



EMPLOYMENT RELATIONS RESEARCH SERIES NO. 109

# **The Fair Treatment at Work Age Report**

**Findings from the 2008 survey**

BY  
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# About EMAR

Employment Market Analysis and Research (EMAR) is a multi-disciplinary team of economists, social researchers and statisticians based in the Employment Relations Directorate of the Department for Business, Innovation and Skills.

Our role is to provide the evidence base for good policy making in employment relations, labour market and equality and discrimination at work. We do this through:

- Conducting periodic benchmark surveys
- Commissioning external research reports
- Conducting in-house research and analysis
- Assessing the regulatory impact of new employment laws
- Monitoring and evaluating the impact of government policies

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## About this publication

The author of this report was Craig Barratt, Statistical Officer in the EMAR branch. Ian Rutherford, Statistician, EMAR, project managed TNS-BMRB to carry out the field work in conjunction with the main sample.

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As part of that work the Employment Market Analysis and Research (EMAR) branch of the Department manages an extensive research programme to inform policy making and promote better regulation on employment relations, labour market and equality and discrimination at work issues.

The Fair Treatment at Work Survey covers workers' awareness of their rights, a comprehensive view of the problems experienced in the workplace and how such problems get resolved. This report focuses on 1,049 of those aged over 60 surveyed as part of a sample boost collected alongside the main survey. The sample boost was commissioned in order to obtain additional interviews for those aged over 60 due to the small coverage of this age group in the main survey. The report will form a key part of the evidence base that will inform the review of the default retirement age in 2010.

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Bill Wells

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# Executive summary

The Fair Treatment at Work Survey includes 4,010 interviews with current or recent employees and covers workers' awareness of their rights, a comprehensive view of the problems experienced in the workplace and how such problems get resolved. This report focuses on 1,049 of those aged over 60 surveyed as part of a sample boost collected alongside the main survey. The sample boost was commissioned in order to obtain additional interviews for those aged over 60 due to the small frequency of this age group in the main survey.

Legislation creating new employment rights for older workers came into force on the 1<sup>st</sup> October 2006. The Employment Equality (Age) Regulations 2006 prohibit unjustified age discrimination in employment. In relation to retirement, the regulations introduced a Default Retirement Age of 65 and a 'right to request' to carry on working past the default retirement age (DRA). In addition, employers must follow a set procedure when retiring an employee. The Government planned to review the default retirement age in 2011, five years after its introduction. In the light of changed economic circumstances, however, the Government announced last year that it would bring the review forward to 2010, with any changes resulting from it to be implemented in 2011.

This report aims to discuss the results of the sample boost of those aged over 60 in the context of the findings from the main survey, as a key piece of evidence available to the DRA review. The age boost provides a larger number of interviews to help provide greater insight into the experiences of those aged over 60 currently or recently employed.

## **Awareness and knowledge of individual employment rights**

- 82 per cent of those aged over 60 feel well or very well informed about their rights generally compared with 78 per cent of the main survey population.
- 72 per cent of those aged over 60 feel they know enough about their employment rights, with those aged 65-69 significantly more likely to report they know enough when compared with 60-64 year olds.
- In 23 of 25 rights a lower proportion of those aged over 60 felt these rights were important compared with the main survey, again the only exceptions being the obligation to have a set retirement procedure and allowing an employee to work up to 65 (or the employers normal retirement age). However, many of the rights were specific to maternity or parenting, issues which older people are less likely to see as specifically important to them.



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- Rights related to age are shown to be particularly important to older workers but the level of detail known about these rights does not differ markedly from other employment rights. This may be cause for concern, while older workers feel these are rights are important there may be gaps in this group's awareness and/or knowledge of the detail to claim these rights or know when they have been infringed.

### **Problems at work: employment rights, unfair treatment, discrimination, bullying and harassment**

- 1 in 5 aged over 60 experienced any problem at work compared with 1 in 3 in the main survey population. Experience of problems was higher in those aged 60-64 with 25 per cent of respondents reporting any problem compared with 19 per cent for those aged 65-69.
- 3 per cent of those aged over 60 experienced problems to do with retirement. Of those no longer in employment 7 per cent reported this as a reason for the employment rights problem compared with 3 per cent of those still in employment.
- 8 per cent of those aged over 60 had experienced unfair treatment at work. Although age was stated as one of the main reasons for unfair treatment, this is less than experienced in those aged 16-24. 2 per cent of all those aged over 60 report unfair treatment due to their age compared with 4 per cent of those aged 16-24 in the main survey.
- 4 per cent of those aged over 60 had experienced discrimination at work. Although age was stated by this age group as the main reason for discrimination, this is less than experienced in those aged 16-24. 1 per cent of all those aged over 60 reported discrimination due to their age compared with 5 per cent of those aged 16-24 in the main survey.
- 3 per cent of those aged over 60 had experienced bullying and harassment at work compared with 5 per cent in the main survey.

### **Problems and their resolution**

- The majority (81 per cent) of those whose problem at work was now over or most likely over had stayed with the same employer, similar to the result found in the main survey (76 per cent).
- A smaller proportion of respondents left their employer as a direct result of the problem. When those who had subsequently changed their employer were asked whether this decision was a direct result of the problem, 31 per cent of those aged over 60 said that this was, less than the 50 per cent of respondents answering the same question in the main survey.

# 1 Introduction

October 2006 saw the introduction of new rights specific to older workers. Through the Employment Equality (Age) Regulations 2006 the Government implemented, for the first time, a ban on age discrimination in the workplace. The ban covers recruitment, training and promotion.

A key feature of the Regulations was the introduction of the default retirement age of 65. It allows an employer to dismiss an employee on grounds of retirement without that being deemed age-discriminatory. The Regulations provide for an employee approaching retirement to make a formal request to his or her employer to continue working beyond the employer's normal retirement age or the default retirement age, and the employer has a duty to consider such a request seriously; however the employer is not required to provide reasons for a decision to reject the request.

The default retirement age is often described - inaccurately - as a mandatory retirement age, but it is in fact entirely a matter for employers whether they choose to use it. Employers do not have to retire employees once they reach 65, and they are free to continue to employ a worker for as long as they like.

In January 2008, the Department for Business, Enterprise and Regulatory Reform, BERR (now Business, Innovation and Skills, BIS) commissioned a major new social survey, the 2008 Fair Treatment at Work Survey (FTWS) collecting over 200 answers from 4,000 current or recent employees across Great Britain. For the first time a single survey source covers workers' awareness of their rights and the support available to them, a comprehensive view of the problems experienced in the workplace and how such problems get resolved. The results of the main survey were published in September 2009<sup>1</sup>.

As part of the main Fair Treatment at Work Survey an additional boost sample of those aged over 60 was also collected due to the low frequency of this group in the main survey. With participation rates of older people in the labour market increasing this survey attempts to assess the extent of awareness and knowledge of employment rights along with the frequency of problems, unfair treatment and discrimination in this age group. The boost sample also helps provide greater detail on some of the problems experienced by older people including those related to retirement.

Those over 60 are employed under the same legislative and institutional framework as the rest of the labour market which is outlined in chapter 2 of the Fair Treatment at Work Survey main report. Therefore the same questionnaire was used for the boost sample that was used for the main survey population which helps provide comparisons with the main survey throughout the report. This report gives a detailed insight into the issues

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<sup>1</sup> Fevre, R., Nichols, T., Prior, G., Rutherford, I. (2009) Fair Treatment at Work Report: Findings from the 2008 survey. Employment Relations Research Series No. 103. <http://www.berr.gov.uk/files/file52809.pdf>

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affecting those over 60 and also gives valuable details on how older people fare when compared with the main survey population.

## **1.1 Survey methodology**

The Department for Business, Innovation and Skills (BIS) commissioned TNS-BMRB and Cardiff University to undertake this survey to update findings from the 2005 Fair Treatment at Work Survey (FTWS) and the 2005 Employment Rights at Work Survey (ERWS) as well as provide a boost sample of employees or recent employees aged over 60.

The main aims of the 2008 FTWS were:

- To assess peoples' general awareness of their rights at work
- To determine knowledge about specific rights at work (the National Minimum Wage and holiday entitlement)
- To find out which sources of advice people would use to find out about their rights at work in general
- To measure the proportion of individuals that has had problems at work in the last five years
- To determine how people go about resolving the most serious problems which they have had.

The main survey sample was designed to be representative of adults aged 16 or over living in private households in Great Britain, who were either currently in paid work (excluding self-employed) or who had been in paid work in the last two years.

A quota sample was chosen to boost the sample for those aged over 60 due to the low frequency of this age group in the main survey, as this was conducted in a stratified random basis. By choosing a quota sample it was possible to conduct a larger number of interviews with the resources and time available. Fieldwork for the sample boost took place from September 2008 to February 2009, and 662 interviews were completed. These interviews were then combined with 387 interviews collected in the main survey to give a combined sample of 1,049. The combined sample was weighted according to the weighting structure detailed in Annex B and further information on the survey methodology is outlined in Annex B.

## **1.2 Sample characteristics and significance testing**

Table B2 (Annex B) shows some of the characteristics of the sample of respondents aged over 60 compared with characteristics of employees aged over 60 from the Office for National Statistics' Labour Force Survey. The table shows that the quota sample boost of older people contains no clear bias compared with this large scale representative survey.

The sample of those aged over 60 includes those who are in work or have worked in the last 2 years. The sample does not cover those who have not been working for a longer period of time and some issues discussed in this report may also be relevant to this group of people. With this in mind this report should be read in the context of the surveys' objectives which focus mainly on the workplace and older workers' experiences at work in the last 2 years.

### *Comparisons with the main survey*

Significance testing for comparisons with the main survey were not conducted for this report due to the differing survey methodologies. However, some comparisons can be made to the main survey as the quota sample attempted to mirror it's representativeness by collecting data alongside the data collection of the main survey. Quotas were set on gender and working status (full-time / part-time) and the data was also weighted for age, gender and location. Table B2 shows that there is no clear bias contained in this quota sample of older people when compared with the Labour Force Survey covering the same period on a range of standard workplace, job and individual characteristics. Therefore, throughout the report comparisons will be made to the main survey as an indication of how the boost sample differs from the main sample population without commenting on strict statistical significance.

### *Comparisons within the age boost*

When significance is quoted in the report this refers to comparisons within the sample of older people, for example whether males over 60 are significantly different to females over 60. The report contains results from a bivariate analysis by each characteristic with the proportion of respondents reporting the answer categories and, unlike a multivariate approach, does not specifically control for the effect of different combinations of characteristics. For example, characteristics such as part-time employment, trade union membership and employment length are related to age therefore higher incidences of unfair treatment may be due to age rather than each of these characteristics.

## **1.3 Questionnaire**

The 2008 FTWS questionnaire was based on questions used in the previous surveys (Fair Treatment at Work 2005 and Employment Rights at Work Survey 2005) with the structure following these sections:

1. Selection module and screening
2. Awareness of employment rights
3. Knowledge of specific employment rights
4. Sources of information/advice
5. Experience of problems at work
6. Most serious problem at work and dispute resolution
7. Job and employer characteristics
8. Socio-demographics and other individual characteristics
9. Paper self completion questionnaire

The same questionnaire used in the main survey was also used in the sample boost of those aged over 60. In order to keep the interview to the target length of 45 minutes, randomisation was added into the script meaning that each respondent was randomly asked two out of the three following sections; 2, 3 and 4. In effect, this means that around two-thirds of respondents were asked each of these sections.

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Face to face interviews were carried out by TNS-BMRB's interviewer field force, using Computer-Assisted Personal Interviewing (CAPI). As with the main survey the age boost sample was successful in achieving low levels of non-response for questions contained in the survey. This is mainly due to the interviews being conducted face to face and that sensitive questions (sexual orientation, income etc) were self completed using the CAPI system. Two stages of pilot work were carried out before the main fieldwork stage – a small-scale cognitive testing stage, and a larger scale quantitative pilot. Full details of the survey methodology are in Annex B.

### 1.4 Report outline

The findings from the boost sample of those aged over 60 are presented in three main parts.

- **Chapter 2** looks at awareness and sufficiency of knowledge in general terms, the importance attached to knowing about specific employment rights, knowledge of employers' legal obligations and on the detail of the law (in the case of rights specific to older workers and wider ranging employment rights).
- **Chapter 3** introduces the main problems at work asked in the survey; looks at those who have experienced any problem at work, those with multiple problems and the most common combinations. The section goes on to look at results for each main category of problem: with employment rights, unfair treatment, discrimination, bullying and harassment and other problems reported by the respondents.
- **Chapter 4** looks at the respondent's most serious problem(s) at work and whether these are over and the final outcome. The section briefly examines what information or advice was sought to this problem.

## 2 Awareness and knowledge of individual employment rights

The following chapter will examine respondents' awareness of their employment rights. This will include assessments of both general awareness of employment rights by older people and also awareness of specific employment rights, including those directly relevant to current or recent employees over the age of 60.

The questionnaire of the age boost sample is the same as the main survey whereby three sections, including awareness and knowledge, of the survey were rotated at random to maintain a certain interview length. This meant a respondent was asked two of the three sections on awareness of employment rights; knowledge of specific rights and sources of information/advice in every interview. This means two thirds of the total sample aged over 60 (1,049) were asked questions on the areas covered in this chapter.

The chapter will progress to examine knowledge of employment rights and where appropriate, comparisons will be made with the findings of the main Fair Treatment at Work Survey 2008<sup>2</sup>. The main survey was a representative survey of 4,010 current or recent employees in Great Britain. Its aim was to give an insight into awareness of employment rights and knowledge of the support available to workers and also a comprehensive view on problems experienced in the workplace.

In examining the awareness and knowledge of individual employment rights we need to define what is meant by these terms. The following definitions are used, consistent with the main report:

- 'Awareness' was held to entail that an individual is sufficiently informed about a subject for him/her to be conscious of its existence and its broad subject matter. In this sense, awareness of an employment right or legislation implies that the individual had heard of it and had some idea of the area of working life to which it relates
- 'Knowledge' was held to entail that an individual has a theoretical or practical understanding of a subject. In this sense, knowledge of an employment right or piece of legislation implies that the individual could demonstrate some understanding of the detailed provisions of the legislation.

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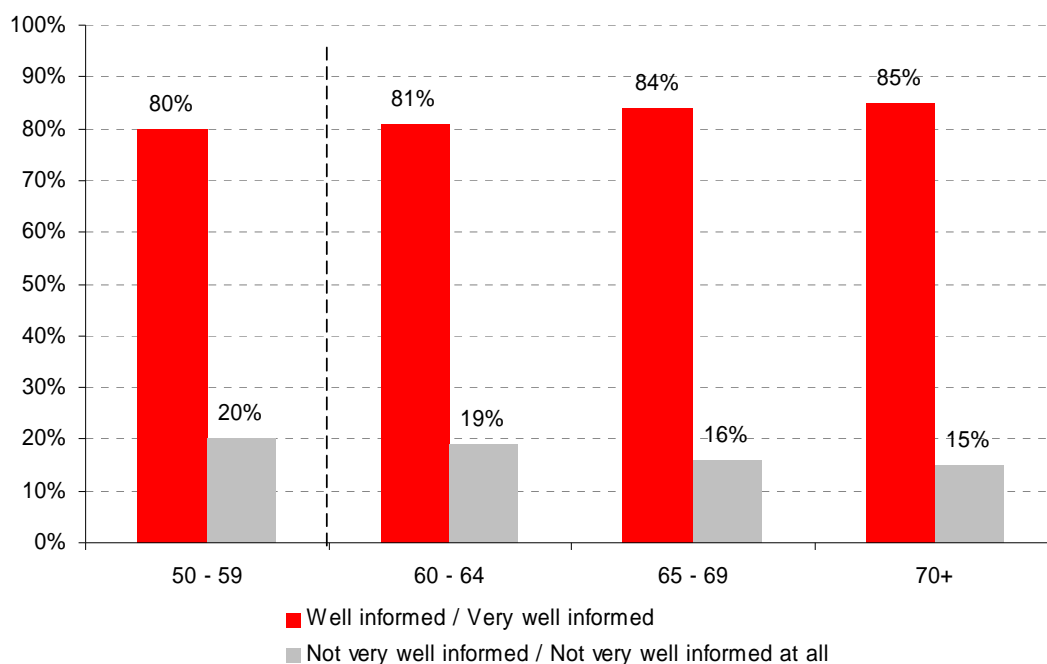
<sup>2</sup> Fevre, R., Nichols, T., Prior, G., Rutherford, I. (2009) Fair Treatment at Work Report: Findings from the 2008 survey. Employment Relations Research Series No. 103. <http://www.berr.gov.uk/files/file52809.pdf>

## 2.1 General awareness

One aim of the sample boost was to gain a greater understanding of some of the issues affecting those aged over 60 and also whether awareness of rights differs from the main sample population.

When asked “*Very generally, how do you feel about your rights at work?*”, 82 per cent reported being very well informed or well informed about their employment rights. The comparable rate of general awareness for the GB population was 78 per cent. Chart 2.1 shows the level of general awareness felt by specific age groups. The 50-59 age group from the main survey shows 80 per cent of respondents felt they were either well informed or very well informed. This trend continues upwards through each of the following age groups, but due to the small sample sizes involved it is not possible to assess whether this trend is statistically significant.

**Chart 2.1 Awareness of employment rights by age group**



Source: 50-59 BIS's FTWS 2008; 60+ age groups BIS's FTWS 2008 Age boost  
 Base: All respondents (50-59 weighted=466, unweighted =479; 60-64 weighted=495, unweighted=458; 65-69 weighted=131 unweighted=162; 70+ weighted=54 unweighted=67)

Whilst it is not possible to show whether those aged over 60 are significantly more likely to be aware of employment rights compared with the main sample, this result supports the findings from the main report that older workers felt generally more aware of employment rights than younger workers.

When those respondents who are not currently employed are removed from the sample of those aged over 60 the proportion that feel well informed or very well informed falls slightly to 81 per cent compared with 82 per cent above. This indicates that the proportion who are not working have little impact on the extent to which those over 60 felt aware of their employment rights.

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Table A2.1 (Annex A) shows some of the job, workplace and individual characteristics of those over 60 and how well informed they feel about their employment rights. It is important to note the table contains results from a bivariate analysis by each characteristic with the proportion of respondents reporting a level of awareness and, unlike a multivariate approach, does not specifically control for the effect of different combinations of characteristics. For example, characteristics such as part-time employment, trade union membership and employment length are related to age therefore higher awareness may be due to age rather than each of these characteristics.

Respondents who have a long standing illness were significantly less likely to feel well informed or very well informed about their employment rights compared with those who did not have a long standing illness. In the sample of those aged over 60, 83 per cent of those with no long standing illness felt well informed about their rights whereas 75 per cent of those with a long standing illness felt well informed.

When compared with the main survey population, the proportion of those with a long standing illness that felt well informed is the same as the sample of those over 60 (75 per cent) even though general awareness of employment rights tends to be higher in older people. The main survey report also found lower awareness amongst workers of all age groups with a long standing illness or disability. This supports the finding from the main report which found that long term illness or disability had a stronger effect on a respondent's awareness than age.

When we look at workplace characteristics of those over 60 we see that those working for a public sector organisation (88 per cent) were significantly more likely to report being well informed or very well informed about their employment rights compared with the private sector (78 per cent). In addition, those over 60 whose company had a HR department (86 per cent) were also significantly more likely to feel well informed compared with those companies who did not (73 per cent).

The main survey found that respondents' confidence about how well informed they felt was quite often misplaced. Less than half of the respondents from the main survey who reported being very well informed about their employment rights were in the highest category of correct answers when asked about their awareness of specific employment rights. The correlation between general awareness and awareness of individual employment rights was found to be not present. In the light of this finding it is important to carefully consider what general awareness really tells us about a workers confidence in applying the employment rights framework. Therefore we now consider more detailed awareness based questions.



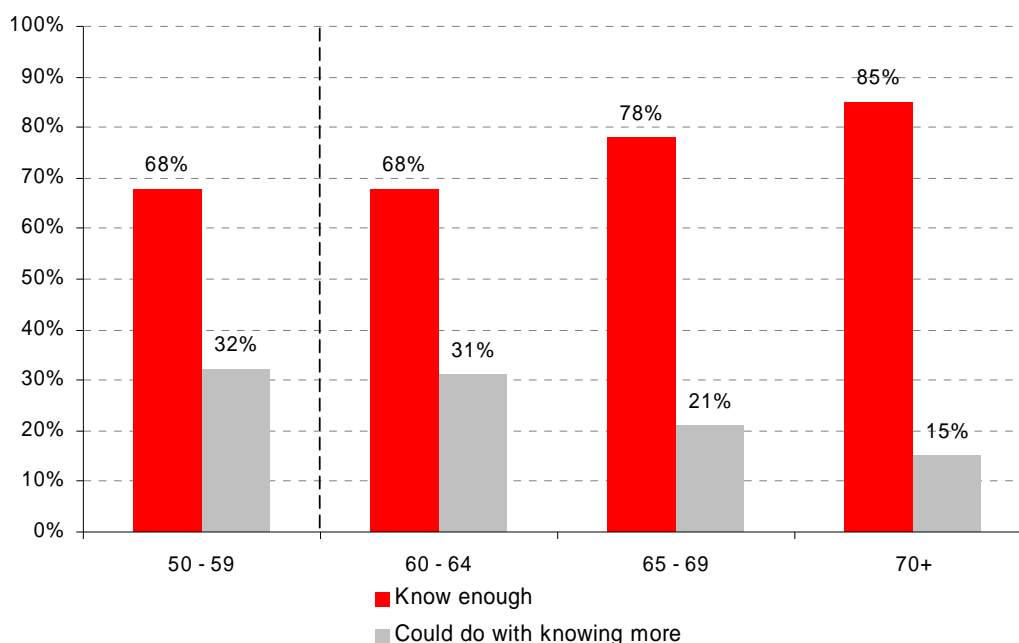
## 2.2 Perceived sufficiency of knowledge

When those aged over 60 were asked “Do you know as much as you need to know about your rights at work or could you do with knowing more about your rights at work?”, 72 per cent reported they know enough while 28 per cent thought they could do with knowing more.

The main survey reported that perceived sufficiency of knowledge was significantly higher in older workers than younger workers. The report found 60 per cent of the population felt they knew enough about their rights at work and of those aged 50-59 this rose to 68 per cent (Chart 2.2).

Chart 2.2 shows how the perceived sufficiency of knowledge in those aged over 60 increases into retirement age. The rate of perceived sufficiency of knowledge in those aged 65-69 is significantly greater than those aged 60-64. It is not clear whether the difference between those aged over 70 and 65-69 is statistically significant due to the sample size of those over 70.

**Chart 2.2 Sufficiency of knowledge by age group**



Source: 50-59 BIS's FTWS 2008; 60+ age groups BIS's FTWS 2008 Age boost  
Base: All respondents (50-59 weighted=466, unweighted=479; 60-64 weighted=495, unweighted=458; 65-69 weighted=131 unweighted=162; 70+ weighted=54 unweighted=67)

The trend above raises the question about whether those in retirement or approaching retirement place less importance on knowing about employment rights and are happy with their current knowledge. Whether this indicates those over 60 may become complacent and fail to have the right level of knowledge when a problem with their rights does arise is not clear. If we focus on those over 60 who are still in employment, the proportion of those who feel they know enough about employment rights falls slightly to 71 per cent which is still above the 60 per cent reported for the whole population and 68 per cent

for those aged 50-59. It is also important to bear in mind that the question focuses on perception and does not test the respondent's level of knowledge. The results indicate those over 60 feel more content with their level of knowledge of employment rights, but this may lead to a greater risk of complacency when a problem is encountered. Older workers' claimed knowledge of specific employment rights is explored in the next section.

Table A2.2 (Annex A) shows some of the job, workplace and individual characteristics of those over 60 who feel they know enough about their rights at work. Those who work part-time (78 per cent) were significantly more likely to report they knew enough about their rights at work than those who work full-time (68 per cent). Interestingly, 77 per cent of those who had not experienced a problem at work said they know as much as they need to know about their rights at work. This is significantly higher than those who had experienced any problem at work where 53 per cent felt they knew as much as they need to know. This finding reflects the main survey population where 44 per cent of people who had experienced any problems felt they know as much as they needed to know compared with 68 per cent of those who had experienced no problems.

### 2.3 Awareness of employers' legal obligations

Legislation creating new employment rights for older workers came into force on the 1<sup>st</sup> October 2006. The Employment Equality (Age) Regulations 2006 prohibit unjustified age discrimination in employment. This means that employers cannot discriminate on grounds of age in recruitment, promotion, transfer or training, or in the terms and conditions of employment. In relation to retirement, the regulations introduced a default retirement age of 65, which means employers are able to retire employees at 65 or at their normal retirement age if they have one (whichever is greater); and, for employees, a 'right to request' to carry on working past this default retirement age.

These employment rights are related to age and the current survey examines the knowledge they have about these rights along with other employment rights through the question:

*“And do you think employers HAVE to do this according to the law or can they CHOOSE whether or not to do this...  
- Follow a set procedure when retiring an employee (including giving them the right to request to continue working)  
- Allow employees to work up to the age of 65 (or the employer's normal retirement age).”*

Respondents were presented with 30 items in total and asked whether they thought these represented legal obligations an employer must fulfil. 25 of the items represented legal obligations but 5 were dummy rights, not currently legal obligations.

Chart 2.3 shows how the responses of those aged over 60 compare with overall responses to this question in the main survey population. In the previous section, those over 60 were found to have a greater level of general awareness of employment rights. Of the 5 items in chart 2.3 which are **not**

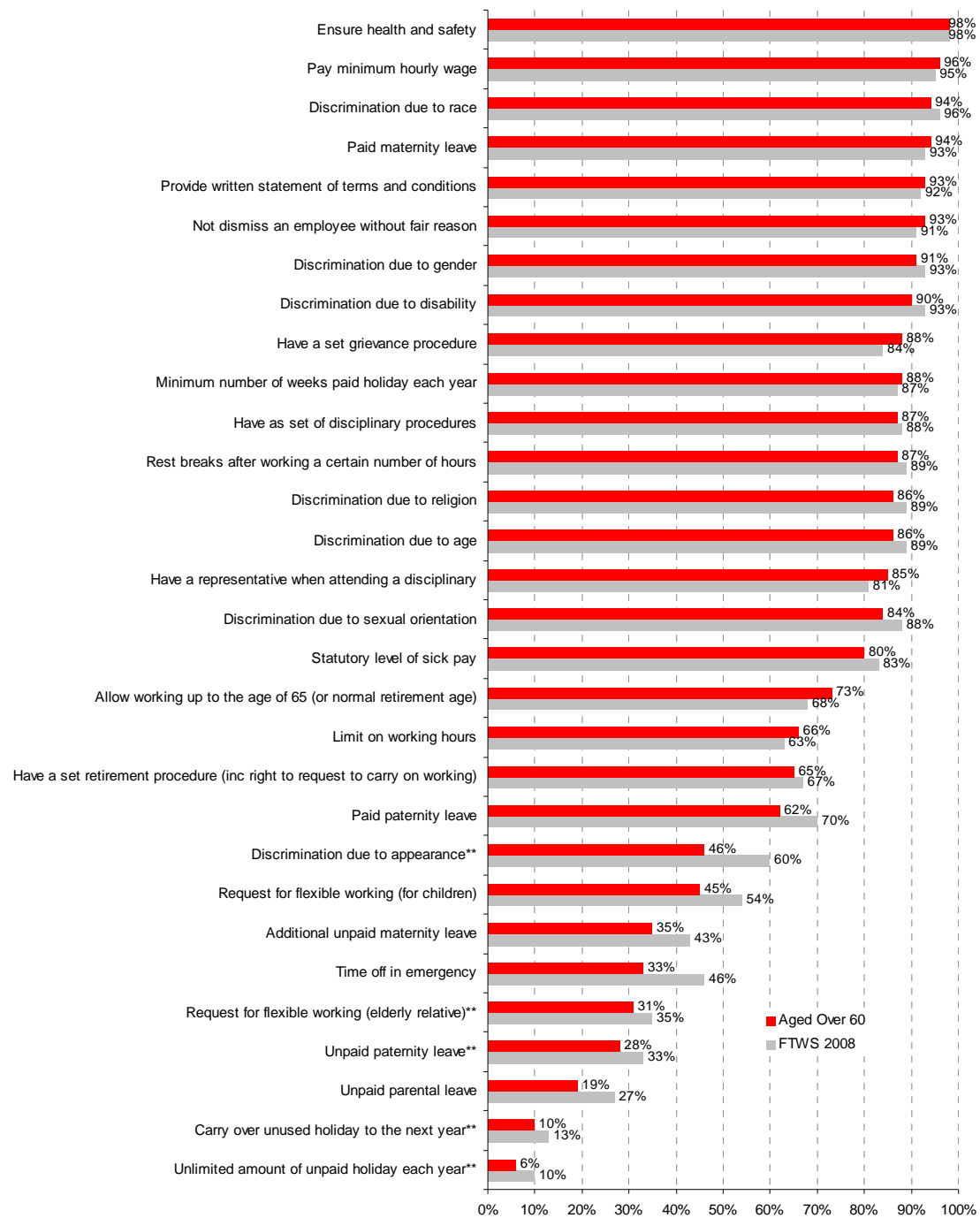
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legal obligations a smaller proportion of those over 60 thought these were in fact legal obligations compared with the results from the main survey.

However, those aged over 60 reported lower rates of awareness in 15 out of the 25 specific legal obligations compared with the main sample population. The largest difference between awareness of older workers and the main sample was the obligation to let employees take time off in an emergency (13 percentage points) and the family friendly obligations of the right to request flexible working for those with dependent children (9 percentage points), unpaid parental leave, additional unpaid maternity leave and paid paternity leave (all 8 percentage points). It is not possible to assess whether these differences are statistically significant. It is very likely those over 60 are less aware of these rights as the majority will be unaffected by them.

In 9 of the 25 specific legal rights the awareness was higher compared with the main sample. These included, the obligation to allow employees to work up to the age of 65 (5 percentage points), to have a representative when attending a disciplinary and to have a set grievance procedure (both 4 percentage points). It is not possible to assess whether these differences are statistically significant, but again as these rights are more relevant to older workers it is likely they are more aware.

**Chart 2.3 Awareness of employers' legal obligations**



Note: \*\*Not an employer obligation

Source: BIS's FTWS 2008; Aged over 60, BIS's FTWS 2008 Age boost

Base: All respondents (FTWS 2008: weighted=2690, unweighted=2667; FTWS 2008 Age boost: weighted=680, unweighted=687)

*Specific age related obligations*

**To allow employees to work up to the age of 65.** Of those aged over 60, 73 per cent correctly thought that employers had to allow employees to work up to 65. This is a higher rate than the main survey population where 67 per cent thought an employer had to do this. Although it is not possible to test for significance, this indicates a greater awareness than younger ages. As expected, in those over 60 the highest rate of correct responses is in the age group 60-64 (75 per cent) however from the main survey the age group 41-49 also showed a high rate of correct answers to this question (74 per cent) than those aged 50-59 (69 per cent). Those who had experienced any problem at work were significantly more likely to have a higher rate of awareness (82 per cent) compared with those with no problems (71 per cent). In addition those over 60 who are members of a trade union held significantly higher rates awareness (77 per cent) than non members (70 per cent). The rate of awareness for those over 60 and no longer in employment was 77 per cent, higher than those who were still in employment (72 per cent) but this difference is not statistically significant.

**To follow a set retirement procedure when retiring an employee (including giving them the right to request to continue working).** Of those aged over 60, 65 per cent correctly thought this was an obligation employers had to fulfil, which is lower than the main survey population where 67 per cent thought this. This is unlikely to be statistically significant. When this is broken down by age group there is little difference in the rate of correct answers (highest: 25-32 and 50-59 year olds, 69 per cent; lowest: 33-40 and 41-49 year olds, 66 per cent). Of those aged over 60 those aged 65-69 (73 per cent) were significantly more likely to know this is an employer obligation than those aged 60-64 (64 per cent). These results suggest that there is little difference in the knowledge of this employer obligation across ages, apart from those who may have recently gone through the retirement process. When broken down by employment status, 66 per cent of those still in employment thought employers have to do this compared with 63 per cent of those no longer in employment, but this is not statistically significant.

**To ensure that employees are not treated unfairly because of their age.** Of those aged over 60, 86 per cent correctly thought this was an obligation employers had to fulfil, which is lower than the main survey result of 89 per cent but. This is unlikely to be statistically significant. The main survey showed that younger age groups tend to give a higher rate of correct responses to this question and significantly more people aged 25-32 (92 per cent) answered this correctly when compared with those aged 41-49 (88 per cent) and 50-59 (86 per cent). Those aged 33-40 also reported a high rate of correct answers (90 per cent). Of those aged over 60, the rate of awareness that this is a legal obligation was highest in those aged 60-64 (88 per cent), falling to 82 per cent in those aged 65-69. Those who reported having a long standing illness were significantly less likely to be aware that this is a legal obligation (77 per cent) than those without (89 per cent).

## 2.4 Knowledge of the detail of specific rights

Section 2.3 showed the differing rates of awareness for specific legal obligations; this section continues to investigate whether respondents claim to know any of the detail of these laws or whether respondents are just aware they exist. Respondents gave a self-assessment of their knowledge of the employment obligations they know about through the question *“How much do you feel you know about the detail of the law regarding [named legal obligation]?”*

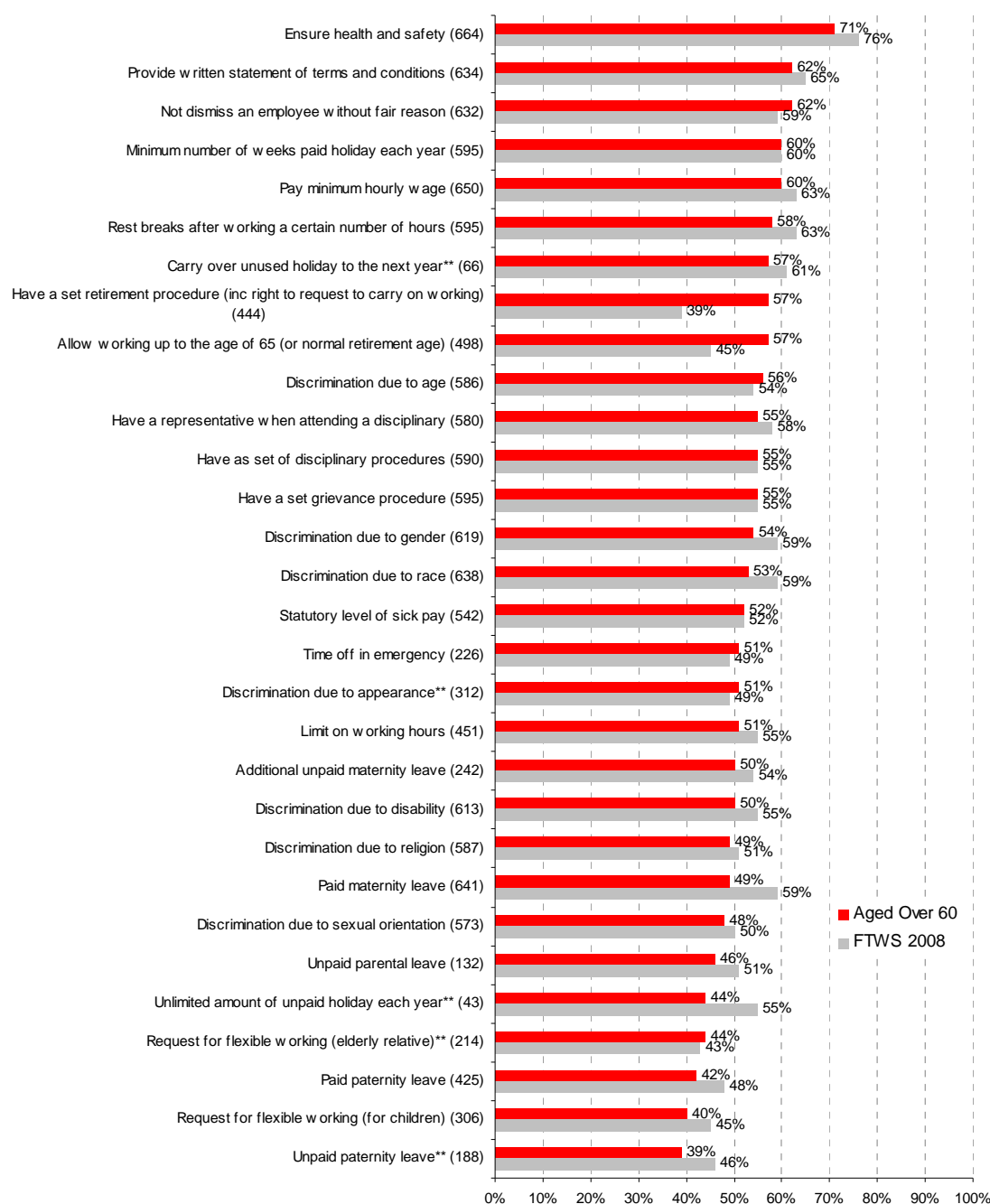
In the previous section, those over 60 were found to have a lower level of awareness in 15 of the 25 rights which are legally enforceable but lower proportions of older workers thought the non-rights placed in the question were legal obligations. However, awareness of other rights varied depending on the subject area. This theme continues when we look at the detail of older people’s knowledge.

Chart 2.4 includes only those people who knew the right was a legal obligation on the employer. The percentages in the chart are the proportion of these people who feel they know a lot or a fair amount about the detail of each particular right.

Of all the legal rights, those aged over 60 reported lower rates of knowledge in 16 out of the 25 specific legal rights compared with the main survey population. The largest difference in the awareness between the two groups was the detail of family friendly rights like paid maternity leave (10 percentage points), paid paternity leave (6 percentage points) and also the right not to be discriminated against on the grounds of race (6 percentage points). It is not possible to test these results for statistical significance.

In 5 of the 25 specific legal rights a higher proportion felt they knew a lot or a fair amount compared with the main survey. These rights included, the right to allow employees to work up to the age of 65 (12 percentage points), to have a set procedure when retiring an employee (12 percentage points) and the right not to be dismissed without a fair reason (3 percentage points). There is a large difference in the level of detail older workers claim to know indicating those over 60 are likely to report knowing about these rights compared with the main sample population. It is not possible to test these results for statistical significance

**Chart 2.4 Whether respondents say they know about the detail of employers' legal obligations**



Note: \*\*Not an employer obligation

Source: BIS's FTWS 2008: Aged over 60, BIS's FTWS 2008 Age boost

Base: Respondents who thought each was a legal obligation (Unweighted bases for those over 60 shown in brackets)

### Specific age related obligations

**To allow employees to work up to the age of 65.** Of those aged over 60, 57 per cent felt they knew a lot or a fair amount about the right to allow employees to work up to 65. This is a higher rate than the main survey population where 45 per cent thought they knew a lot or a fair amount. Unlike awareness of the right to work up to 65, the highest rate of perceived knowledge is in the age group 65-69 (62 per cent) and knowledge is still high in 60-64 (57 per cent) and 70+ (51 per cent).

## Fair Treatment at Work – Age Report

These differences are not statistically significant, but the main survey showed those aged 50-59 were significantly more likely to report knowing a lot or a fair amount about this right (55 per cent) compared with younger age groups. In addition those over 60 who are members of a trade union held significantly higher rates of perceived knowledge of this right (66 per cent) than non members (54 per cent).

**To follow a set retirement procedure when retiring an employee.** Of those aged over 60, 57 per cent felt they knew a lot or a fair amount about the detail of this right, and there was little difference in the awareness of this right between age groups. The perceived knowledge of the detail is higher than the main survey population where 39 per cent thought they knew a lot or a fair amount. The highest rate of perceived knowledge is in the age group 65-69 (61 per cent) and knowledge is still high in those aged 60-64 (57 per cent) and 70+ (50 per cent). These differences are not statistically significant and they are very similar to the rates of perceived knowledge of the obligation to allow employees to work to 65.

**To ensure that employees are not treated unfairly because of their age.** Of those aged over 60, 56 per cent felt they knew a lot or a fair amount about this right, this is slightly higher than the main survey population result of 54 per cent and unlikely to be statistically significant. The main survey showed that the rates of perceived knowledge of this obligation varied little over each of the age groups, from 51 per cent in age group 41-49 to 56 per cent in 16-24 and 33-40. In those questioned as part of the sample boost the proportion of respondents knowing a lot or a fair amount also shows little variation and rises slightly to 57 per cent in ages 60-64 and 56 per cent in those aged 65-69.

Respondents' self assessment of whether they knew a lot or a fair amount about the detail of employment rights related to age is broadly similar across the three rights shown above. Chart 2.4 shows that these age specific employment rights ranked 8<sup>th</sup>, 9<sup>th</sup> and 10<sup>th</sup> when employment rights are ordered by the level of detail that respondents know about. This is behind mainly universal rights such as health and safety, being paid a minimum wage and unfair dismissal. The age specific rights are also behind the right to carry over unused holiday to the following year, not currently a legal right. It is important to note only 10 per cent of those aged over 60 thought this was a legal obligation and therefore only 66 people were asked whether they knew about the detail of the law regarding the right to carry over unused holiday to the next year.



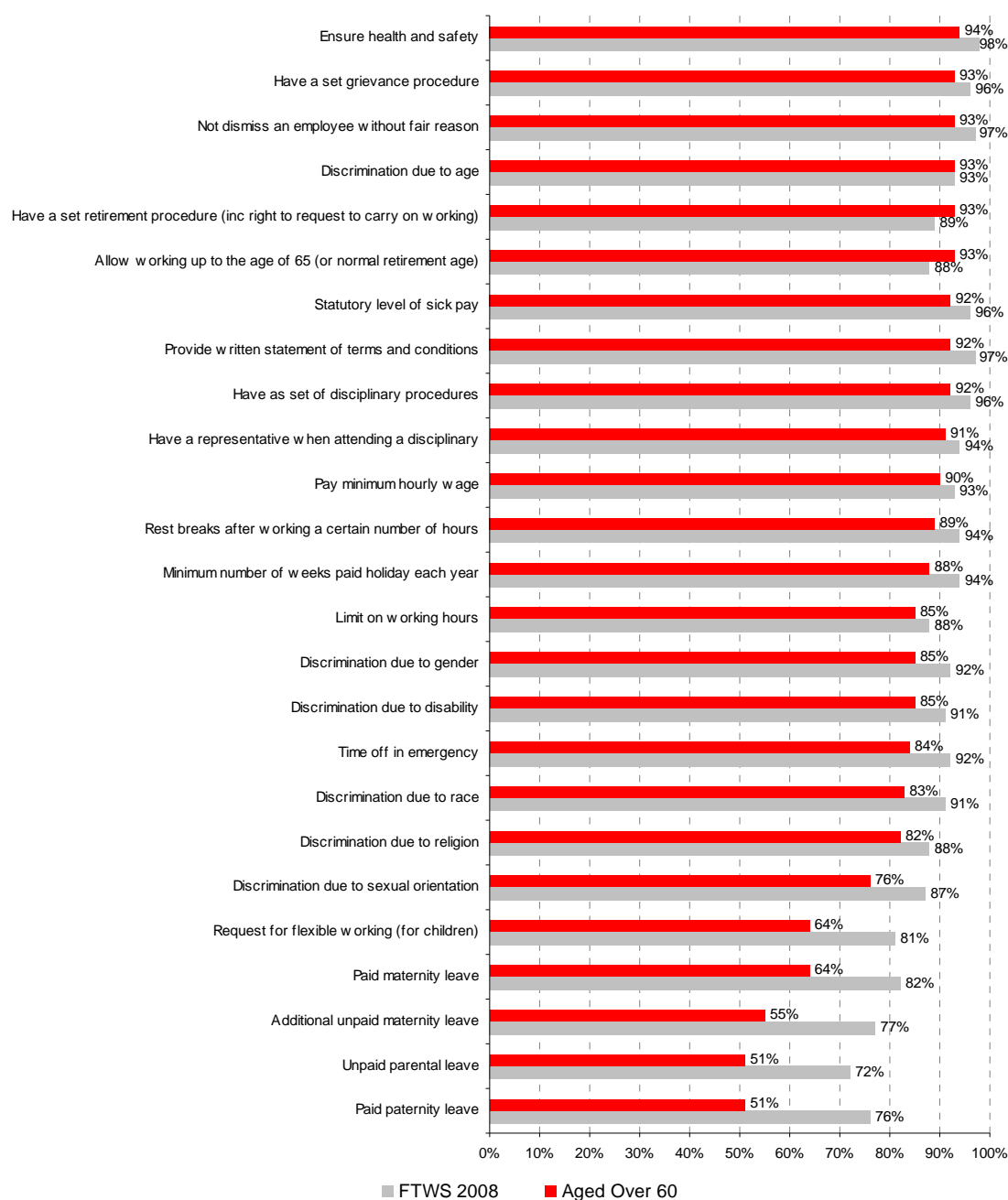
## 2.5 Importance of knowing about specific rights

So far, levels of general awareness, awareness of specific employment rights and perceived knowledge of specific employment rights have been discussed. This section moves to investigate the importance placed on each of these rights by employees and how this varies. Respondents were asked how important it was for them to know about rights in the same 25 areas; *“How important do you think it is for you personally to know about the law regarding employers’ responsibilities in [named area]?”*

In 20 of the 25 rights over 75 per cent of those aged over 60 thought it very or fairly important to know about the right. In line with the main survey the rights that attracted the highest endorsement in terms of importance tend to be of a universal nature. This includes the importance of ensuring health and safety (94 per cent), having a set grievance procedure (93 per cent) and unfair dismissal (93 per cent). Those over 60 also placed a high level of importance on those rights most relevant to them; discrimination due to age, having a set retirement procedure and allowing an employee to work up to 65 (all 93 per cent).

A smaller proportion of those aged over 60 felt knowing about employment rights were important to them in 23 of the 25 rights, shown in chart 2.5, when compared with the main survey. The only two exceptions are the obligation to have a set retirement procedure (93 per cent) and allowing an employee to work up to 65 (93 per cent). This could be a reflection of the fact older workers approaching retirement and the end of their working careers place a lower level of importance on certain employment rights.

**Chart 2.5 Importance of knowing about specific rights**



Source: BIS's FTWS 2008; Aged over 60, BIS's FTWS 2008 Age boost  
 Base: All respondents (FTWS 2008: weighted=2690, unweighted=2667; FTWS 2008 Age boost: weighted=680, unweighted=687)

*Specific age related obligations*

**To allow employees to work up to the age of 65.** Of those aged over 60, 93 per cent thought knowing about the right to allow employees to work up to 65. This is a higher rate than the main survey where 88 per cent thought this was personally important, but it is not possible to test for statistical significance. The highest rate of importance is in the age group 60-64 (94 per cent), and importance is still high for those aged 65-69 (91 per cent) and aged 70+ (90 per cent). The main survey showed those aged 41-49 and 50-59 were significantly more likely to

## Fair Treatment at Work – Age Report

report this right as being important (91 and 97 per cent respectively) compared with all ages under 40 (83 per cent). In addition older workers who are still in employment at the time of the survey were significantly more likely to state this right is important (95 per cent) than those who were no longer in employment (85 per cent). Possibly related is that those working full time also placed significantly higher importance (95 per cent) on this obligation than those working part time (90 per cent).

**To follow a set retirement procedure when retiring an employee.** Of those aged over 60, 93 per cent felt that this legal obligation was very or fairly important to them personally. This is a higher rate than the main survey population where 89 per cent thought this was personally important, but it is not possible to test for statistical significance. The highest rate of importance is in the age group 60-64 (93 per cent), and importance is still high for those aged 65-69 (92 per cent) and those aged 70+ (89 per cent). The main survey showed those aged 41-49 and 50-59 were significantly more likely to report this right as being important (93 and 96 per cent respectively) compared with all ages under 40 (87 per cent). As with perceived knowledge, the importance of this right is very similar to the importance placed on the right to allow employees to work up to 65. Those still in employment and those working part time are, again, more significantly likely to report this as being personally important.

**To ensure that employees are not treated unfairly because of their age.** Of those aged over 60, 93 per cent felt that this legal obligation was very or fairly important to them personally, this is the same rate as shown in the main survey population. The importance of this obligation was highest in the 60-64 age group (94 per cent) but fell slightly for those aged 65-69 and 70+ (91 and 89 per cent). The importance of this right was high across all age groups in the main survey with the lowest rate being 90 per cent in those aged 25-32. Those aged 50-59 (96 per cent) were significantly more likely to report this as being important than those age groups under 40 (91 per cent).

Although this group of three employment rights related to age is shown to be particularly important to older people, the level of detail known about these rights does not differ markedly from other employment rights. This may be cause for concern, while older workers feel these are rights are important there may be gaps in this group's awareness and/or knowledge of the detail to claim these rights or know when they have been infringed.

## 2.6 Summary

### General awareness

- 82 per cent of those aged over 60 feel well or very well informed about their rights generally compared with 78 per cent of the main survey population. However it is not possible to say whether this is statistically significant.
- Those with a long standing disability or illness are less likely to feel well or very well informed (75 per cent) and those working for a public sector organisation (88 per cent) were significantly more likely to report being well informed or very well informed about their employment rights compared with the private sector (78 per cent). In addition, those over 60 whose company had a HR department (86 per cent) were also significantly more likely to feel well informed compared with those companies who did not (73 per cent).

### Sufficiency of knowledge

- 72 per cent of those aged over 60 feel they know enough about their employment rights, with those aged 65-69 significantly more likely to report they know enough compared with those aged 60-64.
- Significantly more people aged over 60 and working part time reported they know enough about their employment rights when compared with those working full-time.

### Awareness of legal obligations

- In 15 of the 25 legal rights, a lower proportion of those over 60 were aware of each right compared with the main survey however some differences were marginal in some cases. Awareness of specific legal obligations varied according to the subject area of the obligation but a smaller proportion of respondents thought some of the non-rights were legal rights when compared with the main survey population.
- 65 per cent of those aged over 60 were aware that an employer had to follow a set retirement procedure when retiring an employee whereas 67 per cent of the main survey population were aware this was a legal obligation. 73 per cent of those over 60 knew that employers have to allow employees to work up to the age of 65, higher than the main survey where 67 per cent knew this was a legal obligation. It is not possible to say whether these results are statistically significant. Of those aged over 60, 86 per cent were aware an employer should ensure employees are not unfairly treated due to their age which is lower than the main survey result of 89 per cent but unlikely to be statistically significant. Those over 60 showed a greater awareness of other employment rights but this could be because many of the other rights are universal in nature and/or may have been in place for longer periods of time.

## Fair Treatment at Work – Age Report

### Knowledge of specific rights

- Those aged over 60 reported lower rates of perceived knowledge of the detail in 16 out of the 25 specific rights compared with the main survey.
- Older workers' self assessment of whether they know a lot or a fair amount about the detail of the three employment rights related to age is broadly similar and this level of knowledge is higher than those surveyed in the main survey population.

### Importance of knowing about specific rights

- In 23 of the 25 rights a lower proportion of those over 60 felt knowing about the rights were important compared with the main survey, again the only exceptions being the obligation to have a set retirement procedure and allowing an employee to work up to 65. This could be a reflection of older workers increasing separation from certain specifics of the labour market as they approach retirement and the end of their working careers and therefore place a lower level of importance on such rights. In addition, many of the rights were specific to maternity or parenting, issues which older people are less likely to see as important to them.
- Rights related to age are shown to be particularly important to older workers but the level of detail known about these rights does not differ markedly from other employment rights. This may be cause for concern, while older workers feel these are rights are important there may be gaps in this group's awareness and/or knowledge of the detail to claim these rights or know when they have been infringed.

# 3 Problems at work: Employment rights, unfair treatment, discrimination, bullying and harassment

The second chapter of this report focuses on problems experienced at work. The methodology used in the age boost of people aged over 60 is identical to the main survey whereby questions were asked about problems relating to specific employment rights alongside questions about sex-based harassment, other forms of bullying and harassment, unfair treatment, discrimination and any other serious problem at work a respondent may have had.

People were asked if they had experienced problems to do with 18 specific employment rights in the last 5 years. Respondents were asked to say whether each was experienced with their current (or most recent if not currently employed) employer, or with a previous employer, or whether they had not had this problem at all.

Next respondents were asked how many separate problems they had with their employment rights in the last five years (as different issues could form part of the same overall problem). Questions on employment rights were related to the last 5 years to allow comparisons with the 2005 Employment Rights at Work Survey but all other questions on problems at work are in the last 2 years.

For unfair treatment, discrimination and bullying and harassment, the reference period was set at two years. All respondents were asked whether they had ever been treated unfairly compared to others in their workplace, and whether they thought they had experienced discrimination at work. Again, problems at a current (or most recent) employer were recorded separately from those at a previous employer.

Next respondents were asked about forms of bullying and harassment that create a hostile working environment, and whether they had experienced this in the last two years (as before, separately recorded for current/most recent employer and for a previous employer).

Lastly respondents were asked whether they had experienced any other serious problems at work in the last five years, to do with your rights at work, which have had a severe impact on your physical or psychological health/well-being or which have had a severe impact on your financial situation.

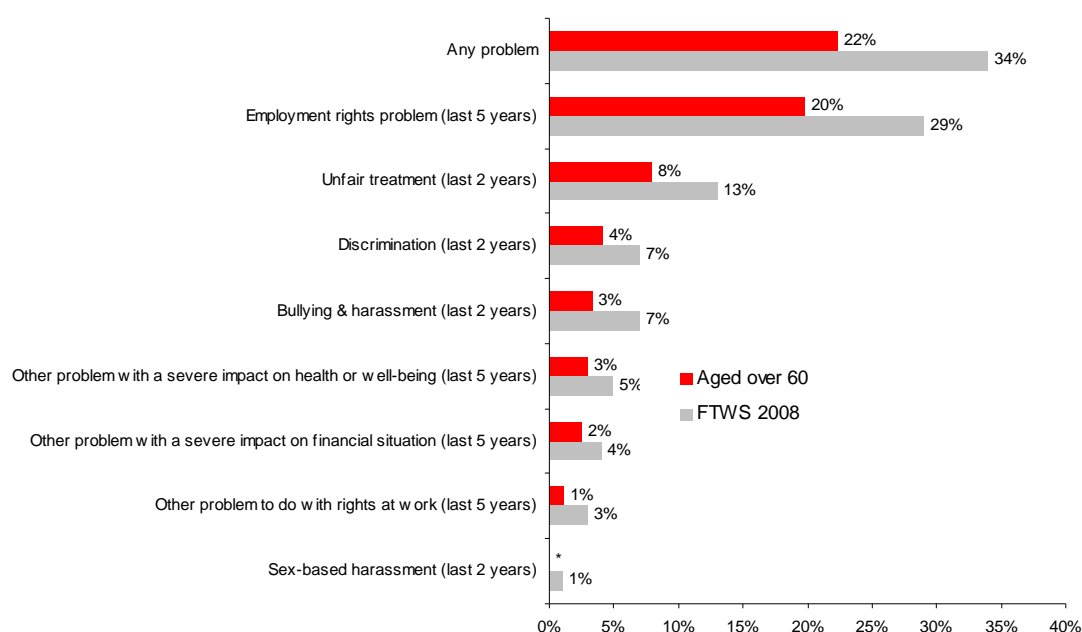
## Fair Treatment at Work – Age Report

This chapter provides an overview of the frequency of problems at work for those aged over 60. This includes an analysis of the type of problem experienced, whether it was related to an employment right, unfair treatment, discrimination or another problem. This section will attempt to provide characteristics of those groups affected and also analysis of those specific rights related to age. It should be made clear that in some cases there is a limit to the analysis conducted as the total sample size of older people asked this section is 1,049, as opposed to 4,010 surveyed in the main survey.

### 3.1 Experience of any problem

Chart 3.1 shows the proportion of respondents who had experienced each of the categories of problem described above and also the proportion that have experienced any problem. Just over 1 in 5 aged over 60 (22 per cent) had experienced any of these problems at work, less than 1 in 3 (34 per cent) of respondents surveyed in the main survey population. Chart 3.1 shows that a smaller proportion of those aged over 60 experienced problems in all categories when compared with the proportion of respondents experiencing problems from the main survey.

**Chart 3.1 Experience of problems at work**



Source: BIS's FTWS 2008; Aged over 60, BIS's FTWS 2008 Age boost

Base: All respondents (FTWS 2008: weighted=4010, unweighted=4010; FTWS 2008 Age boost: weighted=1049, unweighted=1049)

Note: \* Sample size too small for a reliable estimate

The most common category of problem those aged over 60 experienced was related to specific employment rights (20 per cent), then unfair treatment (8 per cent) followed by discrimination (4 per cent). This order is in line with the main survey which found sex-based harassment, other problems and bullying and harassment to be the least common problems at work. Although it is not possible to test for statistical significance those over 60 show a decrease in all

## Fair Treatment at Work – Age Report

categories of problem indicating that older people may experience fewer problems at work.

The results in chart 3.1 show those aged over 60 are generally less likely to report having problems at work. While the boost sample included a higher proportion of people not in employment, even when this group is removed the proportion of those over 60 still in employment reporting any problem at work remains at 22 per cent (in the main survey 32 per cent of those in employment reported any problem at work). And problems are slightly higher for those who are no longer in employment (26 per cent).

Table A3.1 (Annex A) shows the characteristics of those aged over 60 reporting any problem at work. Experience of problems was higher in those aged 60-64 with 25 per cent of respondents reporting any problem compared with 19 per cent in those aged 65-69. It has not been possible to assess whether these differences are statistically significant due to the small sample size of those reporting problems who are aged 65-69 and over 70. Analysis of the sample also shows that the proportion of those in each age group who are currently employed is 80, 73 and 86 per cent for the age groups 60-64, 65-69 and over 70 indicating that the proportion in the sample of those in work does not drop sharply as age increases.

A higher proportion with a long standing illness or disability reported any problem at work (32 per cent) compared with those with no illness or disability (20 per cent). This compares similarly to the main survey where 49 per cent of those with a long standing illness or disability reported experiencing a problem at work.

### 3.2 Experience of multiple problems

The main survey showed there was considerable overlap between experiences of different categories of problem (Table 3.1), with a significant proportion of respondents experiencing problems in more than one category (18 per cent) as opposed to 16 per cent who experienced one problem. Those aged over 60 mainly experienced one problem at work (12 per cent) and 10 per cent experienced two or more problems at work.

Table 3.2 shows the extent of multiple problems, among respondents who experienced any problems. The chart shows combinations reported by at least 2 per cent of respondents. The most common combination was employment rights with unfair treatment (14 per cent), and the range of other combinations with employment rights made up a further 13 per cent. This distribution is similar to that found in the main survey population, except the majority of problems are for employment rights only and less of an emphasis on multiple problems. It is not possible to assess whether any of these differences are statistically significant.



## Fair Treatment at Work – Age Report

**Table 3.1 Overlaps between different categories of problem\***

	Aged over 60	Main Survey
% that have had none of these problems	77	66
<b>% that have experienced only one of these categories</b>	<b>12</b>	<b>16</b>
% that have experienced two of these categories	5	8
% that have experienced three of these categories	3	5
% that have experienced four of these categories	2	3
% that have experienced five of these categories	-	1
% that have experienced six of these categories	-	1
% that have experienced seven of these categories	0	-
% that have experienced all of these categories	0	-
<b>% that have experienced two or more of these categories</b>	<b>10</b>	<b>18</b>

Note: \*=8 categories defined as (1) employment rights, (2) unfair treatment, (3) discrimination, (4) bullying, (5) sexual harassment, (6) other problem to do with rights at work, (7) other problem with severe impact on health or wellbeing and (8) other problem with severe impact on financial situation. '-' =less than 0.5%

Source: BIS's FTWS 2008 Age boost

Base: All respondents (1049 unweighted, 1049 weighted)

**Table 3.2 Combinations of problem experienced**

	Aged over 60	Main Survey
Employment rights problem only	42	38
Employment rights and unfair treatment	14	12
Employment rights and unfair treatment and discrimination	6	4
Employment rights and bullying & harassment	4	-
Bullying & harassment only	3	2
Other problem with a severe impact on health only	3	-
Employment rights and unfair treatment and discrimination and bullying & harassment	3	4
Employment rights and unfair treatment and discrimination and other problem with severe impact on financial situation	3	-
Unfair treatment and bullying & harassment	2	-
Employment rights and unfair treatment and bullying & harassment and other problem with a severe impact on health	2	-
Discrimination only	2	2
Employment rights and other problem with a severe impact on health and other problem with a severe impact on financial situation	2	-
Other combinations with Employment rights	13	25
Other combinations without Employment rights	4	5

Note: \*=less than 0.5%

Source: BIS's FTWS 2008 Age boost

Base: Respondents who had a problem at work (229 unweighted, 235 weighted)

### 3.3 Problems with employment rights

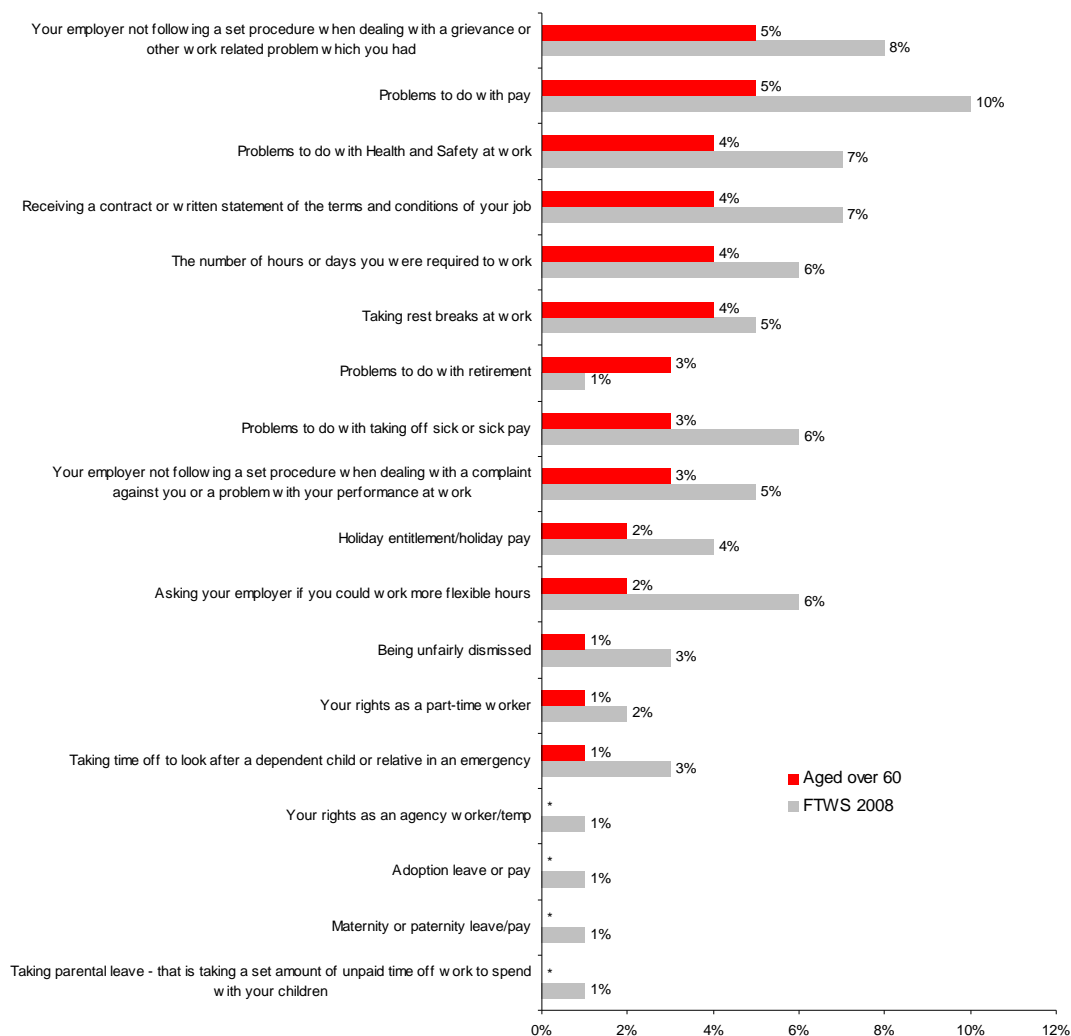
Sections 3.1 and 3.2 introduced the extent to which those aged over 60 are experiencing problems at work and some of the characteristics of these problems. Employment rights account for the largest proportion of problems in this age group and the following section will look in more detail at these problems. Where possible some of the characteristics of those experiencing problems with employment rights will be discussed, but with a total of 208 respondents reporting these results will not always be possible.

Table A3.2 (Annex A) shows the characteristics of those aged over 60 who have had a problem with employment rights. Broken down by age, problems with employment rights follows a similar pattern to those experiencing any problem with 22 per cent of those aged 60-64 reporting a problem in the last 5 years, this then declines in the age group 65-69 (17 per cent). A smaller proportion of those working part-time (18 per cent) experienced problems with employment rights compared with those working full-time (21 per cent). Those with a long standing illness or disability (28 per cent) were also more likely to experience problems with employment rights compared with those without (18 per cent).

Chart 3.2 shows overall a smaller proportion of those aged over 60 experience problems with employment rights in 17 out of 18 categories when compared with the main survey. The only exception to this is, understandably, a higher proportion of older people experience problems to do with retirement. The proportion shown is a proportion of all those aged over 60 surveyed in order to give an indication of the prevalence of this problem in this age group.

For those aged 60-64, 4 per cent reported retirement as the reason for the employment rights problems. It is not possible to give a more detailed breakdown by age due to the small sample size, however, those no longer in employment (7 per cent) were significantly more likely to report this as a reason for the employment rights problem than those still in employment (2 per cent).

**Chart 3.2 Experience of problems with rights at work**



Source: BIS's FTWS 2008: Aged over 60, BIS's FTWS 2008 Age boost  
 Base: All respondents (FTWS 2008: weighted=4010, unweighted=4010; FTWS 2008 Age boost: weighted=1049, unweighted=1049) Note: \* Sample size too small for a reliable estimate

Chart 3.2 indicates that the most common problems involving those over 60 are that employers have not followed correct procedures or problems to do with pay. In addition, other broader issues such as problems with health and safety, terms and conditions, the number of days required to work and rest breaks at work are all more prevalent than specific problems with retirement in those aged over 60.

### 3.4 Problems with unfair treatment and discrimination

Section 3.2 introduced the extent to which those over 60 are experiencing problems with employment rights; this section details the extent of problems due to unfair treatment. Table 3.3 shows 8 per cent of those aged over 60 reported being treated unfairly at work in the last two years. The majority of these cases were found to be with the employee's current or 'recent' employer rather than their previous employer. Table 3.3 provides a comparison with the same question asked in the main survey and older people are shown to report fewer incidences of unfair treatment.

**Table 3.3 Experience of unfair treatment at work**

	Aged over 60	Main Survey
Yes (net)	8%	13%
Yes - current / recent employer	6%	10%
Yes - previous employer	2%	4%
No	92%	87%
Don't know	0%	*

Source: BIS's FTWS 2008: Aged over 60, BIS's FTWS 2008 Age boost

Base: All respondents (FTWS 2008: weighted=4010, unweighted=4010; FTWS 2008 Age boost: weighted=1049, unweighted=1049)

\* sample size too small for a reliable estimate

Table A3.3 (Annex A) shows the characteristics associated with older people who have experienced unfair treatment at work. The reporting of unfair treatment was highest in the age group 60-64 (9 per cent) and declines for those aged 65-69 (7 per cent). This again follows the pattern seen in employment rights whereby the incidence of respondents reporting problems declines as age increases. For those individuals still in employment the proportion who have experienced unfair treatment remains at 8 per cent and falls slightly to 7 per cent for those who have now left employment.

Problems with unfair treatment were significantly higher for those who report their religion as non-Christian (15 per cent) compared with Christians (7 per cent). Higher than average problems are also seen in those who have been with their current employer less than a year (13 per cent), work in organisations with more than 500 people (12 per cent) and are not permanent employees (11 per cent). These differences are not statistically significant. It is important to note the table contains results from a bivariate analysis by each characteristic with the proportion of respondents reporting each problem and, unlike a multivariate approach, does not specifically control for the effect of different combinations of characteristics. For example, characteristics such as part-time employment, trade union membership and employment length are related to age therefore higher incidences of unfair treatment may be due to age rather than each of these characteristics independently.

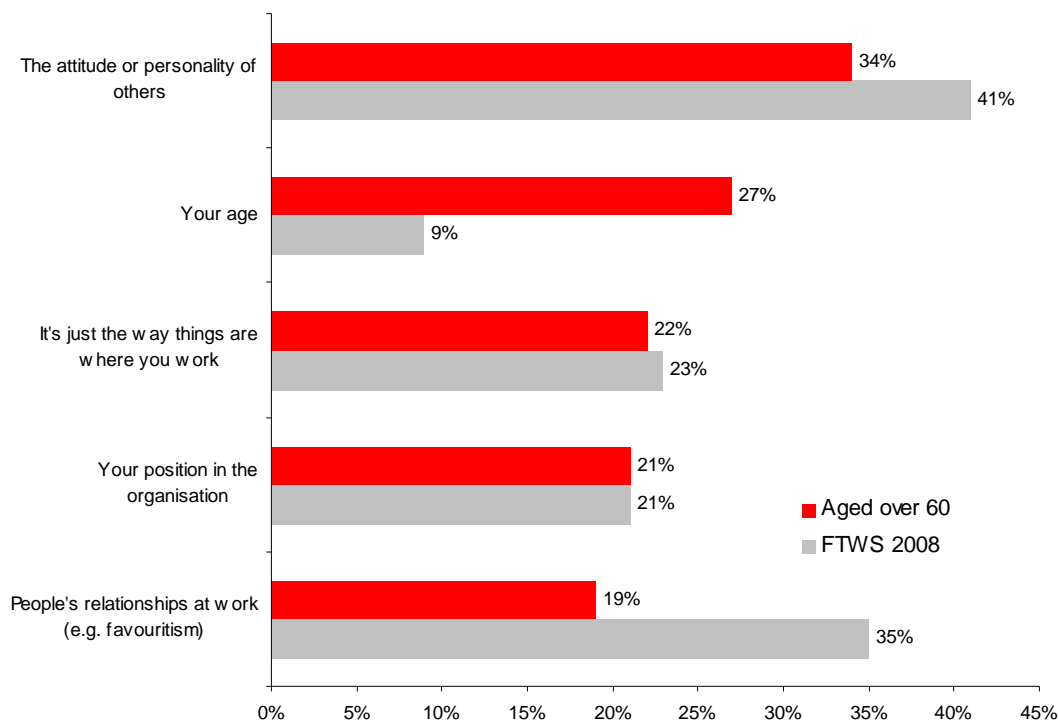
Chart 3.3 summarises the reasons given for unfair treatment. Respondents were permitted to give as many reasons as they thought appropriate and some categories have been omitted from the chart as the numbers were too small to give a reliable estimate.

The most common reason for unfair treatment in those aged over 60 is the 'attitude and personality of others', followed by 'age' and 'it's just the way things are when you work'. Chart 3.3 below shows those reporting unfair treatment for each reason as a proportion of all those reporting unfair treatment. This is different to chart 3.2 and table 3.3 which displayed problems with employment rights as a proportion of the whole sample. If these results were shown as a proportion of the whole sample, 2 per cent of those aged over 60 reports being treated unfairly due to their age compared with 1 per cent in the main survey. From the results shown in chart 3.2 we can also see that there are many problems with specific employment rights which affect a larger proportion of those over 60 than the 1 per cent treated unfairly because of their age.

## Fair Treatment at Work – Age Report

The main survey shows us unfair treatment due to age is more common in younger age groups. In those aged 16-24, 25 per cent reported age as being the reason for unfair treatment, 4 per cent of all 16-24 year olds questioned. It is not possible to explore further characteristics of unfair treatment due to age, such as whether the problems are experienced by those in or out of work due to the small number of cases involved.

**Chart 3.3 Experience of unfair treatment at work**



Source: BIS's FTWS 2008; Aged over 60, BIS's FTWS 2008 Age boost

Base: All respondents that were treated unfairly in the last 2 years (FTWS 2008: unweighted=538; FTWS 2008 Age boost: unweighted=79)

Note: Whether unfair treatment was a breach of legal employment rights was asked for the categories indicated only.

We continue to now look at the extent of problems due to discrimination. Table 3.4 shows that 4 per cent of those aged over 60 reported experiencing discrimination at work in the last two years. The majority of these cases were found to be with the employee's current or recent employer rather than their previous employer. Table 3.4 provides a comparison to the same question asked in the main survey and older people are shown to report fewer incidences of discrimination.

Table A3.3 (Annex A) shows the characteristics associated with older people who have experienced discrimination work. The proportion of those over 60 reporting discrimination was highest in the age group 60-64 (5 per cent) and declines for those aged 65-69 (3 per cent), it is not possible to give an estimate for those over 70 due to very few incidences in this age group. When looking at employment status the proportion that have experienced discrimination remains at 4 per cent for both those in employment and those who have now left employment.

## Fair Treatment at Work – Age Report

**Table 3.4 Experience of discrimination at work**

	Aged over 60	Main Survey
Yes (net)	4%	7%
Yes - current / recent employer	4%	6%
Yes - previous employer	0%	2%
No	96%	85%
Don't know	0%	*

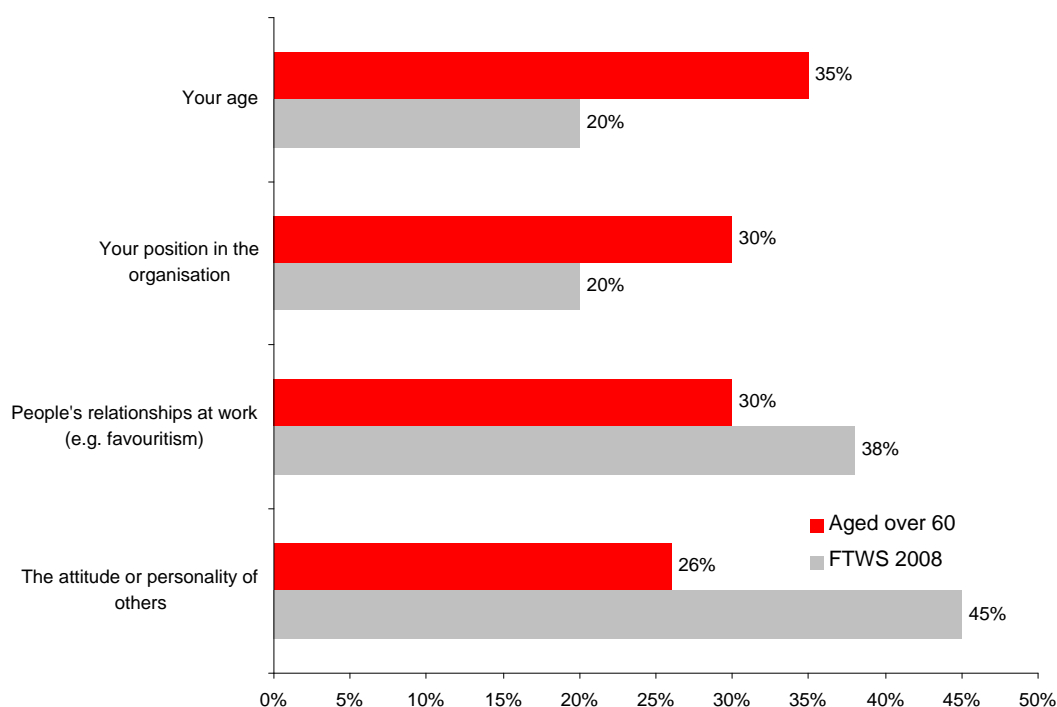
Source: BIS's FTWS 2008; Aged over 60, BIS's FTWS 2008 Age boost

Base: All respondents (FTWS 2008: weighted=4010, unweighted=4010; FTWS 2008 Age boost: weighted=1049, unweighted=1049)

\* sample size too small for a reliable estimate

Problems with discrimination were significantly higher in males (5 per cent) compared with females (2 per cent) and also in those who are non-Christian (8 per cent) compared with people who report their religion as Christian (3 per cent). Those with a long-standing illness or disability were also significantly more likely to report discrimination (8 per cent) compared with those without (3 per cent). Interestingly, those who work full-time (6 per cent) were significantly more likely to report experiencing discrimination compared with those working part time (1 per cent). It is important to note that all these proportions are less than those reported in the main survey population for each characteristic, but it is not possible to say whether these differences are statistically significant.

**Chart 3.4 Experience of discrimination at work**



Source: BIS's FTWS 2008; Aged over 60, BIS's FTWS 2008 Age boost

Base: All respondents that have been discriminated against at work in the last 2 years (FTWS 2008: unweighted=289; FTWS 2008 Age boost: unweighted=39)

Note: Whether discrimination was a breach of legal employment rights was asked for the categories indicated only.

## Fair Treatment at Work – Age Report

Chart 3.4 summarises the reasons given for discrimination. Respondents were permitted to give as many reasons as they thought appropriate however some categories have been omitted from the chart as the numbers reporting these reasons were too small to give a reliable estimate.

The most common reason for discrimination in those aged over 60 is age followed by the respondent's position in the organisation and people's relationships at work. The chart above shows those reporting discrimination for each reason as a proportion of all those reporting discrimination. If these results were shown as a proportion of the whole sample, 1 per cent of those aged over 60 report being discriminated against because of their age compared with 1 per cent in the main survey. It is not possible to explore further characteristics of age discrimination such as whether the problems with discrimination are experienced by those in or out of work due to the small number of cases involved.

Although age is the main reason those aged over 60 give for the discrimination experienced, it is important to put this in context. The main survey shows us that discrimination due to age is much more common among younger age groups. In those aged 16-24 who had been discriminated against, 48 per cent reported age as being the reason compared with 35 per cent in those aged over 60. When looking at all 16-24 year olds in the main survey population 5 per cent experienced discrimination because of their age, more than experienced in those aged over 60 (1 per cent). Although this result was not tested for statistical significance this does indicate a large difference between older ages and the youngest age group. The main report showed older workers experience significantly fewer problems with unfair treatment compared with those aged 16-24 and lower rates compared with other age groups.

### 3.5 Problems with bullying and harassment at work and other problems

The following details the extent of problems due to bullying and harassment. Incidences of sex-based harassment were too small to give a reliable estimate therefore it is not possible to provide further analysis on this problem. Table 3.5 shows that 3 per cent of those aged over 60 reported experiencing bullying and harassment at work in the last two years. The majority of these cases were found to be with the employee's current or recent employer rather than their previous employer. Table 3.5 provides a comparison with the same question asked in the main survey and older people are shown to report fewer incidences of bullying and harassment.

**Table 3.5 Experience of bullying and harassment at work**

	Aged over 60	Main Survey
Yes (net)	3%	5%
Yes - current / recent employer	3%	3%
Yes - previous employer	1%	2%
No	97%	95%
Don't know	0%	*

Source: BIS's FTWS 2008; Aged over 60, BIS's FTWS 2008 Age boost

Base: All respondents (FTWS 2008: weighted=4010, unweighted=4010; FTWS 2008 Age boost: weighted=1049, unweighted=1049)

\* sample size too small for a reliable estimate

## Fair Treatment at Work – Age Report

Table A3.3 (Annex A) shows the characteristics associated with older people who have experienced bullying and harassment work. The proportion of those over 60 reporting bullying and harassment was highest in the age group 60-64 (4 per cent) and declines for those aged 65-69 (3 per cent); it is not possible to give an estimate for those over 70 due to very few incidences in this age group.

There were very few differences between characteristics of those experiencing bullying and harassment. Apart from higher reports seen in females (5 per cent), public sector organisations (5 per cent) and those with a long-standing illness or disability (5 per cent), but none of these differences are statistically significant.

At the end of the sequence of questions about specified problems at work, unfair treatment, discrimination, sexual harassment, bullying and harassment respondents were invited to respond to a question designed to gather data on 'any other serious problems at work in the last FIVE years'. Table 3.6 shows 1 per cent of those over 60 had additional problems with their rights at work not covered in the list of employment rights described in section 3.3. In addition, 3 per cent of respondents reported a problem that had a severe impact on physical and psychological well-being and 3 per cent a problem which had a severe impact on their financial situation.

**Table 3.6 Experience of other problems at work**

	Aged over 60	Main Survey
Rights at work	1%	3%
Physical or psychological well-being	3%	5%
Financial Situation	3%	4%

Source: BIS's FTWS 2008: Aged over 60, BIS's FTWS 2008 Age boost

Base: All respondents (FTWS 2008: weighted=4010, unweighted=4010; FTWS 2008 Age boost: weighted=1049, unweighted=1049)

When compared with the main survey this supports the general trend seen throughout the chapter whereby a smaller proportion of those over 60 report experiencing problems at work when compared with the representative Great Britain sample in the main survey.



### 3.6 Summary

#### Any problems

- 1 in 5 aged over 60 experienced any problem at work compared with 1 in 3 in the main survey population. Experience of problems was higher in those aged 60-64 with 25 per cent of respondents reporting any problem compared with 19 per cent for those aged 65-69.
- 22 per cent of those in employment reported experiencing any problem, less than 26 per cent of those who are no longer in employment.
- The majority of respondents experience one problem whereas a greater majority in the main survey experienced multiple problems.

#### Employment rights

- 20 per cent of those aged over 60 report having had problems with employment rights with the incidence of problems declining as age increases.
- 3 per cent of those aged over 60 experienced problems to do with retirement. Of those no longer in employment 7 per cent reported this as a reason for the employment rights problem, significantly more than 3 per cent of those still in employment.

#### Unfair treatment

- 8 per cent of those aged over 60 had experienced unfair treatment at work. Of these people, 27 per cent said the reason for the unfair treatment was because of their age.
- Although age was stated as one of the main reasons for unfair treatment, this is less than experienced in those aged 16-24. 2 per cent of all those aged over 60 report unfair treatment due to their age compared with 4 per cent of those aged 16-24 in the main survey.

#### Discrimination

- 4 per cent of those aged over 60 had experienced discrimination at work. Of these people, 35 per cent said the reason for the discrimination was because of their age.
- Although age was stated by this age group as the main reason for discrimination, this is less than experienced in those aged 16-24. 1 per cent of all those aged over 60 reported discrimination due to their age compared with 5 per cent of those aged 16-24 in the main survey.
- Those who work full-time (6 per cent) were significantly more likely to report experiencing discrimination compared to those working part-time (1 per cent).

#### Bullying, harassment and other problems

- 3 per cent of those aged over 60 had experienced bullying and harassment at work compared with 5 per cent in the main survey. The majority of these cases were with the respondent's current employer.

# 4 Problems and their resolution

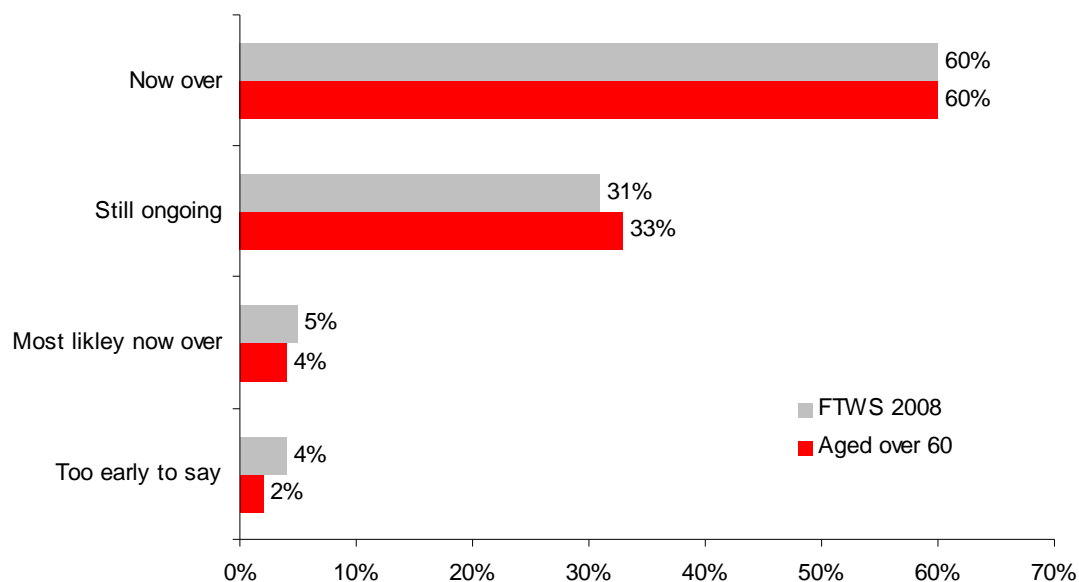
In chapter 3 we found smaller proportions of those aged over 60 experienced problems at work in all categories when compared with the main survey. Problems with employments rights was the most common category (1 in 5) followed by unfair treatment (1 in 10), discrimination (1 in 20) and bullying and harassment (1 in 30).

The following section asks respondents to focus on their most serious problem experienced and explores whether the problem is now over or still ongoing, what the final outcome of the problem was and what steps the respondent took to try and resolve the problem.

This current section focuses on the respondent’s most serious problem. There are only 234 cases available to provide information on the outcome of problems and the methods of resolution. With this in mind analysis of the characteristics may not always be possible due to the small number of differences in cases.

## 4.1 Current status of most serious problem

**Chart 4.1 Current status of most serious problem**



Source: BIS's FTWS 2008; Aged over 60, BIS's FTWS 2008 Age boost  
 Base: All respondents that have had a most serious problem at work (FTWS 2008: unweighted=1300; FTWS 2008 Age boost: unweighted=228)

## Fair Treatment at Work – Age Report

Chart 4.1 shows how survey respondents assessed the current status of their most serious problem. The majority were clear about whether the problem was 'now over' (60 per cent) as also seen in the main survey. The proportions in the other categories show a similar pattern to those in the main survey where approximately 1 in 3 state that their problem was still ongoing and smaller proportions stating that their problem was 'most likely now over' or 'too early to say'. These results are unlikely to be statistically significant if tested.

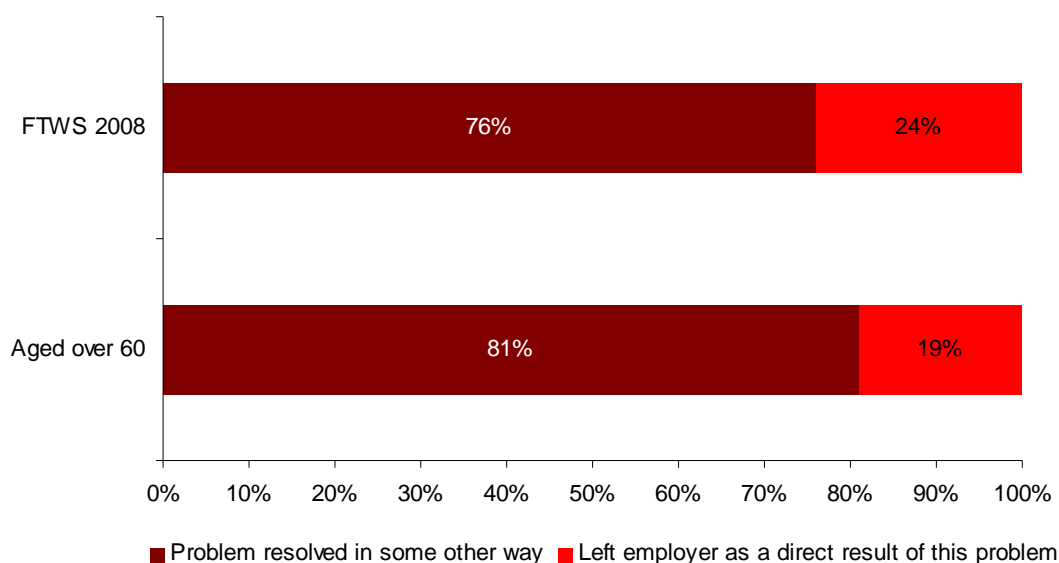
### 4.2 Outcome of most serious problem

Chart 4.2 shows the majority (81 per cent) of those whose problem at work was now over or most likely over had stayed with the same employer, similar to the result found in the main survey (76 per cent).

When those who had subsequently changed their employer were asked whether this decision was a direct result of the problem, 31 per cent of those over 60 said that this was, less than the 50 per cent of respondents answering the same question in the main survey.

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**Chart 4.2 Outcome of most serious problem**



Source: BIS's FTWS 2008; Aged over 60, BIS's FTWS 2008 Age boost  
Base: All respondents whose problem is now over or most likely over (FTWS 2008: unweighted=831; FTWS 2008 Age boost: unweighted=150)

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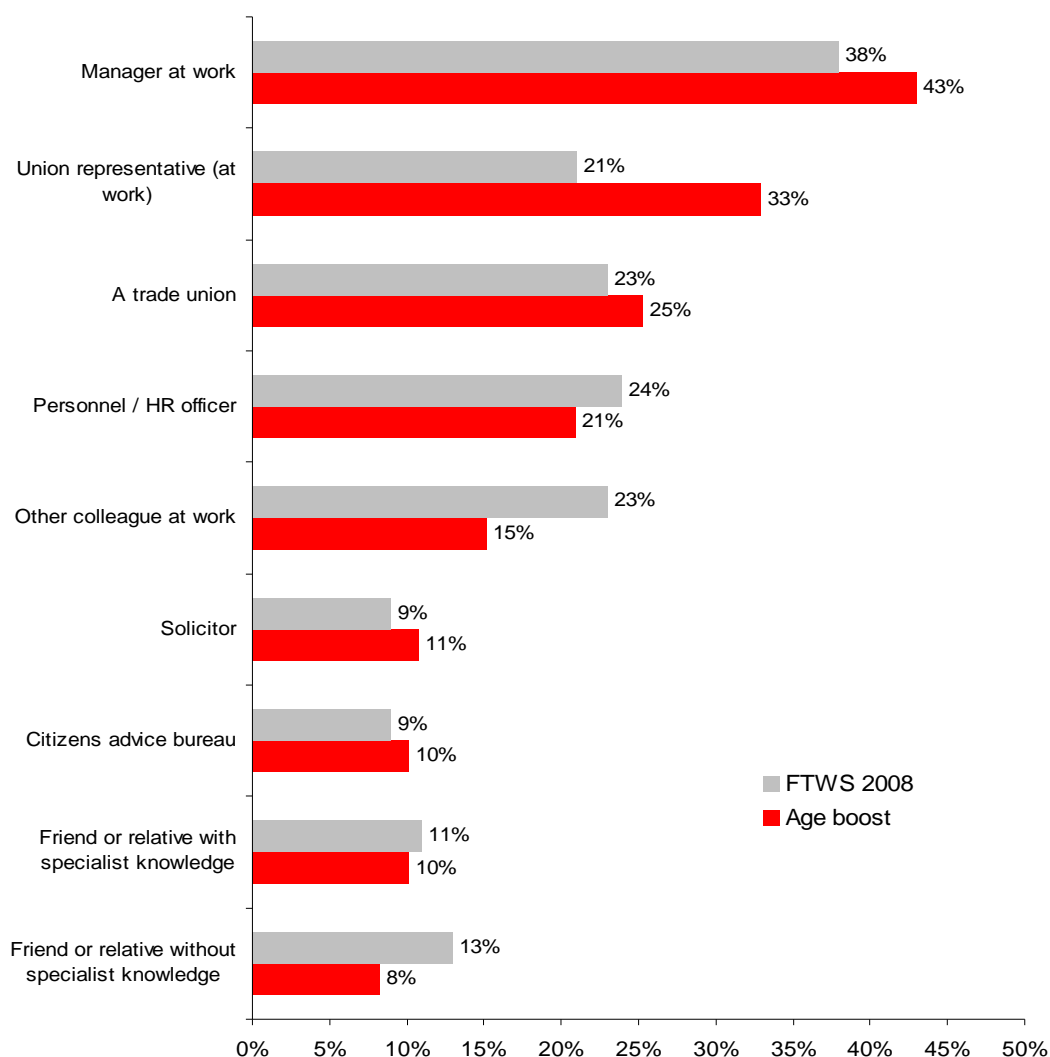
Due to the small number of people leaving their employer, it is not possible to focus more on the reasons for their departure. However, of those who remained with their employer the majority of problems were resolved by their employer taking action to resolve the problem (39 per cent) and the second most common reason was that nothing was resolved and just went on as before (29 per cent). This is similar with the main survey where 39 per cent also had their employer take action however a smaller proportion (19 per cent) just went on as before. This may indicate increased apathy amongst older workers who may be more likely to leave problems rather than take further action.

### 4.3 The type of information or advice sought

Respondents were asked of their most serious problem, “Did you try to get advice or information to help you resolve this problem from any of these sources?” and chart 4.3 shows the routes those aged over 60 took to gain information regarding their problem at work. The categories shown are those where the number of people using each of the sources was large enough to provide a reliable estimate. Those categories not shown include, Acas, DirectGov website, the Employment Tribunals Service, the internet / intranet, Library, staff handbook and the Job Centre.

For those over 60 the most popular source of information was consulting a manager at work which is a larger proportion than seen in the main survey. In addition older workers are much more likely to consult a trade union representative, both inside (33 per cent) and outside (25 per cent) of the workplace a result likely to be significant as older workers are more likely to be members of trade unions.

**Chart 4.3 Sources of advice or information**



Source: BIS's FTWS 2008; Aged over 60, BIS's FTWS 2008 Age boost  
 Base: All respondents that have had a most serious problem at work (FTWS 2008: unweighted=926; FTWS 2008 Age boost: unweighted=152)

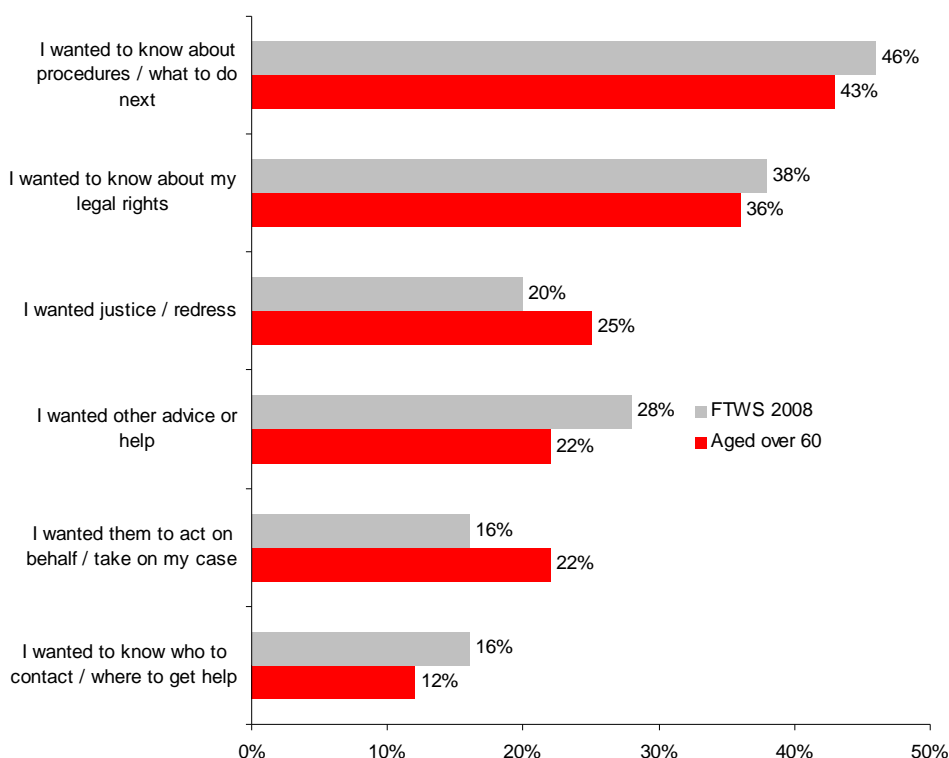
## Fair Treatment at Work – Age Report

When compared with the main survey a larger proportion of those aged over 60 contacted a manager at work and a trade union, inside and outside of the workplace. A smaller proportion of respondents utilised their personnel / HR officer (21 per cent), another colleague at work (15 per cent) and a friend without specialist knowledge. It is not possible to look further into the characteristics and how the source of information may vary with these characteristics due to the small number of people with a problem scattered across a number of different sources of information.

However, chart 4.4 shows the reasons why those aged over 60 contacted a source of information about their problem. The largest proportion of those who contacted a source of information was because they wanted to know about procedures and what to do next (43 per cent). The chart below shows that the majority of older people, as in the main survey, contact sources of information mainly for information and also information on legal rights (36 per cent).

Those aged over 60 were more likely to want justice or redress for their problem (25 per cent) when compared with the main survey population (20 per cent). This finding was also seen in the main survey where younger people were more likely to want to know who to contact or where to get help and older people more likely to want the source of advice to take on their case or act on their behalf.

**Chart 4.4 Reason for contacting sources of advice or information**



Source: BIS's FTWS 2008: Aged over 60, BIS's FTWS 2008 Age boost

Base: All respondents that have had a most serious problem at work and contacted an advisor (FTWS 2008: unweighted=920; FTWS 2008 Age boost: unweighted=153)

## Fair Treatment at Work – Age Report

Respondents were asked “*were able to get the advice and information you needed from the first / only advisor?*” and the majority of respondents (72 per cent) were able to find the right information similar to the result in the main survey where 76 per cent were able to find the right information.

### 4.4 Summary

#### Current status of most serious problem

- The majority were clear about whether the problem was ‘now over’ (60 per cent) as also seen in the main survey.

#### Outcome of most serious problem

- The majority (81 per cent) of those whose problem at work was now over or most likely over had stayed with the same employer, similar to the result found in the main survey (76 per cent).
- A smaller proportion of respondents left their employer as a direct result of the problem. When those who had subsequently changed their employer were asked whether this decision was a direct result of the problem, 31 per cent of those aged over 60 said that this was, less than the 50 per cent of respondents answering the same question in the main survey.
- Of those who remained with their employer the majority of problems were resolved by their employer taking action to resolve the problem (39 per cent) and the second most common reason was that nothing was resolved and just went on as before (29 per cent). This is similar with the main survey where 39 per cent also had their employer take action however a smaller proportion (19 per cent) just went on as before. This may indicate increased apathy amongst older workers who may be more likely to leave problems rather than take further action.

#### The type of information or advice sought

- Those aged over 60 are much more likely to consult a trade union representative, both inside (33 per cent) and outside (25 per cent) of the workplace.
- Those aged over 60 were more likely to want justice or redress for their problem (25 per cent) when compared to the main survey population (20 per cent).

# Annex A – Reference tables

**Table A2.1 How informed respondents feel about their rights**

Percentages	Very well	Well	Not well	Not at all	Weighted base	Unweighted base
All	26	56	15	3	680	687
<b>Region</b>						
England	26	55	15	3	592	592
Wales	14	69	16	1	35	37
Scotland	32	54	11	3	53	58
<b>Workplace characteristics</b>						
<i>Ownership</i>						
Public	28	60	10	2	206	211
Private	25	54	18	4	431	431
Third sector	33	52	15	-	37	40
<i>Industry (SIC)</i>						
Agriculture and fishing	*	*	*	*	*	*
Energy and water	*	*	*	*	*	*
Manufacturing	22	58	15	5	68	63
Construction	*	*	*	*	*	*
Distribution, hotels and restaurants						129
Transport and communication	27	50	17	6	134	
Banking, finance and insurance	27	57	15	2	43	44
Public administration, education and health	30	56	12	2	116	115
Other services	25	60	13	1	199	213
	20	54	23	4	57	64
<i>Workplace size (employees)</i>						
1-9	24	59	15	2	133	142
10-24	23	54	20	3	131	131
25-99	26	54	15	4	161	162
100-499	33	50	16	1	129	130
500 or more	30	57	6	6	89	84
<i>Trade union recognition</i>						
Yes	30	58	10	2	272	276
No	24	53	18	4	373	374
<i>Personnel/HR department</i>						
Yes	29	57	12	2	473	475
No	21	52	22	5	185	190
<i>Equal opportunities policy</i>						
Yes	28	56	13	2	512	514
No	30	47	16	8	77	77

Note: Answers of don't know, not stated or that were not classifiable on the breakdown questions are not shown separately but are included in the All figures. Less than 1% of respondents overall answered 'don't know' to this question and so this category is not shown separately

Source: BIS's FTWS 2008 older workers Q2.2

\* Sample size too small for reliable estimate

Base: All respondents that were asked Section 2

## Fair Treatment at Work – Age Report

**Table A2.1 How informed respondents feel about their rights  
(continued)**

Percentages	Very well	Well	Not well	Not at all	Base (wt.)	Base (unwt.)
<b>Job characteristics</b>						
<i>Occupation (NS-SEC)</i>						
Managerial and professional	31	58	11	1	188	182
Intermediate	30	55	13	2	141	145
Routine and manual	22	54	19	5	347	354
<i>Managerial/ supervisory duties</i>						
Yes	32	52	13	3	196	193
No	24	57	16	3	484	494
<i>Employment status</i>						
Permanent	26	55	15	3	623	632
Not permanent	26	61	13	-	57	55
Full time	27	54	16	3	392	379
Part time	27	57	14	3	272	291
<i>Number of jobs</i>						
One job	28	53	16	3	510	508
More than one	*	*	*	*	*	*
<i>Equal opportunities training</i>						
Yes	35	56	7	2	235	233
No	21	56	19	4	443	451
<i>Trade union/staff assoc. member</i>						
Trade union	30	56	11	3	196	193
Staff association	*	*	*	*	*	*
Neither	25	54	17	3	450	457
<i>Length of service (years)</i>						
Up to 1	*	*	*	*	*	*
1 to 2	25	65	10	-	66	69
3 to 5	31	42	24	3	109	111
6 to 15	23	56	18	4	222	224
More than 15	28	57	12	4	239	245
<i>Earnings per year (£'000)</i>						
Under 15	22	61	14	3	314	328
15 - 24.99	30	44	20	6	143	135
25 - 39.99	27	62	11	-	99	91
40 +	44	41	11	3	35	34
<i>Earn less than £6.50 per hour</i>						
Yes	11	52	34	3	56	61
No	30	53	13	4	296	288

See footnote, source and base details on previous page.



## Fair Treatment at Work – Age Report

**Table A2.1 How informed respondents feel about their rights (continued)**

Percentages	Very well	Well	Not well	Not at all	Base (wt.)	Base (unwt.)
<i>Individual characteristics</i>						
<i>Age</i>						
60-64	26	55	15	4	495	458
65-69	30	54	15	2	131	162
70+	18	67	14	1	54	67
<i>Sex</i>						
Male	28	54	15	3	400	366
Female	24	58	15	3	280	321
<i>Ethnicity</i>						
White	25	56	15	3	666	671
BME/Other	*	*	*	*	*	*
<i>Country of birth</i>						
UK	26	56	15	3	623	630
Non UK	32	56	12	1	57	57
<i>Highest educational qualification</i>						
Higher/postgrad degree	26	51	23	-	56	57
Undergraduate degree	42	47	9	2	64	64
HE (below degree)	26	67	8	-	84	81
A/AS level	21	63	13	3	73	69
GCSE (A-C)	24	58	17	1	88	93
GCSE (D-G)	30	46	14	11	58	60
Other incl. trade apprenticeships	28	58	10	4	76	73
None of these	22	51	50	3	172	180
<i>Children in household</i>						
Yes	*	*	*	*	*	*
No	26	56	15	3	664	670
<i>Longstanding illness/disability</i>						
Yes	22	54	21	4	135	140
No	27	56	14	3	544	545
<i>Sexual orientation</i>						
Heterosexual	26	56	15	3	661	666
Gay/ Lesbian/ Bisexual	*	*	*	*	*	*
<i>Religion</i>						
Christian	26	56	14	3	575	590
Other/None	24	56	19	1	99	91
<i>Problems at work</i>						
Any	15	52	25	8	150	146
None	29	57	12	2	525	534
<i>How seriously employer takes employment rights</i>						
Very seriously	37	54	8	1	351	355
Fairly seriously	17	62	19	2	245	247
Not very seriously	8	42	39	11	53	55
Not seriously at all	*	*	*	*	*	*
Don't know	*	*	*	*	*	*

See footnote, source and base details on previous page.

## Fair Treatment at Work – Age Report

**Table A2.2 How sufficient is respondents knowledge about their rights**

Percentages	Know as much as needed	Could do with knowing more	<i>Weighted base</i>	<i>Unweighted base</i>
All	72	28	680	687
<b>Region</b>				
England	71	29	592	592
Wales	73	27	35	37
Scotland	82	18	53	58
<b>Workplace characteristics</b>				
<i>Ownership</i>				
Public	72	27	206	211
Private	70	30	431	431
Third sector	86	12	37	40
<i>Industry (SIC)</i>				
Agriculture and fishing	*	*	*	*
Energy and water	*	*	*	*
Manufacturing	68	32	68	63
Construction	*	*	*	*
Distribution, hotels and restaurants	69	31	134	129
Transport and communication	69	29	43	44
Banking, finance and insurance	73	27	116	115
Public administration, education and health	72	27	199	213
Other services	80	20	57	64
<i>Workplace size (employees)</i>				
1-9	77	23	133	142
10-24	69	31	131	131
25-99	72	27	161	162
100-499	68	32	129	130
500 or more	68	31	89	84
<i>Trade union recognition</i>				
Yes	73	26	272	276
No	70	30	373	374
<i>Personnel/HR department</i>				
Yes	74	26	473	475
No	68	32	185	190
<i>Equal opportunities policy</i>				
Yes	71	28	512	514
No	74	26	77	77

Note: Answers of don't know, not stated or that were not classifiable on the breakdown questions are not shown separately but are included in the All figures. 1% of respondents overall answered 'don't know' to this question and so this category is not shown separately

Source: BIS's FTWS 2008 older workers Q2.3

\* Sample size too small for reliable estimate

Base: All respondents that were asked Section 2

## Fair Treatment at Work – Age Report

**Table A2.2 How sufficient is respondents knowledge about their rights (continued)**

Percentages	Know as much as needed	Could do with knowing more	Base (wt.)	Base (unwt.)
<b>Job characteristics</b>				
<i>Occupation (NS-SEC)</i>				
Managerial and professional	78	22	188	182
Intermediate	72	28	141	145
Routine and manual	68	31	347	354
<i>Managerial/ supervisory duties</i>				
Yes	69	31	196	193
No	73	27	484	494
<i>Employment status</i>				
Permanent	71	29	623	632
Not permanent	80	20	57	55
Full time	66	33	392	379
Part time	78	22	272	291
<i>Number of jobs</i>				
One job	71	29	510	508
More than one	*	*	*	*
<i>Equal opportunities training</i>				
Yes	77	23	235	233
No	69	31	443	451
<i>Trade union/staff assoc. member</i>				
Trade union	74	25	196	193
Staff association	*	*	*	*
Neither	70	30	450	457
<i>Length of service (years)</i>				
Up to 1	*	*	*	*
1 to 2	75	25	66	69
3 to 5	70	30	109	111
6 to 15	68	32	222	224
More than 15	73	26	239	245
<i>Earnings per year (£'000)</i>				
Under 15	73	26	314	328
15 - 24.99	61	39	143	135
25 - 39.99	79	21	99	91
40 +	68	32	35	34
<i>Earn less than £6.50 per hour</i>				
Yes	70	29	56	61
No	68	32	296	288

See footnote, source and base details on previous page.

## Fair Treatment at Work – Age Report

**Table A2.2 How sufficient is respondents knowledge about their rights (continued)**

Percentages	Know as much as needed	Could do with knowing more	Base (wt.)	Base (unwt.)
<i>Individual characteristics</i>				
<i>Age</i>				
60-64	68	31	495	458
65-69	78	21	131	162
70+	85	15	54	67
<i>Sex</i>				
Male	71	29	400	366
Female	73	26	280	321
<i>Ethnicity</i>				
White	71	28	666	671
BME/Other	*	*	*	*
<i>Country of birth</i>				
UK	71	28	623	630
Non UK	77	23	57	57
<i>Highest educational qualification</i>				
Higher/postgrad degree	66	34	56	57
Undergraduate degree	81	19	64	64
HE (below degree)	67	33	84	81
A/AS level	72	28	73	69
GCSE (A-C)	75	24	88	93
GCSE (D-G)	70	30	58	60
Other incl. trade apprenticeships	70	30	76	73
None of these	74	25	172	180
<i>Children in household</i>				
Yes	*	*	*	*
No	71	28	664	670
<i>Longstanding illness/disability</i>				
Yes	66	34	135	140
No	73	26	544	545
<i>Sexual orientation</i>				
Heterosexual	72	28	661	666
Gay/ Lesbian/ Bisexual	*	*	*	*
<i>Religion</i>				
Christian	72	27	575	590
Other/None	67	33	99	91
<i>Problems at work</i>				
Any	53	47	150	146
None	77	22	525	534

See footnote, source and base details on previous page.

## Fair Treatment at Work – Age Report

**Table A2.3 Knowledge of employers' legal obligations – mean number of correct answers**

	Mean number of correct answers	Standard error of the mean	Weighted base	Unweighted base
All	22.51	0.15	680	687
<b>Region</b>				
England	22.62	0.16	592	592
Wales	21.06	0.71	35	37
Scotland	22.23	0.59	53	58
<b>Workplace characteristics</b>				
<i>Ownership</i>				
Public	23.01	0.23	206	211
Private	22.21	0.20	431	431
Third sector	22.93	0.54	37	40
<i>Industry (SIC)</i>				
Agriculture and fishing	*	*	*	*
Energy and water	*	*	*	*
Manufacturing	22.64	0.45	68	63
Construction	*	*	*	*
Distribution, hotels and restaurants	21.79	0.40	134	129
Transport and communication	22.83	0.51	43	44
Banking, finance and insurance	23.04	0.34	116	115
Public administration, education and health	23.10	0.23	199	213
Other services	21.18	0.58	57	64
<i>Workplace size (employees)</i>				
1-9	22.34	0.34	133	142
10-24	22.25	0.33	131	131
25-99	22.30	0.32	161	162
100-499	23.37	0.30	129	130
500 or more	23.41	0.31	89	84
<i>Trade union recognition</i>				
Yes	23.25	0.19	272	276
No	22.11	0.22	373	374
<i>Personnel/HR department</i>				
Yes	22.98	0.16	473	475
No	21.55	0.34	185	190
<i>Equal opportunities policy</i>				
Yes	23.14	0.14	512	514
No	21.18	0.56	77	77

Note: Answers of don't know, not stated or that were not classifiable on the breakdown questions are not shown separately but are included in the All figures

Source: BIS's FTWS 2008 older workers Q2.6

\* Sample size too small for reliable estimate

Base: All respondents that were asked Section 2

## Fair Treatment at Work – Age Report

**Table A2.3 Awareness of employers' legal obligations – mean number of correct answers (continued)**

	Mean number of correct answers	Standard error of the mean	Base (wt.)	Base (unwt.)
<i>Job characteristics</i>				
<i>Occupation (NS-SEC)</i>				
Managerial and professional	23.76	0.20	188	182
Intermediate	22.48	0.30	141	145
Routine and manual	21.88	0.23	347	354
<i>Managerial/ supervisory duties</i>				
Yes	23.51	0.21	196	193
No	22.11	0.19	484	494
<i>Employment status</i>				
Permanent	22.56	0.15	623	632
Not permanent	22.00	0.56	57	55
Full time	22.68	0.20	392	379
Part time	22.34	0.23	272	291
<i>Number of jobs</i>				
One job	22.57	0.17	510	508
More than one	*	*	*	*
<i>Equal opportunities training</i>				
Yes	23.51	0.20	235	233
No	21.99	0.20	443	451
<i>Trade union/staff assoc. member</i>				
Trade union	23.20	0.22	196	193
Staff association	*	*	*	*
Neither	22.33	0.19	450	457
<i>Length of service (years)</i>				
Up to 1	*	*	*	*
1 to 2	22.32	0.51	66	69
3 to 5	22.63	0.33	109	111
6 to 15	22.39	0.27	222	224
More than 15	22.62	0.25	239	245
<i>Earnings per year (£'000)</i>				
Under 15	22.27	0.23	314	328
15-24.99	22.01	0.35	143	135
25-39.99	23.56	0.26	99	91
40 +	23.62	0.55	35	34
<i>Earn less than £6.50 per hour</i>				
Yes	21.58	0.62	56	61
No	22.69	0.21	296	288

See footnote, source and base details on previous page.

## Fair Treatment at Work – Age Report

**Table A2.3 Awareness of employers' legal obligations – mean number of correct answers (continued)**

	Mean number of correct answers	Standard error of the mean	Base (wt.)	Base (unwt.)
<i>Individual characteristics</i>				
<i>Age</i>				
60-64	22.64	0.17	495	458
65-69	22.61	0.31	131	162
70+	21.14	0.66	54	67
<i>Sex</i>				
Male	22.46	0.21	400	366
Female	22.59	0.21	280	321
<i>Ethnicity</i>				
White	22.55	0.15	666	671
BME/Other	*	*	*	*
<i>Country of birth</i>				
UK	22.49	0.16	623	630
Non UK	22.79	0.50	57	57
<i>Highest educational qualification</i>				
Higher/postgrad degree	23.24	0.46	56	57
Undergraduate degree	22.76	0.45	64	64
HE (below degree)	23.58	0.37	84	81
A/AS level	23.20	0.38	73	69
GCSE (A-C)	23.29	0.37	88	93
GCSE (D-G)	23.03	0.42	58	60
Other incl. trade apprenticeships	20.96	0.58	76	73
None of these	21.52	0.31	172	180
<i>Children in household</i>				
Yes	*	*	*	*
No	22.50	0.15	664	670
<i>Longstanding illness/disability</i>				
Yes	22.34	0.32	135	140
No	22.59	0.16	544	545
<i>Sexual orientation</i>				
Heterosexual	22.55	0.15	661	666
Gay/ Lesbian/ Bi	*	*	*	*
<i>Religion</i>				
Christian	22.47	0.16	575	590
Other/None	22.77	0.41	99	91
<i>Problems at work</i>				
Any	22.79	0.29	150	146
None	22.45	0.17	525	534

See footnote, source and base details on previous page.

## Fair Treatment at Work – Age Report

**Table A3.1 Percentage reporting any problem at work**

Percentages	No problem	Any problem†	Weighted base	Unweighted base
All	77	23	1049	1049
<b>Region</b>				
England	77	23	914	907
Wales	72	28	50	52
Scotland	84	16	85	90
<b>Workplace characteristics</b>				
<i>Ownership</i>				
Public	76	24	331	334
Private	77	23	654	649
Third sector	83	17	55	57
<i>Industry (SIC)</i>				
Agriculture and fishing	*	*	*	*
Energy and water	*	*	*	*
Manufacturing	75	25	103	96
Construction	84	16	51	45
Distribution, hotels and restaurants	79	21	194	188
Transport and communication	78	22	67	69
Banking, finance and insurance	75	25	168	168
Public administration, education and health	78	22	326	336
Other services	74	26	91	101
<i>Workplace size (employees)</i>				
1-9	80	20	210	223
10-24	82	18	195	195
25-99	73	27	245	245
100-499	76	24	201	198
500 or more	78	22	141	129
<i>Trade union recognition</i>				
Yes	75	25	452	447
No	79	21	547	550
<i>Personnel/HR department</i>				
Yes	78	22	722	714
No	77	23	296	303
<i>Equal opportunities policy</i>				
Yes	79	21	786	783
No	72	28	125	121

Note: Answers of don't know, not stated or that were not classifiable on the breakdown questions are not shown separately but are included in the All figures. 1% of respondents overall answered 'don't know' to this question and so this category is not shown separately

† Problems included in this category are: Employment rights problems (last 5 years); Unfair treatment (last 2 years); Discrimination (last 2 years); Sex-based harassment (last 2 years); Bullying & harassment (last 2 years); Other problem with a severe impact on physical or psychological health/well-being (last 5 years); Other problem to do with rights at work (last 5 years).

Source: BIS's FTWS 2008 older workers

\* Sample size too small for reliable estimate

Base: All respondents asked Q5.1, Q5.3b, Q5.4, Q5.6, Q5.7



## Fair Treatment at Work – Age Report

**Table A3.1 Percentage reporting any problem at work (continued)**

Percentages	No problem	Any problem†	Weighted base	Unweighted base
<b>Job characteristics</b>				
<i>Occupation (NS-SEC)</i>				
Managerial and professional	80	20	282	274
Intermediate	76	24	209	213
Routine and manual	77	23	548	551
<i>Managerial/ supervisory duties</i>				
Yes	74	26	304	298
No	79	21	744	751
<i>Employment status</i>				
Permanent	78	22	955	959
Not permanent	76	24	93	90
<i>Employment type</i>				
Full time	75	25	598	577
Part time	80	20	433	451
<i>Employment type</i>				
Current	78	22	832	829
Former	74	26	217	220
<i>Equal opportunities training</i>				
Yes	76	24	377	366
No	78	22	668	678
<i>Trade union/staff assoc. member</i>				
Trade union	72	28	303	294
Staff association	89	11	44	47
Neither	79	21	694	698
<i>Length of service (years)</i>				
Up to 1	70	30	61	49
1 to 2	78	22	96	97
3 to 5	77	23	164	168
6 to 15	77	23	360	357
More than 15	79	21	357	365
<i>Earnings per year (£'000)</i>				
Under 15	79	21	489	510
15 - 24.99	72	28	224	207
25 - 39.99	71	29	141	131
40 +	75	25	62	57
<i>Earn less than £6.50 per hour</i>				
Yes	80	20	123	134
No	76	24	587	566

See footnote, source and base details on previous page.

## Fair Treatment at Work – Age Report

**Table A3.1 Percentage reporting any problem at work (continued)**

Percentages	No problem	Any problem†	Weighted base	Unweighted base
<i>Individual characteristics</i>				
<i>Age</i>				
60-64	75	25	773	713
65-69	81	19	199	240
70+	95	5	77	96
<i>Sex</i>				
Male	77	23	599	549
Female	78	22	450	500
<i>Ethnicity</i>				
White	77	23	1022	1019
BME/Other	84	16	27	30
<i>Country of birth</i>				
UK	77	23	967	966
Non UK	77	23	81	83
<i>Highest educational qualification</i>				
Higher/postgrad degree	78	22	81	85
Undergraduate degree	69	31	107	103
HE (below degree)	75	25	128	125
A/AS level	74	26	117	106
GCSE (A-C)	78	22	131	138
GCSE (D-G)	71	29	87	92
Other incl. trade apprenticeships	74	26	112	106
None of these	85	15	271	279
<i>Children in household</i>				
Yes	*	*	*	*
No	77	23	1020	1020
<i>Longstanding illness/disability</i>				
Yes	68	32	219	222
No	80	20	826	823
<i>Sexual orientation</i>				
Heterosexual	78	22	1022	1019
Gay/ Lesbian/ Bisexual	*	*	*	*
<i>Religion</i>				
Christian	79	21	880	895
Other/None	69	31	162	147

See footnote, source and base details on previous page.

## Fair Treatment at Work – Age Report

**Table A3.2 Problems with employment rights in last 5 years**

	Reporting a problem (per cent)	No. of separate problems†	Weighted base	Unweighted base
All	20	1.8	1049	1049
<b>Region</b>				
England	20	1.8	914	907
Wales	27	1.4	50	52
Scotland	14	1.1	85	90
<b>Workplace characteristics</b>				
<i>Ownership</i>				
Public	21	1.8	331	334
Private	20	1.8	654	649
Third sector	16	1.2	55	57
<i>Industry (SIC)</i>				
Agriculture and fishing	*	*	*	*
Energy and water	*	*	*	*
Manufacturing	22	1.5	103	96
Construction	12	1.6	51	45
Distribution, hotels and restaurants	18	1.6	194	188
Transport and communication	19	2.6	67	69
Banking, finance and insurance	23	1.8	168	168
Public administration, education and health	20	1.6	326	336
Other services	20	2.4	91	101
<i>Workplace size (employees)</i>				
1-9	19	1.7	210	223
10-24	15	1.4	195	195
25-99	22	2.1	245	245
100-499	20	1.6	201	198
500 or more	21	1.8	141	129
<i>Trade union recognition</i>				
Yes	22	1.9	452	447
No	19	1.7	547	550
<i>Personnel/HR department</i>				
Yes	19	1.7	722	714
No	20	1.9	296	303
<i>Equal opportunities policy</i>				
Yes	18	1.7	786	783
No	27	1.7	125	121

† Mean number of problems based on those experiencing at least one problem

Source: BIS's FTWS 2008 older workers

\* Sample size too small for reliable estimate

Base: All respondents asked Q5.1, Q5.3

## Fair Treatment at Work – Age Report

**Table A3.2 Problems with employment rights in last 5 years (continued)**

Percentages	Reporting a problem (per cent)	No. of separate problems†	Weighted base	Unweighted base
<i>Job characteristics</i>				
<i>Occupation (NS-SEC)</i>				
Managerial and professional	18	1.6	282	274
Intermediate	21	1.6	209	213
Routine and manual	21	1.9	548	551
<i>Managerial/ supervisory duties</i>				
Yes	23	1.7	304	298
No	19	1.8	744	751
<i>Employment status</i>				
Permanent	20	1.8	955	959
Not permanent	20	1.6	93	90
Full time	21	1.9	598	577
Part time	18	1.6	433	451
<i>Number of jobs</i>				
One job	18	1.7	784	778
More than one	37	1.4	28	32
<i>Equal opportunities training</i>				
Yes	22	1.8	377	366
No	19	1.8	668	678
<i>Trade union/staff assoc. member</i>				
Trade union	24	1.9	303	294
Staff association	11	2.6	44	47
Neither	18	1.7	694	698
<i>Length of service (years)</i>				
Up to 1	26	1.3	61	49
1 to 2	19	1.4	96	97
3 to 5	21	1.7	164	168
6 to 15	21	1.8	360	357
More than 15	18	2.0	357	365
<i>Earnings per year (£'000)</i>				
Under 15	19	1.7	489	510
15 - 24.99	25	2.1	224	207
25 - 39.99	24	1.8	141	131
40 +	19	1.3	62	57
<i>Earn less than £6.50 per hour</i>				
Yes	16	1.5	123	134
No	21	1.8	587	566

See footnote, source and base details on previous page.

## Fair Treatment at Work – Age Report

**Table A3.2 Problems with employment rights in last 5 years (continued)**

Percentages	Reporting a problem (per cent)	No. of separate problems†	Weighted base	Unweighted base
<i>Individual characteristics</i>				
<i>Age</i>				
60-64	22	1.8	773	713
65-69	17	1.7	199	240
70+	5	1.2	77	96
<i>Sex</i>				
Male	20	1.8	599	549
Female	20	1.7	450	500
<i>Ethnicity</i>				
White	20	1.8	1022	1019
BME/Other	10	2.3	27	30
<i>Country of birth</i>				
UK	20	1.7	967	966
Non UK	17	2.4	81	83
<i>Highest educational qualification</i>				
Higher/postgrad degree	19	1.5	81	85
Undergraduate degree	26	2.3	107	103
HE (below degree)	23	1.5	128	125
A/AS level	23	1.7	117	106
GCSE (A-C)	19	1.5	131	138
GCSE (D-G)	24	1.5	87	92
Other incl. trade apprenticeships	22	1.7	112	106
None of these	14	2.1	271	279
<i>Children in household</i>				
Yes	*	*	*	*
No	20	1.8	1020	1020
<i>Longstanding illness/disability</i>				
Yes	28	1.9	219	222
No	18	1.7	826	823
<i>Sexual orientation</i>				
Heterosexual	20	1.8	1022	1019
Gay/ Lesbian/ Bisexual	*	*	*	*
<i>Religion</i>				
Christian	18	1.7	880	895
Other/None	28	1.9	162	147
<i>Knowledge score (discrete) / Sufficiency of knowledge</i>				
High score/knowledgeable	19	1.6	172	168
High score/Don't know enough	33	1.6	66	61
Low score/Don't know enough	34	2.2	124	125
Low score/knowledgeable	12	1.3	315	330

See footnote, source and base details on previous page.

## Fair Treatment at Work – Age Report

**Table A3.3 Experience of unfair treatment, discrimination, bullying or harassment or sexual harassment in the workplace**

Percentages	Unfair treatment	Discrimination	Bullying or harassment	Sexual harassment	Weighted base	Unweighted base
All	8	4	3	*	1049	1049
<b>Region</b>						
England	8	4	4	*	914	907
Wales	8	3	-	-	50	52
Scotland	6	1	1	-	85	90
<b>Workplace characteristics</b>						
<i>Ownership</i>						
Public	9	3	5	1	331	334
Private	8	5	3	*	654	649
Third sector	2	1	-	-	55	57
<i>Industry (SIC)</i>						
Agriculture and fishing	*	*	*	*	*	*
Energy and water	*	*	*	*	*	*
Manufacturing	9	4	4	-	103	96
Construction	10	6	2	-	51	45
Distribution, hotels and restaurants	5	2	2	-	194	188
Transport and communication	6	6	3	-	67	69
Banking, finance and insurance	10	7	4	1	168	168
Public administration, education and health	8	2	4	1	326	336
Other services	12	8	6	1	91	101
<i>Workplace size (employees)</i>						
1-9	7	3	2	1	210	223
10-24	3	3	3	*	195	195
25-99	10	5	4	*	245	245
100-499	9	4	4	*	201	198
500 or more	12	7	4	-	141	129
<i>Trade union recognition</i>						
Yes	9	4	4	*	452	447
No	8	5	3	1	547	550
<i>Personnel/HR department</i>						
Yes	8	4	3	*	722	714
No	9	5	3	1	296	303
<i>Equal opportunities policy</i>						
Yes	7	4	4	*	786	783
No	10	3	2	1	125	121

Note: Answers of don't know, not stated or that were not classifiable on the breakdown questions are not shown separately but are included in the All figures.

\* sample size too small for a reliable estimate

Source: BIS's FTWS 2008 older workers

Base: All respondents asked Q5.4, Q5.5, Q5.6 & Q5.7

## Fair Treatment at Work – Age Report

**Table A3.3 Experience of unfair treatment, discrimination, bullying or harassment or sexual harassment in the workplace (continued)**

Percentages	Unfair treatment	Discrimination	Bullying or harassment	Sexual harassment	Weighted base	Unweighted base
<i>Job characteristics</i>						
<i>Occupation (NS-SEC)</i>						
Managerial and professional	6	4	*	1	282	274
Intermediate	10	5	5	1	209	213
Routine and manual	8	4	3	*	548	551
<i>Managerial/ supervisory duties</i>						
Yes	8	6	5	1	304	298
No	8	3	3	*	744	751
<i>Employment status</i>						
Permanent	8	4	3	*	955	959
Not permanent	11	5	2	1	93	90
Full time	9	6	4	*	598	577
Part time	8	1	3	*	433	451
<i>Number of jobs</i>						
One job	8	4	3	*	784	778
More than one	5	5	5	-	28	32
<i>Equal opportunities training</i>						
Yes	8	4	5	1	377	366
No	8	4	2	*	668	678
<i>Trade union/staff assoc. member</i>						
Trade union	9	3	8	*	303	294
Staff association	5	2	3	1	44	47
Neither	8	5	3	*	694	698
<i>Length of service (years)</i>						
Up to 1	13	3	-	-	61	49
1 to 2	5	2	3	2	96	97
3 to 5	7	2	3	1	164	168
6 to 15	9	5	3	*	360	357
More than 15	8	5	4	-	357	365
<i>Earnings per year (£'000)</i>						
Under 15	7	2	2	1	489	510
15 - 24.99	11	7	7	*	224	207
25 - 39.99	8	6	4	-	141	131
40 +	13	11	5	-	62	57
<i>Earn less than £6.50 per hour</i>						
Yes	7	2	1	1	123	134
No	8	4	4	*	587	566

See footnote, source and base details on previous page.

## Fair Treatment at Work – Age Report

**Table A3.3 Experience of unfair treatment, discrimination, bullying or harassment or sexual harassment in the workplace (continued)**

Percentages	Unfair treatment	Discrimination	Bullying or harassment	Sexual harassment	Weighted base	Unweighted base
<i>Individual characteristics</i>						
<i>Age</i>						
60-64	9	5	4	*	773	713
65-69	7	3	3	*	199	240
70+	1	-	-	-	77	96
<i>Sex</i>						
Male	8	5	2	-	599	549
Female	8	2	5	1	450	500
<i>Ethnicity</i>						
White	8	4	3	*	1022	1019
BME/Other	9	-	-	-	27	30
<i>Country of birth</i>						
UK	8	4	3	*	967	966
Non UK	12	4	4	-	81	83
<i>Highest educational qualification</i>						
Higher/postgrad degree	4	4	1	1	81	85
Undergraduate degree	9	1	9	1	107	103
HE (below degree)	9	6	2	-	128	125
A/AS level	12	6	5	1	117	106
GCSE (A-C)	8	6	3	-	131	138
GCSE (D-G)	14	5	4	-	87	92
Other incl. trade apprenticeships				-	112	106
None of these	5	3	2	*	271	279
<i>Children in household</i>						
Yes	*	*	*	*	*	*
No	8	4	3	*	1020	1020
<i>Longstanding illness/disability</i>						
Yes	11	8	5	*	219	222
No	7	3	3	*	826	823
<i>Sexual orientation</i>						
Heterosexual	8	4	3	*	1022	1019
Gay/ Lesbian/ Bisexual	*	*	*	*	*	*
<i>Religion</i>						
Christian	7	3	3	*	880	895
Other/None	15	8	6	1	162	147
<i>Knowledge score (discrete) / Sufficiency of knowledge</i>						
High score/knowledgeable	9	4	2	1	172	168
High score/Don't know enough	8	2	8	-	66	61
Low score/Don't know enough	15	8	10	1	124	125
Low score/knowledgeable	4	1	1	-	315	330
Any problems at work	36	19	15	2	235	229

See footnote, source and base details on previous page.



# Annex B – Technical note

A full technical report on the main survey is available from BIS:

Prior G, Taylor L, Llewellyn-Thomas S, Fevre R and Nichols T, 'Fair Treatment at Work 2008: Technical Report'.

This note relates to the older workers sample boost survey, which was carried out alongside the main survey. The aim was to interview an additional 650 older people – aged 60 and over – who were currently in paid work or had been so in the last two years. A quota sample approach was used due to the low number picked up by the main sample in the general population. Fieldwork took place between September 2008 and February 2009. 662 adults were interviewed as part of the boost sample. For this report, these were combined with the 387 people aged 60 and over who were interviewed on the main sample, to produce a combined older worker (aged 60+) sample of 1,049 respondents. Of these respondents, 385 of the boost sample and 281 from the main sample, also completed the self-completion questionnaire, giving a combined 60 and over self-completion sample of 666.

## Sample design

The older boost sample used a quota sample design. Quotas were set on gender and full-time/part-time working status.

### *Sample points*

For the older boost sample, adjacent Super Output Areas (SOAs) to those sampled for the main sample were identified, to ensure a representative spread across regions. Interviewers were issued with a list of addresses within the SOA at which interviews could be attempted. Interviewers were instructed to leave at least 3 doors between successful interviews. Only one respondent per household could be interviewed.

### *Selection of respondents*

As for the main survey, the question used to determine eligibility was as follows:

*Have you / Has anyone in this household had a paid job at any time in the last two years, either on a permanent basis or as a temporary employee or worker, fixed term, casual or agency worker?*

*Please do not include anyone who has only worked abroad or on a self-employed basis or as a Managing Director of their own company.*

In addition interviewers screened for the relevant age group of respondents – aged 60 and over.

## Questionnaire

The questionnaire was the same as that used for the main Fair Treatment at Work survey. At the end of the interview, respondents were asked to complete an additional self-completion questionnaire and hand back or post back.

## Fieldwork

### *Briefing*

Interviewers were not separately briefed for the older boost survey, but it was essential that they had attended a briefing for the main FTWS. Interviewers were issued with written instructions on the older boost survey.

### *Respondent letter and leaflet*

As the sample was not pre-selected, no advance letters were sent. Interviewers were provided with copies of the main survey letter to use on the doorstep if required.

### *Contacting procedures*

Interviews were carried out between 2pm and 8pm on weekdays, and at weekends, to ensure a good representative spread of respondents.

### *Reminders for the self-completion element*

Respondents who agreed to complete the self-completion element but whose questionnaires were not received by TNS by the middle of the month after which they were interviewed were sent a reminder including a new copy of the questionnaire to complete.

### *Response rates*

As the older boost survey used a quota sample it is not possible to provide response rates.

Of the 662 people who took part in the older boost survey, 552 accepted the self completion questionnaire at the end of the interview. In total 385 returned a self completion, giving a response rate of 69.7%.

## Data preparation

Data processing and coding procedures for the older boost were the same as for the main Fair Treatment at Work Survey. An SPSS data file has been provided to BIS and deposited in the UK Data Archive.

## Weighting

As the older boost sample was a quota sample, weighting to correct for unequal probabilities of selection that was used for the main survey was not applicable.

Rim weighting was applied, to weight the older boost sample to the population profile, based on Labour Force Survey data.

The following targets were used:

**Table B1 Rim weight targets**

	%
<b>Sex</b>	
Male	57.08
Female	42.92
<b>Age group</b>	
60-64	73.69
65-69	18.95
70+	7.36
<b>GOR</b>	
North East	3.74
North West	10.38
Yorkshire and The Humber	8.08
East Midlands	7.94
West Midlands	9.41
East	11.47
London	9.28
South East	16.89
South West	9.99
Wales	4.72
Scotland	8.08

Source: Labour Force Survey October-December 2008

The older boost weighted sample was then scaled to equal the unweighted sample size. Table B2 also shows how the sample boost compares to the Office for National Statistics' Labour Force Survey for a variety of job, workplace and individual characteristics.

In combining the older worker sample from the main survey, the main sample weight was also scaled so that the weighted sample size of this group equalled the unweighted sample size (as the weights for the main survey sample had the effect of reducing the numbers aged 60 and over in the weighted sample).

Finally the boost sample was combined with the age 60 and over sample from the main Fair Treatment at Work survey.

## Sample profiles

Table B2 shows the profile of the unweighted and weighted 60 and over survey samples compared with employees and those who were employees 12 months ago from the LFS, for the variables used in weighting. The LFS data is shown for current employees and those who have been in work 12 months ago. It is not possible to obtain information on those who have been employees in the last two years due to the survey not containing a relevant question. Therefore the proportion of those aged over 60 and not currently employed (11 per cent) is less than shown for the older worker sample boost (21 per cent) and job characteristics are shown only for those who are current employees.

## Fair Treatment at Work – Age Report

**Table B2 Weighted and unweighted sample profiles – Aged over 60 – compared with LFS**

	FTWS Age Boost Weighted	FTWS Age Boost Unweighted	LFS Employees or employee 12 months ago over 60
<b>Workplace characteristics<sup>c</sup></b>			
<i>Ownership</i>			
Public Sector	32%	32%	30%
Private Sector	62%	62%	70%
<i>Industry (SIC)</i>			
Agriculture & Fishing	1%	1%	1%
Energy & Water	3%	3%	2%
Manufacturing	10%	9%	15%
Construction	5%	4%	7%
Distribution, Hotels and Restaurants	18%	18%	17%
Transport & Communications	6%	7%	8%
Banking, Finance & Insurance	16%	16%	11%
Public admin, Education & Health	31%	32%	34%
Other Services	9%	10%	6%
<i>Region</i>			
North East	4%	3%	4%
North West	10%	11%	11%
Yorkshire & Humber	8%	9%	10%
East Midlands	8%	9%	8%
West Midlands	10%	10%	9%
South West	10%	8%	9%
East of England	12%	10%	11%
London	9%	11%	9%
South East	17%	16%	17%
Wales	5%	5%	4%
Scotland	8%	9%	8%
<b>Job characteristics<sup>c</sup></b>			
<i>Occupation (NS-SEC)</i>			
Managerial	27%	26%	35%
Intermediate	20%	20%	11%
Routine and Manual	52%	53%	54%
<i>Employment Status</i>			
Permanent	91%	91%	94%
Not Permanent	9%	9%	6%
<i>Working Status</i>			
Full-time <sup>b</sup>	57%	55%	53%
Part-time	41%	43%	47%
<i>Employment Status</i>			
Employed	79%	79%	88%
Not employed <sup>a</sup>	21%	21%	12%
<i>Number of jobs</i>			
One job	75%	74%	96%
More than one job	3%	3%	4%

Source: BIS's FTWS 2008 Age boost. Q4 2008 Labour Force Survey, Office for National Statistics

a Those not currently in employment are included in the survey if they have worked in the last 2 years; LFS data shows employees only

b Working status is self defined

c Job and workplace characteristics for LFS data is shown for current employees only

## Fair Treatment at Work – Age Report

**Table B2 Weighted and unweighted sample profiles – Aged over 60 – compared with LFS (Cont.)**

<i>Length of service</i>			
Up to 1 year	6%	5%	6%
1 to 2 years	9%	9%	4%
3 to 5 years	16%	16%	10%
6 to 15 years	34%	34%	41%
More than 15 years	34%	35%	34%
<b>Individual characteristics</b>			
<i>Age</i>			
60-64	74%	68%	73%
65-69	19%	23%	19%
70+	7%	9%	7%
<i>Sex</i>			
Male	57%	52%	57%
Female	43%	48%	43%
<i>Ethnicity</i>			
White	97%	97%	97%
BME / Other	3%	3%	3%
<i>Long standing illness / disability<sup>c</sup></i>			
Yes	21%	21%	25%
No	79%	78%	75%
<i>Religion</i>			
Christian	84%	85%	89%
Other / None	15%	14%	11%

See footnote and source details on previous page

<sup>c</sup> LFS derived variable on DDA defined and work-related disability used to compare with FTWS measure, but not entirely comparable

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