



Cabinet Office

Community Life Survey Technical Report 2012-13



Cabinet Office
70 Whitehall
London SW1A 2AS

Publication date: September 2013

© Crown copyright 2013

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence.

To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence/
or write to the Information Policy Team,
The National Archives, Kew, London TW9 4DU,
or e-mail: psi@nationalarchives.gsi.gov.uk.

Any enquiries regarding this document/publication should be sent to us at
communitylife@cabinet-office.gsi.gov.uk

This publication is available for download at the Cabinet Office website
<http://communitylife.cabinetoffice.gov.uk/>

Acknowledgements

Our thanks go to all respondents who gave up their time to take part in the Community Life Survey.

We would also like to thank The Community Life Survey Team at the Cabinet Office.

Information on the Community Life Survey and associated publications are available from:

<http://communitylife.cabinetoffice.gov.uk/>

For further information please contact:

Community Life Survey Team

Cabinet Office

1 Horse Guards Road

London

SW1A 2HQ

Email: communitylife@cabinet-office.gsi.gov.uk

Contents

1. Introduction	1
2. Sampling	3
3. Questionnaire.....	6
4. Fieldwork.....	18
5. Incentive Experiment	26
6. Data Processing.....	36
7. Weighting	38
8. Data Outputs	42
9. Standard errors	45
10. Appendices.....	65

1. Introduction

This report describes the methodology of the Community Life Survey 2012-13. The survey was carried out by TNS BMRB on behalf of the Cabinet Office.

The Community Life Survey was a new survey in 2012-13, commissioned by the Cabinet Office to provide Official Statistics on issues that are key to encouraging social action and empowering communities, including volunteering, giving, community engagement and well-being.

The key objectives of the survey are to:

- Provide robust, nationally representative data on behaviours and attitudes within communities to inform and direct policy and action in these areas.
- Provide data of value to all users, including public bodies, external stakeholders and the public, engaging with end users to refine and develop the survey as appropriate.
- Underpin further research and debate on building stronger communities.

The Community Life Survey delivers a nationally representative sample of adults (aged 16 years and over) in England. The sample consists of approximately 6,600 interviews across the three quarters of fieldwork (c 2,200 a quarter). It is a random probability survey that uses the postal address file held by the Post Office as its source to draw a random sample from. Selected addresses were sent a letter, letting them know about the Community Life Survey, after which an interviewer visited the address to attempt to complete the survey. One adult over the age of 16 was randomly selected to take part in the survey in each selected household.

The Community Life Survey incorporates key measures and replicates the main methodology from the Citizenship Survey (run by the Department for Communities and Local Government), in order that trends in such measures can be tracked over time.

Due to constraints in the commissioning timetable, the survey year began in Quarter 2 (August 2012) and ran through to Quarter 4 (end of April 2013), covering three quarters of the financial year. Sample for the survey was issued on a quarterly basis but with a four month fieldwork period to allow greater flexibility.

Quarterly statistical releases of the Community Life Survey are available on the Cabinet Office website: <http://communitylife.cabinetoffice.gov.uk/>

2. Sampling

2.1 Summary

A multi-stage random sample design was employed for the Community Life Survey. Firstly, a stratified random sample of postal sectors was drawn. Secondly, a systematic random sample of addresses was drawn in each sampled postal sector. Thirdly, an interviewer attempted to sample one adult aged 16+ from among the residents at the sampled address. If no selection could take place, then an interview was not attempted. All residential addresses in England had an equal probability of selection but the total sampling probability of adult individuals (the target population) varied due to differing within-address sampling fractions. For example, at an address with two adult residents, each had a 50% chance of being selected; at an address with four adult residents, each had a 25% chance of being selected.

2.2 Stage One

Postal sectors were used as primary sampling units (PSUs), although some were combined with neighbouring sectors first to ensure a minimum of 500 addresses in each PSU. In total, there were 7,148 PSUs. Before sampling, the list of PSUs was sorted by various factors to ensure that any drawn sample was representative with regard to those factors. This form of implicit stratification helps minimise sampling error to the extent that the population estimates are correlated with these factors. The factors were:

1. Estimated survey prevalence of individuals who self-classify outside of the majority White British ethnic group (four strata: <10%, 10%<25%, 25%<45%, 45%+)¹
2. Region (nine strata within each stage 1 stratum)
3. Ethnic mix profile (five strata within each stage 2 stratum; derived from a *k*-means cluster analysis using estimated 'survey prevalence' of various ethnic groups as the input variables)

¹ Factor 1 was included solely because an ethnic minority boost sample was under consideration. In the end, no such boost was commissioned.

'Estimated survey prevalence' was computed for each ethnic group using a TNS BMRB model and informed by a combination of Census data and recent survey data.

For the purpose of estimating sampling errors, 'variance strata' were constructed from the sorted list of PSUs such that a minimum of three PSUs per stratum would be represented within the 2012-13 dataset². A total of 579 PSUs were sampled, each with a probability (p_a) proportionate to the number of addresses in the PSU. The number of addresses was derived from the postal address file and excludes addresses that are solely business addresses.

$$p_a = N_a / N * 579$$

N = total number of addresses in England

N_a = total number of addresses in PSU a

Once the 579 PSUs had been sampled, a systematic random sample of 75 was set aside as a reserve pool, leaving 504 for primary issue. The reserve pool was not activated for this survey.

Each PSU was allocated to one of the three remaining quarters within the 2012-13 survey year. This was achieved by listing PSUs in stratification sort order and applying the balanced repeated sequence Q2-Q3-Q4-Q3-Q4-Q2-Q4-Q2-Q3 with a random start point (the first Q2 in the sequence). A small number of checks were carried out to make sure that the addresses allocated to each quarter were representative in terms of stratum profile and (additionally) by 2010 index of multiple deprivation.

2.3 Stage two

A systematic random sample of 24 addresses was sampled within each sampled postal sector. Addresses were listed alphanumerically within each postcode before the sample was drawn. This ensured maximum geographic dispersion (the method most likely to yield the greatest sample heterogeneity). In total, 12,096 addresses were sampled.

² A minimum of two are required for variance estimation but a slightly higher minimum was used to eliminate the risk of zero-interview PSUs reducing the effective number of PSUs in a stratum to one.

2.4 Stage three

An interviewer visited each address, establishing (i) whether the address was residential (or might be residential), and (ii) the number of dwelling units at the address. Where the total number of dwelling units exceeded one, the interviewer sampled one using a random number generator included with the sample management software. The same random number generator was used to sample one adult for interview from those resident at the targeted dwelling unit.

In a small percentage of cases (1% across 2012-13), the interviewer failed to contact anybody at the address. These addresses may be non-residential (or ineligible second homes) but have been included in the denominator of eligible addresses for the purpose of computing a response rate.

3. Questionnaire

3.1 Initial development of 2012-13 questionnaire

The launch of a new survey often requires a comprehensive testing phase with one or two stages of cognitive testing followed by a full dress rehearsal. In this case given the questions used in the survey had been pre tested either in the Citizenship Survey or other Government surveys (in the case of ONS harmonised questions), and that fieldwork was very similar to previous Citizenship Surveys, a comprehensive testing phase was not necessary.

The questionnaire for Quarter 2 was developed through the following stages:

- As an initial step, and prior to tendering for this survey, the Cabinet Office identified a core subset of questions from the (longer) Citizenship Survey which most closely reflected relevant Government policy, and consulted fully on this content across Government departments. This consultation ran in February 2012 and sought views on the scope and content of the survey, and core priority areas to inform policy and practice.
- As a result of this work, a pilot questionnaire was drawn up which included all proposed Citizenship Survey questions, together with a small number of additional questions drawn or adapted from other national surveys which were inserted to allow some initial live testing.
- Once TNS BMRB had been commissioned to conduct the survey, a pilot was conducted in July 2012, by four experienced interviewers. Four pilot areas were selected to represent contrasting locations in terms of socio-demographic characteristics. Participants were recruited to quotas set on age, gender and working status. Recruited participants were given a £5 voucher as a thank you for taking part.
- Interviewers were accompanied by a member of the research team at TNS BMRB for one or two days of the pilot. A total of 41 interviews were achieved.

Although the questionnaire worked well in the field, it exceeded the budgeted limit of 30 minutes. The questionnaire was further streamlined and comprised of the following topics for Quarter 2:

- Demographics³
- Identity and social networks
- Local community (cohesion, satisfaction with local area, trust and interaction with neighbours)
- Subjective empowerment (influencing political decisions and local affairs)
- Volunteering and giving
- Objective empowerment (participation in decision-making on local service provision)
- Subjective wellbeing (four standard ONS measures)

3.2 Further questionnaire development

After the questionnaire for Quarter 2 fieldwork had been agreed, efforts turned towards developing questions for inclusion in future months of the survey. This process consisted of:

- Initial scoping and consultation with relevant Government departments.
- Written consultation with Government departments and wider external organisations.
- Two consultation meetings, one with Government departments and one with external representatives.
- Cognitive testing of questions.

³ Two questions were also added on Internet use. In addition, a number of response lists at existing questions were updated with online options (for example, signing an e-petition).

3.2.1 Scoping activity to identify new questionnaire content

In order to identify where there were still gaps in questionnaire content, scoping meetings were held with relevant Government departments. These meetings helped:

- Scope new topic areas for future development.
- Identify areas already covered by the survey where question wording could be adapted to better reflect policy.
- Find areas of more limited interest that could potentially be omitted in later waves.

In summary, the following areas were identified as needing better representation in the new survey:

- Use of the internet, and its role in facilitating community networks.
- Social capital and social networks – size and profile of such networks, and the extent to which there is reciprocity and trust between neighbours.
- The extent to which people can draw on community assets/local facilities, and measurement of unmet need in this respect.
- Social action - the extent to which people feel empowered to take action at a neighbourhood level, their motivations for doing so and barriers to mobilisation.
- Further information on barriers to volunteering.
- Cohesion/harassment measures – extend focus beyond race and religion (to age, gender, disability etc.)
- Trust – expand current questioning to cover private and public sector.
- Updated questions on charitable donation, to fully reflect current methods of giving.

3.2.2 Written consultation

The next stage involved consulting with a wider audience via a written consultation. In August 2012 a consultation document was released which sought responses from representatives of Government departments and a range of external organisations with an interest in the survey's development. Representatives were also asked to pass the consultation on to other interested organisations. The consultation consisted of:

- A consultation note which outlined the background and purpose of the consultation.
- A summary note on the outcome of the scoping meetings.
- A list of draft questions drawn or adapted from other Government and opinion surveys, which broadly reflected the new policy areas of interest. These were included to represent a starting point for development of new material and to provide some tangible examples of the type of questions which needed developing.
- The Quarter 2 questionnaire (for reference).
- A template for completion of responses to questions which included: views on existing survey content; views on proposed new survey content; and any further input related to the current survey or its future development.

Due to the need to develop questions for inclusion in Quarter 3 fieldwork, the consultation period was shorter than normal, running for five weeks from 15th August to 7th September 2012.

Responses were then collated and summarised and used to structure and target discussion at the next stage – the consultation meetings.

3.2.3 Consultation meetings

Two consultation meetings were held in September 2012 to help develop ideas presented as part of the written consultation, and to stimulate further discussion and debate. One meeting was held with Government representatives and the other with external representatives. All those invited to take part in the written consultation were also invited to attend one of the consultation meetings.

As part of the preparation for the meeting, TNS BMRB drew up a list of draft questions which represented a starting point for new question development covering the themes which had been identified as important to include. This allowed discussion on question suitability and wording to ensure maximum value and relevance to stakeholders using the data.

The consultation meeting minutes were then combined with the responses to the written consultation, and were used to help develop the questions further for inclusion in the cognitive testing stage.

3.2.4 Outcome of the consultation

The main themes which emerged from the consultation stages are summarised below. Many of these themes build on those initially identified at the scoping stage.

- **Demographics:** There were some requests for improved/extended demographic measures (income, self-employment, English language capabilities, unpaid care).
- **Internet:** There was felt to be a need to better capture more creative uses of the internet, and to better measure the extent to which the internet is facilitating online discussions within local communities.
- **Social capital:** Generally there was felt to be a need to better capture not just size and profile of social networks, but also perceived adequacy of such networks. Loneliness was felt to be an important measure to capture, as well as some measure of bridging social capital. Trust and reciprocity among neighbours continued to be a desired theme for inclusion.
- **Cohesion/mixing/harassment:** There was a suggestion that existing questions in these areas could be broadened to capture wider measures e.g. including age, gender, disability, education etc.
- **Community assets:** Further information about perceived adequacy of local services and amenities would help provide a context for new questions on social action.
- **Social action:** The consultation generated further input into what information was required in this important new module – specifically looking at prevalence, appetite, motivators and barriers.
- **Volunteering:** Some adaptations to existing questions were suggested to extend knowledge on barriers to volunteering, plus a

measure on ease/difficulty in finding suitable volunteering opportunities.

- **Giving:** Several further recommendations were made regarding the expansion of the response list for the giving question to ensure that it would fully capture and differentiate different models of giving. There was also a desire to differentiate local and national giving.

3.2.5 Cognitive question testing

The outcomes of the consultation meeting were then used to help develop the questions for cognitive testing. This question testing was conducted over two phases of cognitive piloting. The first phase included a small subset of questions identified as high priority, for earlier in-year inclusion in the questionnaire. The second phase was focussed on a larger set of questions, most of which were targeted for longer-term development. The timing of the question development was staggered. The first phase took place in early September 2012 and was timed to ensure that some new core questions could be added in time for Quarter 3. The second phase was then conducted over two stages in October/November, which allowed for some new questions to be included in Quarter 4, with others targeted for the 2013-14 survey.

In all cases, cognitive piloting was conducted by members of the research team, administering the questions in the usual way, and then following up with a range of cognitive probes to explore understanding and interpretation of questions, and words and phrases within them (e.g. "What do you understand by term x/y"? "Can you rephrase that question in your own words"?). A cognitive probing guide was drawn up and agreed prior to each piloting stage.

After each stage of cognitive testing a log of feedback and recommendations was provided to the Cabinet Office. The sections below provide an overview of the question testing process.

3.2.6 Phase 1 question testing

Phase 1 was a relatively small cognitive pilot exercise and was used to help validate questions which:

- Had been identified as high priority for inclusion in Quarter 3 or Quarter 4 of the 2012-13 survey.
- Had been identified as requiring less robust testing as they were drawn mostly or adapted from questions established on other surveys.

The main topics included here were:

- Past volunteering (beyond the 12 month recall period) and why stopped
- Charitable giving causes
- Contact with neighbours

However, this pilot was also used to conduct an initial test of some questions being developed on:

- Internet and social media usage and its role in community interaction
- Neighbourly trust and reciprocity

This pilot was conducted among employees of TNS, including a mixture of researchers and non-researchers, and those working in different parts of the business. A total of 10 interviews were conducted in September. Pilot feedback was then used to finalise the additional volunteering and charitable donation questions for Quarter 3, and to further tweak the other questions for re-testing at Phase 2.

3.2.7 Phase 2 pilot

This second phase focused on questions for longer-term development to be introduced in Quarter 4 (at the earliest) or, in most instances, the 2013-14 survey. These questions were subject to a more robust two-stage cognitive test, involving face-to-face cognitive interviews with 33 members of the public. The questions tested in Phase 2 were agreed following the consultation process.

The first stage was conducted in Ealing, London while the second stage was conducted in Maidenhead, Berkshire. These locations were chosen to represent a contrast in terms of locality. The first location represented people living in a large city/urban environment while the second location drew in people living in a smaller town as well as some surrounding villages.

Each pilot was conducted at a central location, and TNS BMRB interviewers were employed to recruit members of the public willing to take part in a 30 minute cognitive interview. Respondents were recruited according to quotas based on gender, age group and working status. An incentive of £5 was paid to respondents to thank them for taking part.

Within this second phase of testing there were two rounds. After the first round of testing the questions were revised for the second round.

The topics for questions tested in Phase 2 were:

- Internet use – especially in relation to its use in the facilitation of community interaction.
- Social capital – capacity of social networks plus perceived adequacy of support networks and loneliness.
- Neighbours - neighbourhood interaction, barriers to this and trust/reciprocity.
- Local amenities – availability, unmet need, satisfaction and perceptions of change over past 2 years.
- Harassment – to cover harassment beyond race/religion
- Trust in institutions – expanded question set to cover private, charity and voluntary sector.
- Voting in local elections.
- Social action (defined as local people coming together voluntarily to help the community for example to save a community asset, set up a new service or organise a community event) – awareness, participation, motivations and barriers.
- Volunteering - ease or difficulty in finding volunteering opportunities, reasons for stopping volunteering plus mixing with people with different profiles to yourself in terms of age, education, race/religion etc.
- Giving – testing an updated version of methods of charitable giving question, plus a new question on local verses national giving.

3.2.8 Phase 2 Round 1

In the first round, which took place in Ealing, there were two versions of the pilot questionnaire (A and B) which were asked in rotation. The reason for having two versions was to test two alternative versions of the social action questions, one based on collecting actual participation in social action, and the other based on people's hypothetical willingness to get involved. Thus:

- Version A asked respondents if they had been aware of any local social action, whether they had participated and in what way, their motivations for doing so, and the barriers for those who had not got involved.
- Version B asked whether people would be prepared to get involved in different types of social action, on what basis they would be prepared to get involved, and what would deter them from doing so.

Version A had the advantage of collecting real prevalence data, and building up a picture of genuine reasons for either participating or not. However, there was a danger that subsample sizes of those with experience of such social action would be too small to allow robust analysis. Version B had the advantage of being relevant to the whole sample, thus increasing sample coverage. However, there was a danger that the Version B questions would be too hypothetical to provide genuine insight. The pilot therefore tested both versions.

The Round 1 pilot concluded that the Version B questions were in fact too hypothetical and respondents had difficulty deciding what they *would do* if these situations arose. As a result, a decision was made to focus development on Version A in round 2.

3.2.9 Phase 2 Round 2

Following the first round, the questions were re-drafted after discussion between TNS BMRB and the Cabinet Office, and tested in the second round, which took place in Maidenhead.

3.3 In-year 2012-13 questionnaire changes

The feedback from the cognitive testing was fed back to the Cabinet Office, who then in turn discussed the outcomes with the groups involved in the consultation process to agree on priorities for inclusion within the 2012-13 survey year and questions for the future survey year.

Following the different pilot stages, some high priority questions were added in Quarter 3 and Quarter 4. In summary, these comprised:

Quarter 3

- frequency of social contact with neighbours⁴
- previous volunteering (beyond last 12 months) and why stopped
- charitable causes given to

Quarter 4

- social action module

In order to accommodate these new questions, some questions which were felt to be less relevant by the Cabinet Office and user groups were identified and removed. A full list of the questions added and removed can be found in Appendix D

⁴ This was SchatN, a slightly revised version of STalkN which was included in Quarter 2.

3.4 Questionnaire Content 2012-13

Although developments were made to the questionnaire during the survey year, the core structure of the questionnaire did not change, other than the addition of a module at Quarter 4 covering social action. The CAPI questionnaire used for the Community Life Survey 2012-13 consisted of the following modules.

- **Demographics** – details of the household, including number of adults and children, details of the selected respondent including age, marital status, ethnicity, religion and current employment status.
- **Identity and Social Network** – how the respondent perceives their national identity, basic demographic information on their friends.
- **Your Community** – the respondent's sense of belonging to their immediate neighbourhood, local area and Britain, neighbours, satisfaction with local area.
- **Influencing Political Decisions and Local Affairs** – involvement in local affairs, updated to include online participation, ability to influence decisions affecting both their local area and Britain, how they would influence decisions, trust in institutions.
- **Volunteering** – involvement with groups, clubs or organisations, giving help through these groups (formal volunteering), employment volunteering, previous lapsed volunteering, any help given as an individual to someone who is not a relative (informal volunteering), charitable giving in the past four weeks.
- **Objective Empowerment** – involvement in community decision making through formal roles or groups.
- **Social Action** – awareness of local people getting involved in their local area to either: set up a new service/amenity, stop the closure of a service/amenity, stop something happening, help decide how the council spends its money, helping to run a local service or amenity, help to organise a street party or community event or helping with other issues affecting their local area; whether

respondents are personally involved in these activities, what they do, how they became involved, why they became involved, and if they are not involved why they are not.

- **Subjective wellbeing** – the respondent's feelings on aspects of their life including level of satisfaction with their life, levels of happiness, satisfaction and feelings of anxiety.
- **Demographics section two** – general health of the respondent, working status, education and income.

A copy of the questionnaire can be found at Appendix A

4. Fieldwork

4.1 Introduction

Fieldwork for the Community Life Survey 2012-13 was conducted in three quarters between August 2012 and April 2013. All fieldwork was carried out by trained interviewers from Kantar Operations field-force who carry out fieldwork on behalf of TNS BMRB. Specific fieldwork dates for each quarter are shown below:

Quarter 2: August 20th 2012 – October 31st 2012

Quarter 3: October 1st 2012 – January 31st 2013

Quarter 4: January 1st 2013 – April 30th 2013

The Community Life Survey followed the 3 + 1 fieldwork model, where each quarter of fieldwork covered the three months of a traditional quarter and then the additional following month. This meant that fieldwork overlapped between quarters, so the last month of Quarter 2 fieldwork (October) was also the first month of fieldwork for Quarter 3.

At the same time as delivering the main survey, TNS BMRB was asked to carry out development work which would help identify the best possible design, content and outputs for the 2013-14 survey. As part of this development work a large web survey experiment ran alongside the Community Life Survey. This looked primarily at the viability of moving the survey online for future survey years with a view to bringing methodology in line with the Digital by Default agenda, and exploring potential for costs savings.

4.2 Briefings

All interviewers working on the Community Life Survey received a comprehensive one day briefing, delivered by the research team at TNS BMRB and a member of the field team. The majority of the interviewers briefed had also worked on the Citizenship Survey 2010-11 and so were familiar with the general procedures and the content of the questionnaire. In total 10 full day briefings were conducted.

Each briefing consisted of the following elements:

- **Overview of the survey:** introduction to this new survey, including a brief overview of the survey methodology.
- **Survey background:** introduction to the Cabinet Office, rationale behind the survey and key information needs and topics covered within the Community Life Survey.
- **Methodology/making contact:** overview of survey methodology, sample, target response rates and number of interviews.
- **Fieldwork documents and incentives:** introduction of all the fieldwork materials, including advance letters and materials for use within the survey such as showcards and the introduction of incentives.
- **Electronic contact sheet:** overview and run through of the electronic contact sheet.
- **Questionnaire:** introduction to the questionnaire, overview of the topics covered and the overall length of the questionnaire.
- **Practice interview:** a practice interview using the CAPI program to interview a dummy respondent, including use of showcards and shuffle cards.
- **Occupation coding:** overview of the questions used to determine a respondent's occupation, how these questions are used and an overview of the level of detail required.
- **Field admin:** advice on carrying out fieldwork, key fieldwork dates and field contact procedures.

4.3 Interviewer materials

In advance of each fieldwork quarter, interviewers received survey packs that contained all the materials needed for that quarter's fieldwork. This consisted of:

- Copies of the **advance letter**, pre-printed with the address and serial number⁵.
- Books of **six first class stamps**, to be included in each advance letter.
- **Envelopes**
- **Leaflets** (glossy, full colour) providing an overview of the survey with contact details for TNS BMRB.
- **Calling cards** for interviewers to leave their details
- **Appointment cards** for interviewers to leave appointment and contact details.
- **Questionnaire showcards** (A5 with wire spiral binding) for use during the questionnaire.
- A set of **shuffle cards** for use during the volunteering section of the questionnaire.
- **Interviewer instructions** providing a comprehensive guide to the survey.
- A copy of the **questionnaire**.
- **Police form** - all interviewers are asked to notify their local police before beginning their assignment.

4.4 Contact procedures

4.4.1 Letters

All addresses received a letter in advance of the interviewer's first visit to the address. This letter explained the purpose of the survey, how their address was selected, and stated that an interviewer would be visiting the address in the next few days. The letter explained that all information collected in the survey would be confidential and stressed the importance

⁵ Please note that in Q3 and Q4 an incentive experiment was conducted where some address did not receive the £5 voucher for taking part - advanced letters were different depending on whether this voucher was given for taking part or not.

of taking part in the survey. It provided a named contact at TNS BMRB, with an email address and telephone number if the household wanted more information regarding the survey.

Within this letter, all addresses received a book of six first class stamps as a gesture of appreciation for them taking part in the survey. In Quarter 2 all respondents who took part in the survey also received a £5 voucher. In Quarter 3 and Quarter 4 an incentive experiment was conducted. More information on this can be found in Chapter 5.

A copy of the advance letter is available in Appendix B

4.4.2 Leaflets

All addresses received a copy of the leaflet with the advance letter. This provided further information on the survey, whilst addressing concerns over confidentiality and data protection. It also provided contact details - both a telephone number and an email address for a named contact at TNS BMRB if the household wanted more information about the survey. It also provided a Cabinet Office website address where future results would be published.

Interviewers had additional copies of the leaflet to leave at addresses.

A copy of the leaflet can be found in Appendix C.

4.4.3 Confidentiality

The leaflet sent with the advance letter assured the respondent of confidentiality by answering the question "Is this survey confidential?" with the following:

"Yes. The information that is collected will only be used for research purposes. Your name and address details are kept separate from your answers and will not be passed on to any other organisation.

No individual will be identifiable from the results. Your answers will be combined with others that take part in the survey. You will not receive any 'junk mail' as a result of taking part."

The interviewer instructions and briefings emphasised to interviewers that they could reassure respondents about the confidentiality of their answers and the research findings.

4.5 Respondent selection

At all selected addresses only one adult aged 16 and over could be interviewed. This required a process for randomly selecting one adult to complete the survey. Interviewers collected the names of all adults living at the address. These names were then entered into the laptop and one adult was randomly selected by the computer. The selected respondent was then the only adult within the household who could complete the survey.

4.6 Translated interviews

Within the Community Life Survey, no formal translation services were offered and the fieldwork materials were only available in English. If the respondent did not speak or understand English, household members were permitted to translate the survey. Children aged 14 or over were permitted to translate the survey only with their parent's/guardian's permission. The survey was translated in a very small number of cases throughout the entire survey year; during the Community Life Survey 2012-13 only 48 interviews out of the total of 6,915 interviews were translated. The sexual orientation of the respondent was not asked in translated interviews, due to the sensitivity of the question.

4.7 Maximising response rates

A number of procedures were used to maximise response rates among households selected for the survey.

Interviewers were required to make a minimum of six calls where necessary at each selected address at different times of the day. If no contact had been made at the address after these calls, interviewers continued to call at addresses where appropriate when they were working in the area. Two of these calls needed to be made on a weekday evening after 6pm or at the weekend, to maximise the chance of making contact with someone at the selected address.

Where household contacts or selected respondents refused to give information or take part in the survey, their reasons for refusal were collected. The majority of cases where interviewers had obtained a refusal were regarded as 'soft'; that is a circumstantial refusal rather than an absolute refusal to participate. This allowed interviewers to stress that they could arrange an appointment at a convenient time to attempt to obtain an interview.

Feedback from the pilot, conducted before Quarter 2 fieldwork commenced, was incorporated into the briefings. This gave interviewers ideas of the types of refusals they were likely to come up against and ways to attempt to convert these into interviews, such as emphasising certain aspects of the questionnaire.

4.8 Interview length

The median interview length was 32.3 minutes. This is based on full interviews and does not include partial interviews.

4.9 Response Rates

A breakdown of outcomes for issued sample taking into account the incentive experiment can be found in Chapter 5. Table 1 below shows the

outcome for all addresses sampled for the Community Life Survey 2012-13.

Of the 12,096 addresses sampled:

- A total of 11,281 were classified as in-scope. Of these 2,325 (21%) were refusals.
- A total of 6,915 interviews were conducted, producing a response rate for in-scope addresses of 61%.

Table 1 - Outcomes for each issued address within the Community Life Survey 2012-13

	Number	Issued cases	In-scope cases
	N	%	%
Total Issued addresses	12,096	100	
Not yet built/under construction	9	0	
Demolished/derelict	26	0	
Vacant/empty housing unit	433	4	
Non-residential addresses (e.g. business)	122	1	
Communal establishment/institution	31	0	
Occupied but not as main residence	111	1	
Other	83	1	
Total ineligible addresses	815	7	
Total in-scope addresses	11,281	93	
Total unknown eligibility	1,068		9
Refusal by phoning the office	230		2
Refused all further information	1,191		11
Refusal by selected person	694		6
Proxy refusal (including refusal by parents)	205		2
Refusal during interview	5		0
Total Refusals	2,325		21
No contact with selected person	162		1
Parental permission required but no contact	2		0
Total non-contact	164		1
Contact but no specific appointment	265		2
Broken appointment, no recontact	234		2
Ill at home during survey period	68		1
Away/in hospital throughout survey period	69		1
Physical or learning difficulty	73		1
Language difficulty	42		0
Other unproductive	58		1
Total unproductive	809		7
Full interview	6,915		61
Partial interview	0		
Total Interviews	6,915		61⁶

⁶ Percentage may not add to 100 due to rounding

5. Incentive Experiment

5.1 Introduction

There is a substantial body of literature on the use of incentives as a means of increasing response rate⁷. Although the precise impact varies from survey-to-survey, it is generally found that incentives, even if a small monetary value, are effective in increasing co-operation rates (the proportion of households successfully contacted that complete an interview). This is set against a backdrop of falling response rates to social surveys in recent years. Survey organisations have therefore frequently offered incentives for participants in an attempt to increase cooperation levels.

For the first quarter of the Community Life Survey 2012-13 ('Quarter 2') the same incentive package was used for all addresses. This comprised a book of six first class stamps, sent with the advance letter and leaflet, and a £5 conditional voucher, paid on completion of an interview. It was felt that the target response rate of 60% could not be guaranteed without this incentive package, particularly as Quarter 2 fieldwork was conducted over a shorter period than other survey quarters⁸. It was however agreed that an incentive experiment would be conducted during Quarter 3 of the 2012-13 survey.

5.2 Design of the experiment

The incentive experiment aimed to test the impact of the £5 conditional voucher on response. All households would still receive a book of six first class stamps sent with the advance materials. Households were then divided into two groups, with only a sub-set receiving a £5 voucher on completion of an interview. The experiment was designed as follows:

⁷ Two comprehensive reviews are Simmons and Wilmot (2004), Incentive payments on social surveys: a literature review, found at <http://www.ons.gov.uk/ons/guide-method/method-quality/survey-methodology-bulletin/smb-53/index.html> and Singer et al (1999), The Effect of Incentives on Response Rates in Interviewer-Mediated Surveys, Journal of Official Statistics, Vol. 15, No. 2, 1999, pp. 217-230, found at <http://www.jos.nu/> (subscription required).

⁸ As noted in Chapter 4, Quarter 2 fieldwork ran for a period of two and a half months. In contrast, Quarters 3 and 4 were each conducted over a four month period.

- In 50% of Quarter 3 assignments **all** households received the original incentive package – a book of six first class stamps sent with the advance materials and a £5 voucher paid on completion of an interview.
- In the remaining 50% of Quarter 3 assignments half of the households received the original incentive package while the other half still received the book of stamps – but not the £5 conditional voucher.

This meant that, overall, 75% of addresses received the full incentive package while for the remaining 25% the £5 voucher was removed. The experiment was designed in this manner for the following reasons:

- It minimised the risk of the overall response rate falling below 60%. When agreeing the original target response rate of 60% it was assumed that the proposed incentive package (a book of stamps sent in advance and a £5 voucher on completion of an interview) would be used for all addresses. No guarantee could be made that a 60% response rate could be achieved in the 'experiment' cell and so by keeping the number of addresses allocated to this fairly small it reduced the chances of the combined Quarter 3 response rate dropping below 60%.
- It minimised potential disruption to interviewer workloads. Given that the incentive package had been offered to all addresses in Quarter 2 – and interviewers had become accustomed to introducing the survey on this basis – it was important to ensure that it did not have a negative impact on their morale and performance in Quarter 3. Furthermore, the task of managing assignments that contain addresses receiving different incentive packages would require extra administration by interviewers and the survey team were keen to keep this to a minimum.
- It was necessary to conduct the experiment *within* assignments and not simply *between* them. If full assignments were simply divided into experiment/control cells this would have made it very difficult to separate any differences in response arising from the different

incentive packages from other differences between areas that would have resulted in different cooperation rates.

- It was decided to limit the incentive experiment to two cells (stamps plus £5 versus stamps only) as no other combinations were being considered for the survey.
- After taking all of the above points into account, it was necessary to ensure that the 'experiment' cell would be sufficiently large in order to allow for broad conclusions to be drawn on the impact of incentives to feed into future survey design.

As evidence from the incentive experiment at the end of Quarter 3 was inconclusive, it was decided to extend the experiment into Quarter 4 of the 2012-13 survey. Across the two quarters a total of 336 assignments were issued to interviewers, each including 24 addresses. A total of 2,016 addresses were allocated to the experiment cell and were not eligible to receive a £5 voucher on completion of an interview. The remaining 6,048 addresses were eligible to receive the full incentive package⁹.

For all addresses eligible to receive a £5 voucher on completion of an interview, the advance letter included the following line:

The person who completes the interview will receive a £5 high street shopping voucher to thank them for their time.

For addresses that were not eligible to receive the £5 voucher this line was removed. Aside from this the two versions of the letter were identical. Interviewers were also provided with a number of spare copies of the advance letter in their assignment packs to hand to people who had not seen the advance letter that was posted to their address. For addresses in the assignments where the experiment was conducted the sentence referring to the £5 voucher was removed from *all* spare copies of the letter. It was felt that this approach was preferable to having two versions of the spare letters and potentially causing confusion over which households should receive each version. In assignments not participating

⁹ One of the 2,016 experiment addresses was mistakenly given a £5 voucher for completing the survey and so has been included in the 'control' cell in the results presented in this report.

in the experiment, all spare copies of the letter referred to the £5 voucher.

Interviewers were also encouraged to mention the £5 voucher when introducing the survey at addresses that were eligible to receive a voucher, if they felt this would help to encourage participation.

5.3 Fieldwork outcomes

In analysing the results it is important to look not only at the overall response rate but also at the contact and cooperation rate:

- The **contact rate** measures the proportion of all eligible cases where the interviewer made contact with a household member, irrespective of their participation in the survey or ability to provide further information about the household.
- The **cooperation rate** measures the number of achieved interviews as a proportion of those contacted during the fieldwork period.
- The **response rate** is the contact rate multiplied by the cooperation rate; it indicates the interviews achieved as a proportion of those eligible for the survey.

It would be expected that any difference in response rate between the two cells would be driven by a difference in the respective cooperation rates. The two incentive approaches should not, in theory, differ in terms of contact rates.

Table 2 shows an overall summary of results between the experiment and control groups. Results are reported from three cells:

- The 'no incentive cell': based on addresses in assignments included in the split-sample experiment where the £5 voucher was *not* offered.
- 'Control A': based on addresses in assignments included in the split-sample experiment where the £5 voucher *was* offered.

- 'Control B': based on all addresses in the 50% of assignments not included in the split-sample experiment. All of these addresses were offered the £5 voucher.

In experiments of this nature analysis would usually be limited to addresses included in the split-sample assignments. However, due to the nature of the results, and future implications, outcomes are also included for the assignments not included in the experiment ('Control B').

Table 2 – summary of fieldwork outcomes from incentive experiment

Assignment category	Experiment		Non-experiment	All sample
Incentive package	Stamps only	Stamps + £5	Stamps + £5	
Name of cell	No incentive	Control A (experiment assignments)	Control B (non-experiment assignments)	
Total addresses	2,015	2,017	4,032	8,064
Deadwood	127	106	277	510
In-scope	1,888	1,911	3,755	7,554
Non-contact	189	197	352	738
Addresses contacted	1,699	1,714	3,403	6,816
Interviews	1,137	1,130	2,386	4,653
Contact rate	90.0%	89.7%	90.6%	90.2%
Cooperation rate	66.9%	65.9%	70.1%	68.3%
Response rate	60.2%	59.1%	63.5%	61.6%

As expected, there was no significant difference in contact rates between the cells¹⁰. Looking just at addresses that were included in the experiment, there was also no significant difference in the cooperation rates based on whether a £5 voucher was provided at the end of the interview. For addresses included in the experiment and allocated a £5 voucher the cooperation rate was 65.9%, compared with 66.9% for

¹⁰ All significant tests are based on a 95% confidence interval.

addresses included in the same assignments but *without* the £5 conditional incentive. This is perhaps surprising; previous experiments have shown that the addition of a small monetary incentive usually increases original cooperation rates by at least 2-3 percentage points¹¹. In fact, in the Community Life experiment the target response rate of 60% was achieved in the experiment cell without a £5 incentive but *not* in the cell where the incentive was included¹². This suggests that the £5 conditional incentive failed to have a positive impact on the response rate.

It was however evident that a higher cooperation rate was achieved in the assignments that were not included in the split-sample experiment, where the full incentive package was offered for every address. Here the cooperation rate was 70.1%, significantly higher than for both cells included in the split-sample experiment. This suggests that the £5 incentive may in fact have had a positive impact on response. It could be argued that this is not a like-for-like comparison as assignments in the non-experiment cell may have been more cooperative or worked by higher achieving interviewers. However, given the large size of the experiment and the fact that assignments were randomly allocated to the experiment, this seems unlikely¹³.

An alternative theory is that the *impact* of the experiment may have reduced the cooperation rate for addresses eligible for the full incentive package but included in a split-sample assignment. It might be speculated that interviewers would mention the £5 incentive less readily as part of their introduction when working assignments included in the split-sample experiment. This would avoid the risk of any confusion between addresses and mistakenly mentioning a voucher at an address that was *not* eligible to receive one. However, anecdotal feedback from interviewers suggests

¹¹ For example, in an experiment conducted for the Taking Part Survey for DCMS in 2006-07, a 55% cooperation rate was achieved in the 'stamps only' cell compared with a 60% cooperation rate in the 'stamps + £5' cell.

¹² It should however be noted that a 60% response rate was only achieved in the 'no incentive' cell in one of the two quarters. In Quarter 3 the response rate among addresses without the £5 incentive was 58% compared with 62% in Quarter 4.

¹³ Analysis has been conducted to compare past response rates from a comparable survey (the Crime Survey for England and Wales (CSEW)) achieved by interviewers working in each type of assignment, to help judge whether this may have partly explained the observed differences. The average original (i.e. before reissues) CSEW response rate achieved by interviewers working only experiment assignments was 65.9% compared with 67.7% among those only working non-experiment assignments. This relatively small variation is unlikely to fully explain the difference in cooperation rates in the two types of assignment.

that they tended to take the same approach for all assignments and in most cases where an address was eligible to receive an incentive they mentioned this when introducing the survey. This suggests that there is no strong evidence to support the theory that the impact of the experiment may have led to the observed differences.

It might also be possible that more 'effort' was required for the 'no incentive' addresses to achieve the same response rate as for addresses allocated the full incentive package. However, this did not appear to be the case. For addresses in experiment assignments without a £5 voucher the average number of calls to obtain an interview was 2.9, compared with 3.0 for addresses in experiment assignments that were eligible to receive a £5 voucher. The average number of calls to achieve an interview was also similar in the non-experiment assignments (3.0).

5.4 Sub-group analysis

In order to fully judge the impact of the incentive experiment it is necessary to compare the profile of the achieved sample in each cell. A key aim of an incentive is to boost response in groups that are otherwise under-represented – particularly young adults – and if the £5 voucher produced a more representative sample it could be seen as having a positive impact on survey outcomes. Table 3 shows the unweighted age and sex profile in each cell against 2011 Census data.

Table 3 – Profile of achieved sample in each cell

Assignment category	Experiment		Non-experiment	All sample	Population
Incentive package	Stamps only	Stamps + £5	Stamps + £5		
Name of cell	No incentive	Control A (experiment assignments)	Control B (non-experiment assignments)		
Age					
16-24	7.1%	7.3%	8.5%	7.8%	14.6%
25-34	14.8%	14.9%	15.3%	15.1%	16.7%
25-49	23.7%	26.2%	25.9%	25.4%	26.2%
50-64	23.7%	21.9%	22.8%	22.8%	22.3%
65-74	16.5%	16.5%	14.5%	15.5%	10.7%
75+	14.2%	13.2%	13.0%	13.3%	9.6%
Sex					
Male	45.7%	41.8%	44.1%	43.9%	48.7%
Female	54.3%	58.2%	55.9%	56.1%	51.3%
<i>Bases</i>	<i>1,137</i>	<i>1,130</i>	<i>2,386</i>	<i>4,653</i>	<i>43,077,039</i>

The results in Table 3 suggest that the inclusion of the £5 incentive failed to make a substantial difference to the profile of the sample. Looking at assignments included in the experiment, 16-24 year olds were under-represented to a similar extent regardless of whether a £5 incentive was offered. In assignments not included in the experiment – where all addresses were eligible to receive a £5 voucher – the proportion of 16-24 year olds was slightly higher, though not significantly so. The only significant difference based on age profile was that the proportion of 25-49 year olds in the experiment cell where the £5 voucher was offered did more closely reflect the population profile compared to where a £5 voucher was not included. There were no significant differences in the sex profile based on whether a £5 voucher was offered, with men under-represented in all cells.

5.5 Conclusions and recommendations

The mixed nature of the results makes it difficult to draw firm conclusions based on this incentive experiment alone. Based only on assignments included in the experiment, the inclusion of a £5 incentive failed to produce an improved response rate or better sample profile. However, it was also evident that a 60% response rate was only achieved in one of the two quarters for addresses where the £5 incentive was not offered – though the response rate achieved in the other quarter (58%) was close to the target level. Furthermore, the higher response rate achieved in the half of assignments not included in the experiment suggests that the £5 incentive may in fact have had a positive impact in response when administered in isolation from the experiment. However, based on these results and observations it was felt that the following tentative conclusions can be drawn:

- While the evidence from this experiment is mixed, it is clear from the majority of incentive experiments that the offer of a small monetary incentive can have a positive impact on the level of response – in most cases by at least 2-3 percentage points. This wider evidence therefore needs to be taken into account when drawing conclusions or making recommendations for the future use of incentives on the Community Life Survey.
- The experiment suggests that achieving the target 60% response rate in each quarter of the Community Life Survey may be difficult without the use of a £5 incentive. However it is possible to achieve response rates very close to this. Therefore, it is worth considering the balance between the cost savings achieved by accepting a degree of quarterly variation (i.e. 2-3 percentage points of the target level) and the target response rate achieved using the £5 incentive package.
- The higher response rate achieved in assignments that were not included in the experiment (where a £5 voucher was offered to all addresses) may suggest that the inclusion of the incentive did have a positive impact on the response rate – but this was diluted by the effect of the experiment. While no firm conclusions can be drawn based on the evidence from this experiment, the impact of incentive

experiments (as well as incentives) on the response rate may be worth considering when future experiments are being designed.

6. Data Processing

6.1 Editing

Where clearly relevant, the CAPI program specified numerical ranges to ensure answers were sensible. Logic checks were also scripted to check answers that were not feasible e.g. if an interviewer coded that the respondent came to the country in 1970 but is only thirty years old.

6.2 Coding

Post-interview coding was undertaken by members of the TNS BMRB coding department. The code frames used were drawn up from previous code frames used for questions asked in previous Citizenship Surveys. For any new questions a new code frame was agreed based on responses to the question. The coding department coded verbatim responses recorded at fully open questions and 'other specify' questions as well as occupation classifications.

6.2.1 Open and other specify question

Researchers in partnership with the Cabinet Office developed a code frame to categorise verbatim responses to the one new fully open question MixPrev.

In addition, researchers extended the codes frames where necessary of other specify questions, where the responses that did not fit into a pre-code were above 10% of the total number of responses.

6.2.2 Occupation and socio-economic class

Occupation details were collected for the respondent, and were coded according to the Standard Occupational Classification (2010). This was carried out by coders at TNS BMRB using the computer-assisted coding process CASCOT. Respondents were also coded according to Standard Industrial Classification (2007).

6.3 Derived variables

A list of the main derived variables are provided in Appendix E.
The following geo-demographic variables were added to the data:

- Region (formerly Government Office Region)
- Urban/rural indicator
- Percentage of households in the Ward headed by someone from a non-white ethnic minority group
- Police Force Area
- ACORN classification
- ONS ward classification
- Health board
- LSOA area
- ONS district level classification
- Output area classification
- Index of Multiple Deprivation for England (2010)
- Income deprivation for England
- Employment deprivation for England
- Health deprivation for England
- Education, Skills and Training deprivation for England
- Barriers to housing and services deprivation for England
- Crime and disorder deprivation for England
- Living and environment deprivation for England

Some geo-demographic variables are not included in the publicly available dataset.

6.4 Data outputs

The Cabinet Office received a full cumulative SPSS dataset including derived variables and additional variables each quarter, along with a set of Excel tables providing cumulative data on a subset of the dataset. A public version of the data set will be available via the UK ESRC Data Archive: www.data-archive.ac.uk.

7. Weighting

7.1 Weighting the data

The dataset was weighted in three steps, compensating for variation in both sampling and response probabilities. Weighting the data in this way tends to improve the accuracy of the estimates, although usually at the expense of some precision. The calibration step (step three) ought to improve both.

The data for each was weighted separately. Within the combined Quarter 2/3/4 dataset each is weighted equally, ignoring small variations in achieved sample size.

7.2 Step one

Each sampled address was coded using neighbourhood level statistics and a response indicator added (interview, eligible non-interview, or ineligible). With ineligible addresses excluded, TNS BMRB produced a logistic regression model of interview probability (p_i). The candidate predictor variables were

- Output Area Classification
- (Rank) LSOA level 2010 Index of Multiple Deprivation
- LSOA level address density
- Region
- Five LSOA-level 'principal components' score variables, extracted to cover the between-LSOA variation in Census 2001 data

A 'backwards stepwise' method was used to reduce the number of predictor variables in the final model, employing a likelihood ratio method for model comparison.

A base weight (w_1) for step two was produced equal to:

$$w_1 = 1/((n/N)*p_i)$$

n = number of addresses sampled for the Community Life Survey

N = total number of addresses in England

p_i = modelled interview probability

7.3 Step two

The base weight w_1 was further modified to compensate for interviewer sampling of just one individual at each sampled address:

$$w_2 = w_1 * N_d * N_{de}$$

N_d = number of dwelling units at address d

N_{de} = number of resident adults at dwelling unit e at address d

Another base weight was produced (w_{2a}) equal to $w_1 * N_d$.

Two base weights were produced because both an individual level weight and a household level weight were required to analyse the data. Base weight w_2 was used as a start point for calibrating the *respondent* sample to population totals while base weight w_{2a} was used as a start point for calibrating the *residents of sampled households* to population totals.

7.4 Step three

TNS BMRB used the user authored Stata script *calibrate* (John D'Souza, 2009) to calibrate the sample to population totals. A bounded linear regression model was used (D'Souza recommendation) in this instance. The population totals were drawn from Census 2011 data for England:

Table 4: Population per age band based on Census 2011 data.

Age band	Census 2011 Population total
0 to 4	3,318,500
5 to 9	2,972,700
10 to 15	3,731,800
16 to 19	2,689,400
20 to 24	3,595,300
25 to 29	3,650,800
30 to 34	3,509,200
35 to 39	3,549,100
40 to 44	3,885,900
45 to 49	3,879,900
50 to 54	3,400,100
55 to 59	2,996,900
60 to 64	3,172,200
65 to 69	2,508,200
70 to 74	2,044,200
75+	4,108,100

Table 5: Population within age and gender based on Census 2011 data

Age band	Census 2011 Population total	
	Males	Females
0-15	5,131,600	4,891,400
16-24	3,182,000	3,102,700
25-34	3,575,400	3,584,600
35-44	3,689,000	3,746,000
45-54	3,607,500	3,672,500
55-64	3,038,800	3,130,300
65-74	2,186,000	2,366,400
75+	1,658,900	2,449,200

Table 6: Population within region based on Census 2011 data

Region	Census 2011 Population total 16+	Census 2011 Population total 0+
North East	2,132,600	2,596,900
North West	5,726,200	7,052,200
Yorkshire & Humberside	4,283,600	5,283,700
East Midlands	3,693,300	4,533,200
West Midlands	4,507,000	5,601,800
East	4,741,800	5,847,000
London	6,551,100	8,173,900
South East	6,994,100	8,634,800
South West	4,359,600	5,288,800

No other Census data was available for all three quarters so no other variables were used in the calibration model. However, it is typical to limit calibration of probability samples with high response rates to these variables because they are reliably updated on an annual basis.

As described above, base weight w_2 was used as the starting point for calibrating the respondent sample (aged 16+) to the relevant population totals. Base weight w_{2a} was used as the starting point for calibrating the residents of sampled households (aged 0+) to population totals. A restriction was employed such that the weight given to each resident in the same household had to be the same. However, no attempt was made to force the final (calibrated) respondent weight w_3 to be proportionate to the same individual's final resident weight w_{3a} . TNS BMRB tested this approach but found that this restriction exacerbated the variance of the final weights to an unacceptable degree.

The final household weight was equal to the mean resident calibration weight w_{3a} .

The design weight (compensating only for variation in sampling probabilities between respondents in the dataset) is also supplied and is equal to:

$$w_d = w_2 * p_i$$

$$= 1 / ((n/N) * (1/N_d) * (1/N_{de}))$$

8. Data Outputs

8.1 Introduction

For the Community Life Survey 2012-13 additional data outputs were created to support the traditional statistical release and Excel data tables. These outputs were designed to present the data in an accessible and usable format to ensure that the survey findings are impactful, engaging and accessible to a wide audience.

8.2 Portal

The portal is the home page for all data outputs relating to the Community Life Survey 2012-13¹⁴. From here users of the data can find links to the statistical release, excel data tables, posters and topic reports. They can also access further information regarding the survey and answers to a number of questions regarding the survey and the data collected.

The home page shows the headline findings from the survey, highlighting if these are statistically different from the 2010-11 Citizenship Survey¹⁵.

The portal covers key measures around:

- Trust
- Belonging
- Neighbourliness
- Satisfaction with area
- Cohesion
- Civic consultation
- Influencing decisions
- Volunteering
- Giving to charity

¹⁴ All data releases for Community Life 2012-13 can be found via the portal at:

<http://communitylife.cabinetoffice.gov.uk/>

¹⁵ The last wave of the Citizenship Survey was conducted in 2010/11

The screen shot below shows an example of the portal produced at Quarter 4.



8.3 Dashboard

The dashboard is an interactive, user friendly device for showcasing the top level findings from the Community Life Survey. This was updated each quarter to cover the same data as the statistical release. This covers similar sections to the portal but in more detail.

8.4 Poster

TNS BMRB produced a poster presenting findings at each quarter which was designed to be printed for use within the Cabinet Office, other Government departments, external organisations and for individuals. The poster was designed in such a way that it can be downloaded from the Cabinet Office website in an easy to print format (for example as an A4 booklet).

The Quarter 2 poster introduced the study and presented early findings from nine key variables. An additional poster was prepared for Quarter 3 which focused on a specific theme (volunteering and charitable giving). The poster was designed to help promote the study and direct interested onlookers to further information on the website and through the dashboard.

9. Standard errors

9.1 Introduction

The tables in this chapter present estimates of standard errors for key variables discussed within quarterly releases and topic reports.

9.2 Sources of error in surveys

Survey results are subject to various sources of error. The total error in a survey estimate is the difference between the estimate derived from the data collected and the true value for the population. The total error can be divided into two main types: systematic and random error.

9.2.1 Systematic error

Systematic error or bias covers those sources of error which will not average to zero over repeats of the survey. Bias may occur for example, if a certain section of population is excluded from the sampling frame because non-respondents to the survey have different characteristics to respondents in one way or another. Substantial efforts have been made to avoid systematic errors.

9.2.2 Random error

An important component of random error is sampling error, which is the error that arises because the estimate is based on a random sample rather than a full census of the population. The results obtained for a single sample may by chance vary from the true values for the population but the variation would be expected to average to zero over a number of repeats of the survey. The amount of variation depends on both the size of the sample and the sample design.

Random error may also result from other sources such as variations in respondents' interpretation of the questions, or variations in the way

different interviewers ask questions. Efforts are made to minimise these effects through pilot work and interviewer training. The impact of this random variation is reflected in the standard errors presented here.

9.3 Standard errors for complex sample designs

The Community Life Survey uses a two-stage stratified sample design. In considering the reliability of estimates, standard errors calculated on the basis of a simple random sample design will not reflect the true variation because of the complex sample design. The two-stage sample of addresses can lead to substantial increases in standard error if the households or individuals within the primary sample units are relatively homogenous but the primary sample units differ from one another.

Stratification tends to reduce standard error and is of most advantage where the stratification factor is related to the characteristics of interest on the survey.

In a complex sample design, the size of the standard error depends on how the characteristic of interest is spread within and between the primary sample units and strata, and this is taken into account in the way data are grouped in order to calculate the standard error.

The method for calculation of standard error compares the differences between totals and adjacent primary sample units (wards/Output areas (OAs)) in the characteristic of interest. The ordering of primary sample units reflects the ranking of wards/OAs on the stratifiers used in the sample design.

Table 7: Standard error and design factor measures for trust in institutions.

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Trust in Institutions					
Percentage that agreed that:					
They trust Parliament a lot or a fair amount		33	6,773	0.70	1.52
They trust their Local Council a lot or a fair amount		63	6,692	0.71	1.87
They trust the Police a lot or a fair amount		84	6,882	0.54	2.63
That most people can be trusted		41	6,890	0.83	1.70

Table 8: Standard error and design factor measures for people pulling together in their neighbour

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
People in their neighbourhood pull together					
Percentage that:					
Definitely agree		19	1,299	0.62	1.34
Tend to agree		43	2,787	0.77	1.54
Tend to disagree		26	1,576	0.72	1.55
Definitely disagree		13	810	0.53	1.32

Table 9: Standard error and design factor measures for chatting to neighbours

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Chat to their neighbours at least once a month					
	Male	80	2,041	1.00	1.19
	Female	80	2,605	0.99	1.22
	16-24	63	365	2.57	1.39
	25-34	71	702	2.01	1.23
	25-49	83	1,181	1.16	1.09
	50-64	86	1,060	1.10	1.03
	65-74	90	721	1.16	0.86
	75+	87	617	1.41	0.88
	Ethnic Minority Groups	76	467	2.17	1.18

	White	80	4,172	0.77	1.24
	North East	76	299	2.76	0.98
	North West	84	613	1.67	1.13
	Yorkshire and the Humber	80	458	1.71	0.92
	East Midlands	79	377	2.57	1.27
	West Midlands	80	498	2.15	1.19
	East of England	82	503	1.86	1.10
	London	75	674	2.18	1.34
	South West	80	752	2.08	1.43
	South East	83	472	2.53	1.47

Table 10: Standard error and design factor measures for belonging strongly to their neighbourhood, Britain and their local area

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Feel they belong strongly to:					
Neighbourhood					
	Male	78	3,062	0.90	1.25
	Female	79	3,821	0.76	1.11
	16-24	77	540	2.02	1.52
	25-34	70	1,043	1.58	1.17
	25-49	76	1,759	1.11	1.10
	50-64	80	1,596	1.09	1.08
	65-74	85	1,054	1.12	0.86
	75+	88	891	1.11	0.87
	Ethnic Minority	76	674	2.13	1.42

	Groups				
	White	79	6,201	0.61	1.15
Britain					
	Male	86	3,061	0.78	1.30
	Female	89	3,825	0.61	1.15
	16-24	87	539	1.62	1.51
	25-34	84	1,041	1.40	1.31
	25-49	86	1,760	0.91	1.13
	50-64	87	1,597	0.89	1.04
	65-74	90	1,053	1.07	0.96
	75+	95	896	0.83	0.96
	Ethnic Minority Groups	88	676	1.54	1.35
	White	87	6,202	0.53	1.25
Local Area					
	Male	76	3,058	0.93	1.26
	Female	78	3,814	0.78	1.12
	16-24	78	541	2.00	1.54
	25-34	73	1,044	1.59	1.21
	25-49	74	1,757	1.18	1.14
	50-64	77	1,594	1.16	1.07
	65-74	83	1,052	1.20	0.86
	75+	84	884	1.28	0.89
	Ethnic Minority Groups	76	673	2.17	1.46
	White	77	6,191	0.67	1.23

Table 11: Standard error and design factor measures for satisfaction with their local area

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Satisfaction with local area					
Those who are satisfied with their local area					
	Male	85	3,072	0.82	1.33
	Female	84	3,833	0.79	1.28
	16-24	79	541	2.02	1.58
	25-34	80	1,047	1.42	1.22
	35-49	84	1,767	0.99	1.15
	50-64	85	1,601	1.00	1.11
	65-74	89	1,054	1.01	0.88
	75+	92	895	0.94	0.91
	Ethnic Minority Group	82	677	1.91	1.41
	White	85	6,220	0.64	1.39

Table 12: Standard error and design factor measures for community cohesion

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Community Cohesion					
Those agreeing that the local area is a place where people from different					

backgrounds get on well together					
	Male	87	2,735	0.98	1.25
	Female	85	3,306	0.88	1.23
	16-24	83	498	2.07	1.46
	25-34	83	969	1.50	1.22
	35-49	85	1,607	1.06	1.09
	50-64	87	1,394	1.23	1.07
	65-74	89	887	1.60	0.93
	75+	91	686	1.88	0.94
	Ethnic Minority Group	88	644	1.90	1.25
	White	85	5,390	0.75	1.36
	North East	76	347	4.40	1.22
	North West	86	777	1.99	1.51
	Yorkshire and the Humber	81	593	2.55	1.33
	East Midlands	88	489	2.20	1.13
	West Midlands	83	694	2.31	1.62
	East of England	87	677	1.53	1.21
	London	86	865	1.54	1.60
	South East	89	985	1.85	1.21
	South West	88	614	1.96	1.18

Table 13: Standard error and design factor measures for influencing decisions affecting the local area and Britain.

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Influencing decisions					
Those who feel they can influence decision affecting:					
Local Area					
	Male	38	2,999	1.06	1.26
	Female	37	3,693	0.90	1.09
	16-24	43	520	2.41	1.52
	25-34	38	1,000	1.69	1.16
	35-49	41	1,717	1.28	1.10
	50-64	34	1,572	1.23	1.00
	65-74	35	1,016	1.61	0.90
	75+	32	867	1.68	0.91
	Ethnic Minority Group	49	646	2.19	1.23
	White	36	6,039	0.76	1.21
Britain					
	Male	23	3,035	0.88	1.21
	Female	22	3,740	0.82	1.17
	16-24	24	528	2.08	1.52
	25-34	22	1,019	1.36	1.10
	35-49	24	1,741	1.19	1.18
	50-64	21	1,581	1.04	1.00
	65-74	21	1,035	1.32	0.87
	75+	19	871	1.41	0.91
	Ethnic Minority Group	37	643	2.27	1.31

	White	20	6,125	0.61	1.19
--	-------	----	-------	------	------

Table 14: Standard error and design factor measures for importance of being able to influence decisions affecting the local area.

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Importance of being able to influence decisions in local area					
Those agreeing that its:					
Important		75	5,144	0.65	2.34
Not important		25	1,717	0.65	1.36

Table 15: Standard error and design factor measures for wanting to be more involved in decisions made by the Local Council

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Whether would like to be more involved in decisions made by the Local Council					
Those agreeing that:					
Yes (they would like to be more involved)		47	3,148	0.79	1.76
No (they would		36	2,632	0.69	1.44

not)					
Depends on the issue		17	1,102	0.79	1.79

Table 16: Standard error and design factor measures for involvement in civic engagement and voluntary activities

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Participation in civic engagement or voluntary activities					
Those taking part at least once a month in:					
Civic participation		4	6,915	0.28	1.27
Civic consultation		2	6,915	0.17	1.12
Informal volunteering		36	6,915	0.70	1.45
Formal volunteering		29	6,915	0.71	1.44
Any volunteering		49	6,915	0.74	1.62
Those taking part at least once the last year in:					
Civic participation		41	6,915	0.79	1.55
Civic consultation		18	6,915	0.60	1.34
Civic activism		10	6,915	0.42	1.21

Informal volunteering		62	6,915	0.78	1.92
Formal volunteering		44	6,915	0.86	1.72
Any volunteering		72	6,915	0.72	2.22

Table 17: Standard error and design factor measures for participation in the last year in civic engagement or voluntary activities

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Participation in civic engagement and volunteering at least once in the last year					
Those who have taken part at least once in the last year in:					
Civic participation	Male	41	3,076	1.09	1.29
	Female	41	3,839	0.94	1.14
	16-25	30	625	2.28	1.68
	26-34	37	964	1.77	1.18
	35-49	46	1,770	1.39	1.19
	50-64	47	1,602	1.40	1.10
	65-74	45	1,056	1.62	0.88
	75+	32	898	1.61	0.89
	Ethnic Minority Group	36	680	2.21	1.32
	White	41	6,226	0.84	1.33
	LTLI/Disability	42	1,734	1.31	1.32

	No LTLI/Disability	40	5,159	0.88	1.03
Civic consultation	Male	17	3,076	0.78	1.17
	Female	19	3,839	0.79	1.19
	16-25	12	625	1.48	1.51
	26-34	15	964	1.34	1.22
	35-49	19	1,770	1.07	1.16
	50-64	23	1,602	1.18	1.10
	65-74	21	1,056	1.39	0.92
	75+	17	898	1.28	0.88
	Ethnic Minority Group	17	680	1.75	1.36
	White	18	6,226	0.64	1.28
	LTLI/Disability	19	1,734	1.02	1.28
	No LTLI/Disability	18	5,159	0.67	1.02
Civic activism	Male	10	3,076	0.59	1.16
	Female	10	3,839	0.55	1.07
	16-25	8	625	1.17	1.40
	26-34	8	964	0.94	1.14
	35-49	12	1,770	0.85	1.12
	50-64	10	1,602	0.83	1.06
	65-74	11	1,056	1.04	0.91
	75+	9	898	1.03	0.93
	Ethnic Minority Group	11	680	1.36	1.58
	White	10	6,226	0.44	1.16
	LTLI/Disability	9	1,734	0.77	1.14
	No LTLI/Disability	10	5,159	0.47	1.03
Formal volunteering	Male	43	3,076	1.12	1.31
	Female	46	3,839	1.06	1.27
	16-25	44	625	2.32	1.57
	26-34	41	964	1.98	1.30
	35-49	49	1,770	1.45	1.24
	50-64	46	1,602	1.42	1.12

	65-74	44	1,056	1.69	0.92
	75+	34	898	1.77	0.96
	Ethnic Minority Group	43	680	2.47	1.44
	White	45	6,226	0.88	1.38
	LTLI/Disability	38	1,734	1.43	1.39
	No LTLI/Disability	46	5,159	0.95	1.16
Any civic engagement or formal volunteering	Male	63	3,076	1.07	1.28
	Female	65	3,839	0.98	1.23
	16-25	57	625	2.27	1.53
	26-34	61	964	1.80	1.19
	35-49	69	1,770	1.26	1.16
	50-64	69	1,602	1.34	1.13
	65-74	66	1,056	1.57	0.90
	75+	52	898	1.80	0.93
	Ethnic Minority Group	61	680	2.01	1.19
	White	64	6,226	0.85	1.38
	LTLI/Disability	60	1,734	1.32	1.36
	No LTLI/Disability	65	5,159	0.89	1.05

Table 18: Standard error and design factor measures for participation in voluntary activities

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Participation in voluntary activities					
Those who have taken part at least once a					

month					
Informal volunteering	16-25	40	625	2.20	1.51
	26-34	34	964	1.67	1.13
	35-49	37	1,770	1.22	1.08
	50-64	34	1,602	1.26	1.04
	65-74	39	1,056	1.57	0.88
	75+	31	898	1.55	0.86
	Ethnic Minority Group	36	680	2.06	1.24
	White	36	6,226	0.72	1.17
	In employment	36	3,659	0.92	1.21
	Unemployed	37	274	3.04	1.14
	Economically inactive	36	2,982	1.03	1.10
	North East	29	444	2.66	1.09
	North West	35	915	1.66	1.05
	Yorkshire and the Humber	36	688	2.62	1.43
	East Midlands	33	559	1.80	0.94
	West Midlands	37	769	1.94	1.08
	East of England	40	779	2.32	1.31
	London	34	903	2.28	1.56
	South East	38	1,136	1.69	1.17
	South West	39	722	1.74	0.94
Formal volunteering	16-25	28	625	2.21	1.65
	26-34	24	964	1.55	1.17
	35-49	30	1,770	1.23	1.14

	50-64	31	1,602	1.29	1.09
	65-74	33	1,056	1.59	0.92
	75+	27	898	1.69	0.97
	Ethnic Minority Group	28	680	2.04	1.31
	White	29	6,226	0.76	1.30
	In employment	30	3,659	0.90	1.24
	Unemployed	22	274	2.77	1.22
	Economically inactive	29	2,982	1.03	1.17
	North East	21	444	2.23	1.01
	North West	25	915	1.73	1.22
	Yorkshire and the Humber	30	688	2.40	1.37
	East Midlands	28	559	2.57	1.40
	West Midlands	27	769	2.27	1.37
	East of England	33	779	2.08	1.22
	London	27	903	1.96	1.42
	South East	32	1,136	1.56	1.13
	South West	34	722	2.38	1.33
Those who have taken part at least once the last year in:					
Informal volunteering	16-25	64	625	2.22	1.55
	26-34	63	964	1.80	1.20
	35-49	67	1,770	1.25	1.14
	50-64	60	1,602	1.33	1.07

	65-74	59	1,056	1.74	0.96
	75+	49	898	1.77	0.91
	Ethnic Minority Group	57	680	2.17	1.26
	White	63	6,226	0.80	1.30
	In employment	66	3,659	0.99	1.32
	Unemployed	59	274	3.51	1.30
	Economically inactive	57	2,982	1.09	1.12
	North East	56	444	3.08	1.15
	North West	63	915	1.97	1.23
	Yorkshire and the Humber	60	688	2.70	1.45
	East Midlands	63	559	3.02	1.52
	West Midlands	60	769	2.13	1.17
	East of England	64	779	2.40	1.38
	London	57	903	2.33	1.52
	South East	66	1,136	1.85	1.32
	South West	65	722	1.76	0.98
Formal Volunteering	16-25	44	625	2.32	1.57
	26-34	41	964	1.98	1.30
	35-49	49	1,770	1.45	1.24
	50-64	46	1,602	1.42	1.12
	65-74	44	1,056	1.69	0.92
	75+	34	898	1.77	0.96
	Ethnic Minority Group	43	680	2.47	1.44

	White	45	6,226	0.88	1.38
	In employment	48	3,659	1.07	1.36
	Unemployed	33	274	3.08	1.19
	Economically inactive	40	2,982	1.19	1.24
	North East	35	444	2.88	1.11
	North West	38	915	2.26	1.41
	Yorkshire and the Humber	46	688	3.05	1.61
	East Midlands	45	559	3.14	1.54
	West Midlands	42	769	2.43	1.33
	East of England	48	779	2.37	1.31
	London	42	903	2.49	1.64
	South East	49	1,136	1.87	1.26
	South West	50	722	2.72	1.44

Table 19: Standard error and design factor measures for charitable giving

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Charitable Giving					
Those who have given to charity in the four weeks prior to interview					

	Male	70	3,074	0.99	1.25
	Female	77	3,836	0.81	1.15
	16-24	65	542	2.25	1.51
	25-34	72	1,047	1.65	1.25
	35-49	75	1,768	1.11	1.09
	50-64	77	1,601	1.20	1.11
	65-74	78	1,056	1.36	0.89
	75+	73	896	1.67	0.97
	Ethnic minority group	70	680	2.02	1.26
	White	74	6,222	0.72	1.29
	North East	68	444	2.85	1.13
	North West	75	915	1.71	1.19
	Yorkshire and the Humber	72	688	2.60	1.52
	East Midlands	75	559	2.19	1.23
	West Midlands	70	769	2.08	1.22
	East of England	80	778	1.81	1.25
	London	69	902	2.11	1.47
	South East	74	1,135	1.63	1.25
	South West	79	720	1.91	1.24

Table 20: Standard error and design factor measures for amount given to charity in the previous four weeks

Characteristic	Population	Percentage (p)	Unweighted Base	Standard error of p	Design Factor (deft)
		Percentage	Number	Percentage	Number
Charitable Giving					
Those who					

donated to charity in the last four weeks this amount:					
£0-£4		23	1,121	0.77	1.42
£5-£9		19	931	0.63	1.23
£10-£19		24	1,193	0.71	1.35
£20-£49		23	1,156	0.71	1.34
Over £50		11	547	0.50	1.19

10. Appendices

Appendix A: Community Life Survey questionnaire

Appendix B Advance letter

Appendix C: Fieldwork materials, leaflet and calling/appointment cards

Appendix D: Questions added and removed during the 2012-13 survey year

Appendix E: List of derived variables created for the Community Life Survey

Appendix A: Community Life Survey questionnaire

CONFIDENTIAL

Community Life Survey Questionnaire 2012-2013



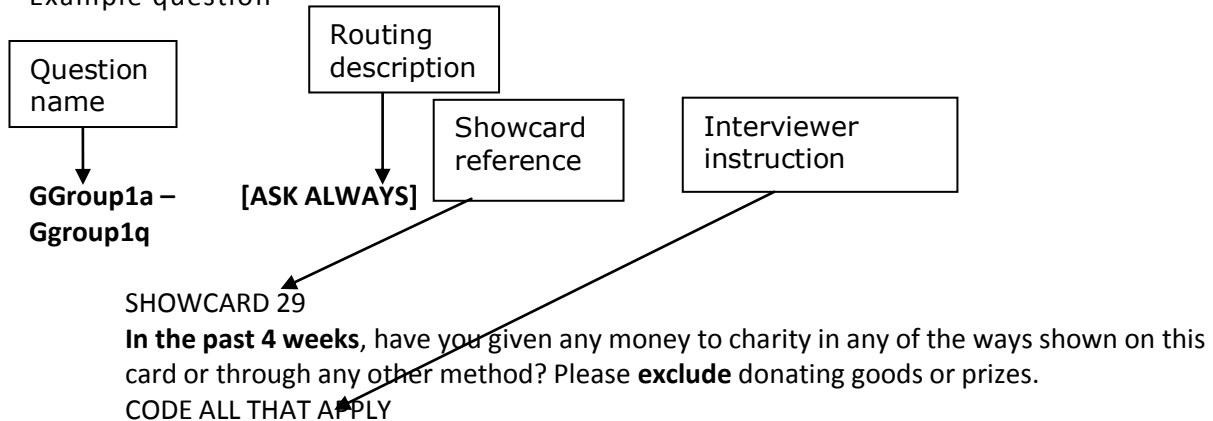
CONFIDENTIAL

CONTENTS

SECTION 1: STRUCTURE OF THE QUESTIONNAIRE.....	3
SECTION 2: DEMOGRAPHICS.....	4
SECTION 3: IDENTITY AND SOCIAL NETWORKS	15
SECTION 4: YOUR COMMUNITY	17
SECTION 5: INFLUENCING POLITICAL DECISIONS AND LOCAL AFFAIRS	23
SECTION 6: VOLUNTEERING.....	29
SECTION 7: OBJECTIVE EMPOWERMENT	45
SECTION 7A: SOCIAL ACTION	48
SECTION 8: SUBJECTIVE WELLBEING	56
SECTION 9: DEMOGRAPHICS PART 2.....	57

SECTION 1: STRUCTURE OF THE QUESTIONNAIRE

Example question



INTERVIEWER NOTE: BUYING THE BIG ISSUE SHOULD GO UNDER “OTHER METHOD OF GIVING”

- A. Money to collecting tins (e.g. door-to-door, in the street, in a pub, at work, on a shop counter, etc.)
- B. Sponsorship (not online)
- C. Sponsorship (online)
- D. Collection at church, mosque or other place of worship
- E. Collections using a charity envelope
- F. Buying raffle tickets (NOT national lottery)
- G. Buying goods from a charity shop or catalogue
- H. Direct debit, standing order, covenant or debit from salary, payroll giving
- I. Giving to people begging on the street
- J. Fundraising events (e.g. charity dinners, fetes, jumble sales)
- K. Donation – in person or on phone (excluding online or via text message)
- L. Donation – online and by text message
- M. *Other: Brought the Big Issue*
- N. *Other: Donated clothes to charity shop*
- O. *Other: Donated by cheque*
- P. Other method of giving (excluding donating goods or prizes) (specify)
- Q. Did not give to charity

Code frame for question

Italics represent a code added in coding

SECTION 2: DEMOGRAPHICS

→ TIMING POINT 1

TNUMCHECK [ASK ALL]

I'd like to ask you some questions about the people in your household.

INTERVIEWER NOTE: If new contact/household, add: "by 'your household', I mean a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area."

NUMCHECK [ASK ALL]

INTERVIEWER: IN THE CONTACT SHEET YOU RECORDED THAT THERE WERE [X] PEOPLE IN THIS HOUSEHOLD AGED 16+. PLEASE CHECK THIS IS CORRECT WITH RESPONDENT AND RECORD ANSWER BELOW.

Can I just confirm that [you are the only person/, including you, there are [NUMBER FROM CONTACT SHEET] people] aged 16+ living in this household?

1. Number correct
2. Number incorrect

NUMNEW [ASK IF NUMCHECK = 2]

ASK OR RECORD CORRECT NUMBER OF ADULTS IN THE HOUSEHOLD.

INTERVIEWER NOTE: If new contact/household, add: "by 'your household', I mean a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area."

1..10

REASINC [ASK IF NUMCHECK = 2]

INTERVIEWER: CODE REASON FOR DIFFERENCE IN NUMBER OF ADULTS AGED 16+ CODED HERE AND IN THE CONTACT SHEET.

1. Number has changed since contact sheet was completed
2. Error in contact sheet
3. Other (SPECIFY)

NAMCHK [ASK IF NUMCHECK = 1]

INTERVIEWER: LISTED BELOW [IS THE NAME/ARE THE NAMES] OF THE [RESPONDENT/PEOPLE AGED 16+] ENTERED IN THE CONTACT SHEET. PLEASE CONFIRM WITH THE RESPONDENT WHETHER [THIS IS/THESE NAMES ARE] CORRECT.

1. Name(s) correct
2. Name(s) incorrect

NEWNAM10 [ASK IF NUMCHECK = 2 OR NAMECHK = 2]

INTERVIEWER: PLEASE ENTER THE NAMES OF ALL THE PEOPLE AGED 16+ IN THE HOUSEHOLD BELOW. ENTER RESPONDENT FIRST.

SEX-SEX10 [ASK ALL]

INTERVIEWER: CODE THE SEX OF EACH ADULT IN THE HOUSEHOLD
IF NECESSARY: Is (name) male or female?

1. Male
2. Female

DVAGE – DVAGE10 [ASK ALL]

INTERVIEWER: ASK THE AGE OF EACH ADULT IN THE HOUSEHOLD

Can you tell me your/ (name)'s age last birthday?

16..99

CONFIDENTIAL

DVAGEB – [ASK IF DVAGE = DK OR REF]
DVAGEB10

SHOW CARD 1

INTERVIEWER: ASK THE AGE BAND FOR EACH RELEVANT ADULT

Looking at this card, could you please tell me which age band you/(name) is in?

1. 16 to 19
2. 20 to 24
3. 25 to 29
4. 30 to 34
5. 35 to 39
6. 40 to 44
7. 45 to 49
8. 50 to 54
9. 55 to 59
10. 60 to 64
11. 65 to 69
12. 70 to 74
13. 75 to 79
14. 80 or over

{DK/REF IS NOT ALLOWED FOR THE RESPONDENT. IF A VALID BANDED AGE IS NOT OBTAINED THE INTERVIEWER IS ASKED TO ESTIMATE AN AGE IN ORDER TO CONTINUE WITH THE INTERVIEW}

MARSTAT – [ASK ALL]
MARSTAT10

INTERVIEWER: ASK THE MARITAL STATUS OF EACH ADULT IN THE HOUSEHOLD

Are you/Is (name)... READ OUT

INTERVIEWER: THE AIM IS TO OBTAIN THE LEGAL MARITAL STATUS, IRRESPECTIVE OF ANY DE FACTO ARRANGEMENT

INTERVIEWER: IF THE RESPONDENT QUERIES THE TERM SEPARATED EXPLAIN THAT IT COVERS ANY PERSON WHOSE LEGAL PARTNER IS LIVING ELSEWHERE BECAUSE OF ESTRANGEMENT (WHETHER THE SEPARATION IS LEGAL OR NOT)

1. single, that is, never married and never registered a same-sex civil partnership
2. married and living with [husband/wife]
3. in a same-sex civil partnership and living with your partner
4. separated, but still legally married
5. divorced
6. or widowed?
7. SPONTANEOUS ONLY: Separated, but still legally in a same-sex civil partnership
8. SPONTANEOUS ONLY: Formerly a same sex civil partner, the civil partnership now legally dissolved
9. SPONTANEOUS ONLY: A surviving civil partner: his/her partner having since died

CONFIDENTIAL

CONFIDENTIAL

**LIVEWITH – [ASK IF MORE THAN ONE ADULT IN HOUSEHOLD AND MARSTAT = 1 OR 4 OR 5
LIVEWIT10 OR 6 OR 7 OR 8 OR 9 OR DK/REF]**

INTERVIEWER: ASK THE COHABITING STATUS OF EACH RELEVANT ADULT IN THE HOUSEHOLD

May I just check, are you/ is (name) living with someone in this household as a couple?

1. Yes
2. No
3. SPONTANEOUS ONLY - Same sex couple (but not in a formal registered civil partnership)

**REL – [ASK IF MORE THAN ONE ADULT IN THE HOUSEHOLD]
REL10**

INTERVIEWER: ASK THE RELATIONSHIP OF EACH ADULT IN THE HOUSEHOLD TO THE RESPONDENT [NAME]

I'd now like to ask how other people in the household are related to you. What is (name)'s relationship to you? IF NECESSARY: 'So they are your...'?

1. Husband/Wife/Civil partner
2. Cohabitee
3. Son/Daughter (including adopted/step/foster)
4. Son/Daughter-in-law
5. Parent/guardian (including adoptive/step/foster)
6. Parent-in-law
7. Brother/Sister (including adopted/step/foster)
8. Brother/Sister-in-law
9. Other relative
10. Non-relative

NCHIL [ASK ALL]

How many children under 16 live in this household?

INTERVIEWER: PLEASE ONLY COUNT CHILDREN IF IT IS THEIR MAIN RESIDENCE. IF CHILDREN LIVE AT MORE THAN ONE ADDRESS THEIR MAIN RESIDENCE IS THE ONE AT WHICH THEY SPEND MOST NIGHTS OF THE WEEK.

DO NOT COUNT CHILDREN AT BOARDING SCHOOL WHO MAY BE HOME FOR THE HOLIDAYS.

0..10

CHNAME [ASK IF NCHIL>0]

Can I have the first name of [the/each] child (aged under 16) in the household?

IF NECESSARY: I only need this information to help me ask questions later in the survey

**CSEX01- [ASK IF NCHIL>0]
CSEX10**

INTERVIEWER: CODE THE SEX OF EACH CHILD IN THE HOUSEHOLD

IF NECESSARY: Is (name) male or female?

1. Male
2. Female

**CAGE01 – [ASK IF NCHIL>0]
CAGE10**

INTERVIEWER: ASK THE AGE OF EACH CHILD IN THE HOUSEHOLD

Can you tell me (name)'s age last birthday?

0..15

**BCAGE01 – [ASK IF CAGE01 = DK]
BCAGE10**

INTERVIEWER: ASK THE AGE BAND OF EACH RELEVANT CHILD IN THE HOUSEHOLD

Can you tell me which age band (name) is in?

READ OUT AGE BANDS

1. 0 - 4
2. 5 - 9
3. 10 - 15

**CRELA01 – [ASK IF NCHIL>0]
CRELA10**

INTERVIEWER: ASK THE RELATIONSHIP OF EACH CHILD IN THE HOUSEHOLD TO THE RESPONDENT [NAME].

What is (name)'s relationship to you? IF NECESSARY: 'So they are your...'?

1. [Son/Daughter] (including adopted/step/foster)
2. [Brother/sister] (including adopted/step/foster)
3. [Brother/sister] in law
4. Other relative
5. Non-relative

HTen1 [ASK ALWAYS]

SHOWCARD 2

In which of these ways do you occupy this accommodation?

1. Own it outright
2. Buying it with the help of a mortgage or loan
3. Pay part rent and part mortgage (shared ownership)
4. Rent it
5. Live here rent-free (including rent-free in relative's /friend's property; excluding squatting)
6. Occupy it in some other way (specify)

HTied¹ [ASK IF (HTEN1 = 4 OR 5)]

Does the accommodation go with the job of anyone in the household?

1. Yes
2. No

HLLord [ASK IF (HTEN1 = 4 OR 5)]

SHOWCARD 3

Who is your landlord?

CODE FIRST THAT APPLIES

1. The local authority /council /New Town Development / Scottish Homes
2. A housing association, charitable trust or Local Housing Company
3. Employer (organisation) of a household member
4. Another organisation
5. Relative /friend (before you lived here) of a household member
6. Employer (individual) of a household member
7. Another individual private landlord

FTrans [ASK ALWAYS]

IS A FAMILY MEMBER OR FRIEND ACTING AS A TRANSLATOR FOR THIS INTERVIEW OR READING OUT THE SHOWCARDS TO THE RESPONDENT?

INTERVIEWER: DO NOT READ OUT.

1. Yes – household translator
2. Yes – reading out showcards
3. No

¹ Question removed at Q4 January 2013

FTrans3² **[ASK IF FTRANS = 1]**

PLEASE CODE WHAT LANGUAGE THE INTERVIEW IS BEING TRANSLATED INTO.

1. Bengali
2. Gujarati
3. Hindi
4. Cantonese
5. Arabic
6. Polish
7. Punjabi (Gurmukhi)
8. Punjabi (Urdu)
9. Urdu
10. Welsh
11. Somali
12. Other (specify)

HEth² **[ASK IF > 1 PERSON IN HOUSEHOLD]**

SHOWCARD 4

Looking at this card, which of these best describes the **ethnic groups** of all the people who live in this household?

CODE ONE ONLY

1. Not all the same ethnic group
2. All White
3. All Asian or Asian British
4. All Black or Black British
5. All Mixed race
6. All Chinese
7. All other ethnic group

² Question removed at Q4 January 2013

Ethnic1 [ASK ALWAYS]

SHOWCARD 5

Please could you look at this card and tell me which of these best describes your ethnic group or background?

CODE ONE ONLY

WHITE

1. English/Welsh/Scottish/Northern Irish/British
2. Irish
3. Gypsy or Irish Traveller
4. Any other White background (specify)

MIXED

5. White and Black Caribbean
6. White and Black African
7. White and Asian
8. Any other mixed/multiple ethnic background (specify)

ASIAN OR ASIAN BRITISH

9. Indian
10. Pakistani
11. Bangladeshi
12. Chinese
13. Any other Asian/Asian British background (specify)

BLACK OR BLACK BRITISH

14. African
15. Caribbean
16. Any other Black/Black British background (specify)

OTHER ETHNIC GROUP

17. Arab
18. Any other ethnic group (specify)

HcobA1 [ASK ALWAYS]

In which country were you born?

IF RESPONDENT SAYS BRITAIN, PROBE FOR COUNTRY

1. England
2. Wales
3. Scotland
4. Northern Ireland
5. UK, Britain (don't know country)
6. Republic of Ireland
7. Other (specify)

CameYr [ASK IF HCOBA = 6-7]

Which year did you arrive in this country?

IF ARRIVED IN THIS COUNTRY BEFORE 1900, enter 1900

1900..2012 (*Includes check so that only up to the current year can be entered*)

BrnMom1³ [ASK ALWAYS]

In which country was your **mother** born?

IF RESPONDENT SAYS BRITAIN, PROBE FOR COUNTRY

1. England
2. Wales
3. Scotland
4. Northern Ireland
5. UK, Britain (don't know country)
6. Republic of Ireland
7. Other (specify)

BrnDad1³ [ASK ALWAYS]

In which country was your **father** born?

IF RESPONDENT SAYS BRITAIN, PROBE FOR COUNTRY

1. England
2. Wales
3. Scotland
4. Northern Ireland
5. UK, Britain (don't know country)
6. Republic of Ireland
7. Other (specify)

³ Question's removed at Q3 October 2012

SMain1 – [ASK ALWAYS]
Smain13

Which language do you speak most often at home?

IF SPEAK 2 OR MORE LANGUAGES SAME AMOUNT, CODE ALL THAT APPLY. OTHERWISE
CODE ONE ONLY

1. English
2. Welsh
3. Punjabi
4. Gujarati
5. Bengali
6. Urdu
7. Hindi
8. Cantonese
9. Somali
10. Polish
11. Arabic
12. *Other: Tamil*
13. Other, please specify

RIntr4 [ASK ALWAYS]

I'd now like to ask you some questions about your beliefs.

Relig [ASK ALWAYS]

What is your religion even if you are not currently practising?

1. Christian
2. Buddhist
3. Hindu
4. Jewish
5. Muslim
6. Sikh
7. Any other religion
8. No religion at all

RelAct [ASK IF NOT RELIG=8]

Do you consider that you are actively practising your religion?

1. Yes
2. No

DIntro1 [ASK ALWAYS]

I'd now like to ask you about your employment.

DworkA [ASK ALWAYS]

Can I just check, do you have a paid job?

1. Yes
2. No

DWorkA1 [ASK IF DWORKA = 1]

Are you working as an employee or are you self-employed?

1. Employee
2. Self-employed

[ASK ALWAYS]

I'd now like to ask you about using the internet.

IntUse1⁴ [ASK ALWAYS]

Do you personally use email or the internet...

READ OUT...

1. For work only
2. For personal reasons only
3. For both
4. Or not at all

IntOf⁵ [ASK IF INTUSEB = 1/2/3]

SHOWCARD 6

How often do you access the internet?

1. More than once a day
2. Once a day
3. 2-3 times per week
4. About once a week
5. About once a fortnight
6. About once a month
7. About once every 2-3 months
8. About once every six months
9. Less often

⁴ Question moved to earlier in the questionnaire and adapted at Q4 January 2013

⁵ Question moved to earlier in the questionnaire at Q4 January 2013

SECTION 3: IDENTITY AND SOCIAL NETWORKS

→ TIMING POINT 2

SIntroA⁶ [ASK ALWAYS]

I'm now going to ask you a question about how you see yourself.

NatID1⁶ – NatID6 [ASK ALWAYS]

SHOWCARD 6

What do you consider your national identity to be?

Please choose your answer from this card. Please choose as many or as few as apply.

CODE ALL THAT APPLY.

1. English
2. Scottish
3. Welsh
4. Irish
5. British
6. Other (specify)

SIntro6 [ASK ALWAYS]

Now some questions about your friends.

SRace [ASK ALL]

What proportion of your friends are of the same **ethnic group** as you? Would you say...

READ OUT

1. all the same,
2. more than a half,
3. about a half,
4. or less than a half?
5. SPONTANEOUS ONLY: Don't have any friends

⁶ Question removed at Q4 January 2013

SFaith [ASK IF (NOT SRACE=5 (DON'T HAVE ANY FRIENDS))]

And what about religion? What proportion of your friends are of the same **religious group** as you? Would you say...

READ OUT

1. All the same
2. More than a half
3. About a half
4. Or less than a half?
5. SPONTANEOUS ONLY: Not part of any faith group

Sage [ASK IF (NOT SRACE=5 (DON'T HAVE ANY FRIENDS))]

And what about age group? What proportion of your friends are of the same **age group** as you? Would you say...

1. All the same
2. More than a half
3. About a half
4. Or less than a half?

SECTION 4: YOUR COMMUNITY

→ TIMING POINT 3

SIntro2 [ASK ALWAYS]

SHOWCARD 7

I now want to ask you about a number of different places. Using the answers on this card please tell me how strongly you feel you belong to each place.

SBeNeigh [ASK ALWAYS]

SHOWCARD 7

First, your **immediate neighbourhood**?

PROMPT IF NECESSARY: How strongly do you feel you belong?

1. Very strongly
2. Fairly strongly
3. Not very strongly
4. Not at all strongly
5. Don't know

SBeLoc [ASK ALWAYS]

SHOWCARD 7

And now **your local area**? By this I mean the area within a 15-20 minute walk from your home

PROMPT IF NECESSARY: How strongly do you feel you belong?

1. Very strongly
2. Fairly strongly
3. Not very strongly
4. Not at all strongly
5. Don't know

SBeGB [ASK ALWAYS]

SHOWCARD 7

Britain?

PROMPT IF NECESSARY: How strongly do you feel you belong?

1. Very strongly
2. Fairly strongly
3. Not very strongly
4. Not at all strongly
5. Don't know

SIntro3 [ASK ALWAYS]

I'm going to talk about two different areas: your immediate neighbourhood and then a slightly larger area. For the first few questions I want you to focus on your immediate neighbourhood.

SLive [ASK ALWAYS]

Roughly how many years have you lived in this neighbourhood?

INTERVIEWER: IF LESS THAN ONE YEAR CODE AS ZERO

Answer must be in the range from 0 up to 120: ____

STalkN⁷ [ASK ALWAYS]

How often do you talk to any of your neighbours? Is it... READ OUT

1. On most days
2. Once or twice a week
3. Once or twice a month
4. Less than once a month
5. Never

SchatN⁸ [ASK ALWAYS]

SHOWCARD 7a

How often do you chat to any of your neighbours, more than to just say hello?

1. On most days
2. Once or twice a week
3. Once or twice a month
4. Less than once a month
5. Never
6. [SPONTANEOUS ONLY] Don't have any neighbours

SFavN [ASK IF SchatN NOT =6]⁹

SHOWCARD 8

Still thinking about your neighbours, how strongly do you agree or disagree with the following statement:

I borrow things and exchange favours with my neighbours.

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree

⁷ Question removed at Q3 October 2012

⁸ Question added at Q3 October 2012

⁹ Filter update at Q3 October based on the addition of SchatN

SPull [ASK ALWAYS]

SHOWCARD 8

To what extent would you agree or disagree that people in this neighbourhood pull together to improve the neighbourhood? Please choose your answer from this card.

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree
5. SPONTANEOUS ONLY: Nothing needs improving
6. SPONTANEOUS ONLY: Don't know

SSafe [ASK ALWAYS]

SHOWCARD 9

And how safe would you feel walking alone in this neighbourhood after dark? Please choose your answer from this card.

IF NEVER WALKS ALONE, REPEAT QN AND EMPHASISE 'WOULD': How safe **would you feel** if you were walking alone after dark?

1. Very safe
2. Fairly safe
3. A bit unsafe
4. Very unsafe
5. SPONTANEOUS ONLY: Never walks alone after dark

STrust [ASK ALWAYS]

Would you say that
...READ OUT...

1. **many** of the people in your neighbourhood can be trusted,
2. **some** can be trusted,
3. a **few** can be trusted,
4. or that **none** of the people in your neighbourhood can be trusted?
5. SPONTANEOUS ONLY: Just moved here

SIIntro5 [ASK ALWAYS]

Now I'd like to ask you about your wider local area. I mean the area within 15-20 minutes walking distance.

Slocsat [ASK ALWAYS]

SHOWCARD 10

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. SPONTANEOUS ONLY- Don't know

STogeth [ASK ALWAYS]

SHOWCARD 11

To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together? Please choose your answer from this card.

IF NECESSARY: By local area I mean within 15-20 minutes walking distance.

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree
5. SPONTANEOUS ONLY- Too few people in the local area
6. SPONTANEOUS ONLY- All same backgrounds
7. SPONTANEOUS ONLY- Don't know

MixPrev1¹⁰ [ASK IF (STOGETH= 3 OR STOGETH= 4)]

What sorts of things, if any, stop people from different backgrounds from getting on well together in this local area?

IF NECESSARY: By local area I mean within 15-20 minutes walking distance.

PROBE FULLY: What else?

OPEN

¹⁰ Question removed at Q4 January 2013

SRespec¹¹ [ASK ALWAYS]

SHOWCARD 11

And would you agree or disagree that residents in this local area respect ethnic differences between people? Please choose your answer from this card.

IF NECESSARY: By local area I mean within 15-20 minutes walking distance.

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree
5. SPONTANEOUS ONLY: No ethnic difference in local area¹²
6. Don't know

BetWors [ASK ALL]

On the whole, do you think that over the past two years this area has got better or worse to live in or would you say things haven't changed much?

1. The area has got better
2. The area has got worse
3. The area has not changed much
4. SPONTANEOUS ONLY: Have lived here less than 2 years

SHrsmnt [ASK ALWAYS]

SHOWCARD 12

Thinking about anything that has happened in this local area have you personally experienced harassment because of your skin colour, ethnic origin or religion in the last two years in any of the ways listed on the card?

IF NECESSARY: By local area I mean within 15-20 minutes walking distance.

1. Yes
2. No

¹¹ Question removed at Q4 January 2013

¹² Spontaneous code added at Q3 October 2012

SHrsmtA1 – [ASK IF SHRSMNT=1]
ShrsmtA5

SHOWCARD 12

What type of harassment was this? Please choose all that apply.

CODE ALL THAT APPLY.

1. Verbal harassment
2. Physical attack
3. Damage to property
4. Threats
5. Prefer not to say

LocSat [ASK ALWAYS]

SHOWCARD 13

Taking everything into account, how satisfied or dissatisfied are you with the way your local authority runs things? Please choose your answer from this card.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. SPONTANEOUS ONLY - Don't know

SECTION 5: INFLUENCING POLITICAL DECISIONS AND LOCAL AFFAIRS

→ TIMING POINT 4

PIntro1 [ASK ALWAYS]

Now thinking about whether you can influence political decisions and local affairs.

PActUK1a – [ASK ALWAYS]
PactUK1g

SHOWCARD 14

In the last 12 months, that is since [DATE ONE YEAR AGO], have you contacted any of the people listed on the card? Please exclude contact with councillors or council staff for personal issues such as housing repairs, and contact through work.

CODE ALL THAT APPLY

1. Local councillor
2. Member of Parliament (MP)
3. Public official working for the local council
4. Government official
5. Elected member of the Greater London Assembly - including the Mayor of London
6. Public official working for the Greater London Assembly/Authority
9. None of the above

PRally1 – [ASK ALWAYS]
PRally5

SHOWCARD 15

And in the last 12 months, have you done any of the things on this card?

CODE ALL THAT APPLY

1. attended a public meeting or rally,
2. taken part in a public demonstration or protest,
3. signed a paper petition,
4. or, signed an e-petition/online petition?
5. None of the above

POften1 [ASK IF NOT ((NONE IN PACTUK) OR NOT (NONE IN PRALLY))]

And over the last 12 months, how often have you done [this kind of thing/**all** of the things you've just mentioned]?

IF NECESSARY: I mean the things you mentioned at the last two questions:

[LIST THINGS MENTIONED]

Would you say it was....

READ OUT

CODE FIRST THAT APPLIES

1. at least once a week,
2. less than once a week but at least once a month,
3. or less often?

**PConsul1a – [ASK ALWAYS]
Pconsul1f**

SHOWCARD 16

In the last 12 months, that is since [DATE ONE YEAR AGO], have you taken part in a consultation about local services or problems in your local area in any of the ways listed on this card? Please include any online consultations.

CODE ALL THAT APPLY

1. Completing a paper questionnaire (about local services or problems in the local area)
2. Completing an online questionnaire (about local services or problems in the local area)
3. Attending a public meeting (about local services or problems in the local area)
4. Being involved in a group set up to discuss local services or problems in the local area (not online)
5. Being involved in an **online** group set up to discuss local services or problems in the local area
6. None of these

PConOft1 [ASK IF NOT ((NONE IN PCONSUL))]

And about how often **over the last 12 months** (since [DATE ONE YEAR AGO]) have you done this kind of thing/**all** the things you have mentioned? Would you say it was....

IF NECESSARY: How often have you done the thing(s) mentioned at the last question?:

LIST RESPONSES GIVEN AT PCONSUL.

READ OUT

CODE FIRST THAT APPLIES

1. at least once a week,
2. less than once a week but at least once a month,
3. or less often?

PIIntro2 [ASK ALWAYS]

SHOWCARD 17

Now thinking about whether you can influence decisions. Please look at this card and tell me whether you agree or disagree with the following statements.

PAffLoc [ASK ALWAYS]

SHOWCARD 17

[*]Firstly, do you agree or disagree that you can influence decisions affecting your local area?

INTERVIEWER: LOCAL AREA IS WITHIN 15 TO 20 MINUTES WALK

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree
5. Don't know

PAffGB [ASK ALWAYS]

SHOWCARD 17

[*]And affecting Britain?

PROMPT IF NECESSARY: Do you agree or disagree that you can influence decisions

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree
5. Don't know

PIInfl [ASK ALWAYS]

How important is it for **you personally** to feel that you can influence decisions in your local area? Would you say it is...

READ OUT

1. very important,
2. quite important,
3. not very important,
4. or not at all important?
5. SPONTANEOUS ONLY: Don't know

PCSat [ASK ALWAYS]

Generally speaking, would you like to be more involved in the decisions your Council makes which affect your local area?

1. Yes
2. No
3. Depends on the issue

PifHow1a – [ASK ALWAYS]
PifHow1r

SHOWCARD 18

If you wanted to influence decisions in your local area **how** would you go about it? Please choose your answers from this card

INTERVIEWER: CODE ALL THAT APPLY, PROBE- WHAT ELSE?

- A. Contact the council /a council official
- B. Contact my councillor
- C. Contact my MP
- D. Contact my assembly member (for London)
- E. Sign a paper petition
- F. Sign an e-petition/online petition
- G. Organise a paper petition
- H. Organise an e-petition/online petition
- I. Attend a council meeting
- J. Attend a public meeting
- K. Contact local media or journalists
- L. Organise a group (e.g. campaign/action group)
- M. *Other: Join a campaign/demonstration/protest*
- N. *Other: Via Social media (e.g. Facebook, Twitter)*
- O. *Other: Contact the Police*
- P. *Other: Through membership of another group*
- Q. *Other: Talk to friends/relatives*
- R. Other (specify)
- S. SPONTANEOUS ONLY – Wouldn't do anything
Don't know

PIfEas1a – [ASK ALWAYS]
PIfEas1m

SHOWCARD 19

On this card are some things people have said would make it easier for them to influence decisions in their local area. Which, if any, of these might make it easier for **you** to influence decisions in your local area?

PROBE FULLY: What else?

1. If I had more time
2. If the council got in touch with me and asked me
3. If I could give my opinion online /by email
4. If I knew what issues were being considered
5. If it was easy to contact my local councillor
6. If I knew who my local councillor was
7. If I could get involved in a group (not online) making decisions about issues affecting my local area/neighbourhood
8. If I could get involved in an online group making decisions about issues affecting my local area/neighbourhood
9. *Other: If I was younger*
10. *Other: If I was healthier*
11. *Other: If the issue affected me directly*
12. *Other: If I thought my opinion mattered/they would listen/take notice*
13. Something else (specify)
14. Nothing
15. Don't know

PIIntro3 [ASK ALWAYS]

SHOWCARD 20

Now I'd like to ask a few questions about trust. Firstly, looking at this showcard, how much do you trust....

PTPolc [ASK ALWAYS]

SHOWCARD 20

The police.

PROMPT IF NECESSARY: Do you trust them a lot, a fair amount, not very much, or not at all?

1. A lot
2. A fair amount
3. Not very much
4. Not at all

PTParl [ASK ALWAYS]

SHOWCARD 20

Parliament.

PROMPT IF NECESSARY: Do you trust it a lot, a fair amount, not very much, or not at all?

1. A lot
2. A fair amount
3. Not very much
4. Not at all

PTCncl [ASK ALWAYS]

SHOWCARD 20

Your local council.

PROMPT IF NECESSARY: Do you trust it a lot, a fair amount, not very much, or not at all?

1. A lot
2. A fair amount
3. Not very much
4. Not at all

PTTrust [ASK ALWAYS]

I'd now like to ask you how you view other people. Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people?

1. People can be trusted
2. You can't be too careful
3. SPONTANEOUS ONLY: Depends

SECTION 6: VOLUNTEERING

→ TIMING POINT 5

FIntro1 [ASK ALWAYS]

INTERVIEWER: READ OUT SLOWLY

I'd like you to think about any **groups, clubs or organisations** that you've been involved with during the last 12 months. That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others.

Please **exclude** giving money and anything that was a requirement of your job.

FIntro2 [ASK ALWAYS]

In a moment I'll give you some cards. Please pick out the ones which best describe **any groups, clubs or organisations** you've taken part in, supported or helped over the last 12 months. On each card are some examples, although what you do may not be on the cards.

INTERVIEWER: HAND OUT SHUFFLE CARDS. HELP RESPONDENT IF NECESSARY.

IF ANY ACTIVITY FALLS INTO MORE THAN ONE CATEGORY, CHOOSE THE FIRST ONE THAT APPLIES ON THE LIST. ACTIVITIES OUTSIDE THE LOCAL AREA SHOULD BE INCLUDED BUT DO NOT INCLUDE GROUPS, CLUBS OR ORGANISATIONS **OUTSIDE OF THE UK**.

FIfGp [ASK ALWAYS]

INTERVIEWER: CODE IF THE RESPONDENT HAS SELECTED ANY CARDS

1. Has selected card(s)
2. No cards selected

FGroup1a – [ASK IF FIFGP=1]
Fgroup1q

CODE ALL CARDS SELECTED.
LEAVE THESE CARDS SPREAD OUT IN FRONT OF RESPONDENT.
REMOVE ALL OTHER CARDS

- A. Children's education/schools
- B. Youth/children's activities (outside school)
- C. Education for adults
- D. Sport/exercise (taking part, coaching or going to watch)
- E. Religion
- F. Politics
- G. The elderly
- H. Health, Disability and Social welfare
- I. Safety, First Aid
- J. The environment, animals
- K. Justice and Human Rights
- L. Local community or neighbourhood groups
- M. Citizens' Groups
- N. Hobbies, Recreation/Arts/Social clubs
- O. Trade union activity
- Other
- None of these

FUnPd1 – [ASK IF FIFGP=1]
FunPd13

SHOWCARD 21
LEAVE SHUFFLE CARDS OF GROUPS INVOLVED WITH IN FRONT OF RESPONDENT
Now I'd like you to look at this showcard.
In the last 12 months, that is, since [DATE ONE YEAR AGO], have you given **unpaid** help to **[the group, club or organisation/any of the groups, clubs or organisations]** you've just mentioned in any of the ways shown on this card?
INTERVIEWER: CODE ALL THAT APPLY, ACTIVITIES OUTSIDE THE LOCAL AREA ARE TO BE INCLUDED

- A. Raising or handling money/taking part in sponsored events
- B. Leading a group/member of a committee
- C. Organising or helping to run an activity or event
- D. Visiting people
- E. Befriending or mentoring people
- F. Giving advice/information/counselling
- G. Secretarial, admin or clerical work
- H. Providing transport/driving
- I. Representing
- J. Campaigning
- K. Other practical help (eg helping out at school, shopping)
- L. Any other help
- None of the above

FUnOft [ASK IF (FIFGP = 1 AND NOT FUNPD=13)]

LEAVE SHUFFLE CARDS OF GROUPS INVOLVED WITH IN FRONT OF RESPONDENT

And over the last 12 months, how often have you done something to help [this/these] group(s), club(s) or organisation(s). Would you say ...

READ OUT

1. at least once a week,
2. less than once a week but at least once a month,
3. or less often?

FUnHrs [ASK IF (FIFGP = 1 AND NOT FUNPD=13)]

LEAVE SHUFFLE CARDS OF GROUPS INVOLVED WITH IN FRONT OF RESPONDENT

Now just thinking about the past **4 weeks**. Approximately how many **hours** have you spent helping this/these] group(s), club(s) or organisation(s) in the past 4 weeks?

Answer must be in the range from 0 up to 999: ____

FindGp1a – [ASK IF (FIFGP = 1 AND NOT FUNPD=13)]
FindGp1x

SHOWCARD 22

LEAVE SHUFFLE CARDS OF GROUPS INVOLVED WITH IN FRONT OF RESPONDENT

How did you find out about opportunities to give unpaid help [this/these] group(s), club(s) or organisation(s)?

INTERVIEWER: IF SOURCE NOT ON CARD, CODE AS OTHER
CODE ALL THAT APPLY

1. Through previously using services provided by the group
2. From someone else already involved in the group
3. From a friend not involved in the group/by word of mouth
4. Place of worship
5. School, college, university
6. Doctor's surgery / Community Centre / Library
7. Promotional events/volunteer fair
8. Local events
9. Local newspaper
10. National newspaper
11. TV or radio (local or national)
12. Volunteer bureau or centre
13. Employer's volunteering scheme
14. www.do-it.org.uk
15. National Citizen Service
16. *Other: Advertisements*
17. *Other: Work*
18. *Other: Set up the club*
19. *Other: Approached the club*
20. *Other: Involvement with group/activity*
21. *Other: Personal Interest*
22. *Other: Through children/other family members*
23. *Other: Internet/organisation website*
24. Other way (specify)

MxFVol [ASK IF (FIFGP = 1 AND NOT FUNPD=13)]

SHOWCARD 23

Now thinking about the unpaid help you've given as part of a group, club or organisation in the last 12 months. How often, if at all have you mixed with people from different ethnic or religious groups to yourself as part of this?

Please think about all of the people you mix with as part of this activity. Please choose your answer from the card.

PROMPT IF NECESSARY: This includes people who you help or the people you work alongside, but not people you happen to encounter as part of helping (e.g. going to shops for an elderly person and happening to be in a shop with people from different ethnic groups?).

1. Daily
2. Weekly
3. Monthly
4. At least once a year
5. Less often than once a year
6. Never
7. Don't know

VolBen1a – [ASK IF (FIFGP = 1 AND NOT FUNPD=13)]
VolBen1o

SHOWCARD 24

People do unpaid work or give help to all kinds of groups for all kinds of reasons. Thinking about all the groups, clubs or organisations you have helped over the last 12 months, did you start helping them for any of the reasons on this card?

Pick the reasons that were most important to you. You can choose up to five reasons.

INTERVIEWER: CODE UP TO FIVE REASONS. PROBE 'What else?'

1. I wanted to improve things/help people
2. I wanted to meet people/make friends
3. The cause was really important to me
4. My friends/family did it
5. It was connected with the needs of my family/friends
6. I felt there was a need in my community
7. I thought it would give me a chance to learn new skills
8. I thought it would give me a chance to use my existing skills
9. It helps me get on in my career;
10. It's part of my religious belief to help people
11. It's part of my philosophy of life to help people
12. It gave me a chance to get a recognised qualification
13. I had spare time to do it
14. I felt there was no one else to do it
15. None of these

EIntro [ASK IF DWORKA1 = EMPLOYEE]

I've now got some questions about employment volunteering.

GEmpVol [ASK IF DWORKA1 = EMPLOYEE]

Some employers have schemes for employees to help with community projects, voluntary or charity organisations, or to give money. Does your employer offer anything of this sort?

IF YES, PROMPT: Is that a scheme for helping, for giving or both?

1. Both helping and giving
2. Scheme for helping only
3. Scheme for giving only
4. Neither
5. Don't know

GDoEmpl [ASK IF (GEMPVOL = 1 OR 2OR 3)]

And can I just check, have **you** participated in any activities of this sort that were encouraged by your employer, in the **last 12 months**?

IF YES, PROMPT: Were you helping, or giving or both?

1. Yes - helping only
2. Yes - giving only
3. Yes - BOTH helping AND giving
4. No

GOften [ASK IF (GDOEMPL = 1) OR (GDOEMPL = 3)]

And about how often have you done this kind of thing **over the last 12 months**? Would you say it was

READ OUT

1. at least once a week,
2. less than once a week but at least once a month,
3. or less often?

BVLon1 – [ASK IF (FIFGP = NONE) OR (FUNPD = NONE)]
BVLon13

SHOWCARD 25

If NOT none at fifgp AND none at funpd use this text:

(1) Looking at this card you've said that during the last 12 months you have not done any of these things for any groups, clubs or organisations. Have you done any of these things – **unpaid – longer than 12 months ago?**

PROBE FULLY: Which others?

If none at fifgp use this text:

(2) You said earlier that you have not been involved with any groups, clubs or organisations in the last 12 months. Looking at this card, have you done any of these things - **unpaid** - for a group, club or organisation you may have been involved with **longer than 12 months ago?**

PROBE FULLY: Which others?

CODE ALL THAT APPLY

- A. Raising or handling money/taking part in sponsored events
- B. Leading the group/member of a committee
- C. Organising or helping to run an activity or event
- D. Visiting people
- E. Befriending or mentoring people
- F. Giving advice/information/counselling
- G. Secretarial, admin or clerical work
- H. Providing transport/driving
- I. Representing
- J. Campaigning
- K. Other practical help (eg helping out at school, shopping)
- L. Any other help
- None of the above

VYLast¹³ [ASK IF (BvLon = ANY OF CODES A-L)]

How long ago did you last give any unpaid help to a group, club or organisation?

INTERVIEWER: PROMPT WITH RESPONSE CATEGORIES IF NECESSARY.

1. Less than 3 years ago
2. 3 to 5 years ago
3. More than 5 years ago

¹³ Question added at Q3 October 2012

VYFreq¹⁴ **[ASK IF VYLast = 1 or 2]**

Thinking about the unpaid help you have given to any group, club or organisation in the past, on average how frequently did you do this? Would you say it was...

Read out

1. At least once a week
2. Less than once a week but at least once a month, or
3. Less frequently than once a month?
4. SPONTANEOUS ONLY One-off occasion(s)

VYStopa⁶ **[ASK IF VYLast = 1 or 2]**
VYStopp

SHOWCARD 25a

What would you say were the main reasons for stopping your involvement with giving unpaid help to any groups, clubs or organisations?

INTERVIEWER: CODE ALL THAT APPLY. PROBE 'What else?' UNTIL 'NOTHING'.

- A. Not enough time - due to changing home/work circumstances
- B. Not enough time – getting involved took up too much time
- C. Group/club/organisation finished/closed
- D. Moved away from area
- E. Due to health problems or old age
- F. Group/club/organisation wasn't relevant to me anymore
- G. Lost interest
- H. It was a one-off activity or event
- I. Felt I had done my bit/ someone else's turn to get involved
- J. Got involved in another activity instead
- K. Didn't get asked to do the things I'd like to
- L. Felt the group/club/organisation was badly organised
- M. Felt my efforts weren't always appreciated
- N. It was too bureaucratic/ too much concern about risk and liability
- O. Activity linked to my school/college/university/job I have now left
- P. Other reason (specify)

¹⁴ Question added at Q3 October 2012

BVHelp

[ASK IF (FIFGP = NONE) OR (FUNPD = NONE) OR (FUNOFT = LESS OFTEN OR DON'T KNOW)]

If FUnoFT=Less often use this text:

1) You said earlier that you help group(s)/ club(s)/organisation(s) occasionally, that is less than once a month. Do you ever feel that you would like to spend any more time helping groups, clubs or organisations, or not?

If FUnoFT= Don't Know use this text:

(2) You said earlier that you help group(s)/club(s)/organisation(s). Do you ever feel that you would like to spend any more time helping groups, clubs or organisations, or not?

Otherwise, use this text:

(3) Do you ever feel that you would like to spend any time helping groups, clubs or organisations, or not?

1. Yes
2. No

VBarr1a – [ASK IF (BVHELP= 1) OR (BVHELP= DON'T KNOW)]
Vbarr1r

SHOWCARD 26

If never volunteered formally ((FlfGp = NoCards OR FunPd= None) AND BVLONG = NONE/DK/REF) use this text:

(1) On this card are some reasons people have given about why they don't give unpaid help to groups, clubs or organisations. Which, if any, of these are reasons why you don't give unpaid help to groups, clubs or organisations?

If former formal volunteer (BVLon= A-L) use this text:

(2) On this card are some reasons people have given about why they don't give unpaid help to groups, clubs or organisations. Which, if any, of these are reasons why you have not given unpaid help to groups, clubs or organisations in the last 12 months?

If irregular formal volunteer (FunOf= Less than once a month OR Don't Know) use this text:

(3) On this card are some reasons people have given about why they don't give unpaid help to groups, clubs or organisations. Which, if any, of these are reasons why you don't give unpaid help to groups, clubs or organisations more regularly?

INTERVIEWER: IF RESPONDENT SAYS 'I'M TOO BUSY' PROBE FOR REASON
CODE ALL THAT APPLY

- A. I have work commitments
- B. I have to look after children/the home
- C. I have to look after someone who is elderly or ill
- D. I have to study
- E. I do other things with my spare time
- F. I'm not the right age
- G. I don't know any groups that need help
- H. I haven't heard about opportunities to give help
- I. I'm new to the area
- J. I have never thought about it
- K. I have an illness or disability that I feel prevents me from getting involved
- L. It is not my responsibility
- M. Other: Lack of transport
- N. Other: No opportunities
- O. Other: I am too busy/don't have time
- P. Other: Don't know how to get involved
- Q. Other: I am too lazy/can't be bothered
- R. Other reason (specify)

Intro1 [ASK ALWAYS]

Now I want to ask you about any unpaid help you **as an individual** may have given to other people, that is apart from any help given through a group, club or organisation. This could be help for a friend, neighbour or someone else **but not a relative**

**IHlp1 – [ASK ALWAYS]
Ihlp13**

SHOWCARD 27

In the last 12 months, that is, since [DATE ONE YEAR AGO], have you done any of these things, **unpaid**, for someone who was **not a relative**?

INCLUDE PAYMENT IN KIND/EXPENSES

CODE ALL THAT APPLY

1. Keeping in touch with someone who has difficulty getting out and about (visiting in person, telephoning or e-mailing)
2. Doing shopping, collecting pension or paying bills
3. Cooking, cleaning, laundry, gardening or other routine household jobs
4. Decorating, or doing any kind of home or car repairs
5. Babysitting or caring for children
6. Sitting with or providing personal care (e.g. washing, dressing) for someone who is sick or frail
7. Looking after a property or a pet for someone who is away
8. Giving advice
9. Writing letters or filling in forms
10. Representing someone (for example talking to a council department or to a doctor)
11. Transporting or escorting someone (for example to a hospital or on an outing)
12. Anything else
13. No help given in last 12 months

IHlpOft1 [ASK IF NOT IHLP=13 (NONE)]

Over the past 12 months, that is, since [DATE ONE YEAR AGO], about how often have you done [this kind of thing/all the things you have mentioned]?

IF NECESSARY: I mean the things you mentioned at the last question:

(LIST RESPONSES GIVEN AT IHLP)

Would you say ...

READ OUT

1. at least once a week,
2. less than once a week but at least once a month,
3. or less often?

IHlpHrs [ASK IF NOT IHLP=13 (NONE)]

Now just thinking about the **past 4 weeks**. Approximately how many **hours** have you spent doing [this kind of thing/all the things you have mentioned] in the past 4 weeks?

Answer must be in the range from 0 up to 999: ____

MxIVol **[ASK IF NOT IHLP=13 (NONE)]**

SHOWCARD 28

Now thinking about the unpaid help you've given as an individual in the last 12 months. How often, if at all, have you mixed with people from different ethnic or religious groups to yourself as part of this. Please think about all of the people you mix with as part of this activity?

PROMPT IF NECESSARY: This includes people who you help or the people you work alongside, but not people you happen to encounter as part of helping (e.g. going to shops for an elderly person and happening to be in a shop with people from different ethnic groups).

1. Daily
2. Weekly
3. Monthly
4. At least once a year
5. Less often than once a year
6. Never
7. Don't know

GIntro1 **[ASK ALWAYS]**

Now some questions about the ways in which people can give to charity

GGroup1a – [ASK ALWAYS]
Ggroup1q

SHOWCARD 29

In the past 4 weeks, have you given any money to charity in any of the ways shown on this card or through any other method? Please **exclude** donating goods or prizes.
CODE ALL THAT APPLY

INTERVIEWER NOTE: BUYING THE BIG ISSUE SHOULD GO UNDER "OTHER METHOD OF GIVING"

- A. Money to collecting tins (e.g. door-to-door, in the street, in a pub, at work, on a shop counter, etc.)
- B. Sponsorship (not online)
- C. Sponsorship (online)
- D. Collection at church, mosque or other place of worship
- E. Collections using a charity envelope
- F. Buying raffle tickets (NOT national lottery)
- G. Buying goods from a charity shop or catalogue
- H. Direct debit, standing order, covenant or debit from salary, payroll giving
- I. Giving to people begging on the street
- J. Fundraising events (e.g. charity dinners, fetes, jumble sales)
- K. Donation – in person or on phone (excluding online or via text message)
- L. Donation – online and by text message
- M. *Other: Brought the Big Issue*
- N. *Other: Donated clothes to charity shop*
- O. *Other: Donated by cheque*
- P. Other method of giving (excluding donating goods or prizes) (specify)
- Q. Did not give to charity

GivAmt [ASK IF NOT GGROUP= 18 (DID NOT GIVE TO CHARITY) AND NOT DK OR REF]

About how much in total have you given to charity **in the last 4 weeks?** (If Ggroup = F: Please exclude buying goods).

ENTER AMOUNT TO NEAREST £; ACCEPT ESTIMATES

Answer must be in the range from 0 up to 9999: _____

Caus4wa-¹⁵
Caus4ws

[ASK IF NOT GGROU= DID NOT GIVE TO CHARITY AND NOT DK OR REF]

SHOWCARD 29a

This card gives examples of different causes to which you might give money. To which, if any, of these types of cause have you given money in the **past 4 weeks**?

CODE ALL THAT APPLY. INTERVIEWER PROBE: 'Which others'?

- A. Schools, colleges, universities or other education
- B. Children or young people (outside school)
- C. Sports/exercise
- D. Religion/Place of Worship
- E. The elderly
- F. Overseas Aid / Disaster Relief
- G. Medical Research
- H. Hospitals and Hospices
- I. Physical/ Mental Healthcare/Disabled people (including blind or deaf people)
- J. Social Welfare
- K. Conservation, the environment and heritage
- L. Animal Welfare
- M. The arts and museums
- N. Hobbies / Recreation/ Social clubs
- O. *Other: Military/armed forces/rescue services (e.g. Help for Heroes, British Legion, RNLI, Air Ambulance)*
- P. Other (specify)
- None of these

¹⁵ Question added at Q3 October 2012

Teuse_1 – [ASK ALWAYS]
Teuse_5

SHOWCARD 30

Taxpayers who give to charities can increase the amount of money a charity gets by claiming tax relief on the donations. In the last **12 months** have you used any of the methods shown on the card to obtain tax relief on any donations you've made to charity?

CODE ALL THAT APPLY.

IF RESPONDENT QUERIES THE DEFINITION OF TAX RELIEF: Tax relief may involve a charity reclaiming tax back directly from Her Majesty's Revenue and Customs (formerly the Inland Revenue) to increase the value of a donation OR it may involve individuals making donations from their pre-tax salary and the tax going directly to the charity rather than to Her Majesty's Revenue and Customs.

IF NECESSARY: Her Majesty's Revenue and Customs is the government department responsible for collecting taxes.

- A. Payroll giving (Give As You Earn)
- B. Gift Aid
- C. Giving via Self-Assessment Form
- D. Tax relief on the value of gifts of shares, land or buildings given to charities
- E. No, none of these

Teuse1_1 – [ASK IF (TEUSE = A OR B OR C OR D)]
Teuse1_5 [SHOW ONLY CODES MENTIONED AT Teuse]

SHOWCARD 30

And have you used any of the methods you've just mentioned in the **last 4 weeks**?

CODE ALL THAT APPLY.

IF RESPONDENT QUERIES THE DEFINITION OF TAX RELIEF: Tax relief may involve a charity reclaiming tax back directly from Her Majesty's Revenue and Customs (formerly the Inland Revenue) to increase the value of a donation OR it may involve individuals making donations from their pre-tax salary and the tax going directly to the charity rather than to Her Majesty's Revenue and Customs.

IF NECESSARY: Her Majesty's Revenue and Customs is the government department responsible for collecting taxes.

- A. Payroll giving (Give As You Earn)
- B. Gift Aid
- C. Giving via Self-Assessment Form
- D. Tax relief on the value of gifts of shares, land or buildings given to charities
- E. No, none of these

Teuse2_1 – [ASK ALWAYS]
Teuse2_11

SHOWCARD 31

On this card are some things that people have said would encourage them to give to charity. Would any of these things encourage you to start giving to charity or to increase the amount you currently give?

PROBE: Anything else?

CODE ALL THAT APPLY.

- A. Having more information about the different charities or organisations that I could support.
- B. Receiving letter/ email of thanks from the charity or organisation.
- C. Receiving information from the charity or organisation explaining what has been done with my donation.
- D. Being asked by the charity or organisation to increase my donation.
- E. Confidence that the charity or organisation uses the money efficiently.
- F. Being able to give money by tax efficient methods.
- G. More generous tax relief.
- H. Being asked by a friend or family member.
- I. If I had more money.
- J. If payroll giving became available to me.
- None of these

SECTION 7: OBJECTIVE EMPOWERMENT

→ TIMING POINT 6

CAIntro **[ASK ALWAYS]**

Now I have some questions about activities in your local community.

CivAct11 – **[ASK IF 18+]**
CivAct15

SHOWCARD 32

In the last 12 months, that is since [DATE ONE YEAR AGO] have you done any of the things listed on this card? Please include any activities you have already told me about. Please do not include any activities related to your job.

CODE ALL THAT APPLY

1. Been a local councillor (for local authority, town or parish)
2. Been a school governor
3. Been a volunteer Special Constable
4. Been a Magistrate
5. None of these

CivFoIA **[ASK IF 18+ UNLESS ALL CODES 1-4 HAVE BEEN SELECTED AT CIVACT1]**

SHOWCARD 33

Looking at the card, would you be interested in doing any of these things [IF ANY CODED AT CivAct1: that you don't already do]?

1. Yes
2. No

CivFoIB1 – **[ASK IF (CIVFOLA=1)]**
CivFoIB4

SHOWCARD 33

Which ones?

1. A local councillor (for local authority, town or parish)
2. A school governor
3. A volunteer Special Constable
4. A Magistrate

CivAct21 – [ASK ALWAYS]
CivAct28

SHOWCARD 34

And again in the last 12 months, that is since [DATE ONE YEAR AGO] have you been a member of any of the groups listed on this card? Please include online groups and any activities you have already told me about. Please do not include any activities related to your job.

CODE ALL THAT APPLY

1. A group making decisions on local health services
2. A decision making group set up to regenerate the local area
3. A decision making group set up to tackle local crime problems
4. A tenants' group decision making committee
5. A group making decisions on local education services
6. A group making decisions on local services for young people
7. Another group making decisions on services in the local community
8. None of these

CivAct3a – [ASK IF CIVACT2 = 1 OR 2OR 3OR 4 OR 5 OR 6 OR 7])
CivAct3h

SHOWCARD 34

And which, if any, of these groups have you taken part in **online?** By this I mean participating or contributing to the group over the internet. Please include any groups that involve solely online participation and any that involve a mix of online and face-to-face participation.

CODE ALL THAT APPLY. [RESPONSE LIST FILTERED ON CODES SELECTED AT CivAct2]

1. A group making decisions on local health services
2. A decision making group set up to regenerate the local area
3. A decision making group set up to tackle local crime problems
4. A tenants' group decision making committee
5. A group making decisions on local education services
6. A group making decisions on local services for young people
7. Another group making decisions on services in the local community
8. None of these

CivMot1 – [ASK IF (CIVACT1 = 1-4 OR CIVACT2 = 1-7)]
CivMot13

SHOWCARD 35

People get involved for all kinds of reasons. Thinking about all the things you have mentioned, why did you get involved? Please choose your answer from this card.

You can choose up to five reasons.

INTERVIEWER: CODE UP TO FIVE REASONS. PROBE 'What else?'

1. I wanted to serve my community
2. I wanted to improve local services
3. I wanted to resolve an issue
4. My political beliefs
5. An earlier positive experience of getting involved
6. I was asked to get involved
7. I wanted to have my say
8. I wanted to meet people / make friends
9. It was connected with the needs of my family / friends
10. I thought it would give me a chance to learn new skills / use my existing skills
11. I thought it would help my career
12. I had spare time to do it
13. Other (please specify)

SECTION 7A: SOCIAL ACTION¹⁶

→ TIMING POINT 6a

LocAtt [ASK ALL]

SHOWCARD 36a

To what extent do you agree or disagree with the following statement?

When people in this area get involved in their local community, they really can change the way that their area is run.

1. Definitely agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Definitely disagree

[ASK ALL]

I'm now going to ask whether you have been aware of any local people getting involved in a range of activities or issues in your local area. Please include anything you are aware of that has happened in the last 12 months – even if it did not affect you personally.

LocPeop1 [ASK ALL]

So firstly, in the last 12 months, have you been aware of local people trying to set up a new service or amenity to help local residents?

INTERVIEWER: ONLY INCLUDE ACTIVITIES/ISSUES PEOPLE GOT INVOLVED WITH ON AN **UNPAID** BASIS.

1. Yes
2. No

LocInv1 [ASK IF LOCPEOP1=1]

And have you **personally** been involved in helping out with this in the last 12 months?

NOTES:

- ONLY INCLUDE UNPAID INVOLVEMENT
- IF ONLY SIGNED A PETITION AND NOTHING ELSE, CODE NO

1. Yes
2. No

¹⁶ Section added in Q4 January 2013

LocPeop2 [ASK ALL]

In the last 12 months, have you been aware of local people trying to stop the closure of a local service or amenity?

INTERVIEWER: ONLY INCLUDE ACTIVITIES/ISSUES PEOPLE GOT INVOLVED WITH ON AN **UNPAID** BASIS.

1. Yes
2. No

LocInv2 [ASK IF LOCPEOP2=1]

And have you **personally** been involved in helping out with this in the last 12 months?

NOTES:

- ONLY INCLUDE UNPAID INVOLVEMENT
- IF ONLY SIGNED A PETITION AND NOTHING ELSE, CODE NO

1. Yes
2. No

LocPeop3 [ASK ALL]

In the last 12 months, have you been aware of local people trying to stop something happening in your local area?

INTERVIEWER: ONLY INCLUDE ACTIVITIES/ISSUES PEOPLE GOT INVOLVED WITH ON AN **UNPAID** BASIS.

1. Yes
2. No

LocInv3 [ASK IF LOCPEOP3=1]

And have you **personally** been involved in helping out with this in the last 12 months?

NOTES:

- ONLY INCLUDE UNPAID INVOLVEMENT
- IF ONLY SIGNED A PETITION AND NOTHING ELSE, CODE NO

1. Yes
2. No

LocPeop4 [ASK ALL]

In the last 12 months, have you been aware of local people taking part in decisions about how the council spends its money?

INTERVIEWER: ONLY INCLUDE ACTIVITIES/ISSUES PEOPLE GOT INVOLVED WITH ON AN **UNPAID** BASIS.

1. Yes
2. No

LocInv4 [ASK IF LOCPEOP4=1]

And have you **personally** been involved in helping out with this in the last 12 months?

NOTES:

- ONLY INCLUDE UNPAID INVOLVEMENT
- IF ONLY SIGNED A PETITION AND NOTHING ELSE, CODE NO

1. Yes
2. No

LocPeop5 [ASK ALL]

In the last 12 months, have you been aware of local people getting involved in **running** local services or amenities on a **voluntary** basis, for example childcare, youth services, libraries or local pubs or shops?

INTERVIEWER: ONLY INCLUDE ACTIVITIES/ISSUES PEOPLE GOT INVOLVED WITH ON AN **UNPAID** BASIS.

1. Yes
2. No

LocInv5 [ASK IF LOCPEOP5=1]

And have you **personally** been involved in this in the last 12 months?

NOTES:

- ONLY INCLUDE UNPAID INVOLVEMENT
- IF ONLY SIGNED A PETITION AND NOTHING ELSE, CODE NO

1. Yes
2. No

LocPeop6 [ASK ALL]

In the last 12 months, have you been aware of local people organising a community event such as street party?

INTERVIEWER: ONLY INCLUDE ACTIVITIES/ISSUES PEOPLE GOT INVOLVED WITH ON AN **UNPAID** BASIS.

1. Yes
2. No

LocInv6 [ASK IF LOCPEOP6=1]

And have you **personally** been involved in this in the last 12 months?

NOTES:

- ONLY INCLUDE UNPAID INVOLVEMENT

1. Yes
2. No

LocPeop7 [ASK ALL]

In the last 12 months, have you been aware of local people getting involved in any OTHER issue affecting your local area?

INTERVIEWER: ONLY INCLUDE ACTIVITIES/ISSUES PEOPLE GOT INVOLVED WITH ON AN **UNPAID** BASIS.

1. Yes
2. No

LocPeop7o [ASK IF LocPeop7 = 1]

And what was the nature of this other issue or activity?

[OPEN RESPONSE]

LocInv7 [ASK IF LOCPEOP7=1]

And have you **personally** been involved in this in the last 12 months?

NOTES:

- ONLY INCLUDE UNPAID INVOLVEMENT

- IF ONLY SIGNED A PETITION AND NOTHING ELSE, CODE NO

1. Yes
2. No

LocIntro [IF ANY CODED AS 'Yes' AT LocInv1 to LocInv7]

For the next few questions I'd like you to think about [IF 1 CODED AT LOCINV 1-7: the activity or issue / IF > CODED AT LOCINV 1-7: all of the activities or issues] you have been personally involved with in the last 12 months. So that is [TEXT SUB AS APPLICABLE]:

- setting up a new service or amenity
- stopping the closure of a service or amenity
- stopping something happening in your local area
- helping to decide how the council spends its money
- helping to run local services or amenities on a voluntary basis
- helping to organise a street party or community event
- helping with the other issue affecting your local area

LocActa [IF ANY CODED AS 'Yes' AT LocInv1 to LocInv7]
LocActn

SHOWCARD 36b

Looking at this card, have you personally been involved with [this activity or issue / any of these activities or issues] in any of these ways in the last 12 months?

IF BEEN INVOLVED IN MORE THAN ONE ISSUE, CODE ALL WAYS BEEN INVOLVED
CODE ALL THAT APPLY

1. I started up the activity (solely or jointly)
2. I managed the activity (solely or jointly)
3. I participated in a discussion on this issue/event (online or in person)
4. I helped fundraise
5. I contributed specialist skills
6. I donated money
7. I offered non-monetary donations or contributions
8. I campaigned
9. I helped raise awareness locally
10. I helped organise a petition
11. I signed a petition
12. I offered other practical support
13. Other (specify)
14. None

LocOf [IF ANY CODED AS 'Yes' AT LocInv1 to LocInv7]

'On how many occasions in the last 12 months have you spent time helping with [this activity or issue / all of these activities or issues]? Did you get involved
READ OUT

1. On one occasion only
2. On two or three occasions
3. On four or five occasions
4. Or more frequently

LocHowa [IF ANY CODED AS 'Yes' AT LocInv1 to LocInv7]
LocHowi

SHOWCARD 36c

How did you find out how to get involved with [this activity or issue / these activities or issues]? CODE ALL THAT APPLY

1. I was the person/one of the people who started the action
2. I was asked to get involved by someone I already knew
3. I was asked to get involved by someone I hadn't previously known
4. I saw a leaflet/poster /flyer
5. I read about it in the local newspaper
6. Via a local community/ neighbourhood/ residents group
7. Via an online forum or social network site
8. *Other: I received information in the post (e.g. letter from the council)*
9. Other (specify)

LocMota [IF ANY CODED AS 'Yes' AT LocInv1 to LocInv7]
LocMotn

SHOWCARD 36d

People get involved with activities and issues like this for all sorts of reasons. Thinking about [the local issue or activity / all of the local issues or activities] you have been involved in over the last 12 months, did you do this for any of the reasons on this card?

Pick the reasons that were most important to you.

PROBE 'What else?'

1. I wanted to serve my community/felt it was my responsibility
2. I wanted to improve local services or amenities/not happy with existing provision
3. I wanted to resolve an issue
4. My political beliefs
5. An earlier positive experience of getting involved
6. I was asked to get involved
7. I wanted to have my say
8. I wanted to meet people / make friends
9. It was connected with the needs of my family / friends
10. I thought it would give me a chance to learn new skills / use my existing skills
11. I thought it would help my career
12. I had spare time to do it
13. Because I wanted an interest outside of work
14. Other (please specify)

LocWant [ASK ANY OF LocPeop1 TO 7 =Yes BUT NONE OF LOCINV1 TIO LOCINV7=Yes]

You said that you had been aware of local people in your area [TEXT SUB AS APPLICABLE]:

- setting up a new service or amenity
- stopping the closure of a service or amenity
- stopping something happening in your local area
- helping to decide how the council spends its money
- helping to run local services or amenities on a voluntary basis
- helping to organise a street party or community event
- helping with the other issue affecting your local area

Would you **like** to have been involved in [this local issue / any of these local issues]?

1. Yes
2. No
3. Don't know

LocBarra **[ASK IF LocWant = 1 or 2]**
LocBarp

SHOWCARD 36e

IF WANTED TO BE INVOLVED [LocWant = 1]: Why didn't you get involved in this [this local issue or activity / any of these local issues or activities]? Please look at this card and choose any reasons that apply.

IF DID NOT WANT TO BE INVOLVED [LocWant = 2]: Why didn't you want to get involved in [this local issue or activity / any of these local issues or activities]? Please look at this card and choose any reasons that apply.

CODE ALL THAT APPLY

1. I don't have time
2. I do other voluntary activities
3. Was not asked to get involved
4. Have never thought about it
5. Did not know how to get involved
6. Due to illness or disability
7. Don't feel its my responsibility
8. Did not feel I could make a difference
9. Don't have the right skills
10. Not confident enough
11. Don't know people in my area well enough
12. Didn't agree with the issue or feel strongly enough about it
13. Red tape/ bureaucracy/legal barriers
14. Just not interested
15. *Other: I'm not the right age*
16. Other reason (specify)

IntLoca **[ASK IF IntUseB =2/3 PERSONAL USE]**
IntLocl

SHOWCARD 37

[IF DWORKA=1: Outside of work] In the last 12 months, have you used email or the internet for any of these purposes?

CODE ALL THAT APPLY

1. To contact someone of authority about an issue in your local area
2. To help organise a local event
3. To find out more information about local services/amenities/groups
4. To share information about a local event/issue
5. To set up a local group
6. To join a local group
7. To find out about local volunteering opportunities
8. To find out about local causes to donate to
9. None of these

SECTION 8: SUBJECTIVE WELLBEING

→ TIMING POINT 7

Wellintro [ASK ALWAYS]

Next, I would like to ask you some questions about your feelings on aspects of your life. There are no right or wrong answers. For each of these questions I'd like you to give an answer on a scale of nought to ten, where nought is 'not at all' and 10 is 'completely'.

WellB1 [ASK ALWAYS]

On a scale of 0-10, where 0 is not at all satisfied and 10 is completely satisfied, overall, how satisfied are you with your life nowadays?

PLEASE SELECT ONE ANSWER.

(SCALE: 0 (Not at all satisfied) to 10 (completely satisfied))

WellB2 [ASK ALWAYS]

On a scale of 0-10, where 0 is not at all happy and 10 is completely happy, overall, how happy did you feel yesterday?

PLEASE SELECT ONE ANSWER.

(SCALE: 0 (not at all happy) to 10 (completely happy))

WellB3 [ASK ALWAYS]

On a scale of 0-10, where 0 is not at all anxious and 10 is completely anxious, overall, how anxious did you feel yesterday?

PLEASE SELECT ONE ANSWER.

(SCALE: 0 (not at all anxious) to 10 (completely anxious))

WellB4 [ASK ALWAYS]

On a scale of 0-10, where 0 is not at all worthwhile and 10 is completely worthwhile, overall, to what extent do you feel the things you do in your life are worthwhile?

PLEASE SELECT ONE ANSWER.

(SCALE: 0 (not at all worthwhile) to 10 (completely worthwhile))

SECTION 9: DEMOGRAPHICS PART 2

→ TIMING POINT 8

[ASK ALWAYS]

I'd now like to ask you about using the internet.

IntUse¹⁷

[ASK ALWAYS]

Do you personally use the internet at home, at work or elsewhere?

1. Yes
2. No

IntOf¹⁸

[ASK IF INTUSE = 1]

SHOWCARD 37

How often do you access the internet?

1. More than once a day
2. Once a day
3. 2-3 times per week
4. About once a week
5. About once a fortnight
6. About once a month
7. About once every 2-3 months
8. About once every six months
9. Less often

[ASK ALWAYS]

I'd now like to ask you some questions about your circumstances.

GHealth

[ASK ALWAYS]

How is your health in general? Would you say it is...

READ OUT

1. Very good
2. Good
3. Fair
4. Bad
5. or very bad?

17 Question removed and updated question added earlier in the questionnaire at Q4 January 2013
18 Question removed and added earlier in the questionnaire at Q4 January 2013

DIII1 [ASK ALWAYS]

[*]Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

1. Yes
2. No

**DIII2a – [ASK IF DI11 = 1]
DIII2I**

SHOWCARD 38

Do any of these conditions or illnesses affect you in any of the areas shown on this card?

CODE ALL THAT APPLY

1. Vision (for example, blindness or partial sight)
2. Hearing (for example, deafness or partial hearing)
3. Mobility (for example, walking short distances or climbing stairs)
4. Dexterity (for example, lifting and carrying objects, using a keyboard)
5. Learning or understanding or concentrating
6. Memory
7. Mental health
8. Stamina or breathing or fatigue
9. Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome)
10. Other (SPECIFY)
11. SPONTANEOUS ONLY: None of the above

DIII3 [ASK IF DIII1=1]

[*] Does your condition or illness/do any of your conditions or illnesses] reduce your ability to carry out day-to-day activities?

IF YES: Is that a lot or a little?

1. Yes – a lot
2. Yes –a little
3. No

RCare [ASK ALWAYS]

And do you have any caring responsibilities for a member of your immediate family or a close relative outside of your household who has any long-standing illness, disability or infirmity?

1. Yes
2. No
3. Don't know

Sld [ASK IF FTRANS=3 (INTERVIEW NOT BEING TRANSLATED BY FAMILY MEMBER/FRIEND)]

SHOWCARD 39

Which of the options on this card best describes how you think of yourself? Please just read out the letter next to the description.

IF NECESSARY: We are asking this question because the government is responsible for helping reduce all forms of prejudice and discrimination in society.

1. K
2. W
3. C
4. T
5. D

Employment Status

→ TIMING POINT 9

EIntro1 [ASK ALWAYS]

I'm now going to ask you some questions about your work and employment.

Wrking [ASK ALWAYS]

Did you do any paid work in the 7 days ending Sunday the [date last Sunday], either as an employee or as self-employed?

1. Yes
2. No

SchemeT [ASK IF WRKING = NO OR DK/REF)]

Were you on a government scheme for employment training in that week (ending Sunday the [date last Sunday])?

1. Yes
2. No

JbAway [ASK IF WRKING = NO AND (SCHEMET = NO OR SCHEMET = DK/REF)]

Did you have a job or business you were away from?

1. Yes
2. No
3. SPONTANEOUS Waiting to take up a new job/business already obtained

OwnBus [ASK IF (JBAWAY = NO) OR (JBAWAY = WAITING) OR (JBAWAY = DK/REF)]

Did you do any UNPAID work in that week for any business that you own?

1. Yes
2. No

RelBus [ASK IF (OWNBUS = NO) OR (OWNBUS = DK/REF)]

...or (any UNPAID work for a business) that a relative owns?

NOTE: INCLUDE SPOUSE/PARTNER

1. Yes
2. No

Looked [ASK IF (RELBUS = NO/DK/REF AND JBAWAY = NO/DK/REF)]

Thinking of the FOUR WEEKS ending Sunday the [date last Sunday], were you looking for any kind of paid work or a place on a government training scheme at any time in those 4 weeks?

1. Yes
2. No

StartJ [ASK IF ((LOOKED = YES) OR (JBAWAY = WAITING))]

If a job or a place on a government training scheme had been available in the week ending Sunday the [date last Sunday], would you have been able to start within 2 weeks?

1. Yes
2. No

LKTime [ASK IF ((LOOKED = YES) OR (JBAWAY = WAITING))]

How long have you been looking for paid work/a place on a government scheme?

1. Not yet started
2. Less than 1 month
3. 1 month but less than 3 months
4. 3 months but less than 6 months
5. 6 months but less than 12 months
6. 12 months or more

Whynlka [ASK IF LOOKED = NO]

What was the main reason you did not look for work in the last 4 weeks?
CODE ONE ONLY.

1. Student
2. Looking after the family/home
3. Temporarily sick or injured
4. Long-term sick or disabled
5. Retired from paid work
6. Other reason

Whynsrta [ASK IF STARTJ = NO]

What was the MAIN reason you would not have been able to start work within two weeks?
CODE ONE ONLY.

1. Student
2. Looking after the family/home
3. Temporarily sick or injured
4. Long-term sick or disabled
5. Retired from paid work
6. Other reason

Infstuda [ASK ALWAYS]

Are you at present [at school or 6th form college] enrolled on any full-time or part-time education course excluding leisure classes?

IF NECESSARY: Please include correspondence courses and open learning as well as other forms of full-time and part-time education course

1. Yes – full time student
2. Yes –part-time student
3. No

EverWk [ASK IF NOT (WRKING = YES OR SCHEMET = YES OR JBAWAY = YES OR OWNBUS = YES OR RELBUS = YES)]

Have you EVER had a paid job, apart from casual or holiday work (or the job you are waiting to begin)?

1. Yes
2. No

LeavWk [ASK IF EVERWK=1]

When did you leave your last PAID job?

ENTER MONTH HERE AND YEAR ON THE NEXT SCREEN

LeavWk **[ASK IF EVERWK=1]**

ENTER THE LAST TWO DIGITS OF THE YEAR HERE

[ASK IF (WRKING = YES) OR (SCHEMET = YES) OR (JBAWAY = YES) OR (OWNBUS = YES) OR (RELBUS = YES) OR (EVERWK = YES)]
THEN ASK INDD, OCORG, OCCT, OCCD, STAT

IndD

What [does/did] the firm/organisation you [work/worked] for mainly make or do (at the place where you [work/worked])?
DESCRIBE FULLY - PROBE MANUFACTURING or PROCESSING or DISTRIBUTING ETC. AND MAIN GOODS PRODUCED OR SERVICES PROVIDED, MATERIALS USED, WHOLESALE or RETAIL ETC.

OcOrg

SHOWCARD 40

Which of the types of organisation on this card [do/did] you work for?

1. Private sector firm or company, including for example limited companies and PLCs
2. Nationalised industry or public corporation, including for example the Post Office and the BBC
3. Other public sector employer, including for example Central Government/Civil Service/Government Agencies, Local Authority/Local Educational Authority, Universities, Health Authority/NHS Hospitals/NHS Trusts/GP surgeries, Police/Armed Forces
4. Charity/Voluntary sector, including for example charitable companies, churches, trade unions
5. *Other: Self employed*
6. Other (specify)
7. Don't know

OccT

JOB TITLE – CURRENT OR LAST JOB

What was your [main job in the week ending Sunday the [DATE]/your last main job]?

PLEASE ENTER FULL JOB TITLE.

OccD

CURRENT OR LAST JOB

What [do/did] you mainly do in your job]?

CHECK SPECIAL QUALIFICATIONS/TRAINING NEEDED TO DO THE JOB

Stat

ASK (OR RECORD IF ON GOVERNMENT SCHEME OR DOING UNPAID WORK)

[Are/Were] you working as an employee or [are/were] you self-employed?

1. Employee
2. Self-employed

SVise

[ASK IF STAT = 1]

In your job, [do/did] you have formal responsibility for supervising the work of other employees?

DO NOT INCLUDE PEOPLE WHO ONLY SUPERVISE:

- children, e.g. teachers, nannies, childminders
- animals
- security or buildings, e.g. caretakers, security guards

1. Yes
2. No

**Manage1 –
Manage3**

[ASK IF STAT = 1]¹⁹

[Do/Did] you have any managerial duties?

1. Manager
2. Foreman/supervisor
3. Not manager/supervisor

EmpNo

[ASK IF STAT = 1]

How many people [work/worked] for your employer at the place where you [work/worked]?
[Are/Were] there...

READ OUT

1. ...1 to 24,
2. 25 to 499,
3. or 500 or more employees?

Solo

[ASK IF STAT = 2]

[Are/Were] you working on your own or [do/did] you have employees?

1. On own/with partner(s) but no employees
2. With employees

¹⁹ Question removed at Q3 October 2012

SENo [ASK IF SOLO = 2]

How many people [do/did] you employ at the place where you [work/worked]? [Are/Were] there...

READ OUT

1. ...1 to 24,
2. 25 to 499,
3. or 500 or more employees?

FtPtWk [ASK IF (WRKING = YES) OR (SCHEMET = YES) OR (JBAWAY = YES) OR (OWNBUS = YES) OR (RELBUS = YES) OR (EVERWK = YES)]

In your (main) job [are/were] you working:

READ OUT

1. full time (30+ hours a week)
2. or part time (less than 30 hours per week)?

Usuhr²⁰ [ASK IF (WRKING = YES) OR (JBAWAY = YES) OR (SCHEMET = YES)]

Thinking of your (main) job/ business, how many hours per week do you usually work - please exclude mealbreaks and overtime?

0.00..97.00

IfPQual1 – [ASK IF AGED < 70]
IfPQual4

Do you have any qualifications....

READ OUT. CODE ALL THAT APPLY.

1. From school, college or university?
2. Connected with work?
3. From government schemes?
4. No qualifications?

IfEqual [ASK IF NOT NOQUALS IN IFPQUAL]

SHOWCARD 41

Do you have any of the qualifications on this card?

1. Yes
2. No

²⁰ Question removed at Q3 October 2012

EdQual [ASK IF IFEQUAL = YES]

SHOWCARD 41

Starting from the top of this list, please look down the list of qualifications and tell me the number of the first one you come to that you have passed.

1. Higher degree/postgraduate qualifications
2. First degree (including BEd) Postgraduate Diplomas/ Certificates (including PGCE)
Professional qualifications at Degree level (eg chartered accountant/ surveyor) NVQ/SVQ Level 4 or 5
3. Diplomas in higher education/ other HE qualification HNC/ HND/ BTEC higher Teaching qualifications for schools/ further education (below degree level) Nursing/ other medical qualifications (below degree level) RSA Higher Diploma
4. A/AS levels/ SCE higher/ Scottish Certificate 6th Year Studies NVQ/ SVQ/ GSVQ level 3/ GNVQ Advanced ONC/ OND/ BTEC National City and Guilds Advanced Craft/ Final level/ Part III RSA Advanced Diploma
5. Trade Apprenticeships
6. O level/ GCSE Grades A*-C/ SCE Standard/ Ordinary Grades 1-3 NVQ/SVQ/ GSVQ level 2/ GNVQ intermediate BTEC/ SCOTVEC First/ General diploma City and Guilds Craft/ Ordinary level/ Part II/ RSA Diploma
7. O level/GCSE grade D-G/ SCE Standard/Ordinary grades below 3 NVQ/SVQ/ GSVQ level 1/ GNVQ foundation BTEC/ SCOTVEC First/ General certificate City and Guilds Part I/ RSA Stage I-III SCOTVEC modules/ Junior Certificate
8. Other qualifications including overseas

[ASK ALWAYS]

The next questions are on income. It is important for us to know so we can understand how it influences people's behaviours and attitudes. Please remember that everything you tell me is completely confidential and will only be used for the purposes of producing statistics.

IncomeX [ASK ALWAYS]

SHOWCARD 42

Please could you look at this card and tell me the letter of the group which represents your total PERSONAL income in the last 12 months, before any deductions for tax, etc. Please include income from earnings, self employment, benefits, pensions, and interest from savings. INTERVIEWER: CARD SHOWS WEEKLY, MONTHLY AND ANNUAL EQUIVALENT AMOUNTS

1. C Under £2,500
2. F £2,500 - £4,999
3. H £5,000 - £9,999
4. A £10,000 - £14,999
5. G £15,000 - £19,999
6. E £20,000 - £24,999
7. B £25,000 - £29,999
8. J £30,000 - £34,999
9. M £35,000 - £39,999
10. D £40,000 - £44,999
11. N £45,000 - £49,999
12. K £50,000 - £74,999
13. I £75,000 - £99,999
14. L £100,000 or more
15. S no income

IncomeP1²¹ [ASK IF RESPONDENT IS MARRIED OR LIVING AS COHABITEE WITH SOMEONE IN HOUSEHOLD]

SHOWCARD 42

And now could you tell me the letter of the group which represents your partner's total income in the last 12 months, before any deductions for tax, etc.

1. C Under £2,500
2. F £2,500 - £4,999
3. H £5,000 - £9,999
4. A £10,000 - £14,999
5. G £15,000 - £19,999
6. E £20,000 - £24,999
7. B £25,000 - £29,999
8. J £30,000 - £34,999
9. M £35,000 - £39,999
10. D £40,000 - £44,999
11. N £45,000 - £49,999
12. K £50,000 - £74,999
13. I £75,000 - £99,999
14. L £100,000 or more
15. S no income

²¹ Question removed at Q3 October 2012

FOLLOWUP [ASK ALWAYS]

This survey is being carried out by TNS-BMRB, an independent social research company. Occasionally we need to speak to people more than once. If we need to come back to you with any questions relating to this survey or to help with other connected research, would you be willing to help us?

IF NECESSARY, ADD: You can be assured that your name will never be passed to anyone outside our organisation without your permission.

1. Yes – willing to be re-contacted
2. No – not willing to be re-contacted

FOLLOWUP2 [ASK ALWAYS]

If follow up research relating to this survey was being carried out for the Cabinet Office, or a government department would you be willing for TNS-BMRB to pass your name, contact details and information from this survey to another research organisation so they could contact you?

Please note that you are not committing to take part in follow up research, only saying that you would be prepared to be contacted in relation to this.

1. Yes – willing for details to be passed on
2. No – not willing for details to be passed on

GiveTel [ASK IF FOLLOWUP = 1 OR FOLLOWUP2 = 1]

Please may I have a telephone number in case we want to contact you for any follow up research?

INTERVIEWER ENTER TELEPHONE NUMBER: _____

Refused

PEREMAIL [ASK IF FOLLOWUP = 1 OR FOLLOWUP2 = 1]

Do you have a home or work email address that you access at least once a month?

1. Yes
2. No

EMAIL [ASK IF ((FOLLOWUP = 1 OR FOLLOWUP2 = 1) AND PEREMAIL = 10)]

Please may I have your email address in case we want to contact you for any follow up research?

INTERVIEWER: THIS MAY BE EITHER A PERSONAL OR WORK EMAIL

1. Yes
2. No

→ TIMING POINT 10

XWhoPres1²² – [ASK ALWAYS]
XwhoPres4

INTERVIEWER: RECORD WHO WAS PRESENT DURING THE INTERVIEW CODE ALL THAT APPLY

1. No-one else in room during interview
2. Child(ren) under 16
3. Husband, wife, partner
4. Other adult, including visitor

Xdiscu²² [ASK IF NOT XWHOPRES=1]

INTERVIEWER: DID ANYONE ELSE LOOK AT OR DISCUSS ANY PART OF THE QUESTIONNAIRE DURING THE INTERVIEW?

1. Yes – looked at / read / filled in together
2. Yes – discussed only
3. No

XProxy²² [ASK IF NOT XWHOPRES=1]

INTERVIEWER: DID SOMEONE ELSE ANSWER ANY OF THE QUESTIONS ON BEHALF OF THE RESPONDENT (I.E. PROXY RESPONSES)?

1. Yes
2. No

→ TIMING POINT 11

²² Question removed at Q4 January 2013

Appendix B Advance letter

Address 1
Address 2
Address3
Address4
postcode

Your ref: xxxx

The Community Life Survey Have Your Say

Dear Sir/Madam,

This is an invitation to take part in the Community Life Survey, an important national study that allows your views to be heard on a range of issues affecting your neighbourhood.

You do not need to do anything now; we are visiting your local area in the next few weeks and an interviewer will call at your address to explain the study in more detail.

Your address is just one of 24 selected to represent your community, and we will select one adult from your household to take part in the survey. Please show this letter and leaflet to any other adults (aged 16+) at your address.

The person who completes the interview will receive a £5 high street shopping voucher to thank them for their time.

This is an official Government survey, carried out on behalf of the Cabinet Office by TNS BMRB, an independent research organisation. Please only allow those who carry official identification into your home.

Thank you in advance for your help. As a token of our appreciation please find enclosed a book of stamps.

Yours faithfully,



Rebecca Wyton
Principal Research Officer
Cabinet Office

Want more information? Please read the enclosed Community Life Survey leaflet, or to talk to someone about the study contact Emma Coleman at TNS BMRB:



Communitylifesurvey@tns-bmr.co.uk



Information line: 0800 056 5135

Appendix C: Fieldwork materials, leaflet and calling/appointment cards

Community Life Survey 2012-13

Is this survey confidential?



Yes. The information that is collected will only be used for research purposes. Your name and address details are kept separate from your answers and will not be passed on to any other organisation.

No individual will be identifiable from the results. Your answers will be combined with others that take part in the survey. You will not receive any 'junk mail' as a result of taking part.

How will the information be used?



Information from this survey will help the Cabinet Office and wider government departments inform policies aimed at:

- building stronger communities
- enabling people to play a more active role in their communities and society.

The information will also be used by local decision-makers, voluntary groups, local government and councils to understand and drive improvements in local communities.

Where can you find more information?

If you would like more information about the Community Life Survey then please contact:

Emma Coleman
TNS BMRB
6 More London Place
SE1 2QY
emma.coleman@tns-bmrb.co.uk

Where can you find the results?

Detailed results from the Community Life Survey will be published every quarter and can be found by following the links at:

www.cabinetoffice.gov.uk/community-life-survey



Information about the Community Life Survey and why **your** help is important



What is the Community Life Survey?

The Community Life Survey is a key source of information about the issues that matter in local communities.

The survey explores a range of important issues including:



What it's like to live in your neighbourhood



Getting involved in your community and wider society



Influencing local and national decisions that may affect you

Your answers and opinions are **very important** to us regardless of where you live and the involvement you have with your local community.

Why did we choose your address?



As it is not possible to ask everyone to take part in the survey, we select a sample of addresses to represent the entire country. Your address is one of these and was selected at random from a list of private addresses held by the Royal Mail.

One adult (aged 16 or over) from each address will be selected at random to take part in the survey. We will always ask for permission from a parent or guardian before interviewing anyone under the age of 18.

Why are my views important?



We need people from all age groups and backgrounds to take part. Your views are important to us as without them we may not have a representative picture of the communities that people live in.

Your address is one of only a small number selected in your local area and this is your opportunity to get your voice heard.



Who is conducting the survey?



The survey is being conducted on behalf of the Cabinet Office by TNS BMRB, a leading independent agency specialising in social research.

The Cabinet Office sits at the very centre of government and has the responsibility of making government work better. It works with all government departments to develop and co-ordinate policies and activities that will meet the country's needs.

The Cabinet Office has commissioned TNS BMRB to carry out the Community Life Survey so that central government, local councils, charities, voluntary organisations and the public can have access to this important information.

What do you need to do?



You do not need to do anything now. An interviewer will call at your address to ask you to take part in the survey.

Community Life Survey

2012-13



Appointment Card

Date:

Time:

Interviewer Name and Number:

For more information call the Information Line on: 0800 056 5135.

TNS



CabinetOffice

**Thank you for arranging an appointment to help with
this important survey.**

Interviews for the Community Life Survey are conducted by Kantar
Operations on behalf of TNS BMRB.

Community Life Survey

2012-13



I called at your address today to talk to you about taking part in the Community Life Survey.

The Community Life Survey aims to gather information about the issues that matter in local communities. Your views will help form a picture of life in your community – information that will be vital for local decision-makers, voluntary groups, government and councils to understand and drive improvements in local areas.

If you require further information regarding this survey please call the information line on: 0800 056 5135.

I will try to call at your address again soon.



Reference:

Date/time of call:

Interviewer Name and Number:

If you would like to make an appointment or contact me for any reason please call:

Thank you in advance for your help with this important survey.

**Interviews for the Community Life Survey are conducted by
Kantar Operations on behalf of TNS BMRB.**

Appendix D: Questions added and removed during the 2012-13 survey year

Community Life Survey in year questionnaire changes 2012-13

Question	Removed/Added
HTied Does the accommodation go with the job of anyone in the household?	Removed at Quarter 4 January 2013
FTrans3 PLEASE CODE WHAT LANGUAGE THE INTERVIEW IS BEING TRANSLATED INTO.	Removed at Quarter 4 January 2013
Heth Looking at this card, which of these best describes the ethnic groups of all the people who live in this household?	Removed at Quarter 4 January 2013
BrnMom1 In which country was your mother born?	Removed at Quarter 3 October 2012
BrnDad1 In which country was your father born?	Removed at Quarter 3 October 2012
NatID What do you consider your national identity to be?	Removed for Quarter 4 January 2013
STalkN How often do you talk to any of your neighbours?	Removed at Quarter 3 October 2012
SChatN How often do you chat to any of your neighbours, more than to just say hello?	Added at Quarter 3 October 2012
MixPrev What sorts of things, if any, stop people from different backgrounds from getting on well together in this local area?	Removed at Quarter 4 January 2013
SRespect And would you agree or disagree that residents in this local area respect ethnic differences between people? Please choose your answer from this card.	Removed at Quarter 4 January 2013

<p>VYLast</p> <p>How long ago did you last give any unpaid help to a group, club or organisation?</p>	Added at Quarter 3 October 2012
<p>VYFreq</p> <p>Thinking about the unpaid help you have given to any group, club or organisation in the past, on average how frequently did you do this?</p>	Added at Quarter 3 October 2012
<p>VYStop</p> <p>What would you say were the main reasons for stopping your involvement with giving unpaid help to any groups, clubs or organisations?</p>	Added at Quarter 3 October 2012
<p>Caus4w</p> <p>This card gives examples of different causes to which you might give money. To which, if any, of these types of cause have you given money in the past 4 weeks?</p>	Added at Quarter 3 October 2012
<p>LocAtt</p> <p>To what extent do you agree or disagree with the following statement? When people in this area get involved in their local community, they really can change the way that their area is run.</p>	Added at Quarter 4 January 2013
<p>LocPeop1</p> <p>So firstly, in the last 12 months, have you been aware of local people trying to set up a new service or amenity to help local residents?</p>	Added at Quarter 4 January 2013
<p>LocInv1</p> <p>And have you personally been involved in helping out with this in the last 12 months?</p>	Added at Quarter 4 January 2013
<p>LocPeop2</p> <p>In the last 12 months, have you been aware of local people trying to stop the closure of a local service or amenity?</p>	Added at Quarter 4 January 2013
<p>LocInv2</p>	Added at Quarter 4 January 2013

And have you personally been involved in helping out with this in the last 12 months?	
<p>LocPeop3</p> <p>In the last 12 months, have you been aware of local people trying to stop something happening in your local area?</p>	Added at Quarter 4 January 2013
<p>LocInv3</p> <p>And have you personally been involved in helping out with this in the last 12 months?</p>	Added at Quarter 4 January 2013
<p>LocPeop4</p> <p>In the last 12 months, have you been aware of local people taking part in decisions about how the council spends its money?</p>	Added at Quarter 4 January 2013
<p>LocInv4</p> <p>And have you personally been involved in helping out with this in the last 12 months?</p>	Added at Quarter 4 January 2013
<p>LocPeop5</p> <p>In the last 12 months, have you been aware of local people getting involved in running local services or amenities on a voluntary basis, for example childcare, youth services, libraries or local pubs or shops?</p>	Added at Quarter 4 January 2013
<p>LocInv5</p> <p>And have you personally been involved in helping out with this in the last 12 months?</p>	Added at Quarter 4 January 2013
<p>LocPeop6</p> <p>In the last 12 months, have you been aware of local people organising a community event such as street party?</p>	Added at Quarter 4 January 2013
<p>LocInv6</p> <p>And have you personally been involved in helping out with this in the last 12 months?</p>	Added at Quarter 4 January 2013
<p>LocPeop7</p> <p>In the last 12 months, have you been aware of</p>	Added at Quarter 4 January 2013

local people getting involved in any OTHER issue affecting your local area?	
LocInv7 And have you personally been involved in helping out with this in the last 12 months?	Added at Quarter 4 January 2013
LocAct Looking at this card, have you personally been involved with [this activity or issue / any of these activities or issues] in any of these ways in the last 12 months?	Added at Quarter 4 January 2013
LocOft 'On how many occasions in the last 12 months have you spent time helping with [this activity or issue / all of these activities or issues]?	Added at Quarter 4 January 2013
LocHow How did you find out how to get involved with [this activity or issue / these activities or issues]?	Added at Quarter 4 January 2013
LocMot People get involved with activities and issues like this for all sorts of reasons. Thinking about [the local issue or activity / all of the local issues or activities] you have been involved in over the last 12 months, did you do this for any of the reasons on this card?	Added at Quarter 4 January 2013
LocWant Would you like to have been involved in [this local issue / any of these local issues]?	Added at Quarter 4 January 2013
LocBarr Why didn't you (want/get) involved in this [this local issue or activity / any of these local issues or activities]?	Added at Quarter 4 January 2013
IntLoc In the last 12 months, have you used email or the internet for any of these purposes?	Added at Quarter 4 January 2013
Manage [Do/Did] you have any managerial duties?	Removed at Quarter 3 October 2012

<p>Usuhr</p> <p>Thinking of your (main) job/ business, how many hours per week do you usually work - please exclude meal breaks and overtime?</p>	<p>Removed at Quarter 3 October 2012</p>
<p>IncomeP1</p> <p>And now could you tell me the letter of the group which represents your partner's total income in the last 12 months, before any deductions for tax, etc.</p>	<p>Removed at Quarter 3 October 2012</p>
<p>IntUse</p> <p>Do you personally use email or the internet...</p>	<p>Adapted at Quarter 4 January 2013</p>
<p>IntOft</p> <p>How often do you access the internet?</p>	<p>Location of question adapted at Quarter 4 2013</p>

Appendix E: List of derived variables created for the Community Life Survey

Community Life 2012-13 Derived Variables

<u>Variable Name</u>	<u>Description</u>
SOC10mg	SOC 2010 Major Groups
SOC10smg	SOC2010 Sub-Major Group
Rage3	Respondent age: 3 categories
Rage3E	Respondent age: 3 categories for Ethnicity categories
Rage4	Respondent age: 4 categories
R2age3	Respondent age2: 3 categories
Rage5	Respondent age: 5 categories
Rage6	Respondent age: 6 categories
R2age6	Respondent age2: 6 categories
R3age6	Respondent age (6 categories incl 25yrs in first)
Ragecat	Respondent age: 7 categories
Rage9	Respondent age: 9 categories
Age2564	Respondent age binary grouping (25-64)
Nadlt60X	Number of adults under 60 in household
Nadgt59	Number of adults 60 or over in household
Nslivarr	Respondent living arrangements
Livharm1	Respondent marital status
Ethnic2	Ethnic group 2 categories
Ethnic4a	Ethnic group 4 categories
Ethnic5a	Ethnic group 5 categories
Ethnic6	Ethnic group 6 categories
Ethnic11a	Ethnic group 11 categories
Rethage9a	Respondents Ethnic origin and age (excludes Mixed/Other)

RSxage12	Respondent sex and age -12 categories
RSexeth6a	Respondents sex and Ethnic group - excludes Mixed or Other
E11sex1	Sex within Ethnicity 11 categories
E5sex1	Sex within Ethnicity 10 categories
Rcob9	Respondent country of birth 9 categories
Rcob2	Respondent born in UK/not born UK
E2rcob2	UK/non-UK born within Ethnic2
E11rcob2a	UK Born within Ethnic group 22 categories
E5rcob2a	UK/non-UK born within Ethnicity 10 categories
Xcamyr5	Whether came to country in past 5 years
Xcamyr7	Whether came to country in past 7 years
XBrnOne	Whether at least one parent born outside UK
XBrnBoth	Whether both parents born outside UK
Xbrnpar	Whether parents born outside UK - summary
XSmain	English or Welsh one of main languages
Relprac	Whether actively practising Religion
Actrel	Whether practising for each Religion
Actrel3	Whether practising Religion (3 groups)
RelBI	Respondent Religion Christian and no Religion compared to all minority Religions
Relig7	Respondent Religion 7 categories Jewish included in other
Relstat	Practice status for each Religion
E11Relig1	Ethno-Religious groups 11 categories
XnatidBr	National identity - any British
XnatidDu	National identity both British and other

ZSBeGB	How strongly do you belong to Britain
ZSBeNeigh	How strongly do you belong to your neighbourhood
ZSBeLoc	How strongly do you belong to your local area
Zschatnf	Frequency of chatting to neighbours more than to just say hello
Zschatny	Whether chat to neighbours more than to just say hello
ZSFavN	Agree ('definitely' or 'tend to') that they borrow things and exchange favours with neighbours
SLive5	How long lived in neighbourhood 5 categories
SLive7	How long lived in neighbourhood 7 categories
ZSPull	To what extent would you agree or disagree that people in this neighbourhood pull together, SPull collapsed
Zstogeth	Agree ('definitely' or 'tend to') that local area is place where people from different backgrounds get on well together
Zslocsat	How satisfied or dissatisfied with this local area as a place to live
Zlocsat	How satisfied or dissatisfied with how local authority runs things
Zcivpar	Civic participation in last 12 months
Zcivpar2	Civic participation in last 12 months with missing values
Zciveng	Whether taken part in any civic engagement
Zcivmon	Civic participation at least once a month
Zpconsul	Any Civic consultation in past 12 months
Zcivcon	Civic consultation at least once a month
ZPAffGB	Can you influence decisions affecting Britain
ZPAffLoc	Can you influence decisions affecting local area
ZPInfl	How important is it personally for you to be able to influence decisions in your local area
ZPTCncl	Do you trust your local council
ZPTParl	Do you trust Parliament
ZPTPolc	Do you trust the police

Zformon	Formal volunteering at least once a month
Zforvol	Formal volunteering in last 12 months
Zforvol2	Formal volunteering in last 12 months with missing values
Zmxfol	Mixed at least once a month with people from different ethnic or religious groups: formal volunteering
Funhrs2	Formal Volunteering hours-excluding large values
Zempvol	Employer volunteering in last 12 months
Zempmon	Employer volunteering at least once a month
Gemppar	Employee participated in volunteering scheme
Zihlpmon	Informal help at least once a month
Zinfol	Informal help in last 12 months
Zinfol2	Informal help in last 12 months with missing values
Zmxivol	Mixed at least once a month: informal volunteering
Ihlphrs2	Informal Volunteering hours-excluding large values
Zinffor	Formal or informal volunteering in the last 12 months
Zinfform	Formal or informal volunteering in the last month
Zanyvol	Formal or informal or employer volunteering in the last 12 months
Zanyvmon	Formal or informal or employer volunteering in the last month
Zvyfreq	Frequency of previous unpaid help given to a group, club or organisation
Zvylast	Length of time since last given unpaid help to a group, club or organisation banded
Givech	Given money to charity in past 4 weeks (missing values coded as no)
Givech2	Given money to charity in past 4 weeks
GivAmtB	Amount given to charity (Banded)
GivAmtB2	Amount given to charity (Banded)
ZTeuse	Use of methods to obtain charity tax relief

N13	Whether been a councillor or been a member of a group making decisions in the last 12 months
ZCivact1	Any civic activism activities in past 12 months (CivAct1)
ZCivact2	Any civic activism activities in past 12 months (CivAct2)
ZCivren	Any civic activism in the past 12 months
Zcivren2	Any civic activism or consultation in the past 12 months
ZEngFv	Any civic engagement or formal volunteering in the last 12 months
ZLocAtt	Whether agree or disagree that when people get involved in their local community they can really change the way an area is run
ZLocPeop	Whether aware of local people getting involved in a local issue/activity
ZLocInv	Whether been personally involved in helping out with local issue/activity
ZLocOft	Number of occasion in the last 12 months, have spent time helping with activity/issue in local area
Zdill	Limiting long-term illness/disability
Zvolgps	BME or no qualifications or limiting long term illness
Sid2	Respondent sexual identity 3 categories
Student	Full-time student
Zquals	Respondents (aged 16-69) Highest Qualification
Zquals1	Respondents Highest qualification all ages
Zqual2	No Formal Qualifications/ Formal Qualifications (taken from IfpQual)
RIncome8	Respondent income 8 categories
DVILO3a	Respondent economic status 3 categories
DVILO4a	Respondent economic status 4 categories
rnssec	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Operational Categories
rnssec3	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Analytic Categories - 3 groups
rnssec5	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Analytic Categories - 5 groups
rnssec8	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Analytic Categories - 8 groups