

APPENDIX ONE - LIST OF VARIABLES TESTED FOR THE PROPENSITY MODEL

Name	Code	Description	Preliminary t-test or chi sq	Variance explained (Nagelkerke)	Wald	Impact on predicting outcome
Dependent Variable	reissue_successful	binary indicator showing whether reissue case was successful or not	Not applicable	Not applicable	Not applicable	Not applicable
Survey type	s_tla_num	Survey identifier	Significant	5%	Significant	None
Wave	s_wave	Identifies which wave of the survey	Significant	3%	Significant	None
Quarter call was made in	callqtr	Quarter in year the call was made	Not significant	Not applicable	Not applicable	Not applicable
Call pattern	call_pattern_collapsed	All possible call patterns derived from whether calls were made on week days, weekend days, evenings or during day	Not significant	Not applicable	Not applicable	Not applicable
Main refusal reason	main_ref_reason	Combination between the reasons people refused and final outcome.	Significant	5%	Significant	0.10%
Contact pattern	contact_pattern	Derived from variables indicating if contact or appointments were made	Significant	1%	Significant	None
Contact outcome	contact_outcome	Indicates contact outcome, derived from indicators giving what happened at various contacts made	Significant	3%	Significant	None
Number or calls	num_calls	number of calls having a valid date and time	Not significant	Not applicable	Not applicable	Not applicable
Total minutes until first contact	tot_mins_till_1st_contact	Total time in minutes to first contact,excluding interviewing time and travel time	Not significant	Not applicable	Not applicable	Not applicable
Total time spent on calls to case	tot_caldur	Total time in minutes spent on calls to this address excluding travel time	Not significant	Not applicable	Not applicable	Not applicable
Region	RM_reg	FIMS: RM region	Significant	1.00%	Significant	None
Length of service	Length_of_service_bands	Length of service of interviewer at time of call in time bands	Not significant	Not applicable	Not applicable	Not applicable
Field manager	fieldmanager	FIMS: Is the interviewer a field manager?	Not significant	Not applicable	Not applicable	Not applicable
Reissue Code	ReissueCode	Original reissue code given to the case by interviewer	Significant	5%	Significant	None
Number of calls made during the day on week days	sum_wkday_day_calls	sum of calls made during day on weekdays	Not significant	Not applicable	Not applicable	Not applicable
Number of calls made during the evening on week days	sum_wkday_eve_calls	sum of calls made on weekdays in evening	Not significant	Not applicable	Not applicable	Not applicable

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Number of calls made during the day on weekends	sum_wkend_day_calls	sum of calls made on weekend days during day	Not significant	Not applicable	Not applicable	Not applicable
Number of calls made during the evening on weekends	sum_wkend_eve_calls	sum of calls made on weekends during evenings	Not significant	Not applicable	Not applicable	Not applicable