin. Similarly, money in a bank account abroad owned by a UK company that did not have a foreign branch would be UK origin.



**In other words the origin of money in a bank account is defined by the residence of the account's owner and not by the physical location of the account.**

### 2. Pensions

Pensions have the same origin as the country in which they are being paid. A UK pension being paid in Spain to a former UK resident who retired to Majorca and is now a Spanish resident is foreign origin money. Pensions transferred temporarily abroad for the duration of a respondent's visit do not change origin. The reason for this is that, even when transferred abroad by a bank in the UK, money does not change origin if the recipient is still a UK resident. Therefore a UK pension transferred temporarily in this way to Australia, say, remains UK-origin money.

### **3. Military pay and allowances**

#### **UK personnel**

Money transferred by the British government to Germany for the purpose of paying salaries or allowances to British troops stationed there is treated as foreign origin, because the flow of money from the UK to Germany can be measured accurately. It remains foreign origin even if not converted into Euros. If service personnel subsequently spend any of this money in the UK it will be foreign origin money.

UK service personnel have the option of being paid in the UK or in Germany. If a military salary is paid in the UK and the respondent transfers this money on his person to Germany, then this money remains UK origin. If he arranges for his British bank to transfer this money to his German account, this money also remains UK origin. The reason for this is that the owner of the bank account is a UK resident (British bases in Germany are British sovereign territory). If he chooses to draw his pay in Germany this money is foreign origin.

In order to probe for where military money was paid, you should ask  
“Was this salary paid to you, through the pay office, by the military in the UK or was it paid to you by the military in Germany?”

#### **US personnel**

Money transferred by the US government to pay their troops stationed in the UK is treated as UK origin money, provided it is converted from dollars into sterling. The reason for this is that the US measures the amount of US currency that is converted to sterling; the remainder is assumed to be spent on the base.

Any dollars spent by anyone visiting friends or relatives on the base should not be included as this is technically a US resident visiting the US.

### **4. Money earned abroad and remitted home . . .**

. . . by a UK national, resident abroad, will become UK origin provided it is paid into a bank account owned by a UK resident. If it is paid into an account owned by a Foreign resident the money remains foreign origin. If the owner of the account changes from being a Foreign resident to a UK resident, the origin of the money in his or her account alters at the same time. Money earned abroad and taken to the UK in person by a Foreign resident remains foreign origin unless it is subsequently paid into a bank account owned by a UK resident. An account jointly owned by a Foreign resident and his UK resident wife should be regarded as an account owned by a UK resident.

### **5. Insurance premiums and reimbursements**

#### **5.1 Expenditure on non-travel insurance by Foreign residents**

Money paid by a UK national, resident abroad, to cover house and car insurance in the UK should not be excluded from his or her expenditure in the UK. Insurance premiums are not strictly travel expenditure. However, it would be hard to pick up

these credits to the UK BOP in any other way since, as far as the insurance company is concerned, the expenditure would appear to be made by a UK resident.

## **5.2. Reimbursements**

Whether expenditure or reimbursements are relevant for IPS depends in part on the manner in which they are carried out. Transactions at the company-to-company level are monitored by the ONS by means of the Royalties and Services and Direct Investment Enquiries and are therefore of no concern to IPS. Moreover, they form part of the Other Services Account and would not be relevant for IPS which is concerned with the Travel Account.

## **5.3. Money that is lost and reimbursed**

If a UK resident loses UK origin money abroad, this is considered to be a debit to the British BOP, since whoever finds the money is likely to spend it abroad. If the UK respondent is reimbursed by an insurance company abroad the money they receive is foreign origin (a branch of a UK insurance company abroad is considered to be a foreign company). If the respondent spends the reimbursed sum abroad this has no effect on the British BOP and is not eligible expenditure. If this money is brought back to the UK, however, it is a credit to the British BOP. If it is brought back by the respondent or transferred you should record details at Q57.

Similarly, if a Foreign resident is reimbursed by a company in the UK and spends this money in the UK, it has no effect on the BOP since it is UK origin money being spent in the UK. If any of this money were taken out of the UK, however, it would represent a debit to the BOP.

In cases where lost money has been reimbursed give full details and code according to whether the money is eligible money or not.

## **5.4. Insurance premiums**

Insurance premiums for non-package holidays should be treated in the same way as other expenditure and should only include eligible money.

### **Example 1.**

Mary is travelling around Europe. She starts her travels with no insurance. When she gets to Germany, her friend persuades her to buy insurance there. Mary goes to a local German branch of a UK insurance company and gets travel insurance. The money spent is UK as Mary has taken it with her and spent it abroad making it eligible expenditure.

### **Example 2.**

Michael was more organised than Mary and bought his insurance from the same company as Mary, but before he left the UK. This is UK money spent in the UK and should be ignored at the expenditure questions.

**Claiming money from the airline or insurance company:**

The following examples came up when there was a problem flying across Europe due to volcanic ash clouds during 2010.

1. British resident arriving in the UK on a UK airline or tour operator after a delay. Has paid an additional £600 to cover hotel bills and food bought abroad that they have claimed but not yet received from the airline. Do we collect it?
2. British resident arriving in the UK on a UK airline or tour operator after a delay. Has paid an additional £500 to cover hotel bills and food bought abroad that they will claim from their British insurance or credit card company later. Do we collect it?
3. British resident arriving in the UK on an Irish airline or tour operator after a delay. Has paid an additional £400 to cover hotel bills and food bought abroad that they have claimed but not yet received from the airline. Do we collect it?
4. British resident arriving in the UK on UK airline or tour operator after a delay. Has paid an additional £300 to cover hotel bills and food bought abroad that has been paid directly by the airline. Do we collect it?

*Yes, we collect the money in all the above cases; the amount will be recorded as an import of a service because UK money has been spent on economic activity abroad. Any of these claims will be a money transfer and not recorded elsewhere.*

5. British resident arriving in the UK on an Irish airline after a delay. Has paid an additional £200 to cover hotel bills and food bought abroad that has been paid directly by the airline. Do we collect it?

*No, we do not collect this. This money will be recorded as an import of services for Ireland.*

**How to handle origin of money with business people**

Business people often misunderstand exactly what information we need from them in the Expenditure section of the interview. They may say in answer to Q53

“I spent £100,000 - it was all on my business”

to which you should reply:

“Could you tell me how much you have spent on hotels, travel and food, and exclude items you have purchased on behalf of your company?”

Avoid saying

“I only want details of your personal expenditure.”

This could lead the respondent to exclude expenditure that is relevant to the IPS because s/he will reclaim it as expenses.

Alternatively, a UK resident may say,

“You won't want my expenditure because I work for an American company”

At this point you should find out where the respondent gained the money and where it was spent. If it was gained in the US but transferred to the UK then this money is UK origin. If on the other hand the respondent gained the money in the USA and spent it there, either immediately or having left it in a bank account there, this money will have no effect on the UK BOP and is therefore ineligible.

Most business people will be travelling on expenses that will be reimbursed by their company. Always check the origin of this money and the way the reimbursement will be carried out.

- a. If one company or branch of a company reimburses another company or branch of a company, this can be ignored as the transfer will be picked up by the ONS elsewhere.

For example, a UK respondent says, 'The company in Sweden paid my hotel bill but they will get the money from the company here'. In this case the expenditure is ineligible (i.e. foreign origin money is being spent abroad) and should be excluded from the respondent's expenditure. The subsequent transfer of money from the UK company to the Swedish one, which would be a debit to the UK BOP, would be picked up elsewhere in the BOP accounts so this, too, should be excluded from the respondent's expenditure.

- b. If the respondent is being personally reimbursed for business expenses by a company then the origin of the money needs to be checked. (Different rules apply to reimbursement by individuals, see 'Non-package expenditure, principles, on page 85 above) If, in the case of a UK resident, reimbursement is made for expenditure abroad by a company in the UK, then eligible money is involved and it should be included in the respondent's expenditure details. If reimbursement is made by a company abroad, the money involved is ineligible and should be excluded.

- c. If a UK-resident respondent earns money in Sweden on a lecture tour, and a company in Sweden reimburses him, this money from Sweden becomes UK origin when it is transferred by the company to the respondent's bank. *Technically*, any money paid to him in person in Sweden becomes UK origin as soon as he takes possession of it. There is, of course, no way this change of origin could be monitored, apart from the IPS interview, so the respondent has to be asked how much money he is bringing back that was earned won or drawn from a company abroad.

If the respondent spends any of this money in Sweden, this expenditure can be ignored: it is technically UK origin money being spent abroad but in practice it will have no effect on the BOP, so it is ineligible.

- d. If a UK resident was about to spend three months, say, on business in Spain and arranged for her bank in the UK to send money to her bank account in Spain for the duration of her stay, this money remains UK origin despite being transferred by a bank *because the owner of the money is a UK resident*.

## Expenditure reminders - by RFV code

### 10 Holiday

Watch out and probe for:

1. Accommodation - paid beforehand as:
  - package holiday (marketed where fares and hotels cannot be separated)
  - hotels and fares paid separately
  - private arrangement by sending cheque for deposits on full amount direct to agency/hotel abroad, villa rental, etc., or paid at the time of travel, e.g. settling the bill as you go along.
  - villa holidays -include payment for villa/cottage etc. (even if paid to an individual owner in the country of residence, rather than in the country visited).
2. Day trippers (sea questionnaire) - include goods only if purchased ashore.
3. Pocket money - meals, outings.
4. Other advance payments, e.g.
  - deposits,
  - theatre tickets,
  - car hire - if cost unknown specify duration
5. Families with joint expenditure.
6. Sports players - obtain winnings / expenses.
7. Mini-cruise - collect expenditure on shore. To avoid the risk of the respondent including their expenditure on board ask:

“How much have you (and your family) spent on shore in *[country visited]*?”

### 11 Visit family/12 Visit friends

Accommodation: often free with relatives or friends for some or all nights (possibly one or two nights paid in advance).

Other expenses: pocket money, internal travel, car hire.

Expenditure costs are usually low for the length of stay.

If the family/friends visited have paid anything on behalf of the respondent, exclude this amount (wrong source).

The respondent may have received a gift of money from his/her hosts. If this was spent during the visit it would be ineligible; if it was transferred or taken back by the respondent it should be coded at Q57.

Families with joint expenditure.

Hosts pay for the visitors using ineligible money.

Money drawn by the Forces or Diplomatic personnel in the country in which they are serving is of the origin of that country. Refer to origin of money instructions for a full explanation of how to deal with expenditure of soldiers and others on military bases.

## **17 and 18 Cruise**

Most cruises are paid for as part of a package including cruise costs, fares to/from the UK and sometimes nights on shore. Note the number of nights on shore & the nationality of the ship.

### **UK contacts cruising on UK ships (code 17)**

- Do not ask for the cost of the package as this is not a debit to the UK.
- Ask for the number of nights spent ashore as part of the package, so the coders can allocate an amount to cover this.
- Exclude expenditure on board ship
- Q56 refers to expenditure for goods/services on shore only

### **UK contacts cruising on foreign ships (code 18)**

- At Q48 record the cost of the cruise if paid for as part of a package. Ask and record whether outward and inward journey were on board the ship or by air.
- At Q53-56 include expenditure on board as well as on shore.
- If the cruise was not part of a package including fares to and from the UK, but paid for in advance, record this at Q56.

If unable to establish nationality of shipping line, note the name of operator and ship. Record expenditure on board and ashore separately and leave uncoded. Flag as a query by ticking the box on page 4.

## **20 Business**

Typical expenditure of business person:

### **Hotel / accommodation costs**

- Paid by respondent at the time.
- Paid by respondent in advance.
- Paid by the company. Check if paid by company in the country of residence (i.e. eligible = include) or by company in the country visited (ineligible = exclude).

### **Include:**

- All company credit cards if paid from the correct source  
e.g. telephone credit cards, personal credit cards, car hire credit cards etc.
- car hire paid by respondent, company, credit card, or yet to be paid.
- expenditure on conference fees.
- expenditure in advance/arrears by employer in country of residence.
- transactions between private individuals (see exclusions).

**Exclude:**

- company to company trade reimbursements (these are obtained from other sources)  
e.g. Ford Motor Company reimbursements between UK and Germany.
- bringing back money for employer.  
e.g. there have been cases of Dutch lorry drivers interviewed on departure from the UK who have brought a load of flowers to the UK and sold them and are now taking out sums of money for their boss. (The following rule also applies more generally). The money is ineligible if the flower seller is acting for a Dutch company or selling to a UK company (or both). The transaction would be known about from other sources. If however the lorry driver is a private individual, acting on his own behalf, selling to a private individual in the UK, then the money would be eligible, as it would not be captured elsewhere.
- money if company in country visited pays for accommodation etc.
- any expenditure with ineligible money.
- at Q58, if total expenditure is £2,000+, exclude £500+ spent on items for a company (e.g. antiques, samples of clothes etc.) or on paying wages or professionals fees for work done for the company. These items would normally be in company trade accounts, not the travel account for BOP.

Money earned or won or expenses received in a country visited and then taken out of that country should be coded in full at Q57.

**23 Definite work/24 International commuter**

Respondents with RFV 23/24 are asked a different expenditure section on the Employee Trailer. This is because BOP have changed to two new accounting systems - BPM5 (BOP Manual 5) and ESA 95 (European System of Accounts 1995). As a result we deal with the expenditure of these respondents differently, collecting both expenditure and income.



Please see further information on the employee trailer on page 137.

**25 Looking for work**

Include accommodation costs paid by respondent.

Exclude accommodation costs paid by company visited, and those paid by respondent but reimbursed directly to him/her by company visited.

For respondents who were looking for work and actually completed some paid work, the expenditure section on the Employee Trailer will apply.



Please see further information on the employee trailer on page 137.

## 26 Au pair

Au pairs often have:

- wrong source money (they are paid by the employing family)
- long stays with small expenditures
- language course fees

Remember: we want expenditure since respondent last arrived / left the UK, not since they began au pair work.

## 40 Formal study

(and others on courses)

These expenditure reminders apply only to respondents on courses of less than 12 months, that is, those respondents who have not become residents of their country of study. Respondents on longer courses are eligible for the student trailers for which there are separate instructions.

3035

 ALWAYS CHECK THAT FEES ARE INCLUDED / EXCLUDED AS APPROPRIATE

**Exclude - Boarding school fees paid by foreign students, as these are obtained from other sources.**

For courses lasting up to one year include the cost of fees relating to the period spent in the country this time (whether paid during the visit, in advance, or left to pay, and regardless of whether the respondent paid personally or whether some other party in the country of residence paid). Always record the period covered by the amount given.

Example:

A course in the UK: course lasts January-June. Total course fees: £2,000 (£1,000 per term)

Respondent 1 - interviewed on 26 June, gives date arrived as 9 January, (Q25) and has not left since - collect full £2,000 course fees in expenditure.

Respondent 2 - interviewed on 26 June, also arrived initially on 9 January but has since left the UK and returned on 8 April. Collect course fees for one term, i.e. relating to the period spent in the country this time, i.e. April-June = £1,000.

If a student cannot split the cost in this way, note the total fees for the course and the total length of time involved. Apportion the fees between the periods of time spent in the UK and code only that which refers to the most recent visit.

Fees and accommodation are often paid together. University courses or other long term courses would not normally be inclusive tours. However, short term courses may well fit our definition of package / inclusive tours. If so, note that course fees are included.

Short course fees - may be paid for by respondent, a relative, their employer, their government or a fund. Check origin of money. Note how many weeks / months the given fee covers.



Make sure you include any fees at Q53 even though you will have already asked how much they were at the new questions on the short student trailer (Q2a). This is not double counting as the student trailer is used for different purposes.

If accommodation costs or fees not known, record what the cost covers, take estimates if possible. When the cost is unknown because parents have paid or for some other reason, take estimates and record details.

State clearly whether fees are included, where the respondent stayed (a family, hotel, school), whether the estimate is of the total cost or whether part was paid by a sponsor, and if so, who.

Students may acquire ineligible money by casual work.

Expenditure given weekly occasionally includes ineligible money if the person is working while studying in the country visited.

#### **41 Medical treatment**

Payments to be claimed on insurance (medical and non-medical): record amounts and items and whether will be reclaimed in the UK or abroad. If money is eligible add to expenditure. If you are unsure whether to include it, make full notes and tick the query box on page 4.

If a Foreign resident's medical expenses are paid for by his or her embassy in the UK this is ineligible money i.e. of UK-source and must be deducted from their total expenditure.

Example:

Contact is UK passport holder, IOM resident. Spent 1 night in Liverpool for an eye op, the expense of which, plus the hotel accommodation was met by the IOM government.

This is eligible. For BoP, IOM is a foreign country, so it would be the same as if the French Government paid and is therefore a credit to the UK economy.

#### **44 Accompany/join**

**Clues to the expenditure are often given by the respondent's initial answer to the reason for visit.**

#### **45 Other**

Clues to expenditure are often given by the reason for visit:

e.g. Respondent went to look for a house to buy - probe to exclude money spent on real estate.

#### **70 Overnight transit/71 Same day transit**

This is often low. Check specifically for meals, accommodation, taxis, telephone calls and sundry items.

Questions on package or towns visited do not apply to same day transit.

**80 Military and**

**84 Embassy**

The expenditure section does not apply to respondents coded 'military or embassy' as reason for visit, because this information is provided by the Ministry of Defence and the Foreign and Commonwealth Office.

**81 Merchant Navy**

The expenditure questions do not apply.

**82 Airline/Eurostar crew**

Crew working on flights as distinct from those engaged in deadheading or positioning remain ineligible. The reason for this is that they are excluded from the total passenger numbers used for grossing IPS data. However those engaged in deadheading or positioning are eligible and their expenditure details are collected.

**83 Unaccompanied schoolchild**

The expenditure questions do not apply to respondents in this category because it would normally be too difficult for them to answer accurately.



**Interviewer notes page**

## Section 8 Other questions

### Alcohol and Tobacco

|   |  |
|---|--|
| <p>72. Under 17 and not with family..... <input type="checkbox"/> 1 → 102<br/>         All others ..... <input type="checkbox"/> 2 → 73</p> <hr/> <p>73. Did you spend anything on alcohol to bring back with you during your visit? </p> <p>No ..... <input type="checkbox"/> 2 → 74</p> <p>Spirits <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/></p> <p>Fortified wine <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/></p> <p>Champagne <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> → 74</p> <p>Other wine <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/></p> <p>Beer, Cider <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/></p> <p>Alcopops <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/></p> | <p>74. Did you spend anything on cigarettes, or handrolling tobacco to bring back with you during your visit?</p> <p>No ..... <input type="checkbox"/> 2 → 102</p> <p>Packed cigarettes <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> → 75</p> <p>Handrolling tobacco <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> → 75</p> <p>75. How many cigarettes/grams of tobacco did you bring back with you?</p> <p><b>Record total <i>number</i> of cigarettes, not packets</b></p> <p>Packed cigarettes <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> → 76</p> <p><b>Record total <i>grams</i> of tobacco, not packets</b></p> <p>Handrolling tobacco <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> → 76</p> <p>76. Where did you buy (the majority) of your cigarettes/tobacco from?</p> <p>On board a flight or sea crossing <input type="checkbox"/> 1</p> <p>In a UK airport..... <input type="checkbox"/> 2 → 102</p> <p>In country visited ..... <input type="checkbox"/> 3 → 77</p> <p><b>Specify country</b></p> <p>77. 3 character code <b>OR</b> full name of country</p> <p><input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> <input style="width: 150px;" type="text"/> → 102</p> |
|---|--|

#### Qs 72 to 77 Expenditure on alcohol and tobacco (UK arrivals)

It is possible for UK residents to buy large amounts of alcohol and tobacco products within the EC bringing them back to the UK for their own personal use. HMRC need to estimate the amount of duty and VAT that is being lost to the UK as a result of this cross-border shopping.

This question is asked of **all UK arrivals** regardless of which country they have visited. As these products can only be purchased by those aged 17 and over, anyone travelling on their own under this age is ineligible. However if they are travelling with their older relatives, continue to ask these questions. (See routing at question 72 on the schedules.)

HMRC also want an estimate of the quantity (number/GRAMS) of tobacco. Note that for tobacco products we are only interested in collecting information on cigarettes and hand rolling. All other tobacco products (including cigars) can be ignored.

### **Eligibility for Question**

- Respondent is aged 17 or over (or aged under 17 and travelling with family)

### **How to handle the alcohol and tobacco questions**

It is important to stress all the elements of the question when you ask it. We need to measure *expenditure* on alcohol and tobacco that respondents have bought;

- during their visit **and**
- brought back with them.

### **Expenditure on alcohol**

Please prompt for each type of alcohol separately. If respondents say, initially, they have spent nothing at all on alcohol say, without appearing to challenge them:

“Nothing on spirits, wine, champagne, fortified wine, alcopops, or beer?”

If the respondent has spent nothing on alcohol, tick the ‘No’ code and follow the routing on the schedule to the next question.

**Air arrivals** All expenditure on alcohol and tobacco is eligible for those travelling by air, including any purchases made **on board** the plane.

**Sea/Tunnel arrivals** For sea, Channel Tunnel and Eurostar all expenditure on alcohol and tobacco (to bring back to the UK) is eligible for inclusion as long as it was purchased prior to boarding the boat/shuttle/train or in the terminal buildings.

With the large variety of alcoholic drinks available, there can be some confusion in deciding which category some purchases fit in to. In these cases, write all details on the schedule as this can be confirmed by referring to the list at the end of this section or by the coders in the office. If you do have a query, make sure this is indicated by ticking the queries box (page 4).

Champagne is only sparkling wine made in France. All other sparkling wines should be included as wine. In general, alcopops are considered to be a premixed drink, either wine or spirit based that have an alcohol content of less than or equal to 5.5%. Wine and spirit based mixed drinks with an alcohol content of 5.6% or higher should be recorded as either wine or spirits. Any mixed drink that is beer or cider based should be categorised as beer/cider.

**Please note that Bacardi Breezer Twist is classified as a spirit rather than a spirit based alcopop because the alcohol content in this drink is greater than 5.5%.**

### **Expenditure on tobacco products**

The initial question is itself a probe for expenditure on two types of tobacco product, so if respondents say they have spent nothing on these do not probe further, tick ‘No’ and go to Q80. If they have spent money on tobacco, prompt for expenditure on each type of tobacco separately. Exclude any spending on cigars; Include only cigarettes and hand rolling tobacco.

At Q77 record where the respondent bought the majority of the tobacco from. Code 2 refers to a UK airport but please include UK seaport if appropriate (although it is thought that little will be bought at seaports). If you have any tobacco ordered at a UK port but collected at the destination port (which occurs on, for example, Eurotunnel), code 3 and record the country in which the tobacco was picked up.

NOTE: HMRC want to exclude all purchases made on board during the respondent's last journey home as they get this information directly from the ferry and tobacco companies as a total. However, there are times when people could have bought their tobacco on a sea crossing for example a cruise, but not bought it on the ferry home.

### **Quantity of tobacco products**

If the respondent has purchased tobacco then you are required to ask them the quantity question 75. Please prompt them for each type of tobacco product separately if they have reported quantities for both products. If they have only purchased one type of product then only prompt them for quantity relating to that product.

Note that the value required here is the *number* of cigarettes or the *number* of grams of tobacco, not the *number of packets*.

It can be difficult to ensure the accuracy of these data as the respondent may not be clear about the **number** of cigarettes or the **weight** of the handrolling tobacco. If they indicate packets, cartons or pouches, ask how many or how much is contained in each of these.

For cigarettes, cartons usually contain 200, but always check, never assume as bigger cartons can be bought. For handrolling tobacco, it is unlikely that your respondent will have purchased anything less than 25 grams (equivalent to the old ounce) and is more likely to be a number of these smaller packets (often in 10s). Also note that one kilogram is 1000 grams.

### **Levels of expenditure**

If passengers purchase more than a certain volume of alcohol, they may have to convince HMRC that it is for their *personal* use and not for sale. Whether or not they are successful is not our concern; we just need to measure their expenditure.

Respondents could spend £500 or more on alcohol or tobacco products for personal use on behalf of a business. If total expenditure was over £2,000 per person, the expenditure on alcohol or tobacco would have to be recorded as ineligible at Q58 and deducted from the total at Q53. However, it would still be appropriate to code the amounts on alcohol or tobacco spent at Q74 and 75.

### **Eligibility of money**

It is recognised that respondents could have zero *eligible* expenditure coded at Q53 and still have spent money on alcohol and tobacco if they had access to non-eligible money during their visit to EC countries; however these cases are likely to be rare. If you do have a respondent who has zero eligible expenditure at Q53, but spends money on alcohol and tobacco, please note this and any explanation on the questionnaire.

At Qs72 -74 we want to capture expenditure on alcohol and tobacco using both *eligible and ineligible money*. Expenditure using ineligible money would have no effect on the UK Balance of Payments but it could still represent a loss of revenue.

 **If respondents have eligible expenditure please check that the amounts spent on alcohol and tobacco have been included in the total at Q53 and if not, add them.**

**Note: See comments on previous page about eligible money for boats, shuttles and train.**



Beer  
 Include:  
 Barley wine  
 Beer/Lager/Stout  
 Cider

Wine Based Alcopops (< 5.5%)

|                  |                        |
|------------------|------------------------|
| Archers Eden     | Coomira Coast Spritzer |
| Bartles & Jaymes | Kommissar Ice          |
| Bliss            | Russian Red            |
| Blue Nun Slinky  | Red Shot               |
| Castaway         | Tad Juicy              |
| Cavela           |                        |

Spirit Based Alcopops (< 5.5%)

|                         |                             |
|-------------------------|-----------------------------|
| Aqua V,                 | Hazy Dayz Vodka Ice         |
| Archers Aqua            | Henry's Hard Lemonade       |
| Bacardi – Martini's V2  | Hex                         |
| Bacardi & Diet Coke     | Hooper's Ginger Brew        |
| Bacardi (Rum) & Cola    | Hooper's Hooch              |
| Bacardi Breezer         | Imperial Czar Vodka         |
| Bacardi Rigo            | J&B Mack                    |
| Bacardi Silver          | Ice                         |
| Bacardi Vanilla Coke    | J&B Twist                   |
| Bahama Buzz             | Jamaican Rum Cooler         |
| Baileys Glide           | Jammin                      |
| Bambao                  | Java                        |
| Barbados Blue           | JG Ice                      |
| Barker's Liquid Gold    | Jim Bean & Cola             |
| Black Jack              | JopaLume                    |
| Black Star Vodka Ice    | Jordan V-10                 |
| BoDean's Twisted Tea    | K Ice                       |
| Boru Black              | K:os                        |
| Caipi Chill             | K2                          |
| Ca'quila                | Katu – alcoholic            |
| Caribbean Kick          | Kristov Vodka Cruiser       |
| Caribbean Twist         | Kemptions                   |
| Chekov Ice              | KGB                         |
| Cola Lips               | Kulov Ice                   |
| Cutters Cooler          | Lava                        |
| Decoda                  | Lemon Ice Beastie Rum Burst |
| Demon Ice               | Lemon Lips                  |
| DNA                     | Lemonhead                   |
| Dr Thirsty's            | L'ush Velvet Club Mix       |
| Echo                    | Mac'n'Ernies Alco Cola      |
| Eristoff Ice            | Mahita Refresher            |
| FUCK Spirit             | Marks&Spencer Coolers       |
| Flodka Ice              | M&S Vodka Ice Shakers       |
| Fusion                  | Malibu Spice                |
| Godfrey's Ice           | Maromba                     |
| Glitz Ice               | Martini Spirito             |
| Lovebyte                | Maverick                    |
| Gordons Edge Hemp Vodka | Memphis Mist                |

INCLUDE IN BEER/CIDER CATEGORY

Blackadder  
 Diamond Zest  
 e33  
 Encore  
 Green Mumba  
 Hard Core  
 Holsten Fusion  
 Kronenbourg Rum Spirit

Fortified wine

|               |             |
|---------------|-------------|
| Aperitif      | Noilly Prat |
| Babycham      | Port        |
| Cherry Brandy | Sherry      |
| Cinzano       | Vermouth    |
| Martini       | Whiskey Mac |

|                          |                          |
|--------------------------|--------------------------|
| Metz                     | Smitnoff Mule            |
| Mezzanine                | Soccer Ice               |
| Mike's Hard Lemonade     | Space                    |
| Mog                      | Spankers Schnapps        |
| Molotov Cocktail         | Spirit (Asda's)          |
| Moonshine                | Sputnik Ice              |
| Morgan's Spiced Gold     | Stinger                  |
| Mrs McCoy's              | Stolichnaya Ruski Lemon  |
| Mrs Pucker's             | Strobe                   |
| nt                       | Stryk                    |
| Oz                       | Sublime                  |
| Pecada                   | Super Milch              |
| Piranha                  | Tamova Vodka Twist       |
| Purple Passion           | Tennessee Gold           |
| RaV                      | Tesco's Vivre La Vie     |
| Raw Spirit               | TNT                      |
| Red                      | Tribe                    |
| Red Square               | Two Dogs                 |
| Red/Black Star Vodka Ice | UDL Fusion               |
| Reef                     | VK (Vodka Kick) range    |
| Reshnoff Imperial        | Vladivar Veba            |
| Vodka Ice                | Vodka Buzz/Cruiser       |
| Ricard Bouteille         | Vodka Mudshake/Smoothie  |
| Rocket Fuel              | Vodka Source/Vibe        |
| Royal Czar               | Volsk                    |
| Savanna                  | VR                       |
| Schotts                  | VS Sorted                |
| Screaming Passion        | Wee Beastie              |
| Seagrams Passion         | Wild Brew                |
| Sebor Wildemule          | Wild Turkey Coolers      |
| Shag                     | WKD Range                |
| Schnapps                 | Woodstock Bourbon & Cola |
| Shakers Smoovie          | Woody's                  |
| Shark Bite               | XS Tequila Sunrise       |
| Sierra Slammer           | Z                        |
| Smirnoff Black Ice       | Zanzebi Sling            |
| Smirnoff Ice             | Ziing                    |
|                          | Zolensk                  |

## Q70 - 71 Towns visited (Foreign departures)

On behalf of VisitBritain and the Department of Culture, Media and Sport, we ask departing foreign residents, which towns they stayed in overnight and the number of nights they stayed in each one. The data are used to gauge the number of foreign visitors staying in the various Tourist Board regions, and indicate changes in trends of visitors to the various regions.

**Q70 This is a filter question.**

**Note that you do not need to ask Q71 where the RFV is 82 (crew)**

### Q71 Towns

#### Definitions

Only list towns in which the respondent has stayed overnight.

These questions should be asked only of foreign residents:

- who have spent at least one night in the UK and
- who do not have RFV 82 or 83

In order to improve data quality, there are separate sections for any places in London that the respondent has stayed and other towns. There are three spaces for the London places and six for other towns.

#### London

| LONDON                   |   | LONDON TOWN/BOROUGH | No. NIGHTS | ACCOMM |
|--------------------------|---|---------------------|------------|--------|
| First London visit ..... | 1 |                     |            |        |
|                          |   |                     |            |        |

A large majority of visitors stay in at least one place in London although they may not always know exactly where. Please try to get as much detail as possible, but you only need to tick the appropriate box and code the place or Borough stayed in. (This is similar to how you code Q6 on arrivals.) Once the data are collected, this 'place' is moved to the 'Town' and the county is coded as 'London'. You can use any of the areas of London, including the following post codes: N, NW, E, W, SE, SW, EC and WC.

It may be useful to prompt for the nearest tube station if no other details are known. These can also be used to record the London area. Where the Borough has two names, for example, Barking and Dagenham, you can use either on their own, so do not attempt to write the whole name in as this could be difficult to fit and is likely to cause errors. (It is also less writing for you to do.)

### **Other towns**

| <b>ALL OTHER TOWNS</b> | <b>COUNTY</b> | <b>No. NIGHTS</b> | <b>ACCOMM</b> |
|------------------------|---------------|-------------------|---------------|
|                        |               |                   |               |

For other towns, it is important to make sure you code **both the town and county**. You can use the abbreviation 'LC' (upper or lower case) providing the town is on the counties list you have been given. You can also use any abbreviations that are generally in use. For example: Hampshire or Hants; Surrey or SY. Again, the available options are listed in Part 1 instructions. Also note that there are some additional abbreviations for a few towns, for example, Weston-Super-Mare can be coded as WSM. If you require any additional abbreviations to the towns or counties, please let Research know through the appropriate channels.

Record up to six towns in the order in which the respondent remembers them. Make a note of any nights spent 'on the road', e.g. a lorry driver driving overnight to his destination or a respondent who took a night train to Scotland. This helps to explain any discrepancies.



Please check the codes used for these cases. (Refer to Part 1 instructions).

If the respondent has stayed in 6 towns or fewer, then the number of nights recorded at Q71 should agree with the length of stay. Check any discrepancy and add explanatory notes as necessary.

If there is a risk that you will not obtain full details on towns and nights, then the priority is to record town names rather than number of nights in each town.

### **Channel Islands & Isle of Man**

If the respondent has been on a side-trip to the Channel Islands or Isle of Man you should record the town and the island they have been to at the Towns question and the number of nights they stayed.

### **Republic of Ireland**

If the respondent includes towns in the Republic of Ireland, e.g. Cork, Dublin, Limerick, Waterford, Wexford you should go back to Qs 26-25 to check again on visits to the Republic of Ireland and date of entry to the UK. If it becomes clear that this is their second departure from the UK (e.g. USA → UK → IR → UK → USA), you will need to go back and ensure that only the most recent period in the UK applies. Otherwise if this is their first departure from the UK (e.g. USA → IR → UK → USA) then ensure they have not included any Irish Republic towns.

### **Q71(b) Accommodation Type**

For each town, we want to know the main type of accommodation used by the respondent. You should only write the number in the box provided. A brief copy of the codes is written on the schedule. Use the show card with respondents who do not speak fluent English to help them understand the question.

The accommodation categories are:

- 1 **Hotel/ guest house**, to include hotels, motels, guest houses, health farms, farm houses, conference centres and similar establishments providing services which include bed making, cleaning and room service.
- 2 **Bed & Breakfast**; to include bed & breakfast accommodation. These typically provide a lower level of service than hotels.
- 3 **Camping/ caravan/ mobile home**; to include fixed as well as touring caravans unless respondent specifically reports a fixed caravan in which case code as holiday village (code 5). Also includes marinas, bothy, mountain huts.
- 4 **Hostel/ university/ school**; to include youth hostels, halls of residence and other similar accommodation.
- 5 **Holiday village/Holiday Centre**; to include Centre Parcs, holiday camps, Portmeirion village, Butlins and similar. Typically a few grouped dwellings under collective management with restaurants and shops on site.
- 6 **Rented house**; to include apartments, houses, villas and other similar dwellings rented as either tourist accommodation or company apartments, through individuals or agencies.
- 7 **Paying guest in family/friends house**
- 8 **Free guest/ staying with relatives or friends**
- 9 **Own home**; to include second homes and timeshares
- 10 **Other**; to include trains, railway stations, lorries, canal boats and all Au Pairs. (Au Pairs are included here as they do not fit the other categories as they receive pay for helping while staying in their employers' house.)

NOTE: For sea and EuroTunnel shuttle services there is an additional code (11) for 'staying in lorry cab' .

Please note that if the respondent has been staying with family or friends you must identify whether any payment was involved since different codes apply depending on whether the stay was free or not. Paying guests in a family/friend house refers to respondents who are paying a fixed amount as rent – it does not include those who are contributing to the costs of living there e.g. for food and bills. These people should be coded as a free guest in family/friend house.

Another common query is for business people staying in a company owned property. These should be included in the rented house category.

Apartments, which are part of a hotel, should be coded hotel.

### **Probing**

It may not be possible to code a respondent's initial answer without further probing. For example, if the respondent replies 'In a friends home' you will need to probe whether they were a paying guest (code 7) or stayed free (code 8). Or if they reply 'In a House/flat' you

will need to probe if it was rented for the visit (code 6), if they were staying with friends/relatives (code 7 or 8) or if belongs to the respondent's household or is a timeshare (code 9).

If a respondent says a lodge you will need to prompt to find out if it is part of a holiday village/centre or would count as a rented house. This is an important distinction for DCMS who have to report these figures back to Eurostat.

If the respondent has stayed in more than one type of accommodation in a town, code the type where they spent the most nights. If they spent equal nights in different types of accommodation, code the one they mentioned first.

If you are in doubt about how to code the accommodation used, collect as much detail about the accommodation as possible, tick the queries box and seek clarification from your TL.

## Q100 Whether with vehicle or on foot (Sea schedules)

This information is used to estimate fares, for transport policy and to gross up the sample numbers to estimates of the total passengers travelling. In addition, Eurotunnel have used this information to estimate the traffic mix to be expected on board the shuttle.

### Code 1 - No vehicle

This code applies when the passenger is not travelling with a motor vehicle on the ferry (including foot passengers with a pedal cycle).

### Code 2 - Car

This category includes minibuses (usually small passenger vehicles with a minimum of nine and a maximum of 15 seats (excluding the driver)), people carriers, campervans (and caravanettes), converted vans, cars towing caravans, cars pulling trailers and cars with roof racks and larger cars (1.85 metres or over in height).

Car based vans and light good vehicles under 4.5 metres in length should also be coded as cars.

### Code 3 - Coach

Include coaches with at least 16 passenger seats. Include couriers and coach drivers on eligible vehicles. Passengers taken to the port of departure by coach and collected at the arrival port by a different coach are treated as foot passengers.

### Code 4 - Motorcycle

### Code 5 - Lorry

Include small, medium and large heavy goods vehicles *4.5 metres or more in length*.

### How to handle the type of vehicle question

Start by asking the respondent "Are you travelling with a vehicle which is on board?"

If they reply:

- **'a coach'** - check that it has at least 16 passenger seats. If it does code as 'coach' (3), if it does not, code as a 'car' (2);
- **'a minibus'** - check that it has 9-15 passenger seats. If it has more, code it a 'coach' (3); if it has 15 or fewer code as a 'car' (2);
- **'a camper'** - code 2;
- **'a van'** - check that the vehicle is less than 4.5 metres in length. If it is longer, code '05' (lorry). If the respondent does not know how long the van is, ask if they are on a freight ticket. If they are then code as lorry, if not code as car.
- **'a lorry'** - ask how long the vehicle is (most lorry drivers know); if it is less than 4.5 metres code '2' (car).
- **'a motorcycle'** - code '4'.

### **Q101 Number of passengers in the vehicle**

This question applies to all respondents travelling with motor vehicles on board *except* coach passengers.

## Fares – UK arrivals only

Fares data are used for a number of purposes, by both the ONS and the DfT. The data are collected for 'Non-IT' fares, that is, for people not on package holidays. By definition, passengers travelling on a package will not know the cost of their fare. These are imputed at the processing stage using the known fares that are similar (see eligibility below).

### UK residents

Fares data for UK residents are used:

- for Balance of Payments purposes, to show the amounts paid by UK residents (with UK-origin money) to foreign airlines. (This money contributes to the Civil Aviation account of the UK Balance of Payments, rather than to the Travel account).
- in estimating the overall amounts spent by UK consumers on air and sea travel, both with UK and foreign airlines/sea operators; this is part of the calculation for Gross Domestic Product - GDP.
- in DfT forecasts of international travel. They monitor the range of fares paid by different passengers on different routes to help predict and plan for future demand for travel to different ports.

### Eligibility

1. UK residents on arrivals **and**
2. the respondent is not on a marketed package holiday, not coded 1 or 5 at Q47 **and**
3. the respondent is not on military duty (RFV = 80), embassy personnel (RFV = 84) or merchant navy (RFV = 81) or airline crew (RFV = 82)

## Air Fares

### Q151 Flights covered by the ticket(s)

An analysis by kilometres is done, so it is important to know what the fare covers. If the fare covers more than the flights recorded at QH to L, we cannot use the given fare and one is imputed. If code 2 applies, it is not necessary to specify all the airports (to be) visited. Any analysis is done on the flight or flights that the respondent uses for this visit so any additional flights are not used.

### UK Domestic flights

For UK residents if the fare given includes any UK domestic flights, tick code 3, make a note and try to separate out the cost and deduct it from the total.

### Q152 Cost of ticket(s)

We aim to collect the total cost of the respondent's air ticket, or if applicable the set of tickets for this visit abroad, which have been paid for in advance in the UK. These fares should include air passenger duty. Even if the fare is 'free' for one reason or another, the air tax must still be paid, so check any cases where this is the case. (Air tax for 2012 starts at £12.) This cost is for the 'current' flight. If the cost includes another foreign flight, we do not want the fare, so leave the box blank. (This is covered by Q151.) If the flight is to New York

and then on to San Francisco so that the respondent is only going to New York to change planes, include the total cost. However, if they are stopping over in New York and then flying on to San Francisco, we only want the cost of the flight to New York. In these cases the fare should be keyed as not known and a fare will be imputed by comparing similar actual costs.

**Exclude:**

- any fare for domestic flights within the UK. (See below)
- flights between / within foreign countries if purchased abroad. The IPS will collect expenditure on any such flights, purchased during a visit abroad, in the expenditure questions on the Arrivals questionnaire
- further foreign flights even if the fare was paid for in the UK

**Domestic flights**

If the fare given includes a UK domestic flight, ask whether it is on a separate ticket or paid for as part of a through ticket. If on a separate ticket ask how much it was so that you can exclude it from the international fare. If it was part of a through flight, make a note to the coders who will estimate the appropriate (reduced rate) fare.

**Respondent's fare**

We want to collect the fare for the respondent alone. If s/he is travelling with others and it is not possible to split the fare, enter the full cost at Q152 and the answers to Qs 161 and 162 will enable us to calculate the individual fare. If the respondent is a child, please make it clear at Qs 161-162 that you have given the cost of the child's ticket; otherwise the program will calculate a child fare assuming the given fare was for an adult.

**'Free' flights** - Ask **and record why free to the respondent**. If someone else paid on their behalf, code as DK. If the flight was free for some reason, it is still likely that some tax has been paid. Please ensure that this is included in the cost of the fare.

**'Airmiles' or 'Profile points'** - If a respondent gives a zero airfare at Q151, you need to probe whether someone is paying for the ticket. It is not sufficient to record 'airmiles' as many different schemes exist. For those airmiles which are provided free through for example, the BA airmiles scheme record 'free BA airmiles'. For other schemes such as the Visa profile points, Visa pay for the air ticket so you will need to record 'Visa profile points'. Please ask from whom the respondent obtained the airmiles.

With an airline, such as BA, the airmiles are genuinely provided free because of the respondent's frequent use of that airline and we can therefore accept £0 as being the cost of the airfare. However with products such as Visa, the airmiles are provided because of the frequent use of that product. Despite being free to the respondent there will be a transfer of money from Visa to the airline. Although the respondent does not know the amount, the coders in the office will need to input an estimate for the price of the ticket. It is therefore necessary for you to indicate the type of airmile. If the ticket is a combination of the two, try to obtain an estimate from the respondent on concerning the proportion of the ticket that is each type.

## **Qs153-155 Currency / where ticket purchased**

Record clearly the currency the fare is given in. We need to omit tickets bought abroad, but rather than check with all UK residents whether their ticket was bought abroad, we just check with those who give their fare in a foreign currency (and with any who volunteer that their ticket was bought by a foreign resident). If it was bought abroad, tick code 2 at Q154 and go to Q157.

### **Tickets purchased on the Internet**

We have had a few cases recently where Airline tickets have been bought over the Internet in a foreign currency. It is more difficult here for the respondent to know whether the ticket was purchased abroad or not and therefore for you to know whether we want the fare information or not.

As a general rule, please ask where the tickets were sent from, as this is a good indication of where the company who sold the tickets is based. If there is any doubt, complete as if bought in the UK and mark as a coding query. We will monitor these Internet sales and will issue an update if necessary.

### **Unknown fare**

If the person does not know the fare, ask them to look at their ticket, but check that the price shown is probably what was paid. Make notes if they think it is not, as we will not code that fare. If you cannot get the fare from the ticket, still ask Qs 152-156 and code Q152 as DK. We recognise that now we are collecting fares information from UK residents when they return to the UK that they are less likely to have their ticket available. If they have, that is a bonus.

### **Q155 Single or return**

Ring single/return code for all cases. This is used to calculate a one person single trip cost.

### **Q157 Company or employer paying for ticket**

This question is asked to help reconcile the different reason for visit questions used by the IPS and the Civil Aviation Authority. IPS is primarily interested in expenditure during visits so records reasons for visits rather than reasons for journeys. 'Business' on IPS has a narrower definition than in the CAA survey. The CAA and the DfT use the replies to this question to determine which respondents would be business travellers according to their definition.

** The instructions which follow are complex so it is important that they are read as a whole and that isolated phrases are not taken out of context.**

All passengers apart from children aged 0-17 travelling without an accompanying adult member of their family should be asked:

“Is a company or employer paying for this ticket?”

If the respondent is an employee, the phrase 'company or employer' should **generally** be understood to mean either the respondent's employer or that of the respondent's spouse or partner.

If the respondent is self-employed the phrase 'company or employer' should **generally** be understood to mean the respondent's own business.

There are some exceptions to this general rule, (see below).

Most respondents who answer 'Yes' will be considered as business travellers and all those who reply 'No' will be considered as non-business travellers.

The following cases should be considered as business travellers and coded 1.

- if a business or employer has paid for part of a ticket;
- if airline staff on business are travelling free;
- if a respondent's client has paid for his/her ticket and the reason for visit is 20;
- if a respondent is acting as an air courier;
- if a respondent is travelling on a free economy ticket given to him or her by an airline as a result of their (or someone else's) having bought a first class or business class ticket;
- if the respondent's reason for visit is accompany/join and the individual they are travelling with or to has paid for their ticket but will eventually be reimbursed by a company;

In order to code those passengers who answer 'Yes' to this question whom we do not consider business travellers, additional probing has to be carried out at Q80 when RFV = 10, 11 or 12 and a company or employer has paid for the ticket.

A suitable probe would be:

“Can I just check, why is (COMPANY/EMPLOYER) paying for you to .....?”

#### **When to code 1 for respondent RFV 10/11/12**

- If the respondent is coming/going home on leave in the course of overseas employment and a company or employer paid for the ticket.
- If the respondent is coming/going home on leave and has paid for his/her ticket out of an allowance specially provided for this purpose by his/her employer.
- If a respondent is travelling on holiday or for pleasure and (air) tickets have been provided by a company or employer as an incentive or a gift.

#### **When to code 2 for respondent RFV 10/11/12**

If a respondent is travelling on holiday or for pleasure and

- (air) tickets have been provided by a company or employer as sponsorship (for example, an amateur musician travelling to play in a music festival whose ticket has been paid for by a local firm)
- the holiday flight is free because the respondent is a member of an airline's staff and has used an airline pass

Please note that respondents travelling to do VSO or to work in American summer camps should be coded as business travellers as should students who are being sponsored by an organisation (such as the British Council) which is not their employer.

If a respondent says that their ticket is 'free' please remember to probe to find out who paid for it and, where applicable, why.

Please give full details where you are unable to code and highlight queries for the attention of coders and research.

### **Q160 - 162 Number of people covered by fare**

This information is required to enable the program to calculate a single fare for the respondent, so it is important to code correctly. Please make sure you tick an answer at Q161 so that this is not keyed as a DK. (This will mean that the fare cannot be used in the calculation.)

It is particularly important to code this correctly when a child had been interviewed as the program will apportion the correct fare according to the child's age and where the flight has come from.

In general, the number of people coded at Q160 to 162 should be the same as the number of people in the expenditure group.

## Sea/Shuttle/Eurostar fares

From the data collected in interviews the total amount paid to the shipping company for a single fare for the respondent's journey is calculated. The amount recorded is used for Balance of Payments purposes (i.e. the amount paid by UK residents on fares with foreign shipping lines) and for Gross Domestic Product Purposes (i.e. the amount spent by UK consumers on sea travel).

### Sea fares eligibility

Sea fares are asked of all UK residents except those travelling by lorry or coach, or military personnel on duty. For any of these, tick the appropriate code at Q102 and go to Q200.

If the respondent is a UK resident, travelling with a commercial vehicle other than a lorry or coach, ask,

“Have you paid a freight fare for your van etc. or are you travelling at a passenger rate?”

If the passenger rate was paid, the fares section will apply; if not, code '5' at Q100 and follow subsequent routing.

### Lorry passengers

A UK resident lorry passenger who is given a lift in a lorry and is not working with the driver, should be asked,

“Are you travelling on a freight ticket?”

If they are travelling on a freight ticket, code '5' at Q100 and follow subsequent routing; if they are not travelling on a freight ticket, the fares section applies.

Lorry passengers travelling on freight tickets must not be recorded as 'business' at reason for visit. Only drivers and co-drivers may be coded 'business'. Lorry passengers will normally be coded '10' or '44'. If you find a rare case who is on business of their own, make a note on the questionnaire. (The coders will code them as foot passengers, rather than confuse them with lorry drivers).

### Military personnel travelling with or in military vehicles:

- lorry or jeep drivers and their co-drivers should be coded '5' at Q100. Qs 152-162 do not apply.
- a respondent who is a member of the Forces and travelling as a passenger in a military vehicle should be coded 'E' ('Military') at Q102. Qs152-162 do not apply.

### Q152 Cost of fare

This question applies to all UK arrivals. For foot passengers, try to obtain the individual respondent's fare but if this is not possible note the family's fare. Qs 160-162 will provide the details on how many people the ticket covers.

Respondents may need to look at their ticket or booking information to remind them of the fare. Collect the total cost, e.g. for a car and all its occupants, caravan, cabins, lounge for

outward and return journeys. From the information collected at these questions, a fare for the respondent for a single journey can be calculated.

**If 'free', ask and record why the respondent paid nothing.** If someone else paid for the respondent, coders will estimate a fare.

#### **If DK fare**

Ensure you give the details for both the outward and return journey so that a fare can be estimated. On Eurostar, if the respondent cannot give you the cost of the ticket at Q152, you should note down as much as possible about the ticket e.g. where it starts and finishes, whether it is discounted in any way. This will assist the office coder when coding a fare. Code as DK.

#### **Eurostar extensions**

If the ticket covers more than just the Eurostar trip e.g. a single through-ticket from Manchester to Paris or from Waterloo to Avignon, record the total fare of the through-ticket.

#### **Q157 Company or employer paying for ticket**

This question is asked on behalf of Balance of Payments, ONS. It should be asked of all passengers except:

- lorry / freight ticket respondents
- children aged 0-17 travelling alone i.e. without adult members of their family,
- coach drivers/couriers }
- military personnel } travelling by sea

Where the respondent is **self-employed** the phrase 'company or employer' should be understood to include the respondent's own business; otherwise it should be understood to mean either the respondent's employer or that of the respondent's spouse/partner.

A ticket paid for by a **commercial sponsor** (e.g. for a respondent travelling in an amateur capacity for sporting or cultural reason) would be coded '2' at Q157, not on a business ticket..

#### **Free Eurostar tickets**

Some passengers travelling on 1st class tickets on Eurostar have been given a free second class return ticket. In addition passengers on trains which are severely delayed may be given a free second class return ticket.

Code Q157 according to whether or not a company or employer paid for the original ticket which generated the free ticket. In other words if the respondent who is now on a free ticket has that ticket because he previously travelled first class and if a company paid for the original first class ticket, then code the free ticket as '1' at Q157 (yes, company/employer/own business paid).

## **Q160-162 Number of people covered by fare / in car**

This applies to all those asked Q100 i.e. those in cars or with motorcycles, and foot passengers receiving an 'other' discount or paying a special fare. Some respondents may have tickets which cover more than one car, so the question is asked in addition to Q101.

For foot passengers, we would hope to obtain the fare just for the respondent (and enter '1' in the box). If you can only obtain a family's fare (e.g. foot passenger fares for a family of four including a cabin), ask and record at Q160-161 the number and age composition of people covered by that fare.

For those passengers with cars or motor cycles, the number should normally be the number in the vehicle. If different numbers travelled on the outward and return journeys, record both, and do not code in the box. For passengers in minibuses, you may be given the respondent's share of the total cost, so enter '1' at Q160 or Q162 depending on the age of the respondent.

Please check that Q160 is not misunderstood. When asking 'How many people does this fare cover?', make sure you are given the number of people actually travelling for that fare (e.g. 2), not the number allowed to travel for that fare (e.g. 1 car and up to 4 persons).

If a respondent sharing a car/van answers 'one', ensure you have the cost for the vehicle and all passengers and the corresponding number of people. Legitimate exceptions are respondents hitching a lift who may pay the foot passenger fare separately.

## **Q200-201 Classification section**

Some of the information collected about the respondent (e.g. sex and age group) is used when processing the data to impute expenditure for similar respondents whose expenditure we do not have.

It is also used by VisitBritain and others, to help them analyse the travel behaviour of different types of people.

**Note:** We do not need this information for short-side interviews.

### **UK Arrivals interviews and Foreign Departure interviews**

**Sex** is coded and **age group** asked.

You may want to give an introduction to say that we are going to ask the respondent some questions about themselves (this helps response). Use wording that you are most comfortable with.

### **Q200-201 Sex and age group**

Code respondent's **SEX**, and ask **AGE GROUP**. Interviewers must remember to ask the sex of babies. The age of any respondents under 16 should be asked and recorded at 201a as this is used to calculate the air fare.

The **youth party** code 3, should only be used when young people comprise the whole party, e.g. a school group. It does not include young people travelling in a mixed age party. A party comprises a minimum of ten people.

Sufficient information will normally be gained at the fares question to code correctly without any further questioning but if there is any doubt whether or not any respondent is part of an organised youth party, check this information.

Teachers etc., aged 16-24, who are in charge of school/youth parties should be included in category 3.

## Qs A to P Flight section

### QA Site code

For information, a list of the codes are below.

| <b>Airport</b>     | <b>Code</b> |
|--------------------|-------------|
| LHR T1             | 111         |
| LHR T3             | 131         |
| LHR T3 Port Health | 132         |
| LHR T4             | 141         |
| LHR T4 Port Health | 142         |
| LHR T5             | 151         |
| LHR T5 South       | 152         |
| <br>               |             |
| LGW South          | 181         |
| LGW South Irish    | 189         |
| LGW North          | 191         |
| LGW North Irish    | 199         |
| <br>               |             |
| Stansted           | 201         |
| <br>               |             |
| MAN T1             | 211         |
| MAN T1 Irish       | 219         |
| MAN T2             | 221         |
| MAN T3             | 231         |
| <br>               |             |
| Luton              | 241         |
| Luton Irish        | 249         |
| <br>               |             |
| BHX Main           | 311         |
| BHX Main Irish     | 319         |
| BHX Euro           | 321         |
| <br>               |             |
| Aberdeen           | 331         |
| Belfast            | 341         |
| Bristol            | 351         |
| Cardiff            | 361         |
| East Midlands      | 371         |
| Edinburgh          | 381         |
| Glasgow            | 391         |
| Leeds/Bradford     | 401         |
| Liverpool          | 411         |
| London City        | 421         |
| Newcastle          | 441         |
| Prestwick          | 451         |
| Bournemouth        | 461         |
| Doncaster          | 471         |
| Southampton        | 481         |

Aviation authorities and the Department for Transport (DfT) use the information collected in this section to monitor the use of services and to inform them when developing or implementing licensing policies and the provision of facilities and services. It is also used to monitor the use of UK and foreign airlines for Balance of Payments purposes.

Passengers are often vague about their flight details so there is an onus on interviewers to use other sources of information available to try to piece the story together. Apart from questions addressed to respondents, use the day's flight lists (Mayfly), the flight indicator boards and local knowledge of airlines which operate from the airport - which ones are charter and which parts of the world they serve.

Record full details of complications such as diversions and combined flights on the Mayfly. On the questionnaire note 'diverted' or 'combined' and record the operator and number given on the respondent's ticket, but do not code.

### **QF Record the time of the interview**

#### **QH Flight number**

Give the full flight number. This is necessary for checking the flight's origin/destination. This is asked at the beginning of the interview on departures so that if the flight is boarding, you do not cause the respondent to miss their flight.

#### **Multi-sector flights**

There are a number of multi-sector flights encountered on arrivals in the course of the IPS which change flight numbers before the final inward leg of the flight.

An example would be the three-sector, BA flight from London Gatwick to Montego Bay, Kingston & back to Gatwick. For the first two sectors of the journey, that is from Gatwick to Kingston the flight number is BA265. From Kingston to Gatwick the flight number changes to BA264. Passengers joining the flight at Montego Bay to fly to Gatwick give their flight number on arrival as BA265 unaware that this has changed at Kingston. If these passengers were to be coded as having arrived on BA265 this would be flagged as an error since there is no such arrival flight. The solution is to treat them as if they had changed planes in Kingston from BA265 to BA264. In this way their flight number will be valid for an arrival at Gatwick.

Please use this as an example of how to deal with other similar multi-sector flights.

Keying flight numbers enables the Office to gross up the number of respondents in the air sample, not simply to a crude total of all air traffic but more precisely to the amount of air traffic on a specific route.

If respondents do not know their flight number, check for it on either their boarding card or their ticket. Try to establish the airline they are travelling with and their origin/destination if they do not know the number.

## **QJ Airport joined/leaving flight**

This airport must be the one the respondent is going to/arriving from on this particular flight, (either to change planes or for another reason).

For airports in the USA and Canada please ask and record the state or province for all except the very largest and most commonly-used airports.

### **Remember**

- Refuelling stops do not count.
- Certain flights have a change of number. We want to code the airport at which the flight number changes.  
e.g. SQ21 goes to Perth.  
At Singapore the number changes to SQ21A.  
Singapore would be the airport coded, not Perth.

If you are aware that the given airport does not tie in with the flight number or could be a resort name rather than an airport (e.g. the flight goes to Treviso but the respondent says Venice), ask to see the ticket.

### **Exclude internal domestic flights:**

Exclude passengers who use the domestic leg of an international flight to fly from the sampled airport from which they leave the UK. For example, your respondent flies BA19 Manchester to Heathrow (BA 19 goes on to Hong Kong) then BA 917 Heathrow to Kuwait. Provided the respondent cleared immigration at the sampled airport, only record details of the flight out of the UK (BA 917) and note via LHR or wherever.

## **Qs K and L Changes of plane**

The DfT and the Civil Aviation Authority are interested to know what proportion of travellers using UK airports take indirect flight routes, because the granting of licences for direct services is affected by the number who use indirect services. The data collected also provide information on the market for services between the UK and transit 'gateway' airports.

**Arrivals:** "Did you go there just to change planes or did your air journey start there?"

If changed: Ask second airport (QL),

**Departures:** "Are you going there just to change planes or will your air journey end there?"

If changing: Ask second airport (QL).

The clients compare the use of direct and indirect routes.

**'Just to change planes'** - include anyone who travels via that airport for no other reason than to change planes, even if it involves an overnight stopover.

**'Starts there'/'Ends there'** - should include anyone who had a reason for travelling via that airport other than to change planes.

You may not recognise the name of the airport at which the respondent's air journey started or ends. If so, ask and record which country it is in. For airports in the USA or Australia ask for the state also.

For unlikely combinations of airports check that you understood correctly - e.g. the respondent says that he has flown from Delhi via Nairobi or from New York via Karachi. Also be alert for respondents who do not register that you are asking only about air journeys and tell you the holiday resort from/to which they travel by coach or train.

### **Qs M and N Flight type and origin/destination**

These items are not asked of the respondent. Use a copy of the Mayfly if it is available to code this question. You may also be able to get the information from the flight boards.

Wherever possible, check QF to L against the Mayfly for consistency. Correct discrepancies or explain. Note if you think the respondent gave the wrong answer. If the flight is not listed, checking with the airline/ handling agent where possible, and try to resolve it. If not, note that it has been investigated and no solution found.

This information is required in order for us to weight the data to correct passenger figures. We are given the number of passengers travelling from particular places and this is based on the Mayfly rather than whether passengers change planes.

## Sea/Shuttle/Eurostar journeys

### QA Site code

For information, a list of the codes are below.

| <b>UK Seaport</b> | <b>Foreign Port</b> | <b>Code</b> |
|-------------------|---------------------|-------------|
| Dover             | Calais              | 611         |
|                   | Dunkerque           | 612         |
|                   | Boulogne            | 613         |
| Portsmouth        | Cherbourg           | 631         |
|                   | Le Havre            | 632         |
|                   | St Malo             | 633         |
|                   | Caen                | 634         |
|                   | Bilbao              | 635         |
| Southampton       | Queen Mary          | 641         |
| Poole             | Cherbourg           | 651         |
| Plymouth          | Santander           | 661         |
|                   | Roscoff             | 662         |
| Harwich           | Hook                | 671         |
|                   | Esbjerg             | 672         |
| Newcastle         | Stavanger etc       | 681         |
|                   | Amsterdam           | 682         |
| Hull              | Rotterdam           | 691         |
|                   | Zeebrugge           | 692         |
| Pembroke          | Rosslare            | 701         |
| Fishguard         | Rosslare            | 711         |
| Holyhead          | Dublin              | 721         |
|                   | Dun Laoghaire       | 722         |
| Rosyth            | Zeebrugge           | 731         |
| <b>EuroTunnel</b> |                     |             |
| Tourist           |                     | 811         |
| Freight           |                     | 812         |
| <b>Eurostar</b>   |                     |             |
| St Pancras        |                     | 911         |
| Ebbsfleet         |                     | 921         |
| Ashford           |                     | 951         |

### **QB Sampling interval**

This is only required on sea schedules as all other ports have fixed sampling intervals. Sea and Eurotunnel shifts (also Freight shifts) use a different sampling interval depending on the number of passengers. Enter the interval you have used e.g. 10, 15, 20, etc.

**i** NOTE: Use the Sampling interval as on the C4 paper copy. If the CADI has a different number, check with SM and/or Head Office to ensure using the correct one. If unsure ALWAYS use the C4 and inform Head Office what you have used.

### **QC Shift/ am/pm/night shifts**

Time of shift is defined by your sample sheet. Tick the appropriate code.

Night shifts are only for sea and Eurotunnel at present.

### **QE Shuttle Crossing**

This is only on Sea schedules. It is the number of the crossing; in most cases this will be F (for first crossing). EuroTunnel and Dover crossings may require a code S (second crossing).

This information is used when the data are weighted as we need to know the number of crossings/shuttles sampled.

### **QF Record the time of the interview**

When interviewing on-board a boat code the actual time of interview otherwise record the time the respondent was selected and interviewed.

### **Qs G and H Ship/train and shipping Line**

Code the shipping line and the name of the ship for sea journeys.

### **QJ Port going to/coming from**

For crossings, shuttle journeys and some quayside shifts, this information can be recorded and coded without asking.

For respondents on a **cruise (RFV 17 or 18)**, record the furthest port of call on the trip. For respondents on a **North Sea mini-cruise**, record the port at which they disembark for a few hours. For a **river cruise**, record the main country cruised through.

For respondents who are 'Turn-round/stay on board', record the port that the boat has put into although the respondent has not disembarked. You will obviously not know that they are stay on boards as on the short-side interview you will have not collected reason for visit. Therefore just be aware that you will still need to code port for this group.

Direct Eurostar trains to Euro Disney are coded as Paris.

If a boat is diverted, code the port which it is diverted to, and make a note.

For Newcastle, some boats visit more than one port picking up passengers. Respondents must identify where they embarked.

## Q220 Response

Tick appropriate response code at Q220.

### Code 1 - Completed interview

Code 1 applies only if all main IPS questions which are applicable to that contact (including the migrant section where applicable) have been answered sufficiently for a code other than a don't know to be entered.

### Code 2 - Partial interview

There must be valid answers for questions 1 to 30 to achieve a partial interview otherwise the interview is considered a minimum.

Code 2 is used to indicate that there are some 'no answers' on later questions in the main IPS, (e.g. because contact refuses or there is a language barrier and you curtail interview). For some cases information may have to be imputed.

### Code 3 - Minimum

The minimum required here is a valid answer for nationality and country of residence. It should be used if reason for visit, date visit began, or country visited are not obtained, even if subsequent questions are answered. Note that both nationality *and* residence **must** be collected for a minimum to be used.

### Code 4 - Non-contact

A non-contact occurs when for some reason

- you are unable to approach the person eligible for interview, or, having approached, are unable to establish contact, e.g. passenger is late for the flight and is rushed to the aircraft by airline staff.
- when the contact does not speak any of the languages for which language questionnaires are provided.
- where on boats, a description was taken but you ran out of time to find the contact.

Record the reason for the non-contact and fill in the time the non-contact occurred on the schedule.

### Code 5 - Refusal

Code refusal when the contact appears to understand what is required of him/her but refuses to answer any questions; or whenever you feel you are being ignored or evaded by the contact; or that s/he is pleading ignorance of the language because s/he does not wish to answer any questions (however use of a language questionnaire may get some information and should be used if at all possible). If someone else (e.g. a partner) refuses on behalf of the contact, this should be counted as a refusal.

Record an explanation of the refusal including what the contact said.

### Codes 7-9, 0 - Ineligible.

These codes apply when the person identified as the 10th/25th etc. passenger (depending on the interval) is not eligible for interview.

In ideal circumstances, only those people who are eligible for interview would be counted, but at most air and sea ports conditions are such that, inevitably, some people who are not eligible for interview have to be included in the count.

In order to make a detailed analysis of the composition of the 'ineligible' traffic picked up by IPS, the following categories should be coded separately at Q220.

#### **Code 7 - Staff**

Normally staff on duty at the sampled port are not counted, but during busy periods, or where they are not easily identifiable, it is sometimes necessary to include them in the count. Such people, if selected, should be coded in this category and the type of staff recorded, e.g. Immigration, Cleaner, Security. Boat crews on duty and staff working regularly on board, e.g. in shops, for entertainment, are ineligible and coded 7.

#### **Code 8 - Recrossed**

Each passenger crossing the counting point for the first time in a day is eligible for interview, but anyone who becomes a contact when recrossing the counting point is not eligible for interview. Some recrosses are recognised as such by the person counting. Others are only discovered by questions. If a passenger could be a recross, e.g. s/he is carrying no bags or you know some passengers have been allowed airside, ask if it is their first time in the lounge that day and, if not, make them ineligible.

People on delayed flights who have been landside for rest and refreshment are ineligible if:

- they started their journey in the UK or
- they joined the flight abroad and expect to rejoin the same flight on the same day they arrived

#### **Code 9 – Domestic**

As some airports are putting all passengers through one gate and it is difficult to identify who are domestic and who are non-domestic, a passenger travelling only within the UK will be sampled. In these cases tick code 9 to indicate a domestic traveller.

#### **Code 0 - Other ineligible (specify)**

Any other person who is not eligible for interview, e.g.:

- those travelling on military charters
- those travelling on a delayed flight not going out until after midnight at regular airports where there is no night shift
- persons meeting passengers
- people on the return leg of a stay-on-board trip
- passengers going landside for rest and refreshment because their flight is delayed, provided they fulfil the conditions given above under Code 8 (recrossed)
- people going ashore just for the day from a long-haul cruise calling at Southampton

- passengers whose plane, boat or train did not reach its destination but returned to the UK because of, for example, engine trouble. These contacts are ineligible on their arrival back in the UK and on their subsequent departure (in cases where they can be readily identified)

**On freight shuttles** we interview lorry (freight) drivers and their passengers only. Anyone else is ineligible and should be recorded at the correct category.

### **Date and name**

The **Date** on which the interview took place should be coded, using digits only. Code the months numerically from January (1) to December (12). You do not need to include leading zeros and the year is already inserted. Please pay particular attention to getting the day clear as there are problems getting this recognised by the pen software.

On Sea crossings, the contact may be interviewed on a night crossing on a different date from that when the boat sailed. For Departures, code the date the ship sailed, and for Arrivals, code the date the ship will dock.

Write your **surname** clearly where indicated, and enter your **authorisation number** in the adjacent box (that's the number on your identity card).



**Interviewer notes page**

## Section 9 Trailers

Trailers are extra pages in the interview. These are for special cases: Students, Foreign Employees and Migrants. (NOTE: the migration trailer is also used for those respondents who will be moving from their country of residence for a shorter time i.e. three months or more). These are used to give more, or different details, about these particular respondents.

Detailed information on each trailer is the focus of this section.

### Employee Trailer

The trailer is asked on behalf of the Balance of Payments. It was introduced because the Balance of Payments moved to two new accounting systems - BPM5 (Balance of Payments Manual 5), and ESA 95 (European System of Accounts 1995). The main change which affects the IPS is that:

“personal expenditure by seasonal, border and other non-resident workers in the economies in which they are employed” is shown separately in the Trade-in-Services section of the Travel Account of the Balance of Payments.

Under BPM5, the expenditure of UK residents while working abroad should be seen as a debit to the UK Balance of Payments and their income from working abroad should be seen as a credit. The reverse applies to Foreign residents working in the UK.

The trailer is asked to Arriving UK residents and Departing Foreign residents, and replaces the main expenditure section. The main aim of the trailer is to collect total expenditure and income on the visit.

As we are only interested in personal expenditure, if the respondent did not pay for anything i.e. a foreign company paid, we do not want to include this expenditure. (It is unlikely that the respondent will know how much was spent anyway.)

### Eligibility

The trailer applies to **respondents who work in a country which is different to the one in which they are resident**. The 2 main groups which fall into this category are **international commuters** ('border' workers) and **people on short-term contracts** ('seasonal' workers, who spend less than 12 months in their country of work).

All respondents with RFV 23, 24 or 25 are eligible for the trailer. Respondents with RFV 25 may be found ineligible after the first trailer question is asked (see Q.T1), but a trailer must be completed to show this is the case.

### **Source of money**

The important difference between the trailer and the main expenditure section is that for the trailer both UK and foreign source money are included. A respondent who works in a country which is different to the one in which s/he is resident, is likely to have more complicated financial arrangements. The trailer has been designed to be more appropriate to the expenditure of these respondents, rather than the main expenditure section, which is designed primarily for tourists.

### **T1 Whether completed paid employment**

This question is asked to respondents with RFV 25 - looking for work. We need to establish whether they have actually completed any paid employment, and therefore are eligible for this section of the questionnaire. If they have not completed any work, then tick 'no'; code 'no paid employment' at the outcome question T8, and return to Q47 on the main questionnaire. To maintain the flow of the interview, you may check at the RFV question, whether a respondent with RFV 25 actually completed any paid employment, before going onto the trailer. However, a completed trailer **MUST** be returned for every respondent with RFV 25, even if they turn out not to have done any paid work.

### **T2 Whether self-employed**

The purpose of this question is to find out the proportion of these respondents who are self-employed. The reason for this is that BPM5 defines the self-employed in a slightly different way to the IPS. If a high proportion of respondents completing the trailer are self-employed, then this will affect the quality of the data produced by BOP, and we may need to think about changing our definition. However if only a small proportion are self-employed, we do not need to worry.

### **T3 Money brought into country of work and spent**

Data from this trailer are used to produce both the Travel Account of the BOP, and the Tourism statistics for DCMS, the EU and others. As part of the Tourism statistics, the amount of money brought into the country visited and spent, is shown separately.

As in the main expenditure section, begin asking these expenditure questions with an introduction. A suggested introduction is given on the trailer.

### **T4 Additional expenditure**

In order to establish total expenditure, you need to collect any other expenditure in addition to the amount at T3. To help both you and the respondent, different types of expenditure are listed. You do not have to record expenditure in each category - they are there to help you ensure the respondent includes all expenditure in the total figure. You may wish to show the list to the respondent if they have language difficulties.

Some respondents are more aware of their expenditure than others. Even if they give you a figure without prompting, please check at least a few of the categories, to make sure they have included everything.

We collect total actual expenditure for the visit. If a commuter pays 3 months rent, whilst on a weekly trip to work, we include all the rent and do not work out a weekly amount. Should

we sample the same person the following week, we would not include anything for rent, because it was paid on the previous visit.

#### **T5 Credit card check**

This question checks that expenditure using credit cards has been included. Remember we are not concerned with the source of the credit card. If the respondent has additional expenditure using a credit card, add this to the total at T4. You may wish to check this before you enter the amount in the box at T4.

#### **T6 Before / After check**

As for T5, this question is also a check for expenditure that may have been excluded because it was paid before or after the visit. It mainly applies to respondents who go out to work for a fixed period. We only have one chance to collect all their expenditure relating to the visit, when they leave their country of work / arrive back in their country of residence.

However, you must be particularly careful when interviewing respondents who commute that you do not double-count expenditure which we may have picked up on a previous interview. For example, if an international commuter paid the rent for the current visit during the previous visit, we would not include this, as s/he could also have been sampled and interviewed on the previous visit.

#### **T7 Income**

We need to know the respondent's gross income, ideally on this visit. The respondent is more likely to tell you this information if you introduce it and tell them why we want to collect the information.

Do not sound nervous or hesitant about asking this information, or the respondent is less likely to answer. If you smile, introduce the topic (a suggested introduction is given) and ask confidently, the vast majority of respondents will answer the question. You need to collect both income and expenditure for the trailer and interview to be coded 'complete', as the way the information is used for the Balance of Payments requires both amounts.

Ideally, we want to collect gross income earned on this visit. However, for some types of respondent (e.g. commuters) it may not be easy for them to work out the income for the visit. In this case, obtain an annual, monthly or weekly figure, so that the amount for the visit can be calculated by the clients, using the information on length of visit. Code the type of income collected at T7a. Enter the amount at T7b.

#### **T8 Outcome**

Complete the trailer by coding the outcome and follow the routing back to the main questionnaire. The routing depends on Reason for Visit, and whether it is a Departure or Arrival interview. You need to have answers to all questions (except T2) for it to be coded complete. If T2 only is missing, it may still be coded complete.

 **Please complete the questionnaire number in the top right of the page.**

## Common complications with expenditure and income

- If the company has paid for something **direct**, e.g. accommodation, you should not include it in the expenditure.
- If the company **refunds** part of the expenditure, e.g. on accommodation, you should include the amount spent at T4, AND include the amount refunded in the income question T7b.
- If a respondent is given an **allowance** to cover their expenses, please calculate their actual expenditure at T4, include the allowance at the income question, T7b.
- **Bonuses** should be included in the respondent's income where possible. They should relate to the type of income you are entering e.g. if entering income for the visit, bonus payments for the visit should be included. If a respondent giving gross annual income says their bonus varies from year to year, please ask what they were paid last year as a bonus.
- We are interested in **all income earned in the country of work**. If a respondent has more than one job in the country visited, take income from both jobs according to whether you record income for the visit or gross annual income etc.
- If a respondent also has **a job in their country of residence**, do not include that income. To avoid unnecessary complication, please try to collect income earned on the visit where possible.
- Do not include **income from other members of the expenditure group** unless it was also earned in the respondent's country of work.

 Please make thorough notes on the trailer of any problems or queries you have. Each trailer is looked at by the editing team. Not only will your comments help sort out that particular case, but will enable us to make decisions and inform others what to do if the same situation arises.

## Student trailers

### On Departures, page 1 – Long trailer

#### Screen

Foreign passport holders who are UK residents at Q8.

#### Eligible

Respondents who are studying at colleges and Universities in the UK (including '20' students but excluding school children)

#### and

- who did not live in the UK before beginning their studies **or**
- who lived in the UK for less than 12 months before beginning their studies **or**
- who spent 12 months or more at secondary school here before starting their studies

#### Include

- respondents who have finished courses but had a short break in the UK before going home; they are still in 'student mode'.

#### Exclude

- respondents who have finished their courses and taken a job in the UK that is more than a means of earning money in the vacation; **they are no longer in 'student mode' - they are financed from the UK and have become UK residents.**

**Q1** Date of last arrival in the UK

**Q2** Check respondents' **main** reason for their latest visit. It may not be 'study', despite what they said when screened, and as a result they may not be eligible for the trailer. Alternatively, they may indeed be still in student mode and therefore eligible even though they give a reply other than 'study' here. Please remember what we are trying to find out here and probe accordingly.

**Q3** If respondents' courses last for less than a year check - and if necessary amend - their residence. Respondents on short courses who are UK residents are eligible for the Trailer; there is no other way of picking up their expenditure on education in the UK.

**Q4-6** These questions serve the same purpose as on the main questionnaire.



**Any respondent who is not asked Q7 is ineligible for the trailer.**

**Q7-8** Students may not have the same length of stay as their families (shortage of money may have prevented them from returning home as often as their spouses and children) so joint expenditure may not be applicable.

**Q9** The rules for eligibility of money are the same for the trailer (bearing in mind that these respondents are being treated as **Foreign residents**) as they are for the main questionnaire.

Please exclude expenditure on fares to and from the UK. Students leave the UK far more often than was imagined originally so it is likely that money bought in and spent here will be used to finance foreign travel.

**Q10** Use this question to check for any other money that has been spent. Prompt for each item where necessary, or ask for expenditure per week or per month Write notes where you are unsure, so that it can be coded in the office.

Make sure you add any expenditure given at Q9 to Q10 before putting in the box after Q10. Alternatively, leave the box blank and the amount will be calculated in the office.



**The instructions in boxes on the Trailer give guidance on the eligibility of different sources of money.**

**Money paid anywhere by the British Council or the Malaysian Students' Bureau is eligible.**

**Q11** Students may spend money on hotels before moving into digs or a hall of residence.

**Q13** Where course fees are paid, we need to ensure we have the correct proportion of fees **for this visit**. If the course is in a university, each year is assumed to last for 3 terms. For example, if a student has been in the UK from April to August, one term's fees will have been paid for this visit. Hence the fees will be a third of the annual cost and not 5/12. Please try and write down the fees and the period they cover.

Do not be too concerned with calculating the fees at this stage as it can be done in the office, providing you supply all the required information.

**Q15** Some of the respondents with whom you start to administer this Trailer will turn out to be ineligible. When this happens code 'X' at Q15 **and return to Length of Stay (Q11)** on the main questionnaire.

**Completed trailers** are ones in which no information that is to be keyed is missing or is coded 'not known'. This will include cases where you have not actually calculated the costs, but have supplied enough information for the coders to add this.

**Partial trailers** have at least one piece of keyed information missing or coded 'not known'.

**Not asked** should be coded when Qs 16 indicated that the respondent would have been eligible for the trailer but you decided not to proceed. **Please write full reasons for your decision on the trailer questionnaire.**

**Refused** should be coded when respondents refuse to complete the trailer before any information that is to be keyed has been obtained.

** Write the questionnaire number in the box. This number MUST correspond with the number on the main questionnaire.**

## On departures, page 2 – short trailer column 1

### Screen

UK passport holders who are Foreign residents at Q20

### Eligible

Respondents who are studying abroad (including '20' students but excluding school children) and

- who did not live abroad before beginning their studies **or**
- who lived abroad for less than 12 months before beginning their studies **or**
- spent 12 months or more at secondary school abroad before beginning their studies

This trailer is designed to check the respondent's reason for visit **abroad** and whether it is for study.



**Respondents on short courses who are Foreign residents are eligible for the Trailer.**

All respondents, both eligible and ineligible, are routed to Q23 to continue the main interview.



**Please complete the questionnaire number in the top right of the page.**

## On arrivals, page 1 – long trailer

### Screen

UK passport holders who are Foreign residents at Q8

### Eligible

Respondents who are studying abroad (including '20' students but excluding school children) **and**

- who did not live abroad before beginning their studies **or**
- who lived abroad for less than 12 months before beginning their studies **or**
- spent 12 months or more at secondary school abroad before beginning their studies

### Include

- respondents who have finished courses but had a holiday abroad, possibly in a different country from the one in which they were studying, before coming home; **they are still in 'student mode'**.

### Exclude

- respondents who finished their courses and took a job abroad that was more than a means of earning money in the vacation; **they are no longer in 'student mode' - they are financed from abroad and have become Foreign residents.**

**Q1** Date of last departure from the UK

**Q2** Check respondents' reason for their latest visit abroad. It may not be 'study', despite what they said when screened, and as a result they may not be eligible for the trailer.

**Q3** If respondents' courses last for less than a year check - and if necessary amend - their residence. **Respondents on short courses who are Foreign residents are eligible for the Trailer; there is no other way of picking up their expenditure on education abroad.**

**Q4-6** These questions serve the same purpose as on the main questionnaire

**Any respondent who is not asked 7 is ineligible for the trailer.**

**Q7-8** Students may not have the same length of stay as their families (shortage of money may have prevented them from returning home as often as their spouses and children) so joint expenditure may not be applicable.

**Q9** The rules for eligibility of money are the same for the trailer (bearing in mind that these respondents are being treated as **UK residents**) as they are for the main questionnaire.

 **The instructions in boxes on the Trailer give guidance on the eligibility of different sources of money.**

**Q10** Use this question to check for any other money that has been spent. Prompt for each item where necessary, or ask for expenditure per week or per month. Write notes where you are unsure, so that it can be coded in the office. Make sure you add any expenditure given at Q9 to Q10 before putting in the box after Q10. Alternatively, leave the box blank and the amount will be calculated in the office.

**Q11** Students may spend money on hotels before moving into digs or a hall of residence.

**Q13** Where course fees are paid, we need to ensure we have the correct proportion of fees **for this visit**. If the course is in a university, each year is assumed to last for 3 terms. For example, if a student has been in the UK from April to August, one term's fees will have been paid for this visit. Hence the fees will be a third of the annual cost and not 5/12.

Please try and write down the fees and the period they cover, but do not worry about making the calculation yourself. As long as we have all the required details, the final amount can be done by the coding and editing team. If all the relevant detail is written on the trailer, this can be counted as completed even if you haven't filled in the expenditure boxes yourself.

**Normal IPS rules for coding fee expenditure apply.**

**Q15** Some of the respondents with whom you embark on this Trailer will turn out to be ineligible. When this happens code 'X' at 15, and return to the main questionnaire, Q11.

**Completed trailers** are ones in which no information that is to be keyed is missing or is coded 'not known'.

**Partial trailers** have at least one piece of keyed information missing or coded 'not known'.

**Not asked** should be coded when Q16 indicated that the respondent would have been eligible for the trailer but you decided not to proceed. **Please write full reasons for your decision on the trailer questionnaire.**

**Refused** should be coded when respondents refuse to complete the trailer before any information that is to be keyed has been obtained.

 **Please remember to fill in the questionnaire number at the top right of the page.**

## On arrivals, page 2 – short trailer column 1

### Screen

Foreign passport holders who are UK residents at Q20.

### Eligible

Respondents who are studying at colleges and Universities in the UK (including '03' students but excluding school children) **and**

- who did not live in the UK before beginning their studies **or**
- who lived in the UK for less than 12 months before beginning their studies **or**
- who spent 12 months or more at secondary school here before starting their studies

This trailer is designed to check the respondent's reason for visiting the **UK** and whether it is for study.



**Respondents on short courses who are UK residents are eligible for the Trailer.**

All respondents, both eligible and ineligible, are routed to Q23 (departures) or 25 (arrivals) to continue the main interview.



**Please complete the questionnaire number in the top right of the page.**

## Migration trailers

All UK residents who intend to stay away from the UK for more than **three** months, or foreign residents who intend to stay in the UK for more than three months, are routed from Qs11-15 on the main questionnaire (arrivals for foreign residents and departures for UK residents) to the migration trailer.

Those intending to stay for 3 months or more but less than 12 months are referred to as short-term migrants, those staying for 12 months or more are referred to as long-term migrants. Long-term migrants are asked a small number of additional 'migration' questions (Q34 to Q37).

One of the problems with using the IPS to collect data on migration is that we can only ask respondents how long they **intend** their visit to last. Inevitably, some of these people will change their minds and it is this group we are trying to identify with questions 19 and 36 on the trailer. (These are similar to those on the main questionnaire at Q24.)

 **Note:** Before asking any questions note which part of the sub-sample sheet the sampled contact has come from.

- If a Travel and Tourism contact (a shaded line on the sub-sample sheet) tick 2;
- if a migrant contact (a non-shaded entry on the sub-sample sheet) tick 1.

### Q1-37 Short- and long-term migrants

Data on migration are politically sensitive and details collected in the IPS may be needed at any time. The relatively small number of migrants in the sample means that trends derived from the survey can be affected by errors in individual interviews. The collection of accurate data is therefore very important.

### Definition of migrant

There are two internationally recognised migrant definitions.

A **long-term migrant** is someone who is, at the point of entering or leaving the UK, intending to stay in or away from the UK for 12 months or more. Thus it is length of stay plus country of residence until today and not reason for visit, which determines whether or not someone is a migrant.

A **short-term migrant** is someone who is, at the point of entering or leaving the UK, intending to stay in or away from the UK for three months or more but less than 12 months (formerly called a long or medium stay visitor).

 The Migration Trailer is completed on **Arrivals** if:

the respondent intends to stay, work, or study in the UK for at least three months before returning to live abroad (codes 2-6 at Q11 on the main questionnaire) or there is some possibility that s/he will remain for at least three months (code 7 at Q11), excluding short trips away from the UK for any reason during this period

**and**

the respondent has not already started living/working/studying in the UK.

 Similarly, the Migration Trailer on **Departures** applies if the respondent is leaving the UK and may be living away from it for more than three months (i.e. if coded 2-6 or 7 at Q11), excluding short trips back to the UK **and** the respondent has not already started living/working/studying away from the UK.

In addition the migration trailer applies to people who, although they have stated that their intended length of stay is less than three months, if they were to work during that time may extend their stay to longer than three months (Qs14 and 15 on the main questionnaire).

### **Q1-7 Reason for visit (RFV)**

The instructions for RFV on the main questionnaire apply in addition to the following:

#### **Initially holiday (10), visiting family (11) or friends (12)**

These 'leisure' reasons for visit must not be used for migrants, so recheck the reason e.g. 'For what reason are you visiting relatives?' If the main reason for migrating is that they want to join family, RFV is 'Accompany/join', Code 44. If the visit is an extended holiday for 12 months or more, RFV is Other, Code 45; however check that that the respondent is not on a working holiday, Code 27.

Although codes 10-12 can be used for **short-term** migrants, please check as above as to whether they are the most appropriate codes.

#### **Not settled/settling in just one country abroad**

UK residents who are leaving the UK to live abroad for three months or more but who will not live in just one country should also be treated as migrants. Record at Q7 on the main questionnaire the country in which they intend to live for the most time.

#### **Off-shore:**

**UK residents** going to live abroad for three months or more, who will be working on an oil rig or other off-shore installation (not Merchant Navy), should be treated as migrants. This is because a UK resident going to work abroad for three months or more on an oil rig or off-shore installation is likely to have a permanent home base on-shore abroad.

**Foreign residents** coming to the UK to do similar work for three months or more will not be treated as migrants unless they have a permanent base or home on-shore in the UK. Foreign residents working on UK off-shore installations are likely to commute home between periods of work. They are only migrants if they do not go home, to another country, and have a UK offshore base.

Note that there are some additional RFV codes compared with the main questionnaire. These are:

- |    |                           |
|----|---------------------------|
| 27 | Working holiday           |
| 46 | Religious pilgrimage      |
| 50 | Asylum seekers            |
| 51 | Emigrating/immigrating    |
| 52 | Coming/going home to live |

In addition those codes that do not apply to migrants, unless it is felt that more probing is required, have been removed, e.g. watching sport, personal shopping, etc.

Note that there are some RFV codes that are routed straight out of the trailer at Q2. As we no longer ask RFV on the main schedule, ineligible respondents are only discovered at this later stage.

## Departures Only

### Q8 Main factor for leaving the UK

There are a large number of UK residents leaving the country who simply say they are emigrating. The Migration Unit would like to know what influences them to go. This question will be recorded verbatim and the verbatim reply keyed directly into the CADI. The responses we get may be used at a later date to produce a list of likely categories when we can then use a pre-coded frame. The sorts of answers we are expecting are 'fed up with the weather/government', 'worried about the level of crime' etc. Do not make any suggestions to the respondent at this question as it is purely an opinion question.

**Note:** although we ask you to try and get a more accurate RFV at this stage, some respondents do not have any reason other than emigrating. Although we get a small number of these each year, the information obtained at this question is still useful to the Migration Unit.

## Arrivals Only

### Q13 Likelihood of working

This question is used to identify the number of people who are likely to work while in the UK. Other sources of data e.g. National Insurance Numbers, collect information on migrants who work and answers to this question enable the differing sources to validate one another.

Note that this question is an 'Ask or Record'. If you have already been told that the respondent is going to work while in the UK then simply code 'Yes' without asking the question.

### Q14 Town in UK

This question is used to estimate the effects of international migration on the distribution of population within the UK. It is important to give **town and county**. UK residents are asked about the village/town/city that they have been living in for the last twelve months and overseas residents about the village/town/city they are going to live in.

When a respondent provides a response of a conurbation, e.g. London, Greater Manchester, Birmingham, etc., they should be asked for either a precise place name in the area or the postal district or even the postcode. This detail is necessary because a number of administrative areas can be included within a conurbation and immigrant groups have a tendency to cluster within one or two of these, thus affecting local population estimates.

If an arriving contact will be living in more than one town during the next 12 months, record the town in which s/he will spend most time. If equal times in each, record the first s/he will live in. If the town is not yet known, ask for any details known so far by the respondent. For a departing contact who has lived in more than one town in the last twelve months, again record the one s/he has spent the most time, or if equal times record the last place lived in.

### **Time in Irish Republic**

If you discover at this stage that the respondent has included time to be spent in the Irish Republic, recheck the time they will live in the UK, excluding the Irish Republic. Only continue to treat as a migrant if they fulfil the definition.

### **Arrivals only**

#### **Q15 and Q16 Do you expect to move**

These questions record the level of uncertainty of arriving migrants as to where they will settle in the UK. Wherever the contact informs you that they will be living you are now required to ask **Q15** 'Do you think you will stay in [town]...?'. If the contact replies that they expect to move you must ask them **Q16** 'Where do you expect to move to?'. As with Q14 it is important to give **town and county**.

If the contact will be living in more than one town during the next 12/6/3 months you ALWAYS record the town in which s/he will spend most time at Q14 (see previous page). If this happens then you must *tailor* Q16 to this town.

**For example**, the respondent intends to first live in Birmingham for 4 months and Manchester for 8 months, you record Manchester at Q14 and at Q15 ask 'Do you think you will stay in Manchester or do you expect to move (again) during the next 12 months.' If the respondent stays in Manchester first, for eight months, you record Manchester at Q14 and Birmingham at Q16. If you already have this information, you do not need to ask again.

### **Q17 Country of birth**

The home countries are pre-coded. **Note that the Channel Islands and the Isle of Man are not considered part of the UK for this purpose.**

All other countries are entered at Q17 (a). Code as for other places in the schedule where country is coded.

### **Changes of border**

If a country's borders have changed since the respondent was born, record the country in which the place is now situated.

### **Q18 Date of arrival in/departure from the UK**

If last migrated in the present or previous year, record the month, and if appropriate the date of migration. If the date was less than twelve months ago, check the residence on the main questionnaire and recheck Q11 on the main questionnaire before continuing with the

trailer (if still eligible). If you are not sure, tick the query box and ask both sides of the questionnaire.

### **Q19 Past intentions**

This information is used to establish whether the respondent's intended migratory/visitor status has changed from when they originally left/arrived in the UK.

### **Q22 Sex**

Record the sex of the migrant respondent.

### **Q23 Age of migrant**

Record the number of completed years. Babies under one year are coded zero. If age is refused, treat as 'no answer' at Q19, but obtain or estimate a banded age group at Q19 (a).

### **Q24 Filter Question**

Children under 16 years are automatically coded 2 (single) at Q21 and therefore Q20 filters out contacts in this age group as the CADI program will supply this code.

### **Q25 Marital Status**

Only use the civil partnership codes (codes 7-9) if the respondent volunteers the information. You do not need to ask about civil partnerships.

### **Q26 Living together**

If the respondent is single, divorced or widowed, ask whether they are living together with someone as a couple. If you have already been provided with this information, simply code it, there is no need to ask the question. Again only use code 3, 'same sex couple', if the respondent volunteers the information, do not probe for it.

### **Q28-Q32 Occupation information**

These questions do not apply to children under 16.

In combination these questions provide information on the loss or gaining of skills in the UK, as well as the employment intentions of the respondent.

### **Q28 Occupation of migrant**

We are interested in the normal occupation that respondents have been following prior to their migration, rather than anything they hope to do on reaching their destination. This produces information on the loss or gaining of skills to the UK.

Those who have been gainfully employed in full-time work (more than 30 hours per week) are coded using SOC2010, a system of coding occupations devised for matching people and jobs. The codes are based on the work done by the respondent rather than on the industry in which he or she is employed

Please try and gather as much information as possible so that the occupation can be coded.

### **Special cases:**

- **Students:** Ask if the respondent was paid a salary while studying. If yes, ask and record the last job with that employer. If not paid while studying, ask last job before the study course. Only if never worked, code student. Note that if someone has worked briefly since ending their studies; code that job (e.g. a doctor after finishing their course).
- **Retired:** Check and record whether the respondent was in full-time employment before 'retirement'. No further details required.
- **Housewives:** Married women may say 'unoccupied' or 'retired', but if they have not been in full-time employment they should be noted as housewife.
- **Unoccupied:** Ask the (approximate) date on which the respondent stopped working and ask for details of their last job, if any.

### **Probing occupation**

Always record the job title plus a brief description of the work carried out by the respondent and, where necessary, the materials used.

In order to classify an occupation correctly, interviewers need to:

- establish a job title
- obtain a description of what the respondent actually did in their job from day-to-day
- identify the main activity if they did several things as part of their job
- establish the level of responsibility e.g. whether a manager
- if appropriate, establish the level of skill used.

### **The job title**

Job titles can be deceptive. Two respondents' job titles may be the same, but according to the organisation worked for, the level of the job and the duties involved may be different; respondents may be playing up or playing down their job by using a job title very loosely: e.g. a plumber's mate may call himself a plumber; a senior hospital optician may describe herself simply as an optician.

Establish not only the respondent's job title but also what they actually do in the job.

### **Description of a person's work**

Probe for, and record, a full description of the duties involved.

**Ask:** 'What did you mainly do in your job?' or 'You said you were an architect but this can involve a range of duties. What did you mainly do in your job?'

### **The main activity and level of responsibility**

When the various duties a person performs in the course of their job are so different that they would be classified differently ask which their main activity is and underline. It is left to the respondent to interpret the meaning of 'main activity'.

**Example 1:** The respondent says he is a mechanic who services and repairs cars and carries out MOT tests. He has served an apprenticeship. But in his present job he also mans the petrol pump and serves in the shop attached to the garage.

Ask whether his job involves him being mainly a mechanic or mainly a sales assistant.

**Example 2:** The respondent has a professional qualification but also has management duties, e.g. a qualified accountant who is the finance manager of a large establishment. Ask if his work is mainly professional.

### **The level of skill involved**

For technical and skilled occupations you may need to establish the qualifications that are necessary for the job. It is not important to know whether the respondent himself has the qualifications. What matters is whether people employed on the same sort of work as the respondent would normally need to have a certain qualification.

You might ask: 'Does your job require any special qualifications?'

### **Qs 30-32 Future occupation**

Three questions designed to look at skills transfer in and out of the UK. Therefore not only are we interested in what someone has done but also what they plan to do.

#### **Q30 Work intentions**

This asks whether the respondent plans to work in the country they are going to.

#### **Q31 Change of job**

This identifies whether the occupation will be different from what the respondent has been doing. Note that we are interested in whether the respondent has changed from, for example, working as a barman to a doctor, not working 40 hours as a barman to working 20 hours as a barman. It is a change in occupation we are interested in.

#### **Q32 New work details**

Here we collect information about the job they will be doing and the same instructions apply as at Qs28 - 29.

Note that if the respondent provides the information 'anything', try to get some idea of the type of area they will be working in. For example, bar work, office work, building work, etc if no further information is available, code as 'anything'.

#### **Q33 Filter question**

As the following questions only apply to long-term migrants, a filter question is asked to remove those who intend to stay for less than 12 months. Short-term migrants are filtered directly to Q38 and back to the main questionnaire.

### **Q34-35 Repeat Migrants**

Along with Q19, this information is used to obtain information about those migrants who do not settle permanently in any one country. Q34 identifies whether they have left or arrived in the UK to live here permanently on a previous occasion. Q35 identifies the date of the latest occasion this occurred.

### **Q36 Intentions**

To establish who among migrating respondents stayed in or away from the UK longer than they originally intended we ask questions regarding intended length of stay at various points on the questionnaire and migration trailer.

Q36 questions those people who have become a UK or foreign resident because they have lived in or away from the UK for 12 months or more whether that was their original intention. Hence we obtain some information about changes in original intentions for those people who ended up migrating. For example, a UK resident who was born in America and returned to the USA for a three month visit but who stayed 15 months (if a relative became ill for example) returns to the UK as a foreign resident. These arrivals are routed to the migration trailer, responding 'other country' at Q17 and routed past Qs18 - 19 (past intentions question).

We have now inserted the 'past intentions' question immediately after Q35 so that all arriving foreign residents who were **NOT** born in the UK, are now asked this question.

### **Q37 Number of people migrating with respondent**

Establish the number of people travelling in the 'family' unit with the respondent today to live for 12 months or more in the same country to which the respondent is migrating. Exclude anyone who is migrating and going to live with the respondent but not travelling at the same time.

Always indicate whether or not the respondent has been included in the total given, for example, by recording '3 people including respondent' or '3 + 1' and code the total including the respondent in the box.



**Interviewer notes page**

## Section 10

### 2012 Questionnaire Updates

#### Overview

This section contains information about major questionnaire changes to the 2012 International Passenger Survey (IPS). The changes are related to the inclusion of new questions, revisions to existing questions or response options, routing changes and question removal. New and revised questions were tested during the 2012 IPS pilot.

Instructions for questions that remain unchanged are still valid and relevant. Guidance for the unchanged questions as well as permanent minor revisions are provided in earlier sections of the instructions.

#### Proposed questions & amendments for 2012

There are nine major areas to which changes have been made either in the form of new questions and/or amendments to existing ones.

1. RFV codes related to the Olympic Games – Q30
2. Detailed expenditure – Q59 to 63
3. Booking of visit – Q85 to 87
4. Travel related purchases – Q88
5. Olympic and Paralympic Games – Q90 to 96
6. Activities in Wales – Q98
7. Age left continuous full time education (Migration trailer only) – Q27
8. Measuring student expenditure in the UK (various questions on main questionnaire and student trailer – see Table 1 on page 167)
9. Measuring student migration (various questions on main questionnaire and migration trailer – see Table 2 on page 169).

#### Deleted questions for 2012\*\*

##### Arrivals:

- Sterling changes abroad (53a & 53b)
- Accommodation type (81)
- Transport type (82)
- Booking of the trip (83).

##### Departures:

- States of residence & South African language (6a & b)
- Business sub group RFV codes; 21 - trade fair & 22 - conference (34 & 35)
- Activities - in UK (92 & 93); but will still be asked for those who visit Wales
- Number in household(301)
- Household income (302)
- Distance driven by foreign drivers in the UK (106 & 107 – Sea only).

\*\*2011 question number in brackets

# Arrivals

## Q59 to Q63 Detailed expenditure

The new questions are immediately after the current expenditure questions. They are being sponsored by the Department for Culture Media and Sports (DCMS).

Expenditure refers to **all spend on this visit** i.e. all related spend before and during the trip.

### Eligibility

UK arrivals (Main flow).

### Coding

- Refer to individual expenditure categories.
- You must be familiar with what to include and exclude under the various categories.
- Since the digitised boxes are six you must write a 'DK' or 'COD' (within the boxes) if the expenditure is unknown and tick the queries box.
- Write '0' if you asked the question but zero expenditure was spent.
- If expenditure is given in a foreign currency; note this and tick currency conversion box.

**Q60:** This routes any passengers on a package past Q61 (accommodation costs).

### Q61: Accommodation

Accommodation cost in some countries might include breakfast (bed & breakfast); although in the USA it is more common for it not to be included.

Check with respondent if any meals are included. If any meals are included, the respondent is unlikely to be able to separate the costs so take the total cost, but make a note of which meals are included. Remember to tick the queries box.

### Q62: Transport

Include all means of transport i.e. coach, taxi and train fares, car hire and fuel cost. Probe especially for fuel costs where car hire is mentioned.

Exclude transport costs from and to the UK as this will be collected as part of the fare. However, if the passenger is unable to distinguish, make notes and take all the costs given. Remember to tick the queries box.

If these have already been given as part of the package costs at Q47, just check if anything else was spent on transport.

### Q63: Goods and items

This category includes any durable goods and valuables bought while on this visit and may either be for own use or consumption or as a gift.

Include: jewellery, clothing, perfume, electronic equipment such as cameras and laptops, paintings, works of art, souvenirs (and other gifts that are not food/drink), sporting goods, toys and games etc, irrespective of their unit value.

Exclude: goods for resale.

## Departures

### Q30 Reason for Visit codes (related to the Olympic/Paralympic Games)

Additional RFV codes have been added at the request of VisitBritain. They are intended to capture respondents whose main purpose in visiting the UK was because of the 2012 Olympic and/or Paralympic Games.

#### Eligibility

Foreign departures.

#### Coding

Codes have been provided to capture those who were here as competitors, to work or simply to watch. Note that more detailed questions relating to the Games are asked at Qs 90 to 96. As with other RFV codes, you only need to establish the main RFV at this stage.

 It is expected that any respondent who came to the UK because of the Games will mention this spontaneously. However, some respondents may provide a general response such as, 'I attended /participated in the Games'. 'I was involved with the Games'. You must establish whether they were here as a competitor, to work or just to watch.

 Where a response such as 'I was here to watch sports' is received, you must establish whether the sporting event was related to the Olympic/Paralympic Games or other sporting event unrelated to the Games and code accordingly.

Participate in the Games (Code 30): This code is for any respondent who was actually a competitor i.e. an athlete.

Working (Code 31) will include anyone who was working directly or indirectly at the Games.

Include:

- Officials, umpires, coaches, referees, starters and other helpers.
- Commentators, journalists, photographers, video operators, producers and other media personnel.

Watching (Code 32) refers to those who attended the Games in person as spectators.

Include:

- Those who watched any official event with a ticket e.g. the opening ceremony
- A live, free-to-view event such as the marathon.

Exclude:

- Those who watched on television.

## Q86a to Q87b Booking of visit

These questions are being asked on behalf of VisitBritain. Travellers use a variety of methods to book their travel and accommodation, but there are big differences between markets. Some markets have embraced the internet and make a significant number of bookings this way. Others prefer to book in a more traditional way (e.g. face to face with travel agents). It is vital for VisitBritain and the industry to understand the methods favoured in each market for appropriate marketing strategies to be devised.

### Eligibility

Foreign residents.

The accommodation questions are eligible to those who spent at least one night in paid for accommodation.

### Coding

Code one response only for these questions.

Q85 is a routing instruction. Respondents are routed past Q86b & 87b if they spent nil nights in the UK or if they were free guests or lived in their own homes throughout their visit.



Q86b & 87b are applicable if the respondent spent at least one night in paid for accommodation. This means if they stayed as a free guest or in own home virtually throughout their visit but also stayed in a hotel for at least a day, then ask these questions in relation to the first night they stayed at the hotel i.e. when accommodation was paid for.

**Q86 requires respondents to indicate HOW (a) their trip or journey to the UK and (b) accommodation was booked.** The question is therefore in two parts. Information for both parts must be coded. DO NOT LEAVE THEM BLANK.

Q86(a) & (b) - A respondent may have used the internet to start a booking. However, if the telephone was used to complete the booking, (i.e. when payment was made) the correct response would be 'by phone'. Similarly, a hotel booking may be started over the internet but paid for at the hotel (face to face).

If respondents did not pre-book, check how they arranged their accommodation upon arrival /transport upon departure (did they phone /use internet /walk in?) and code appropriately using existing codes.

86(b) – accommodation refers to where they lived or stayed. This is all forms of paid accommodation including guest houses, rented accommodation and privately paid for accommodation.

**Q87 requires respondents to state WHO (a) the UK trip and (b) accommodation was booked with.** VisitBritain wants to know if the visitor paid the provider (airline /ferry operator / hotel) directly for the service or whether they paid a travel agent. This question is therefore in two parts and information for both parts must be coded. DO NOT LEAVE THEM BLANK.

Q87(a) & (b) - Directly with the airline e.g. BA.Com; train operator e.g. EuroStar; ferry provider e.g. Eurotunnel, P&O Ferries; accommodation provider e.g. hotel.

Through a travel agent - A travel agency sells travel related products and services to customers on behalf of suppliers such as airlines, hotels and cruise lines.

A travel agent booking includes face to face (e.g. walking into a high street travel agency), telephone or online booking.

**Identifying travel agents** - Whilst it is immediately obvious that some accommodation and transport booking websites are high street travel agents (e.g. ThomasCook.com) interviewers must be aware that many other travel specific internet flight /accommodation providers are travel agents although they may not have high street branches or be thought of as travel agents. Some major online travel agents are;

- Expedia
- Voyages-sncf.com
- Travelocity
- Orbitz
- CheapTickets
- Lastminute.com
- Priceline
- CheapOair
- WorldHotel-Link
- Hotwire.com

Some websites search through accommodation and flight options and direct the user to the website for the particular airline / hotel, but do not take payment themselves. These are **price comparison websites**, not travel agents – the visitor does end up booking direct with the provider. Some major online comparison websites are;

- Trip Advisor
- Sky Scanner
- Travel Supermarket
- Kelkoo
- Kayak.com

You need to capture how the booking was made, not how the provider was found (e.g. if they used TripAdvisor to find a hotel but then booked on the hotel's own website we would want Q87B=1).

Where there is uncertainty it may be helpful to prompt by asking who they paid / on whose website the payment was made. Where unsure if a website provider is a travel agent or a comparison website please make a clear note and tick the queries button referencing the question number.

Q87(b) – If the respondent arranged privately paid for accommodation, that would fall under 'directly with accommodation provider'.

The following table may help you better understand the questions.

| Q    | Aims to find out . . .   | About . . .   |
|------|--|---|
| Q86A | <u>How</u> booking was made –<br>Which type of <b>channel</b> was used to book?<br>(e.g. internet, phone, in person)                               | transport to the UK<br>(e.g. flight / boat / coach)                         |
| Q86B |  | first night's accommodation in the UK<br>(e.g. hotel / B&B / self-catering) |
| Q87A | <u>Who</u> booking was made with -<br>Which type of <b>company</b> was used to<br>book?<br>(e.g. directly with airline, through a travel<br>agent) | transport to the UK<br>(e.g. flight / boat / coach)                         |
| Q87B |  | first night's accommodation in the UK<br>(e.g. hotel / B&B / self-catering) |

**Don't know response** - If a DK response is given at Q86a DO NOT ASK Q87a since it is unlikely that the respondent would know the answer either. You must code it as a DK. The same applies to Q86(b) and 87(b). Q87 is therefore an ASK or Record question.

**Translations / understanding of terms** - The concepts 'travel agent' and 'booked' may not always be understood especially where there is a language difficulty. Alternatives such as reserved / bought / arranged can therefore be used instead of 'booked' if the interviewer needs to; the key is to find out who they paid if there is confusion.

VisitBritain has issued the following guidance:

| Country / language     | "Travel Agent"  | "Booked"   |
|------------------------|---|--|
| Spanish and Portuguese | Understood.<br>Portuguese: <i>agencia de viagem</i><br>Spanish: <i>agencia de viajes</i>  | Understood but 'reserved' normally used. Translation: <i>reservado</i>   |
| Germany                | Understood but tour operators also used very frequently and may be useful to mention  |  |
| China                  | Travel Agent 旅行代理商<br>Travel Agency 旅行社<br>Some examples:<br>Shanghai Jin Jiang Tour Co. Ltd<br>Shanghai CYTS Tours Corporation |  |
| Asia                   |   | Understood for accommodation but for transport 'buy' or 'arrange' better |
| UAE                    | Understood but Tour Operator, Travel Trade Agent or Travel Agency also used   |  |

### Cards

A prompt card is provided with French, German and Polish translations.

## Q88a & Q88b Travel related purchases

The aim of these questions is to understand how many visitors purchase travel tickets for journeys within the UK and tickets for various tourist attractions before they arrive in the UK and those that do so during the visit. This will allow VisitBritain and the tourist industry to understand when purchases are carried out and market relevant products appropriately.

### Eligibility

Foreign departures.

### Coding

- These questions are multicoded; you must tick all responses that apply.
-  If part payment was made before the trip please code this as 'before' (even if the larger proportion is paid during the trip) – VB are interested in when people decide to purchase; once they have part paid they are tied to that product. VB wants to know when the transaction happened not when the person found out the price.
- If the tickets were purchased by a company (travel agent / tour operator) as part of a package, code the response on when the interviewee paid the company - if in installments code response on when the first instalment was paid.
- If the tickets were purchased by an individual (another member of the group / a friend / family member / business colleague) code response on when the individual paid.
- If none apply, tick code 10; Code 10 must not be used together with another code.
- DO NOT LEAVE THESE QUESTIONS BLANK.

The travel options refer to trips within the UK only.

Include:

- e.g. trips from Manchester to London
- trips to the Channel Island and Isle of Man.

Exclude:

- train travel outside the UK e.g. the EuroStar from Brussels to London
- trips from Northern Ireland to the Republic of Ireland.

Theatre tickets: includes tickets for plays, musicals, opera and classical music.

Tickets for other events: includes pop music, sports, festivals and films.

Guided sightseeing tours: includes city tours, open top bus tours, walking tours, day tours.

Tickets / passes for other attractions or activities (e.g. museums / theme parks).

Q88 may generate interest from other members of the travelling group. Therefore,

- manage the interview process effectively to ensure it is not unnecessarily lengthy and
- focus on answers provided by the interviewee, not of others in the group (though this might be problematic if the interviewee has a language difficulty while another member of the group has a better understanding of English).

### Cards

A prompt card is provided with French, German and Polish translations.

## Q91 to Q96 Olympic & Paralympic Games

The summer Olympic Games is a major international sporting event held every four years. London is hosting this event from 27 July to 12 August 2012. Athletes who have a physical disability will compete in the Paralympic Games from 29 August to 9 September. Questions 91 to 96 are designed to understand if these events influenced a visit to the UK and how. They are being asked on behalf of DCMS and VisitBritain.



With the exception of the first question which will be asked in quarters 3 & 4 only, sponsors have requested that the remaining five questions must be administered every quarter in 2012 (and possibly in 2013). **The 2012 questionnaire has been sign posted accordingly to ensure that questions are asked in the right quarters.** TLs have a responsibility to ensure that all interviewers follow this instruction.

Period for asking Olympic Games questions

|   | 2012 |    |    |    | 2013 |    |    |    |
|---|------|----|----|----|------|----|----|----|
|   | Q1   | Q2 | Q3 | Q4 | Q1   | Q2 | Q3 | Q4 |
| 91. During your visit, did you go to...   |      |    |    |    |      |    |    |    |
| 92. Was your decision to visit the UK influenced by the Olympic or Paralympic Games?          |      |    |    |    |      |    |    |    |
| 93. In which, if any, of these ways did the Olympic or Paralympic Games influence your visit? |      |    |    |    |      |    |    |    |
| 94. How much later/earlier would you have visited the UK? (Number of months)                  |      |    |    |    |      |    |    |    |
| 95. By how many nights did you extend / reduce your trip?                                     |      |    |    |    |      |    |    |    |
| 96. Why did you visit different parts of the UK?  |      |    |    |    |      |    |    |    |

French, German and Polish translations are provided for all questions in this section.

### Eligibility

Foreign residents (including business respondents).

During the pilot, some interviewers said they found it inappropriate asking questions in this section to respondents whose main RFV was a business purpose. These questions are, however, very relevant to business respondents who, for example, may have arranged their trip to avoid/coincide with the Games or may have limited/extended their stay or travelled outside London for a meeting to avoid the London congestion associated with the Games.

### Coding

#### Q91 ticketed event or free-to-view and London 2012 Festival

The question is intended to ascertain whether the respondent attended an official event with a ticket, watched a live free-to-view event and/or attended a cultural event as part of the London 2012 Festival.

Code 1 - this refers to any official event that the respondent used/purchased a ticket to attend or participate.

Include:

- Opening and closing ceremonies.
- Sporting events.

Exclude:

Other sporting events unrelated to the Olympic/Paralympic Games.



Confirmed athletes and other Games officials may have a pass for official events and must therefore be coded (if applicable) as attending 'any official event with a ticket'.

Code 2 – this refers to those events where people can just 'turn up and watch'. The majority of spectators will not need a ticket to watch.

Include:

- Watching on big screen at the venue.

Exclude:

- Watching on television

The free to view events include the Marathon, Road Cycling (Road Race and Time Trial), Race Walk and the cycling element of the Triathlon. However, some sections of the routes have grandstand seating or standing, such as the start and finish line and are not free. See below.

- Athletics: Marathon and Race Walk are free to view along the route apart from the finish line area on The Mall which is ticketed.
- Cycling: Road Race is free to view along the route apart from the finish line area on The Mall which is ticketed.
- Triathlon: Some parts of the cycle route are free and unticketed but a ticket is required to see all three events.

This implies that we may have one respondent who had a ticket to watch the marathon, perhaps from the grandstand (Code 1) and another respondent who watched the same event for free at a street corner behind the barrier (Code 2).

Code 3 – this refers to a cultural show or exhibition related to the London 2012 Festival only.

Exclude:

- Attendance at other cultural shows or exhibitions unrelated to the London 2012 Festival.

The London 2012 festival is a series of Games-themed events including arts, dance, music, carnival, fashion, theatre, film and museum exhibitions during the summer of 2012. It will run from 21 June until 9 September. Major events include:

- the Radio 1 Hackney Weekend concerts
- the UK wide Big Dance event.
- the Peace One Day concert
- the "River of Music" event

There are also hundreds of local events, such as art exhibitions in the Tate Modern and National Portrait Gallery.

Code 4 – If none apply, tick code 4; this code must not be used with any other code.

**Note:** Q91 is a multi response question so you must code all that apply.

If respondents mention that they attended the event with a pass, code them as having attended a ticketed event (Code 1). This is because if they need a pass to get into the venue then it's fair to assume they would have needed a ticket otherwise (even if it's just for the VIP area at a largely unticketed event).

### **Q92 If decision to visit the UK was influenced by the Games.**

Aspects of the response categories are underlined and these must be emphasised when reading them out.

You are very likely to receive a simple 'Yes' or 'No' response even before you have finished reading out the question. You need to probe further to enable you to code accordingly.



You may also need to be attentive to phrases (or gestures) that respondents may use as part of their response.

- Definitely refers to phrases such as, without a doubt; certainly; absolutely; of course; positively; surely; by all means; completely
- Probably means very likely; perhaps; possibly; maybe.

### **Q93 How Games influenced visit**

Respondents who state at Q92 that their decision to visit the UK was influenced by the Games are routed to this question.



Respondents may offer more than one response as Q93 is a multi response question. For example they may have visited the UK earlier (code 2) and stayed for less time (code 5). Both codes route to two additional questions (94 & 95) that interviewers must ask.

Encourage respondents who say 'Other' (Code 7) to specify what this is and write the answer in the space provided. DO NOT leave space blank or use Code 7 with another code.

### **Q94 How earlier or later was UK visit.**



Record the response in months.

- Record a zero (0) for a response that suggests less than a month, for example 3 weeks
- Record 4 weeks as 1 month
- Record 5 or 6 weeks as 1 month
- Record 7 weeks as 2 months etc

Where you are unsure of how to convert to months, write the response (in weeks) next to the question and tick the queries box.

**Note:** How you ask Q94 is dependent on the response provided at Q93. For example, if the response at Q93 is 'I visited the UK later', you should ask at Q94 'how much later would you have visited the UK'?

### **Q95 Number of nights visit was extended / reduced.**

Respondents are routed to this question from Q93. Therefore, how you ask this question depends on the earlier response. For example, if at Q93 the response was, 'I stayed for less time', you should ask at Q95 'by how many nights did you reduce your trip'?

### **Q96 Why different parts of the UK was visited.**

Respondents are routed to this question from Q93. Note the difference in the response categories. Respondents who visit different parts of the UK to be near the Games should be coded as 'To watch the Games' – Code 1.

## Q98 Activities in Wales

This question is very similar to the 2011 version. The main difference is that the list of activities has been reduced from 13 to 11.

The question aims to provide a better understanding of the range of activities undertaken by overseas visitors during their visit to Wales with the view to promoting or supplying specific products to the right people. Q98 should therefore also be asked of business travellers. You could preface the question with, 'While you were in the Wales, did you have any time to ...'

### Eligibility

Overseas residents who spent at least one night in Wales during their UK visit.

### Coding

This is an opinion question. Do not put your views on how the question should be answered. It is entirely dependent on how respondents regard what they have been doing while in Wales.

VisitWales is interested in the specific activities of individual respondents, including children. Do not code as activities for a family group. For example if the contact is a child but one member of the expenditure group went to a football match (without the child), do not record the contact as going to a live sporting event.

Code all applicable responses and prompt (where appropriate). For example, if a response is 'I watched a comedy'; Comedians perform at theatres and some pubs. You will have to prompt and code accordingly.

Only those activities on the list must be coded; ignore any other activities the respondent mentions. Code all applicable responses.

- **Visiting parks or gardens:** This includes walking or relaxing through public gardens, historic parks and gardens. A visit to a flower show, such as the Cardiff Royal Horticultural Flower Show must be coded to this category and as 'attend a festival'.
- **Visiting castles or historic houses:** Examples include 'stately homes', ancient buildings, National Trust or Heritage sites.
- **Visiting religious buildings:** this includes cathedrals, churches, chapels, mosques, synagogues, monasteries, temples and gurdwaras (a Sikh 'Temple').
- **Visiting museums or art galleries:** Include all museums such as the Tredegar Local History museum and art galleries. A visit to a museum within a castle must be coded to this category and as visiting castle.
- **Theatre / musical / opera / ballet:** Include musical concerts or symphony concerts. Exclude music festivals and cabaret acts from this category.
- **Attend a festival (e.g. music, food, arts, film):** Include attendance to organised Jewish, Christian, Hindu or other religious festivals and events.

Exclude visiting friends/family (at their houses etc) at Christmas or on another religious day.

- **Going to the pub:** Include a 'public bar' which is a drinking room in a pub. Also note that pub is the shortened name for public house.
- **Going to the coast or beaches:** Include going to the seaside in this category.
- **Going to countryside or villages:** This might also be referred to as a 'rural area'.
- **Going to a live sport event:** This refers to physically attending and watching a sporting event at a stadium, a race course, indoor arena, a hall etc as a spectator.  
Exclude: live sports events watched on the television.  
Exclude: taking part in sports activities.
- **Take part in sports activities:** Refers to actual participation in a sporting activity, for instance, in an amateur or professional capacity.
- **None of these;** all other activities mentioned but not listed should be coded here.  
Do not code 'none of these' together with another code on the list.

#### **Card**

A prompt card is provided for this question. If the respondent has trouble understanding the question due to language difficulties, it may be helpful to show the card as they may recognise some of the words.

French, German and Polish translations are provided.

# Departures & Arrivals

## Measuring student expenditure in the UK

Three new questions and two revisions have been made to the main questionnaire and the student trailer to improve the collection of study related expenditure in the UK. These changes are being sponsored by the UK Trade & Transfer branch (ONS).

For ease of reference, the changes are summarised together in the table below.

Table 1 Student expenditure question changes

| Purpose   | Question   | New/revised question | Placement  |
|---|--|----------------------|--|
| To capture foreign nationals who have migrated into UK (i.e. stayed for 12 months or more) and studied but are potentially missed from the student trailer because they are currently not studying. | <p>9. (May I just check) Are you, or have you been, studying in the UK on this visit?</p> <p>Yes ..... 1 →10</p> <p>Yes, at school ..... 2 →11</p> <p>No ..... 3</p>   | Revised              | Main questionnaire (Departures & arrivals)<br><br>* Question shown is for departures             |
| To capture foreign nationals who came to the UK for less than 12 months (i.e. didn't migrate) and studied but didn't state 'study' as main purpose for visit.                                       | <p><b>STUDENT CHECK ASK OR RECORD</b></p> <p>40. (May I just check) Did you study on this visit to the UK,</p> <p>Yes ..... 1</p> <p>No ..... 2 →44</p> <p>Short Student Trailer</p>   | New                  | Main questionnaire (Departures & arrivals)   |
| To gain an indication of what % of total spending should be allocated to 'study' for people for whom study was not the major reason for visit.  | <p><b>From Q40</b></p> <p><b>Foreign Passport/Foreign resident</b></p> <p>1A. How long was the course that you took?</p> <p>Less than 3 months ..... 1</p> <p>3 months or more, but less than 6 months ..... 2</p> <p>6 months or more, but less than 12 months ..... 3</p> <p>12 months or more ..... 4</p> <p>→ 2A</p> | New                  | Student trailer -short questionnaire (Departures & arrivals)<br><br>On long trailer also - Q16.  |
| To gain an estimate of fees paid on short term courses taken by people for whom study was not the major reason for visit.   | <p>2A. Establish the amount of eligible money spent on fees</p> <p>..... 3A</p> <p>3A. RETURN TO MAIN QUESTIONNAIRE - Q44</p>  | New                  | Student trailer - short questionnaire (Departures & arrivals)<br><br>On long trailer also - Q17. |
| To include all fees paid for courses regardless of the length of the course. Previously this was only recorded for courses of more than 12 months.  | Revised instructions to interviewers (Q10 & 13)  | Revised              | Student trailer - long questionnaire (Departures & arrivals)                                     |

## **Main questionnaire**

### **Q9: Student check (arrivals & departures)**

The wording on this existing question has been changed to include respondents who have migrated to the UK (i.e. stayed for 12 months or more) and may have studied but are missed from the student trailer because they are currently not studying. To capture and route such respondents on the student trailer, the amended question is:

9. (May I just check) Are you, or have you been, studying in the UK on this visit?

|                      |   |       |
|----------------------|---|-------|
| Yes .....            | 1 | →10   |
| Yes, at school ..... | 2 | } →11 |
| No .....             | 3 |       |

It is imperative that you ask the question as it has been worded. If, however, there is an indication that the respondent did not clearly understand the question, first ask (for departures) 'Are you studying in the UK'? If the response is 'No', then ask, 'Have you been studying in the UK on this visit'? - Both must be asked.

### **Q40: Student check (arrivals & departures)**

This new question is designed to find out if the respondent has done any studying whilst away from their country of residence.

'Study' relates to formal study only. It includes short term and business courses.

Some interviewers may find it 'uncomfortable' asking this question to respondents with a main RFV such as 'getting married' or 'holiday'. Much as you would normally not have this situation, it is not unheard of for foreign nationals who come to the UK for other purposes to also undertake a short English language course.

Note that Q40 is an 'ASK OR RECORD'. So where you have already established that the respondent is a student or did study, you only need to tick 'Yes' rather than ask the question.

If the answer to Q40='Yes' (Code 1), respondents are routed to new questions (1A and 2A) on the **short** student trailer.

### **Short Student trailer (arrivals & departures)**

**Q1a:** Respondents to this question are routed from Q40 - Code 1 (main questionnaire). This new question is intended to establish the length of the course.

Note the wording of the response categories and code accordingly.

**Q2a:** This is designed to establish any amount spent on courses by respondents for who study was not the main reason for current (this) visit.

Record a zero (0) if the student is studying overseas but came to the UK for about a month to complete a module for which s/he did not pay fees to the UK institution. Balance of

Payments is not interested in this activity because an international transaction has not taken place between the student and UK institution.



Make sure you include any fees at Q53 even though you will have already asked this. This is not double counting as the student trailer is used for different purposes.

### Long Student trailer (arrivals & departures)

#### Q10 & 13: Course fees for student trailers (long questionnaire)

From 2012 all fees paid for courses (regardless of the length) must be included. Previously this was only recorded for courses of more than 12 months.

Q16 & 17: Length of course and amount spent on fees. – same as Q1A & Q2A (short trailer).

### Measuring student migration

Seven new questions and two revisions (see Table below) that are designed to gain a complete understanding of purposes i.e. reasons for migrating (in particular study) have been included to the survey on behalf of the sponsors, ONS Centre for Demography.

Table 2 Student migration questions

| Purpose   | Question  | New/revised question          | Placement                                  |
|---|---|-------------------------------|--|
| To widen the definition of respondents who are asked intention to stay (last arrival) to include those whose date of arrival was more than a month ago. | <p>26. INTERVIEWER CODE</p> <p>Date of arrival more than a month ago?</p> <p>Yes ..... X →27</p> <p>No ..... Y →30</p>  | Revised                       | Main questionnaire (Departures & arrivals) |
| To identify overseas nationals / non UK residents whose original intention for migrating to the UK was for study.                                       | <p>27. When you (last) arrived in the UK, how long did you intend to stay for?</p> <p>Less than 3 mths ..... 1</p> <p>3 mths or more, but less than 6 mths ..... 2</p> <p>6 mths or more, but less than 12 mths ..... 3</p> <p>12 months or more ..... 4 →28</p> <p>28. When you (last) arrived in the UK, what was your main reason for visit?</p> <p>Code from list at Q30</p> <p>(a) .. and while you were here, what exactly were you doing? If different from Q28 Code at Q30 from list</p> <p>30. (And now you are leaving,) What was the main reason for your visit to the UK?</p> | Revised<br><br>New<br><br>New | Main questionnaire (Departures only)       |
|   |   | Revised                       |  |

|   |   |   |  |
|---|---|---|--|
| <p>To understand the basis of original entry to UK, specifically to identify overseas nationals who migrated to the UK (i.e. became UK residents) to study.</p> | <p>20. When you came to the UK, what was the main reason for your visit?<br/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/><br/> Use reason for visit codes as on previous page</p> <p>IF STUDY(CODE 40) → 22<br/> IF NOT STUDY → 21</p> <p>21. May I just check, did you study while you have been living in the UK?<br/> Yes ..... <input type="text"/> 1 No ..... <input type="text"/> 2 → 22</p>  | <p>New</p> <p>New</p>                       | <p>Migration trailer (Departures only)</p> |
| <p>To probe expected length of stay by students in more detail.</p>   | <p>9. When does your course finish?<br/> Year <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Month <input type="text"/> <input type="text"/> → 10</p> <hr/> <p>10. Course lasts one year or more..... X → 13<br/> Course lasts less than one year ..... Y → 11</p> <hr/> <p>11. Taking into account any additional time you may stay in the UK after your studies, when are you likely to leave the UK?<br/> Year <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Month <input type="text"/> <input type="text"/> → 12</p> <p>If respondent does not know the likely departure date ask question 12 otherwise go to question 13</p> <p>12. Are you...<br/> Likely to stay for less than 12 months in the UK? <input type="text"/> 1<br/> Likely to stay for 12 months or more in the UK? <input type="text"/> 2 → 13</p> | <p>New</p> <p>New</p> <p>New</p> <p>New</p> | <p>Migration trailer (Arrivals only)</p>   |

**Q26: (arrivals & departures)**

This revised routing instruction now includes those whose date of arrival/departure is more than one month. Previously, this was three months.

**Q27: (arrivals & departures)**

Q27 is not a new question. The routing has changed (departures only). Respondents who intend to stay for 12 months or more are routed to Q28.

**Q28 & Q28a: (departures only)**

28. When you (last) arrived in the UK, what was your main reason for visit?   →(a)  
Code from list at Q30

(a). .. and while you were here, what exactly were you doing?        
If different from Q28 Code at Q30 from list

..... →30

Suggested introduction to Q28 - We want to see if your main reason for visiting the UK changed during your stay. When you (last) arrived . . .

Q28 and 28a are new questions to investigate whether the RFV changed during the visit.

Use the same RFV codes from Q30 for these questions.

 **DO NOT ASK RESPONDENTS Q30.**

However, record the response to Q28a at Q30 and follow the routing as if you asked Q30.

Responses to Q28 & 28a will not always be the same.

## Examples for Q28/28a:

### Example 1

**Interviewer:** We want to see if your main reason for visiting the UK changed during your stay. When you (last) arrived in the UK, what was your main reason for visit?

**Respondent:** to visit family.

[Interviewer records Code 11 in box at Q28 and asks Q28a]

**Interviewer:** . . . and while you were here, what exactly were you doing?

**Respondent:** visiting family.

[Interviewer writes this at Q28a, records code 11 at Q30 and follows routing for code 11]

### Example 2

**Interviewer:** We want to see if your main reason for visiting the UK changed during your stay. When you (last) arrived in the UK, what was your main reason for visit?

**Respondent:** to visit family.

[Interviewer records Code 11 in box at Q28]

**Interviewer:** . . . and while you were here, what exactly were you doing?

**Respondent:** I attended English language classes.

[Interviewer writes this at Q28a and follows routing for study, probing where appropriate to ascertain type of study before coding this at Q30].

## Q30: (departures only)

This is an existing question that has been amended as a result of introducing Q28. The amended question is,

30. (And now you are leaving,) What was the main reason for your visit to the UK?

|  |  |     |
|--|--|-----|
|  |  | (a) |
|--|--|-----|

Note: Respondents routed from . . .

Q26 will be asked the question without the portion in brackets.

Q27 will be asked the full question i.e. with the portion in brackets.

## Migration trailer

### Q9 to Q12 (arrivals)

These are more questions to investigate the discrepancies we find between the number of students arriving and leaving the UK.

Q9 asks for the course completion date. Record both the year and the month.

Q10 is a routing instruction

Q11 asks when respondents will leave/likely to leave after completing the course. Record both the year and the month.

Q12 is asked if respondent does not know the likely departure date.

### Q20 (departures)

This is a new question that seeks to establish the main reason for visit.

Use RFV codes when coding this question.

### Q21 (departures)

This new question is intended to check whether the respondent undertook any studies while living in the UK. Please read the question as stated.

## Qualifications

### Q27: Age left continuous full time education (arrivals & departures)

This question is sponsored by the Department for Business, Innovation & Skills (BIS). It is intended to ascertain the age at which a respondent left continuous full time education.

Continuous full-time education refers to education without a break.

Include: the following as continuous full time education:

- Holiday jobs (provided that the person completed the course)
- A gap of up to a year between going to school and going to college or university
- National Service between school or college
- A sandwich course begun immediately after school finishes would be counted as continuous full time education.

Exclude:

- Nursing training and similar vocational training undertaken while receiving a wage.

### Eligibility

- UK residents migrating out of the country (emigrants) or who are leaving the country for short term visits.
- Non UK residents who are entering the UK (immigrants).

### Coding

- Record the age only at which respondents left continuous full-time education.
- If respondents mention a year (rather than an age) write this and tick the queries box.
- Include ages that are approximated.
- Code 96 for respondents who are still in education.
- Code 97 for respondents who have never had any education.

Nationals whose first language is not English or have a language difficulty may state 'don't know' as an initial response. You may have to prompt them to gain an understanding of 'continuous full time education' before giving the required response.

 Your understanding of the concept is therefore vital in ensuring quality data is collected for this question.



**Interviewer notes page**