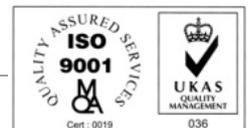Department for
Digital, Culture
Media & Sport

Community Life Online and Paper Survey
Technical Report
2016-17

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 and the Department for Digital, Culture, Media and Sport[1].

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

https://www.gov.uk/government/collections/community-life-survey

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[1] During the 2016-17 community life survey year the Office for Civil Society moved from the Cabinet Office to the Department for Digital, Culture, Media and Sport (DCMS).

Contents

1. Introduction

This technical report covers the Community Life Online and Paper Survey in 2016-17.

1.1 Background to the Survey

The Community Life Survey was carried out by Kantar Public (formerly TNS BMRB) from 2012-13, to 2016-17, on behalf of the Cabinet Office and the Department for Digital, Culture, Media and Sport. During the 2016-17 survey year the Office for Civil Society moved from the Cabinet Office to the Department for Digital, Culture Media and Sport, changing the survey management to DCMS. All previous waves of the online and paper data have been published to allow for trend analysis[2].

The Community Life Survey aims 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 first took place in 2012-13 and was conducted via a face-to-face methodology. The survey incorporated key measures, and replicated the main methodology from the previous Citizenship Survey (run by the Department for Communities and Local Government from 2001 to 2011), so that trends in such measures could

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[2] For more information see:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/631932/Community_Life_Survey_-_Online_Paper_Estimates_Technical_Note_2016-17_FINAL.pdf

be tracked over time. Full details of the last face-to-face survey conducted in 2015-16 are available in the technical report.[3]

The face-to-face survey was effective in providing a robust and nationally representative Official Statistic, however, the method remained an expensive and resource intensive approach to undertaking the research. As a result, Kantar Public was commissioned to carry out development work to explore the feasibility of incorporating online/paper methods of data collection, which cost significantly less than face-to-face interviews, for future survey years. This work was carried out in parallel to the face-to-face survey.

The programme of methodological work was conducted between 2012 and 2015 and comprised four separate stages.

- **Stage 1:** Testing and refining an initial field model for online/paper survey delivery
- **Stage 2:** Larger scale online/paper pilot conducted alongside the face-to-face survey
- **Stage 3:** Testing the feasibility of sampling all adults in the household instead of one selected at random
- **Stage 4:** Study to investigate the relative contribution of sample effects and mode effects in explaining estimate differences between face-to-face and online/paper modes

For more information on the findings of this development work please see Rebecca Hamlyn, Alice Fitzpatrick and Joel Williams (2015): Investigating the viability of moving from a face-to-face to an online postal mode[4]

1.2 Survey Development

During the period since 2012 there have been extensive development work undertaken on the online and paper Community Life Survey. Developments by survey year are detailed in summary below, more details can be found in the relevant year's technical report. In brief the

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[3]

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/567066/Community_Life_20 15-16_face_to_face_technical_report_FINAL__1_.pdf

[4]https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/466921/Investigating_the_ the_viability_of_moving_from_a_face-to-face_to_an_online_postal_mode_FINAL.pdf

Address Based Online Sampling (ABOS) design, which was used takes the following approach:

A stratified random sample of addresses is drawn from the Royal Mail's postcode address file and an invitation letter is sent to 'the residents' of each one, containing username(s) and password(s) plus the URL of the survey website. Respondents can log on using this information and complete the survey as they might any other online survey. Once the questionnaire is complete, the specific username and password cannot be used again, ensuring data confidentiality from others with access to this information. For further details please see 'An introduction to address-based online surveying'[5].

1.2.1 Large Scale Test – 2012

The objective of the experimental survey design, and mode development work, was to explore options for reducing the cost of data collection for any future surveys, and for enhancing the usefulness of the data that are collected while maintaining comparability of data, where possible.

The ultimate aim was to advise on the viability of using an online-based sample to produce Official Statistics either as a standalone survey or, if this is not sufficiently representative, in combination with a second mode, either face to face or paper.

The experiment was a large-scale test of this method for which Kantar Public drew a random sample of approximately 6,700 addresses. Each address was sent an invitation, by post, to do an online survey, plus up to two reminders for non-responders. A random subset of non-responders received a paper questionnaire with their second reminder. They could fill this out instead of going online. At each address, Kantar Public requested that the adult with the most recent birthday complete the questionnaire.

The results from the development work were broadly positive, however some further exploration was needed. For more detailed results of this development work please see the full report for 2012-13[6].

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[5] http://the-sra.org.uk/journal-social-research-practice/

[6] https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/325872/Annex_B_-_Summary_of_web_experiment_findings_2012-13.pdf

1.3 Online Survey Design – 2013-14

The 2013-14 Community Life Online survey delivered a nationally representative sample of adults (aged 16 years and over) in England. The fieldwork took place over four quarters between June 2013 and March 2014. One individual was invited to take part per household, based on the individual with either the most recent or next birthday, at over 40,000 addresses, with approximately 8,000 interviews completed over the four quarters of fieldwork (c. 2,000 a quarter). The survey followed the recommendations set out in the 2012-13 development phase. For full details please see the technical report for 2013-14.[7]

1.4 Online Survey Design – 2014-15

The design of the online survey changed in 2014-15. This decision was taken following an experiment conducted alongside the 2013-14 survey. Analysis on the main 2013-14 survey showed a significant proportion of interviews were being completed by the incorrect adult in the household. This issue nullified the value of conducting a random selection of an adult within each household, as in many cases the instructions were not followed. As a result, an experiment was conducted, whereby addresses were still randomly selected as before, but rather than inviting one adult, up to four adults aged 16+, were invited to complete the survey. When compared with the single adult design, the experiment found that the "all adults" approach produced a similar response rate and level of data quality, whilst also producing a more balanced sample profile. Therefore, this method was introduced from the 2014-15 survey year onwards.

The 2014-15 survey contacted 7,137 addresses with invitations to take part in the survey, with over 2,000 interviews completed over the course of the year (c.667 per quarter). Aside from the change to inviting four adults to take part, all other elements of the survey remained the same. For full details please see the technical report for the 2014-15 survey.[8]

1.5 Online Survey Design – 2015-16

The design of the 2015-16 online survey remained largely the same as 2014-15. The only major change to the design was within a targeted 50% of addresses receiving a second reminder; two copies of the paper questionnaire were included. Addresses which received these paper

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[7] http://doc.ukdataservice.ac.uk/doc/7737/mrdoc/pdf/7737_community_life_2013-14_web_survey_technical_report.pdf

[8] http://doc.ukdataservice.ac.uk/doc/7900/mrdoc/pdf/7900_community_life_2014-15_technical_report.pdf

questionnaires were targeted based on levels of deprivation. Paper questionnaires remained available to all households on request.

Invitations for the 2015-16 survey were sent out to 7,800 addresses, with 2,233 online interviews, and 1,023 paper questionnaires completed over the course of the year. In 2014-15 when paper questionnaires were only available on request, only 97 completed versions were received. For full details please see the technical report for the 2015-16 survey.[9]

1.6 Online Survey Design – 2016-17

The 2016-17 online and paper survey was the first year where no corresponding face to face survey was conducted for community life. The overall design of the 2016-17 online and paper survey remained largely unchanged from the 2015-16 survey. Paper questionnaires were sent out in the second reminder, however this time they were sent out to approximately two thirds of the sample in order to boost response rates for those in deprived areas and ethnic minority groups. This ethnic boost aimed to increase the number of respondents from ethnic minority groups to ensure there was a representative sample. This had not been run in previous years of the survey. Paper questionnaires were also available on request to all households.

Invitations for the 2016-17 survey were sent out to 28,170 addresses, with 7,365 online interviews, and 2,891 paper questionnaires completed over the course of the year. Full details of sampling and response are covered in detail within this report.

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[9]

http://doc.ukdataservice.ac.uk/doc/8124/mrdoc/pdf/8124_community_life_web_survey_technical_report_2015-16_final.pdf

2. Sampling

The sample design had to achieve several objectives:

- A responding sample size of at least 10,500 with the assumption that up to 500 would be edited from the dataset, leaving a total of at least 10,000
- A responding sample size of non-white respondents of at least 2,000 after editing
- An overall *effective* sample size of at least 6,000
- 'Usable' sample sizes for each of the major ethnic categories ((i) White British, (ii) other White ethnic groups, (iii) Black ethnic groups, and (iv) Asian ethnic groups)

The 'effective' sample size in this context reflects the statistical value of the data after weighting to compensate for unequal sampling probabilities. As a general rule, the more the sample needs to be weighted the smaller the effective sample size relative to the actual responding sample size.

An equal probability sample of addresses would not have allowed all these objectives to be achieved so a stratified *un*equal probability sample of addresses was drawn.

Because the sample design objectives are all focused on ethnic group sample sizes, the primary stratum defined addresses in terms of their *ethnic mix*. Ten ethnic mix strata were defined using a *k*-means clustering algorithm. This algorithm sorted all LSOAs in England into ten groups on the basis of a set of 2011 census variables. Each variable was equal to the (estimated) proportion of adults in LSOA *t* who self-identified as part of ethnic group *g*. There were seven of these variables:

- % White British in LSOA *t*
- % Indian in LSOA *t*
- % Pakistani in LSOA *t*
- % Bangladeshi in LSOA *t*
- % Black African in LSOA *t*
- % Black Caribbean in LSOA *t*
- % White (not British) in LSOA *t*

The *k*-means algorithm identified a clustering solution that maximised the difference in cluster-level means across all the input variables.[10] Each cluster is one ethnic mix stratum. All addresses in each LSOA were included in the ethnic mix stratum of that LSOA.

Within each of these ten ethnic mix strata, a single address sampling fraction was applied but this fraction varied *between* strata. The address sampling fractions were calculated using data from the 2015-16 survey which allowed estimation of:

(i)   the expected response rate in each of the five index of multiple deprivation (IMD) groups (given the data collection design used in each one), and

(ii)   the expected response rate for each ethnic group.

Estimates of (i) were expected to be reasonably accurate, given only five IMD groups and a 2015-16 address sample that was roughly balanced across groups. From this it was assumed that:

- The individual level response rate in the most deprived IMD group (100% of 2nd reminders contain two paper questionnaires) would be 18%
- The individual level response rate in the second most deprived IMD group (100% of 2nd reminders contain two paper questionnaires) would be 24%
- The individual level response rate in the middle IMD group (59% of 2nd reminders contain two paper questionnaires) would be 23%
- The individual level response rate in the second least deprived IMD group (0% of 2nd reminders contain two paper questionnaires) would be 23%
- The individual level response rate in the least deprived IMD group (0% of 2nd reminders contain two paper questionnaires) would be 28%

Estimates of (ii) had limited precision because the 2015-16 survey was not designed to achieve specific sample sizes for each ethnic group. However, it was clear that response rates varied with respect to ethnic group so it made sense to use this information, however approximate. From this it was assumed that:

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[10] The algorithm needs to be run several times with different 'seed values' to ensure that the solution is stable (does not vary much as a function of the seed value selection). However, only one run is used to define strata.

- The White British ethnic group would respond at 1.07 times the average rate
- The Indian ethnic group would respond at 1.00 times the average rate
- Non-British Whites and non-Indian Asians would respond at 0.70 times the average rate
- Black ethnic groups would respond at 0.50 times the average rate
- Mixed and 'other' ethnic groups would respond at 0.85 times the average rate

Using this data, Kantar Public used a solving algorithm to identify a design that maximised the non-White effective sample size, given the fixed sample design objectives outlined at the start of this report section. The final design is shown below:

Table 2.1: Ethnic mix strata and the target number of addresses to sample in each

Ethnic mix stratum	White British	Asian	Black	Other White	Other non-White	Share of population	Share of address sample	Addresses to sample
1	44%	39%	5%	7%	5%	1.2%	3.0%	798
2	49%	18%	16%	11%	7%	2.9%	6.3%	1,672
3	47%	13%	8%	24%	8%	3.9%	7.2%	1,902
4	88%	3%	1%	6%	2%	20.7%	16.3%	4,328
5	17%	60%	9%	9%	6%	1.8%	6.1%	1,628
6	66%	13%	5%	12%	4%	7.3%	11.6%	3,071
7	15%	67%	7%	6%	5%	1.1%	3.6%	958
8	27%	23%	23%	18%	9%	4.4%	11.6%	3,080
9	95%	1%	0%	3%	1%	44.9%	20.3%	5,388
10	79%	7%	3%	8%	3%	11.8%	13.9%	3,680
All	80%	7%	3%	7%	2%	100.0%	100.0%	26,505

Table 2.2 shows the expected responding sample size for each ethnic group as well as the expected effective sample size after weighting to compensate for unequal sampling probabilities.

Table 2.2: Expected sample sizes for each ethnic group

Ethnic group	Expected sample size (after editing)	Expected effective sample size after weighting[11]
White British	7,296	5,574
Asian	1,296	952
Black	335	265
White non-British	704	481
Other non-White groups	369	263
All	10,000	6,996
(All non-white groups)	(2,000)	

An additional sample of addresses was issued in Q4 to make up for a slightly lower response rate in Q2 and Q3 than had been anticipated. In total, 28,170 addresses were issued (a 6% increase on the original expectation) but the distribution between ethnic mix strata was exactly as shown in the table above.

Table 2.3: Additional addresses sampled in Q4

Ethnic mix stratum	Addresses to sample (initial)	Additional addresses to sample (Q4)	Total addresses to sample
1	798	51	849
2	1,672	105	1,777
3	1,902	119	2,021
4	4,328	272	4,600
5	1,628	102	1,730
6	3,071	193	3,264
7	958	61	1,019
8	3,080	193	3,273
9	5,388	338	5,726
10	3,680	231	3,911
All	26,505	1,665	28,170

Before sampling, the addresses in each ethnic mix stratum were sorted by (i) IMD quintile group, (ii) local authority, and (iii) postcode. A random start-point was selected within each stratum before a systematic sample of addresses was drawn with an interval suitable to obtain the target

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[11] This ignores the variable-specific effects of sample stratification and clustering by household. The latter will tend to further reduce the effective sample size.

number of addresses for that stratum. The same process was repeated to sample the additional addresses for Q4.

At each address, all permanently resident adults aged 16+ were invited to take part in the survey although only four serial numbers were included in the letter (more could be requested for larger households). It is worth noting that a small fraction (<3%) of addresses in England contain more than one household. There is no household selection stage so, at these addresses, the selected household is the one that picks up the invitation letter.

3. Questionnaire

3.1 Questionnaire development

During 2012-2015 a self-completion version of the questionnaire, with online and paper options, ran alongside the face-to-face survey, and in 2016-17 the survey solely used this self-completion design. In order to continue to develop the online/paper self-completion methodology, Kantar Public undertook several stages of work with the aim of ensuring high quality self-completion data and lower respondent dropout through increased engagement. The work undertaken in August and September 2016 included:

- A questionnaire review to make suggestions to the layout, format and design of the questions to ensure their optimisation for self-completion;
- A review of the paper questionnaire to make changes to the layout and format and
- Usability testing with respondents to understand how the adapted questions work and how engaging respondents find them

The findings from this development work were implemented into quarter 3 this year.

3.2 Online Questionnaire Content 2016-17

Following the questionnaire development process, the final Community Life Online Survey 2016-17 consisted of the following modules.

- **Demographics** – details of the household, including number of adults and children, details of the relationships within the household.

- **Identity and Social Networks** – including basic demographic information on their friends, how often and how they communicate with friends/family they do not live with.

- **Your Community** – the respondent's sense of belonging to their immediate neighbourhood, local area and Britain, neighbours, and satisfaction with local area.

- **Civic engagement** – involvement in local affairs, including online participation, and community decision making through formal roles or groups, ability to influence decisions affecting both their local area and Britain and how they would influence decisions.

- **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.

- **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 in Appendix A.

For the online questionnaire, 'don't know', 'prefer not to say' and spontaneous answer codes were presented on a second screen. If a respondent clicked forward without selecting an option then these answer codes would then appear. For full details please see the technical report for 2015-16.[12]

3.3 Paper Questionnaire Content

The paper version of the questionnaire included questions on all of the same subject areas as the online survey, as outlined in section 3.2. The

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[12]

http://doc.ukdataservice.ac.uk/doc/8124/mrdoc/pdf/8124_community_life_web_survey_technical_report_2015-16_final.pdf

paper questionnaire was however reduced in length, as the amount of content included in the online survey was not deemed appropriate for a paper questionnaire. The paper survey therefore covered a smaller subset of questions. The wordings of the questions in the paper version were kept very similar[13] to those used in the online questionnaire.

In total, around 50% of the questions included in the online survey were included in the paper survey. In August and September 2016 a significant review of the paper questionnaire was undertaken. This involved designing a new improved paper questionnaire using evidence-based research on the principles of self-completion instrument design as the basis. Previous testing work highlighted the importance of the inclusion of a paper questionnaire to ensure, as far as possible, the representativeness of the achieved sample. Therefore it is imperative that a design proven to be strong, clear and effective is included alongside the online instrument. Following the redesign, usability testing was conducted with respondents to understand how the adapted questions worked and how engaging respondents found them.The usability interviews showed the new questionnaire to be well understood and fairly straightforward to work through.

Following this the re-designed questionnaire was used in the field from quarter three onwards. A copy of both questionnaires can be found in Appendix B.

On the paper survey hiding certain responses was not an option. In order to ensure the responses were as comparable as possible between the different modes, the 'Don't know', 'Prefer not to say' and spontaneous codes were generally not included in the paper survey. Respondents were informed on the front of the paper questionnaire to leave the question blank if they didn't know or did not want to answer. Due to the sensitive nature of the question, a 'Prefer not to say' option is included at Q49.

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[13] Minor changes were made to the wording of the questions collecting household information in the paper version. Whilst the online survey collected information about all members of the household, the paper version only collected information on the respondent in order to reduce its length.

3.4 Questionnaire Adaptations

As the Community Life Survey was conducted solely via a face-to-face methodology before 2013-14, the questionnaire had to be adapted for online and paper modes of completion. For full details please see the last year's technical report.[14] Further testing was conducted in August 2016 to improve the questions further.

During the questionnaire review and usability testing undertaken in August and September 2016, the questions were adapted to ensure they were consistent throughout now that the survey has moved fully from a face-to-face methodology to online and paper modes. The original face-to-face interview included a lot of introductory text at the beginning of sections and questions; this was originally intended to help the interviewer shift between sections. Much of the text suited being read out loud (e.g. 'Moving on to employment' or references to 'me' (e.g. 'Can you tell me your age last birthday?').

While this introductory text supported the face-to-face design, including it within a self-completion design means a lot of unnecessary extra reading for participants. Questions were re-drafted and the introductory text cut down wherever possible. These changes formed a focus during the usability interviews, to explore whether these alterations improved the new self-completion mode of administration.

The changes were implemented for quarter 3 in both the online and paper self-completion questionnaires, there being only minor differences where necessary between the two instruments.

Full details of the changes made to individual questions can be found in Appendix C.

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[14]

http://doc.ukdataservice.ac.uk/doc/8124/mrdoc/pdf/8124_community_life_web_survey_technical_report_2015-16_final.pdf

4. Fieldwork

4.1 Introduction

Fieldwork for the Community Life Online and paper Survey 2016-17 was conducted between August 2016 and March 2017, with sample issued on a quarterly basis. As the survey began in August no sample was issued during quarter 1. During quarters 3 and 4 the sample was split into 2 batches, the first of which began at the start of the quarter, whilst the second began midway through the quarter. As quarter 2 began later within the quarter, all the sample was issued as one batch.

Specific fieldwork dates for each quarter are shown below. Respondents were typically given a period of around six weeks to complete the survey[15]. Fieldwork does not always begin on the same date each quarter. This is because letters are always timed to arrive on a Friday, to maximise responses over the weekend.

Quarter 2: 10th August – 12th October 2016

Quarter 3: 12th October – 31st December 2016

Quarter 4: 11th January – 31st March 2017

The paper survey acted as an add-on to the main survey and was made available to some respondents at the second reminder stage, and also was available on request to all respondents who preferred to complete the survey on paper or who were unable to complete the survey online.

4.2 Contact procedures

4.2.1 Online Letters

All sampled addresses were sent a letter in a white envelope with OHMS logo, which invited up to four people in their household to take part in the survey. The letter provided information on how to access the survey online and respondents were directed to www.commlife.co.uk to complete the survey. Four sets of unique login details were provided to each address. The letter also explained the purpose of the survey, how their address was selected, and stressed the importance of taking part.

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[15] The fieldwork periods are longer than 6 weeks to reflect the fact that fieldwork was conducted in two batches. Respondents in batch 2 were invited to take part midway through the quarter and had 6 weeks to complete the survey from this point onwards.

The letter also informed the resident(s) that they would be able to claim a £10 shopping voucher after completing the survey, as a thank you for taking part (see section 4.4 for details of incentives).

Finally, the letter provided an email address and freephone number in case the household wanted more information regarding the survey, or if they needed to request a paper version. There were also specific instructions related to the paper survey which explained to respondents how to request this and what would be involved.

Two weeks after the initial invitation letter was sent, a reminder letter was sent out to all addresses where the survey had not been completed. Aside from informing the household that the survey had not yet been completed, the content of this letter was identical to the initial advance letter. This process was repeated once more with a second reminder letter being sent after a further two weeks. As outlined in table 4.1 below, roughly two thirds of these second reminder letters, based on the Index of Multiple Deprivation (IMD), also contained two paper versions of the questionnaire. For this part of the sample, the text on the second reminder letter was altered slightly to highlight the presence of the paper questionnaire in the envelope. Reminder letters were not sent to households which either requested a paper version of the survey or had chosen to opt-out.

Table 4.1: Breakdown of 2nd reminder letters with paper questionnaires

Stratum (IMD)	Method
Most deprived 20%	Paper questionnaires in all 2nd reminders
2nd quintile	Paper questionnaires in all 2nd reminders
3rd quintile	Paper questionnaires in 60% of 2nd reminders
4th quintile	No paper questionnaires in reminders
Least deprived 20%	No paper questionnaires in reminders

In quarters 2 and 3 a third reminder was issued approximately 2 weeks after the 2nd reminder. This was to boost the response rate, which was lower due to the change in sample design. Limited information from previous years of the survey was available to estimate the likely change in response due to the change in sample approach. This information was limited in providing robust estimates of response due to the small BAME samples achieved in previous years.

The specific dates for each letter dispatch over the 2016-17 survey year are outlined below in Table 4.2.

Table 4.2: Letter dispatch dates

Quarter	Batch	Initial Letter	1st Reminder Letter	2nd Reminder Letter	3rd Reminder letter
Quarter 2	Batch 1 and 2	10th August 2016	24th August 2016	7th September 2016	28th September 2016
Quarter 3	Batch 1	12th October 2016	26th October 2016	9th November 2016	30th November 2016
	Batch 2	16th November 2016	30th November 2016	14th December 2016	19th December 2016
Quarter 4	Batch 1	11th January 2017	25th January 2017	8th February 2017	N/A
	Batch 2	15th February 2017	1st March 2017	15th March 2017	N/A

Copies of the online letters used during 2016-17 are available in Appendix D.

4.2.2 Paper Letters

Respondents who were not able to access the survey online had the option of requesting a paper version. In these cases a paper questionnaire was mailed to them alongside an accompanying letter. The letter thanked the respondent for requesting the paper questionnaire and explained to them the process of completing and sending it back. Pre-paid envelopes were provided, which enabled respondents to send back questionnaires without any additional cost.

Copies of the paper questionnaire and letter are available in Appendix B and D.

4.2.3 Confidentiality

Each of the letters 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."

4.3 Fieldwork Figures

The next section outlines the fieldwork figures and response rates achieved on the 2016-17 survey. Figures from the online survey are outlined first, followed by the paper figures, and then both modes combined together.

4.3.1 Online Fieldwork

When discussing fieldwork figures in this section, response rates are referred to in three different ways. These are as follows;

- **Household response rate** – This is the percentage of households contacted as part of the survey in which at least one interview was completed.
- **Within household response rate** – This is the estimated response rate amongst all adults living within a household where at least one person completed the survey.
- **Person level response rate** – This is the estimated response rate amongst all adults that were eligible to complete the survey.

The target number of interviews required on the online survey over the 2016-17 survey year was 7,500 interviews, equating to 2,500 interviews per quarter. In total 28,170 addresses were sampled, from which 7,365 interviews were achieved, having removed 596 after validation checks[16]. At least one interview was completed in 4,909 households, which represented a **household response rate of 17.4%**.

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[16] For more information on the validation checks please see section 5.6 on Data quality

Using an average household size of 1.9[17] to estimate the number of adults in the sampled addresses, the total number of eligible adults sampled was 53,523. Online interviews were completed with 7,365 people, indicating a **person level response rate of 13.8%**.

In an online survey of this nature, no information is known about the reason for non-response in each individual household. However, it can be assumed that 8% of addresses in the sample were not residential and were therefore ineligible to complete the survey. Once ineligible (or deadwood[18]) addresses are accounted for, the final online **household response rate was 18.9%**, whilst the **person level response rate was 15.0%.**

The full breakdown of the fieldwork figures and response rate is available in table 4.3.

Table 4.3: Online Response Rates by quarter

Quarter	No. of sampled addresses	No. of interviews achieved	Household Response Rate (excluding deadwood)	Person-level response rate (excluding deadwood)
Quarter 2	8,835	2,373	19.5%	15.4%
Quarter 3	8,835	2,305	18.8%	14.9%
Quarter 4	10,500	2,687	18.6%	14.6%
Total	**28,170**	**7,365**	**18.9%**	**15.0%**

4.3.2 Paper Fieldwork

Over the course of the 2016-17 survey year requests were received for a paper questionnaire from 431 respondents, spread across 306 households. This represented around 1.2% of the overall sampled households. Paper questionnaires were returned by 241 respondents, a

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[17] Derived from the Census and from contemporary random sample interview surveys

[18] Deadwood refers to addresses which are not eligible to complete the survey, such as second homes, vacant properties or business addresses. These addresses are not included in survey response rate calculations.

response rate of 55.9% amongst those who requested a paper version of the questionnaire.

The number of paper questionnaires returned over the survey year, including from those requested by respondents and those included within the second reminder broken down by quarters, is shown in table 4.4 below.

Table 4.4: Number of Paper Questionnaires returned by quarter

Quarter	Returned Paper questionnaires
Quarter 2	1,072
Quarter 3	797
Quarter 4	1,022
Total	**2,891**

4.3.3 Combined Fieldwork Figures

By combining the 7,365 completed online surveys and 2,891 returned paper questionnaires, the total number of interviews completed for the 2016-17 survey stands at 10,256 interviews. The combined **household response rate, including online and paper interviews, therefore reached 24.1%**. The **overall person-level response rate was 19.1%**. After accounting for deadwood addresses, **the overall household response rate was 26.2%**, whilst the **overall person-level response rate was 20.8%**[19].

The overall fieldwork figures, including online and paper interviews, are broken down by quarter in Table 4.5.

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[19] The person-level response offers the most direct comparison with the previous face-to-face survey response rate.

Table 4.5: Combined online and paper fieldwork figures by quarter

Quarter	No. of sampled addresses	No. of interviews achieved – Online + Paper	Household response rate (excluding deadwood)	Person-level response rate (excluding deadwood)
Quarter 2	8,835	3,445	28.1%	22.3%
Quarter 3	8,835	3,102	25.4%	20.1%
Quarter 4	10,500	3,709	25.3%	20.2%
Total	**28,170**	**10,256**	**26.2%**	**20.8%**

4.3.4 Combined Fieldwork Figures - Weighted

Due to the sample design, areas with lower response were over sampled to ensure a nationally representative sample was achieved. As a result this skews the response rate, but weighting can rectify this resulting in a 16.7% person-level response rate for online only, and a combined overall person level response rate of 22.4%.

4.4 Incentive system

All respondents that completed the Community Life Survey were awarded a £10 shopping voucher as a thank you for taking part.

4.4.1 Online incentives
The £10 incentives available to online survey respondents comprised online vouchers which were provided by email, or paper vouchers which were sent to the respondent in the post. Online vouchers were emailed to respondents within 24 hours, whilst paper vouchers were sent in the post and arrived within one week of the order. Online survey respondents could choose which voucher they received from a choice of 7, including a shopping voucher which could be used at a variety of high street stores, the same as the paper ones, below.

4.4.2 Paper Incentives

Respondents who returned the paper questionnaire were also provided with a £10 shopping voucher. This voucher was sent in the post and could be used at a variety of high street stores. Once the completed questionnaire was sent back by the respondent, vouchers were posted to them within five working days.

4.5 Survey length

The median completion length was 28.9 minutes and the mean was 33.4 minutes[20]. This is based on full surveys and does not include partial completions.

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[20] This figure is calculated by removing outliers, which were any interviews shorter than 10 minutes or longer than 150 minutes.

5. Data Processing

5.1 Editing

Where clearly relevant, the Computer Assisted Web Interviewing program (CAWI) specified numerical ranges to ensure answers were sensible. Logic checks were also scripted to check answers that may not be feasible e.g. if the respondent coded they are an employee initially but self-employed at a subsequent question.

5.2 Coding

Post-interview coding was undertaken by members of the Kantar Public coding department. The code frames were set-up to match those used in the face-to-face version of the survey. The coding department coded verbatim responses, recorded for fully open questions and 'other specify' questions, as well as occupation classifications.

5.3 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 Kantar Public using the computer-assisted coding process CASCOT. Respondents were also coded according to Standard Industrial Classification (2010).

5.4 Derived variables

A list of the main derived variables is 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
- Inner city PSU indicator
- Police Force Area
- ACORN classification
- ONS ward classification
- Health board
- Primary Care Organisation
- LSOA area
- ONS district level classification

- Output area classification
- Index of Multiple Deprivation for England (2015)
- 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

5.5 Data outputs

The Department for Digital, Culture, Media and Sport received a full cumulative SPSS dataset including derived, geo-demographic and weighting variables at the end of the survey year. Anonymised data for the 2016-17 online survey will be made available to download through the University of Essex Data Archive in the autumn (http://discover.ukdataservice.ac.uk/).

5.6 Data Quality

With interview-based surveys we have confidence that almost all the data is collected in a controlled manner and from the right individual.

With most self-completion survey methods, there is no interviewer to do this work so it must be accomplished via other methods. With that in mind a programme of post-fieldwork validation was implemented in 2016-17.

This led to the development of an algorithm based upon a more generic understanding of measurement error in a self-completion context.

The algorithm utilises relevant classic indicators of proxy/careless completion including (i) inconsistencies in household data when multiple completed questionnaires have been received from the same household, (ii) use of the same email address by multiple respondents when providing the necessary details to receive the incentive, (iii) suspiciously short completion times, and (iv) excessive missing data rates.

Other indicators such as flat-lining through question sets with the same response codes were not included as the questionnaire uses very few grid style questions.

This approach led us to remove c.5% of cases from the 2016-17 Community Life survey, a rate that seems low enough for us to be largely confident of the data's veracity.

6. Weighting

The Community Life survey data has been weighted to compensate for variations in sampling probability and also to partially compensate for variations in response probability within the population. A weight has been produced for use with data collected from both the online and paper questionnaires and another weight has been produced for use with data collected only from the online questionnaire. In both cases, the inferential population is 'all adults in England aged 16+ and living in a private residence'.

Step 1 was to calculate an address sampling weight. This is equal to one divided by the address sampling probability. This sampling probability varied between the ten ethnic mix strata but did not vary within these strata.

Step 2 was to model the expected number of completed questionnaires from each sampled address as a function of:

(i)   ethnic mix stratum,
(ii)   IMD quintile group,
(iii)   region,
(iv)   whether the 2nd reminder pack was scheduled to include paper questionnaires, and
(v)   a set of six orthogonally rotated principal components (or 'factors') describing census population distributions for the local LSOA.

Based on this (count regression) model, the expected number of completed questionnaires (online or paper) and the expected number of *online* questionnaires was estimated for each sampled address. An address response weight was calculated equal to one divided by the address's expected number of completed online or paper questionnaires. For online-only data, this weight was equal to one divided by the address's expected number of completed online questionnaires.

The product of the weights produced from steps 1 and 2 was used as a base weight for step 3: calibrating the sample to population totals. Because step 2 produces a different address response weight for online/paper data than it does for online-only data, there are *two* base weights – one for online/paper data and one for online-only data. Consequently, step 3 produces two calibration weights as well.

The data was calibrated to ensure the weighted sample matched population totals for six dimensions:

(i)   gender*age group,
(ii)   degree level education*age group,
(iii)   housing tenure,
(iv)   region,
(v)   household size, and
(vi)   ethnic group.

The population totals were drawn from the ONS mid-2015 population estimates for England (for gender, age and region), the 2016 ONS Annual Population Survey (for degree level education crossed by age and for ethnic group) and 2011 Census (for housing tenure and household size). These sources were selected as the most reliable for the variables in question.

Table 6.1: Population per age band based on ONS mid-2015 population estimates.

Age band	Mid-2015 Population total
16 to 19	2,600,613
20 to 24	3,592,257
25 to 29	3,757,968
30 to 34	3,728,028
35 to 39	3,470,918
40 to 44	3,636,454
45 to 49	3,889,360
50 to 54	3,811,000
55 to 59	3,278,322
60 to 64	2,904,721
65 to 69	3,017,135
70 to 74	2,268,620
75+	4,425,817

Table 6.2: Population by age band and gender based on ONS mid-2015 population estimates

Age band	Mid-2015 Population total	
	Males	Females
16-24	3,168,692	3,024,178
25-34	3,745,263	3,740,733
35-44	3,535,782	3,571,590
45-54	3,805,185	3,895,175
55-64	3,044,343	3,138,700
65-74	2,546,022	2,739,733
75+	1,855,179	2,570,638

Table 6.3: Population within region based on ONS mid-2015 population estimates

Region	Mid-2015 Population total aged 16+
North East	2,159,604
North West	5,820,624
Yorkshire & Humberside	4,371,577
East Midlands	3,815,349
West Midlands	4,628,624
East	4,919,174
London	6,909,128
South East	7,243,433
South West	4,513,700

Table 6.4: Highest educational level crossed by age (25-64 only) based on ONS 2016 Annual Population Survey estimates, scaled to mid-2015 population totals

Age group	Degree	No degree
25-29	1,541,232	2,216,736
30-39	2,996,302	4,202,644
40-49	2,549,431	4,976,383
50-64	2,480,992	7,513,051

Table 6.5: Housing tenure based on Census 2011, scaled to mid-2015 population totals

Housing tenure	Population total aged 16+
Living in property owned outright	11,304,648
Living in property owned with mortgage	17,459,553
Living in property with other tenure	15,617,012

Table 6.6: Household size based on Census 2011, scaled to mid-2015 population totals

Household size (all residents)	Population total aged 16+
1	7,013,651
2+	37,367,562

Table 6.7: Ethnic group based on ONS 2016 Annual Population Survey estimates, scaled to mid-2015 population totals

Ethnic group	Population total aged 16+
White	38,423,629
Indian	1,242,674
Pakistani/Bangladeshi	1,198,293
Black	1,420,199
Other	2,096,418

One way of assessing the impact of weighting the data is to estimate the weighting efficiency for each subpopulation in the six-dimension weighting matrix. In effect, this weighting efficiency illustrates the impact of the other five weighting dimensions and reflects the amount of weighting that is required for each subpopulation. The more weighting that is required the less representative the unweighted responding sample. This will be partly due to variations in sampling probability within each subpopulation but also due to variations in response probability.

Weighting efficiency is equal to one divided by the design effect due to weighting. The design effect due to weighting is equal to $1+[(s_g/m_g)^2]$ where s_g is the standard deviation of the weights within subpopulation g and m_g is the mean weight within subpopulation g. Weighting efficiency is also equal to the effective sample size divided by the actual sample size where effective sample size accounts only for the weighting and not for other design aspects such as sample stratification and clustering.

Table 6.8: Weighting efficiencies for marginal subpopulations defined in the weighting matrix

Age band	Gender	
	Males	Females
16-24	70%	71%
25-34	65%	61%
35-44	61%	62%
45-54	65%	66%
55-64	64%	62%
65-74	72%	70%
75+	74%	77%

Region	
North East	71%
North West	65%
Yorkshire & Humberside	64%
East Midlands	65%
West Midlands	61%
East	70%
London	76%
South East	69%
South West	71%

Age group	Degree	No degree
25-29	63%	66%
30-39	62%	62%
40-49	65%	63%
50-64	65%	63%

Housing tenure	
Living in property owned outright	72%
Living in property owned with mortgage	72%
Living in property with other tenure	59%

Household size (all residents)	
1	61%
2+	64%

Ethnic group	
White	65%
Indian	65%
Pakistani/Bangladeshi	69%
Black	71%
Other	60%

7. Standard errors

7.1 Introduction

The tables in this chapter show estimates of standard errors for key variables with the survey.

7.2 Sources of error in surveys

Survey results are subject to various sources of error. Error can be divided into two types: systematic and random error.

7.2.1 Systematic error

Systematic error or bias covers those sources of error that will not average to zero over repeats of the survey. Bias may occur, for example, if a part of the population is excluded from the sampling frame or because respondents to the survey are different from non-respondents with respect to the survey variables. It may also occur if the instrument used to measure a population characteristic is imperfect. Substantial efforts have been made to avoid systematic errors. For example, the sample has been drawn at random from the Postcode Address File which covers all private addresses in England. This approach ensures that efforts have been made, as far as is possible, to avoid leaving out any part of the population from the survey.

7.2.2 Random error

Random error is always present to some extent in survey measurement. If a survey is repeated multiple times minor differences will be present each time due to chance, as a variety of factors can influence the outcome. Over multiple repeats of the same survey these errors will average to zero. The most 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 error would be expected to average to zero over a large number of samples. The amount of between-sample variation depends on both the size of the sample and the sample design. The impact of this random variation is reflected in the standard errors presented here.

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.

7.3 Standard errors for complex sample designs

The Community Life Survey employs a systematic sample design and the data are weighted as well. Both features will impact upon the standard errors for each survey estimate in a unique way. Generally speaking, systematic sampling will reduce standard errors while weighting will increase them. If the complex sample design is ignored, the standard errors will be wrong and usually too narrow.

The standard errors quoted below have been estimated using the SPSS Complex Samples module, which employs a Taylor Series Expansion method to do this. The tables include a 'design factor', which is the ratio of the estimated standard error to the standard error we would obtain if we ignored the sample design. In general, this averages at approximately 1.3, but varies substantially between survey variables.

Table 7.1: Participation in civic engagement and voluntary activities

Characteristics	Population	Percent (%)	Unweighted base	Standard error	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		5	399	0.3	1.24
Civic consultation		2	144	0.2	1.20
Informal volunteering		27	2,876	0.6	1.34
Formal volunteering		22	2,273	0.6	1.36
Any volunteering		39	4,035	0.7	1.37

Those taking part at least once the last year in:					
Civic participation		41	4,269	0.7	1.35
Civic consultation		18	2,001	0.5	1.31
Civic activism		8	898	0.3	1.24
Informal volunteering		52	5,433	0.7	1.41
Formal volunteering		37	3,775	0.7	1.39
Employer Volunteering		6	431	0.4	1.28
Any volunteering		63	6,473	0.7	1.42

Table 7.2: Participation in civic engagement and formal volunteering at least once in the last year, by sex, age, ethnicity and disability

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Civic Participation	Male	40	1,934	0.9	1.29
	Female	42	2335	0.8	1.25
	16-25	41	462	1.9	1.27
	26-34	40	573	1.7	1.34
	35-49	45	1,163	1.3	1.30
	50-64	41	1,064	1.3	1.30
	65-74	42	702	1.6	1.27
	75+	32	302	1.9	1.27
	Ethnic minority groups	34	702	1.4	1.34
	White	42	3,533	0.7	1.32

	LTLI/Disability* [21]	44	766	1.6	1.30
	No LTLI/Disability*	43	2,616	0.9	1.31
Civic consultation	Male	18	921	0.7	1.16
	Female	19	1,080	0.6	1.20
	16-25	10	120	1.1	1.19
	26-34	13	200	1.2	1.28
	35-49	20	530	1.0	1.31
	50-64	19	530	1.0	1.25
	65-74	27	437	1.4	1.29
	75+	20	182	1.7	1.33
	Ethnic minority groups	18	343	1.1	1.36
	White	18	1,645	0.6	1.27
	LTLI/Disability*	19	350	1.2	1.22
	No LTLI/Disability*	18	1,164	0.6	1.26
Civic Activism	Male	8	430	0.5	1.23
	Female	8	468	0.4	1.22
	16-25	3	37	0.6	1.12
	26-34	5	89	0.6	1.11
	35-49	9	216	0.7	1.35
	50-64	9	247	0.7	1.22
	65-74	11	189	1.0	1.23
	75+	12	120	1.3	1.27
	Ethnic minority groups	8	170	0.8	1.32

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[21] All LTI/Disability calculations based on online only data

	White	8	720	0.4	1.21
	LTLI/Disability*	10	164	0.9	1.27
	No LTLI/Disability*	8	532	0.5	1.24
Formal volunteering	Male	35	1,635	0.9	1.31
	Female	39	2,140	0.8	1.26
	16-25	37	424	1.8	1.27
	26-34	30	419	1.7	1.38
	35-49	41	1,000	1.3	1.39
	50-64	36	932	1.3	1.32
	65-74	42	676	1.5	1.25
	75+	37	321	2.1	1.32
	Ethnic minority groups	37	723	1.4	1.34
	White	37	3,027	0.7	1.36
	LTLI/Disability*	38	638	1.6	1.30
	No LTLI/Disability*	41	2,430	0.9	1.35
Any civic engagement or formal volunteering	Male	59	2,766	1.0	1.32
	Female	61	3,345	0.8	1.26
	16-25	59	670	1.9	1.31
	26-34	56	806	1.8	1.36
	35-49	64	1,624	1.3	1.33
	50-64	60	1,523	1.3	1.33
	65-74	61	995	1.5	1.27
	75+	54	495	2.0	1.25
	Ethnic minority groups	56	1,138	1.4	1.31
	White	59	4,932	0.7	1.37

	LTLI/Disability*	63	1,046	1.6	1.33
	No LTLI/Disability*	62	3,728	0.9	1.37

Table 7.3: Informal or formal volunteering within the last month and the last 12 months broken down by age, ethnicity, employment status and region

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
At least once a month:					
Informal volunteering	16-25	29	346	1.7	1.21
	26-34	20	310	1.4	1.31
	35-49	23	617	1.1	1.28
	50-64	26	683	1.1	1.31
	65-74	39	611	1.5	1.27
	75+	34	309	1.9	1.23
	Ethnic minority groups	29	579	1.4	1.42
	White	27	2,272	0.6	1.30
	In employment*	24	1,126	0.8	1.32
	Unemployed*	32	63	4.5	1.33
	Economically inactive*	33	885	1.2	1.33
	North East	23	77	2.9	1.21
	North West	28	304	1.8	1.36
	Yorkshire and Humberside	24	230	1.9	1.30

	East Midlands	29	217	2.1	1.29
	West Midlands	28	298	1.9	1.38
	East of England	27	295	1.7	1.22
	London	26	731	1.0	1.20
	South East	28	473	1.5	1.32
	South West	31	262	2.0	1.22
Formal volunteering	16-25	20	233	1.5	1.27
	26-34	15	199	1.2	1.32
	35-49	22	508	1.1	1.40
	50-64	23	573	1.1	1.30
	65-74	32	511	1.4	1.24
	75+	29	249	2.0	1.33
	Ethnic minority groups	19	363	1.2	1.38
	White	23	1,897	0.6	1.33
	In employment	22	1,014	0.8	1.34
	Unemployed	23	40	4.1	1.34
	Economically inactive	29	796	1.2	1.35
	North East	15	52	2.5	1.22
	North West	22	232	1.6	1.31
	Yorkshire and Humberside	21	178	1.8	1.30
	East Midlands	25	177	2.3	1.43
	West Midlands	20	217	1.8	1.48
	East of England	23	237	1.7	1.29
	London	20	531	0.9	1.25
	South East	25	423	1.4	1.29

	South West	29	240	2.1	1.30
At least once in the last year:					
Informal volunteering	16-25	48	569	1.9	1.29
	26-34	47	683	1.8	1.33
	35-49	52	1,363	1.3	1.35
	50-64	51	1,320	1.3	1.32
	65-74	63	1,002	1.5	1.26
	75+	53	496	2.1	1.27
	Ethnic minority groups	54	1,119	1.5	1.41
	White	51	4,274	0.8	1.37
	In employment	51	2,419	1.0	1.37
	Unemployed	48	97	5.0	1.40
	Economically inactive	55	1,502	1.3	1.38
	North East	41	136	3.4	1.21
	North West	49	542	2.2	1.43
	Yorkshire and Humberside	47	423	2	1.45
	East Midlands	53	402	3	1.40
	West Midlands	51	570	2.2	1.47
	East of England	51	545	2.1	1.31
	London	53	1,447	1.2	1.27
	South East	55	908	1.6	1.31
	South West	59	488	2.2	1.28
Formal volunteering	16-25	37	424	1.8	1.27
	26-34	30	419	1.7	1.38
	35-49	41	1,000	1.3	1.39

	50-64	36	932	1.3	1.32
	65-74	42	676	1.5	1.25
	75+	37	321	2.1	1.32
	Ethnic minority groups	37	723	1.4	1.34
	White	37	3,027	0.7	1.36
	In employment	40	1,896	1.0	1.35
	Unemployed	38	71	4.7	1.36
	Economically inactive	40	1,137	1.3	1.36
	North East	26	82	3.5	1.39
	North West	36	383	2.0	1.39
	Yorkshire and Humberside	35	291	2.3	1.40
	East Midlands	40	288	2.5	1.42
	West Midlands	31	345	2.0	1.46
	East of England	39	403	2.1	1.32
	London	36	972	1.1	1.24
	South East	42	683	1.6	1.31
	South West	43	346	2.2	1.27

Table 7.4: Any volunteering in the last year broken down by sex, age and region

Characteristic	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Any formal or informal volunteering at least once in last year	Male	60	2,851	1.0	1.33
	Female	66	3,619	0.8	1.27
	16-24	62	720	1.9	1.32
	25-34	58	831	1.8	1.37
	35-49	64	1,656	1.3	1.36
	50-64	62	1,573	1.3	1.34
	65-74	70	1,130	1.4	1.27
	75+	60	563	2.1	1.29
	North East	50	161	3.6	1.26
	North West	60	656	2.1	1.44
	Yorkshire and the Humber	59	512	2.4	1.41
	East Midlands	63	480	2.5	1.44
	West Midlands	59	662	2.2	1.48
	East of England	63	656	2.1	1.39
	London	63	1,710	1.2	1.27
	South East	67	1,097	1.5	1.32
	South West	70	573	2.1	1.33

Table 7.5: Whether gave to charity in the last four weeks, broken down by sex, age, ethnicity and region

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Gave to charity in the last 4 weeks	Male	70	3,328	0.9	1.34
	Female	80	4,291	0.7	1.29
	16-24	57	561	2.1	1.29
	25-34	68	1,060	1.6	1.36
	35-49	78	1938	1.1	1.35
	50-64	80	1,989	1.1	1.32
	65-74	85	1.3	1.1	1.22
	75+	85	1.4	1.4	1.16
	Ethnic minority group	73	1,497	1.4	1.41
	White	76	6,099	0.7	1.41
	North East	74	218	3.3	1.27
	North West	74	821	1.9	1.45
	Yorkshire and the Humber	76	646	2.1	1.43
	East Midlands	73	559	2.4	1.48
	West Midlands	76	813	1.7	1.33
	East of England	75	756	1.9	1.37
	London	74	1,986	1.1	1.34
	South East	77	1,251	1.4	1.35
	South West	79	633	1.9	1.31

Table 7.6: Banded amount given to charity in the four weeks prior to interview

Characteristic	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Banded amount given to charity	£0-£4	19	1,088	0.7	1.38
	£5-£9	18	1,064	0.6	1.32
	£10-£19	26	1,541	0.7	1.30
	£20-£49	25	1,630	0.7	1.27
	Over £50	13	973	0.5	1.22

Table 7.7: Whether aware of or involved in social action broken down by sex and age

Characteristic	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Aware of social action*[22]	Male	37	1,349	1.0	1.25
	Female	39	1,544	1.0	1.30
	16-24	27	228	1.9	1.23
	25-34	28	360	1.8	1.38
	35-49	39	754	1.5	1.35
	50-64	42	780	1.6	1.34
	65-74	51	546	2.0	1.27
	75+	50	214	3.0	1.24
	All	38	7,266	0.8	1.40
Involved in	Male	16	782	0.7	1.25

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[22] Based on online only data

social action	Female	16	891	0.6	1.21
	16-24	11	100	1.2	1.24
	25-34	9	154	0.9	1.27
	35-49	16	402	1.0	1.33
	50-64	18	466	1.0	1.27
	65-74	24	383	1.3	1.24
	75+	20	177	1.7	1.29
	All	16	1,682	0.5	1.31

Table 7.8: The extent to which people agree that people in their neighbourhood pull together to improve the area

Characteristic	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether agree or disagree that people in this neighbourhood pull together to improve the neighbourhood	Definitely agree	13	1,233	0.5	1.41
	Tend to agree	44	4,318	0.7	1.40
	Tend to disagree	31	2,972	0.6	1.39
	Definitely disagree	12	1,287	0.5	1.41
	Agree	57	5,551	0.7	1.47
	Disagree	42	4,259	0.7	1.47

Table 7.9: Whether chat to neighbours at least once a month by age, sex ethnicity and region

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
People who chat to their neighbours more than once a month	Male	72	3,416	0.9	1.33
	Female	73	3,923	0.8	1.27
	16-24	46	452	2.0	1.27
	25-34	61	899	1.7	1.41
	35-49	77	1,898	1.1	1.29
	50-64	79	1,935	1.0	1.29
	65-74	87	1,390	1.3	1.22
	75+	88	810	0.6	1.18
	Ethnic minority group	68	1,443	1.4	1.40
	White	74	5,888	0.7	1.42
	North East	74	233	3.3	1.31
	North West	75	830	1.9	1.45
	Yorkshire and the Humber	75	637	2.2	1.47
	East Midlands	78	560	2.1	1.35
	West Midlands	71	790	2.0	1.49
	East of England	73	731	1.9	1.33
	London	66	1,824	1.2	1.36
	South East	72	1,119	1.6	1.46
	South West	78	627	1.9	1.29

Table 7.10: Whether people feel they belong strongly to their neighbourhood or Britain

Characteristic	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether feel they belong strongly to Britain*[23]	Very/fairly strongly	85	6,174	0.6	1.40
	Not very strongly	11.9	919	0.5	1.32
	Not at all strongly	3.2	250	0.3	1.43
Whether feel they belong strongly to their neighbourhood	Very/fairly strongly	61	6,105	0.7	1.42
	Not very strongly	29	2,926	0.7	1.36
	Not at all strongly	9	1,087	0.4	1.33

Table 7.11: Whether people feel they belong strongly to their neighbourhood or Britain by sex, age and ethnicity

Characteristic	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Strongly belong to Britain*	Male	84	2,922	0.8	1.32
	Female	86	3,252	0.7	1.23
	16-24	79	633	1.7	1.22
	25-34	78	938	1.6	1.33
	35-49	83	1,618	1.2	1.42
	50-64	87	1,563	1.0	1.28

[23] Based on online only data

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
	65-74	90	972	1.2	1.34
	75+	96	426	1.1	1.19
	Ethnic minority group	82	1,212	1.6	1.60
	White	85	4,914	0.6	1.36
Strongly belong to local neighbourhood	Male	61	2,787	0.9	1.31
	Female	62	3,318	0.8	1.29
	16-24	48	462	2.0	1.25
	25-34	51	754	1.7	1.33
	35-49	63	1,528	1.3	1.38
	50-64	65	1,580	1.3	1.32
	65-74	72	1,138	1.4	1.28
	75+	76	684	1.7	1.18
	Ethnic minority group	63	1,297	1.5	1.41
	White	61	4,812	0.8	1.39

Table 7.12: Satisfaction with local area Characteristics

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Satisfaction with local area	Very/fairly satisfied	78	7,684	0.6	1.38
	Neither satisfied nor dissatisfied	14	1,496	0.5	1.36
	Very/Fairly dissatisfied	8	954	0.4	1.35

Table 7.13: Community cohesion by sex, age, ethnicity and region

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Agree that people from different backgrounds get on well together in the local area	Male	81	3,683	0.8	1.35
	Female	82	4,380	0.7	1.30
	16-24	78	756	1.7	1.28
	25-34	78	1,240	1.5	1.40
	35-49	81	2,048	1.1	1.36
	50-64	81	1,967	1.1	1.36
	65-74	84	1,311	1.2	1.33
	75+	88	781	1.3	1.17
	Ethnic minority group	82	1,733	1.3	1.59
	White	81	6,310	0.6	1.42
	North East	79	235	3.3	1.41
	North West	81	864	1.7	1.39
	Yorkshire and the Humber	76	619	2.1	1.41
	East Midlands	80	593	2.2	1.46
	West Midlands	79	871	1.9	1.52
	East of England	82	786	1.7	1.38
	London	84	2,208	0.9	1.28
	South East	84	1,317	1.3	1.42
	South West	84	649	1.7	1.31

Table 7.14: Whether people feel able to influence decision affecting their local area

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Able to influence decision affecting their local area	Yes able to influence decisions	27	2,831	0.6	1.36

Table 7.15: Whether able to influence decisions affecting their local area by sex, age and ethnicity

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Able to influence decisions affect their local area	Male	27	1,318	0.8	1.28
	Female	26	1,493	0.7	1.23
	16-24	22	220	1.7	1.25
	25-34	25	28	1.5	1.35
	35-49	32	34	1.2	1.31
	50-64	25	27	1.1	1.27
	65-74	26	29	1.4	1.27
	75+	27	31	1.9	1.26
	Ethnic minority group	39	25	1.6	1.46
	White	782	2,024	0.6	1.33

Table 7.16: How important it is to be able to influence decisions affecting their local area

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
How important it is to be able to influence decisions affecting the local area	Important	58	6,075	0.7	1.40
	Not important	42	3,954	0.7	1.40

Table 7.17: Whether people would like to be more involved in decisions made by their local council

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether would like to be more involved in decision made by the local council*[24]	Yes	52	4,001	0.8	1.33
	No	43	2,867	0.8	1.34
	Depends on the issue	0.3	419	0.3	1.24

Table 7.18: How often people feel lonely

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
How often feel lonely	Often/always	5	608	0.3	1.26
	Some of the time	16	1,723	0.5	1.28

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[24] Based on online only data

	Occasionally	24	2,466	0.5	1.26
	Hardly ever	32	3,027	0.6	1.30
	Never	23	2,145	0.6	1.40

Table 7.19: Whether people borrow things and exchange favours with their neighbours

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether people borrow things and exchange favours with neighbours*[25]	Definitely agree	11	818	0.5	1.34
	Tend to agree	28	2,041	0.7	1.36
	Tend to disagree	27	2,010	0.7	1.31
	Definitely disagree	34	2,483	0.8	1.44

Table 7.20: Whether people think their area has got better or worse over the last two years

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether are has got better or worse over the last two years	The area has got better	15	1,500	0.5	1.35
	The area has got worse	22	2,240	0.6	1.46
	The area has not changed much	64	5,561	0.7	1.41

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[25] Based on online only data

8. Data user guide

This chapter provides a user guide for those conducting analysis of the Community Life Survey dataset. The dataset will be made available on the UK Data Archive in SPSS format, and the guide assumes that analysis will be conducted in SPSS.

8.1 Selecting cases for analysis

The sample consists of an unweighted base of 10,256 interviews.

8.1.1 Quarters

The dataset contains data from fieldwork between 10th August 2016 and 31st March 2017 broken down into three quarters. To perform analysis on an individual quarter use the variable 'Quarter' and select the appropriate:

Quarter 2: 10th August –12th October 2016

Quarter 3: 12th October – 31st December 2016

Quarter 4: 11th January – 31st March 2017

For example to look at Quarter 4 data only within the SPSS file, select data, select cases, filter if Quarter=4 and then run crosstabs and frequencies as normal.

8.2 Variables

The dataset is ordered in the following way:

1. Unique serial number
2. Demographic information such as number of adults in the household, age, gender, marital status, and information on children under the age of 16 living in the household
3. The survey question responses in the same order as the questions appear in the questionnaire (please see Appendix A for the questionnaire)
4. Derived variables (please see Appendix E for a full list)
5. Geo-demographic files
6. Weight variables

Any queries on published variables should be sent to (evidence@culture.gov.uk) in the first instance.

Variables are named exactly to match the questionnaire names. Where the respondent was able to give multiple answers to one question (a multiple response question), the question has been represented in the dataset by a number of variables, one for each possible answer, which are coded as yes or no, depending on whether the respondent chose this response or not. This aids analysis as it avoids the need to recode each multiple response question.

8.3 Mode of completion

Nearly two thirds of interviews were completed online, versus one third completed by paper questionnaire. The paper questionnaire was shorter than the online survey, only containing roughly 50% of the questions. Data users should be aware that some questions which only appeared in the web survey will have a smaller base size as a result. A variable titled 'Mode' is included in the data, which indicates whether each interview was completed online or by post.

The two versions of the questionnaire can be viewed in Appendix A and B.

8.4 Missing Values

For the majority of variables, 'Don't know' and 'Prefer not to say' responses are set as missing values within the dataset. In situations where the respondent was not asked the question, either due to the question being added in a later quarter or removed in a previous quarter or due to routing within the questionnaire, responses are also set as missing values. All missing values are labelled appropriately to distinguish between the different responses.

8.5 Weighting

To analyse the data at the individual level SRCaliW should be used to weight the data. Eight sets of weights are included within the dataset. Table 11 below details the separate weight variables and their use.

Table 11: Weights used on the 2016-17 survey

Weight	Description
SRCaliW	Scaled individual weight for combined online and paper sample for the entire survey year
RespondentCalibrationWeight	Individual weight for combined online and paper sample for the entire survey year.
SRCaliww	Scaled individual weight for online only sample for the entire survey year
RespondentCalibrationWeight_Web	Individual weight for combined online only sample for the entire year
StandardisedAddressSamplingWeight	Address sampling weight
StandardisedBaseWeight	Respondent base weight for calibration
WithinHouseholdDesignWeight	Household design weight
StandardisedBaseWeight_Web	Respondent base weight for calibration – online survey only

9. Appendices

Appendix A: Community Life Online Survey Questionnaire

Appendix B: Community Life Paper Questionnaire

Appendix C: List of questionnaire changes made in Q3 2016-17 Community Life

Appendix D: Advance Online Letter, Reminder Online Letter and Paper Letter

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

Appendix A: Community Life Online Survey Questionnaire

Community Life Survey 2016-17 Self-Completion Questionnaire

Table of Contents

SECTION 1: DEMOGRAPHICS

INTRO [ASK ALL]

Thank you for choosing to take part in the Community Life Survey.

Please click the (>) button to start the survey.

INTRO2   [ASK ALL]
In this first section we would like to find out a little about your household.
By 'your household' we mean the group of people (not necessarily related) living at your address who share cooking facilities with you and also share a living room or sitting room or dining area.

The information is used to understand the experiences of different groups, but will not identify you or anyone in your household.

NUMADULTS   [ASK ALL]

Including you, how many adults aged 16 or over are currently living in your household?

1...10

NAMADULT   [ASK ALL]

What are the first names of the adults currently aged 16 or over in your household?

If you do not wish to enter names, please give an initial or other title for each person which you will recognise at later questions.

ENTER NAMES

SEX   [ASK ALL]

[Names from NAMADULT pulled through]

What is the gender of each adult in your household?
1. Male
2. Female

AGEIF   [ASK ALL]

[Names from NAMADULT pulled through]

How old are each of the adults in your household?

Please click the (>) button for more answer options.

16..99

AGEIF2   **[ASK IF AGEIF = DK OR REF]**

[Names from NAMADULT pulled through]

Which of the following age bands does each adult in the household come under?

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

MARS   **[ASK ALL]**

What is your marital status?

1. single, that is, never married and never registered a same-sex civil partnership
2. married
3. separated, but still legally married
4. divorced
5. widowed
6. in a registered same-sex civil partnership
7. separated, but still legally in a same-sex civil partnership
8. formerly in a same-sex civil partnership which is now legally dissolved
9. surviving partner from a same-sex civil partnership

LIVE   **[ASK IF MORE THAN ONE ADULT IN HOUSEHOLD AND MARS = 1 OR 3 OR 4 OR 5 OR 7 OR 8 OR 9   OR DK/REF]**

Are you living with someone in this household as a couple?

1. Yes
2. No

NCHIL

How many children aged under 16 currently live in your household?

0..10

CAGE2   **[ASK IF NCHIL>0]**

(IF ONE CHILD)
How old are they?
0…15

(IF 2+ CHILDREN)
You said that there are (x) children in this household.   Please enter their ages starting with the oldest child.

Please click the (>) button for more answer options.

[Set up as a grid, age in the sequence below dependent on how many children live in the household, a space to be provided to type in age.]

Oldest child
Second oldest child
Third oldest child

BCAGE2   **[ASK IF CAGE 2=DK/REF]**

(IF ONE CHILD)
Which age band applies to the child in your household?

(IF 2+ CHILDREN)
You said that there are (x) children in this household. Please select the age band which applies to each child, starting with the oldest child.

[Set up as a grid with drop down boxes in the sequence below, dependent on how many children live in the household.]

Oldest child
Second oldest child
Third oldest child

1. 0 - 4
2. 5 – 10
3. 11 – 15

REL **[ASK IF MORE THAN ONE PERSON IN THE HOUSEHOLD]**

Using the list below, please select all of the people you live with. Please include everyone you live with including adults and children.

Please select all that apply.

Please click the (>) button for more answer options.
1. A husband, wife, civil partner or other cohabiting partner
2. Son or daughter(s) – including adopted/step/foster
3. Brother or sister(s) – including adopted/step/foster
4. Another relative(s)
5. Non-relative(s)

[CHECK ON AGAINST NUMBER OF PEOPLE IN THE HOUSEHOLD AFTER THIS QUESTION]

DIntro1 **[ASK ALL]**

Next are some questions about your employment.

Do you currently 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

DWorkA2 **[ASK IF SELF-EMPLOYED AT DWORKA1]**

Have you become self-employed in the last 12 months?

(If you were previously self-employed, and have returned to self-employment in the last 12 months, please select Yes.)

1. Yes
2. No

IntIntro   **[ASK ALWAYS]**

The following questions are about using the internet.

IntUseB   **[ASK ALWAYS]**

In what ways do you use the internet, if at all?

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

IntOft   **[ASK IF INTUSEB = 1/2/3]**

How often do you access the internet?

Please include internet access from any device, including mobile/tablet only internet access. This can be for any purpose ranging from checking your emails to online shopping.

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

SECTION 2: IDENTITY AND SOCIAL NETWORKS

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?

Please click the > button for more answer options.

1.   All the same as me
2.   More than a half
3.   About a half
4.   Less than a half
5.   Don't have any friends

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

What proportion of your friends are of the same **religious group** as you?

Please click the > button for more answer options.

1.   All the same as me
2.   More than a half
3.   About a half
4.   Or less than a half
5.   Not part of any faith group

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

What proportion of your friends are of the same **age group** as you?

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

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

What proportion of your friends have a similar level **of education** to you?

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

FamIntro   **[ASK ALWAYS]**

The next few questions are about how often you personally contact your family members and friends. Please do not include any people you live with.

FrndRel1-4

Please do not include any people you live with.

On average,how often do you...?

	More than once a day	Once a day	2-3 times per week	About once a week	About once a fortnight	About once a month	Less often than once a month	Never
Meet up in person with family members or friends								
Speak on the phone or video or audio call via the internet with family members or friends								
Email or write to family members or friends								
Exchange text messages or instant messages with family members or friends								

FrndSat1-2   **[ASK ALL]**

How much do you agree or disagree with the following statements?

SCRIPTING NOTE: PLEASE REMOVE BLUE LINK

	Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	
If I needed help, there are people who would be there for me					
If I wanted company or to socialise, there are people I can call on					

Counton1   **[ASK ALL]**

Is there anyone who you can really count on to listen to you when you need to talk?

Please click the (>) button for more answer options.

1. Yes, one person
2. Yes, more than one person
3. No one

SECTION 3: YOUR COMMUNITY

SIntro2   **[ASK ALWAYS]**

The next questions are about your neighbourhood..

SBeNeigh   **[ASK ALWAYS]**

First, how strongly do you feel you belong to your **immediate neighbourhood**?

Please think of the area within a few minutes walking distance from your home.

1. Very strongly
2. Fairly strongly
3. Not very strongly
4. Not at all strongly

SBeGB   **[ASK ALWAYS]**

How strongly do you feel you belong to **Britain**?

1. Very strongly
2. Fairly strongly
3. Not very strongly
4. Not at all strongly

SLive   **[ASK ALWAYS]**

Roughly how many years have you lived in your current neighbourhood?
Answer must be in the range from 0 up to 120: ___

SchatN   **[ASK ALWAYS]**

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

Please click the (>) button for more answer options.

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. Don't have any neighbours

NBarr **[ASK IF SChatN=3/4/5]**

Why don't you chat to your neighbours more often?

Please select all that apply.

A. Prefer to keep myself to myself
B. Don't have time
C. Prefer to choose my friends/ have enough friends already
D. Neighbours speak different language/have different culture
E. Don't trust/get on with my neighbours
F. Have no need to speak to neighbours
G. Don't feel I know my neighbours well enough
H. Nothing in common with my neighbours
I. I'm new to the area
J. Don't see neighbours very often
K. Have an illness/disability that prevents me from going out much
L. People just don't speak to each other round here
M. Other (specify)

SFavN **[ASK IF NOT SchatN = 6]**

How strongly do you agree or disagree with the following statement:

Generally, I borrow things and exchange favours with my neighbours.

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

NComfort1 **[ASK IF NOT SchatN = 6]**

How comfortable would you be asking a neighbour to keep a set of keys to your home for emergencies, for example if you were locked out?

1. Very comfortable
2. Fairly comfortable
3. Fairly uncomfortable
4. Very uncomfortable

NComfort2 **[ASK IF HAVE CHILDREN AGED < 11 AND NOT IF SchatN = 6]**

How comfortable would you be asking a neighbour to mind your child(ren) for half an hour?

1. Very comfortable
2. Fairly comfortable
3. Fairly uncomfortable
4. Very uncomfortable

NComfort3   [ASK IF NOT SchatN = 6]

If you were ill and at home on your own, and needed someone to collect a few shopping essentials, how comfortable would you feel asking a neighbour to do this for you?

1. Very comfortable
2. Fairly comfortable
3. Fairly uncomfortable
4. Very uncomfortable

SPull   [ASK ALWAYS]

To what extent would you agree or disagree that people in your neighbourhood pull together to improve the neighbourhood?

Please click the > button for more answer options.

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree
5. Nothing needs improving

STrust   [ASK ALWAYS]

Thinking about the people who live in this neighbourhood, to what extent do you believe they can be trusted?

Please click the > button for more answer options.

1. **Many** of the people can be trusted
2. **Some of the people** can be trusted
3. A **few of the people** can be trusted
4. None of the people can be trusted
5. Just moved here

STrustGen   [ASK ALWAYS]

Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people?

Please click the > button for more answer options.

1. Most people can be trusted
2. Can't be too careful in dealing with people
3. Depends

SIntro5   **[ASK ALWAYS]**

The next questions refer to your wider local area. Please think of the area within 15-20 minutes walking distance from your home.

Slocsat   **[ASK ALWAYS]**

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

STogeth   **[ASK ALWAYS]**

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

Please click the > button for more answer options.

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree
5. There are too few people in the local area
6. People in this area are all of the same background

BetWors2   **[ASK ALL]**

Do you think that over the past two years your area has …?

1. got better to live in
2. got worse to live in
3. not changed much (hasn't got better or worse)
4. Have not lived here long enough to say

Assets2   **[ASK ALL]**

Which of these are located within a 15-20 minute walk from your home?

1. General/grocery shop
2. Pub
3. Park
4. Library
5. Community centre/hall
6. Sports centre/club
7. Youth centre/club
8. Health centre/GP
9. Chemist
10. Post Office
11. Primary school
12. Secondary school
13. Church/place of worship
14. Public transport links
15. None of the above

SatAsset **[ASK ALL]**

Generally, how satisfied are you with the local services and amenities in your local area?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

SECTION 4: CIVIC ENGAGEMENT

PIntro1   **[ASK ALWAYS]**

The next questions are about influencing political decisions and local affairs.

CivPart   **[ASK ALWAYS]**

In the last 12 months, that is since [DATE ONE YEAR AGO], have you…?

Please select all that apply.

1. Contacted a local official such as a local councillor, MP, government official, mayor, or public official working for the local council (Please do not include any contact for personal reasons e.g. housing repairs or contact through work)
2. Attended a public meeting or rally, taken part in a public demonstration or protest
3. Signed a paper petition or an online/e-petition
4. None of these

Partoft   **[ASK IF NOT ((NONE IN CIVPART)**

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

1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

CivConsult   **[ASK ALL]**

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 through any of these ways?

Please select all that apply.

1. Completing a paper or online questionnaire
2. Attending a public meeting
3. Being involved in a face-to-face or online group
4. None of these

Conoft   **[ASK IF NOT ((NONE IN CIVCONSULT)]**

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

1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

CivActIntro   **[ASK ALL]**

The following questions are about activities in your local community.

CivAct1   **[ASK ALL AGED 18 AND OVER]**

In the last 12 months, that is since [DATE ONE YEAR AGO] have you done any of these things? Please include any activities you have already mentioned but not any related to your job.

Please select 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 the above

CivAct2   **[ASK ALWAYS]**

And again in the last 12 months, that is since [DATE ONE YEAR AGO], have you been a member of any of the following decision making groups in your local area? Please include online groups and any activities you have already mentioned. Please do not include any activities related to your job.

Please select 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

PAffLoc   **[ASK ALWAYS]**

To what extent do you agree or disagree that you **personally** can influence decisions affecting your local area?

Please click the (>) button for more answer options.

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

PInfl   **[ASK ALWAYS]**

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

1. Very important
2. Quite important
3. Not very important
4. Not at all important

PCSat   **[ASK ALWAYS]**

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

Please click the > button for more answer options.

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

PIfHow   **[ASK ALWAYS]**

If you wanted to influence decisions in your local area **how** would you go about it?

Please select all that apply.

Please click the (>) button for more answer options.

A. Contact the local council /a council official
B. Contact my local 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 local council meeting
J. Attend a public meeting
K. Contact local media or journalists
L. Organise a group (e.g. campaign/action group)
M. Other (specify)
N. Wouldn't do anything

PIfEas   **[ASK ALWAYS]**

Which, if any, of these might make it easier for **you** to influence decisions in your local area?

Please select all that apply.

Please click the (>) button for more answer options.

1. If I had more time
2. If the local 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. Something else (specify)
10. Nothing

LocVote   **[ASK IF AGED > 17]**

Did you vote in the last local government election?

Please exclude election of local police and crime commissioners.

1.   Yes
2.   No
3.   Not eligible to vote

SECTION 5: VOLUNTEERING

FIntro1 **[ASK ALWAYS]**

The next questions are about your involvement with groups, clubs or organisations.

FGroupIntro **[ASK ALWAYS]**

For each of the following types of groups, clubs or organisations, please state whether you have been involved with any of these during the last 12 months, that is since [DATE ONE YEAR AGO].

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 or anything that was a requirement of your job or organised through your employer.

FGroupA-FGroupP **[ASK ALL]**

	Yes	No
Children's education/schools (e.g. Parent Teacher Associations, School governor, Supporting fairs and fundraising, Helping in school, Running pupils' clubs)		
Youth/children's activities (outside school) (e.g. Youth clubs, Sports clubs, Hobby or cultural groups for children)		
Education for adults (e.g. Attending or teaching classes,, Mentoring, Cultural groups, Students Union, College governor)		
Sport/exercise (taking part, coaching or going to watch) (e.g. Sports clubs or groups (e.g. football, swimming, fishing, golf, keep-fit, hiking), Supporter clubs)		
Religion (e.g. Attending a place of worship (church, chapel, mosque, temple, synagogue) , Attending faith-based groups, Saturday/Sunday School)		
Politics (e.g. Membership of, or involvement with, political groups, Serving as local councillor)		
Older people (e.g. Involved with groups, clubs or organisations for older people e.g. Age UK, Pensioner's clubs, visiting, transporting or representing older people)		
Health, Disability and Social welfare (e.g. Medical research charities, Hospital visiting, Disability groups, Social welfare (e.g. Oxfam, NSPCC, Samaritans, Citizens Advice Bureau), Offering respite care, Self-help groups (e.g. Alcoholics Anonymous))		
Safety, First Aid (e.g. Red Cross, St. Johns Ambulance, Life Saving, RNLI, Mountain Rescue, Helping after a disaster)		
The environment, animals (e.g. National organisations (e.g. Greenpeace, National Trust, RSPCA), Local conservation		

groups, Preservation societies)		
Justice and Human Rights (e.g. Special Constable, Magistrate, Legal advice centre, Victim Support, Prison visiting or aftercare, Justice and peace groups, Community or race relations, LGBT groups, National organisations (e.g. Amnesty International))		
Local community or neighbourhood groups (e.g. Tenants' / Residents' Association, Neighbourhood Watch, community group, local pressure group)		
Citizens' Groups (e.g. Rotary Club, Lion's Club, Women's Institute (WI), Freemasons)		
Hobbies, Recreation/Arts/Social clubs (e. g. Clubs or groups for the Arts (e.g. theatres, museums, amateur dramatics, orchestras), Hobby or cultural groups (e.g. local history club, Social club)		
Trade union activity (e. g. Membership of, or involvement with, a trade union.)		
Have you been involved with any other groups, clubs or organisations in the last 12 months? (Specify)		

FInfo   **[ASK IF YES AT ANY OF A-P AT FGROUP]**

The next questions are about your involvement with the groups, clubs and organisations you've just selected.

These are: [List groups selected at FGROUP - main titles only]

FUnPd   **[ASK IF YES AT ANY OF FGROUPA-P]**

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 selected in any of the following ways?

Please select all that apply.

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

FUnOft   **[ASK IF YES AT ANY OF FGROUPA-P AND AT LEAST ONE OF CODES A-L SELECTED AT FUnPd)]**

Over the last 12 months, how often have you helped [this/these] group(s), club(s) or organisation(s)?

1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

FUnHrs   **[ASK IF YES AT ANY OF FGROUPA-P AND AT LEAST ONE OF CODES A-L SELECTED AT FUnPd]**

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

If you are not sure please provide your best estimate.
____

FIndGpA   **[ASK IF YES AT ANY OF FGROUPA-P AND AT LEAST ONE OF CODES A-L SELECTED AT FUnPd]**

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

Please select all that apply.

A. Through previously using services provided by the group
B. From someone else already involved in the group
C. From a friend not involved in the group/by word of mouth
D. Place of worship
E. School, college, university
F. Doctor's surgery / Community Centre / Library
G. Promotional events/volunteer fair
H. Local events
I. Local newspaper
J. National newspaper
K. TV or radio (local or national)
L. Volunteer bureau or centre
M. Employer's volunteering scheme
N. www.do-it.org.uk
O. National Citizen Service
P. Other internet/organisational website
Q. Other way (specify)

MxFVol2   **[ASK IF YES AT ANY OF FGROUPA-P AND AT LEAST ONE OF CODES A-L SELECTED AT FUnPd]**

Thinking about the unpaid help you've given in the last 12 months, have you mixed with....?

Please select all that apply.

1. People of different age groups
2. People of different ethnic groups or religions
3. People with a different social or educational background
4. People who live in different neighbourhoods
5. None of these

MxFVol3   **[ASK ALL EXCEPT THOSE SAYING 'NONE OF THESE' AT MxFVol2]**

Still thinking about the unpaid help you've given in the last 12 months, how often have you mixed with the people you have just mentioned?

Please think about all of the people you mix with as part of this activity.

Please click the (>) button for more answer options.

1. Daily
2. Weekly
3. Monthly
4. At least once a year
5. Less often than once a year

VolBen [ASK IF (YES AT ANY OF FGROUPA-P AND AT LEAST ONE OF CODES A-L SELECTED AT FUnPd]

Did you start helping these groups, clubs or organisations for any of the following reasons?

Please select all that apply.

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]

Now some questions about Employer Supported Volunteering.

GEmpVol2   [ASK IF DWORKA1 = EMPLOYEE]

Some employers have schemes for employees to help with community projects, voluntary or charity organisations, or to give money. Have **you** participated in any activities of this sort that were encouraged by your employer, in the **last 12 months, that is since DATE**?

Please click the (>) button for more answer options.

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

GOften   [ASK IF GEmpVol2 = 1 OR 3]

 Approximately how many days have you spent giving this kind of help in the last 12 months?

1. Less than a day
2. One day
3. Two days
4. Three days
5. Four days
6. Five or more days

BVLon **IF (FGROUPA-P ALL = NO) OR (FUNPD = NONE)]**

If yes at least one of FGroupA-P AND none at funpd use this text:
(1) You've said that during the last 12 months you have not done any of the following things for any groups, clubs or organisations. Have you done any of these things – **unpaid –** for a group, club or organisation' **in the last five years (that is since YEAR)**? Please select all that apply.

IF no at ALL OF FGROUPA-P use this text:
(2) You said earlier that you have not been involved with any groups, clubs or organisations in the last 12 months. Have you done any of the following things - **unpaid** - for a group, club or organisation **in the last five years (that is since YEAR)**? Please select 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 (e.g. helping out at school, shopping)
(L) Any other help
None of the above

VYFreq **[ASK IF ANY OF CODES A-L SELECTED AT BVLon]**

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?

1. At least once a week
2. Less than once a week but at least once a month
3. Less frequently than once a month
4. It was a one-off occasion

VYStop   **[ASK IF ANY OF CODES A-L SELECTED AT BVLon]**

What were the main reasons you stopped giving unpaid help to any groups, clubs or organisations?

Please select all that apply.

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)

BVHelp   **[ASK IF (FGROUPA-P ALL = NO) 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. Would you like to spend any more time helping groups, clubs or organisations?

If FUnoFT= Don't Know use this text:
(2) You said earlier that you help group(s)/club(s)/organisation(s). Would you like to spend any more time helping groups, clubs or organisations?

Otherwise, use this text:
(3) Would you like to spend any time helping groups, clubs or organisations?

1. Yes
2. No

VBarr   **[ASK IF (FGROUPA-P ALL = NO) OR (FUNPD = NONE) OR (FUNOFT = LESS OFTEN OR DON'T   KNOW)]**

If never volunteered formally ((FGroup A-P ALL = NO OR FunPd= None) AND BVLONG = NONE) use this text:
(1) 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) 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 (FunOft= Less than once a month OR Don't Know) use this text:
(3) Which, if any, of these are reasons why you don't give unpaid help to groups, clubs or organisations more regularly?

Please select 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 couldn't find opportunities
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 reason (specify)

IIntro1 [ASK ALWAYS]

The next section asks 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.**

IHlp [ASK ALWAYS]

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**?

Please select 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

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

Over the last 12 months, that is, since [DATE ONE YEAR AGO], about how often have you done [this/these things?]?

This includes:
(LIST RESPONSES GIVEN AT IHLP)

1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

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

In the **last 4 weeks,** approximately how many **hours** have you spent doing [this/these things?? If you are not sure please provide your best estimate.

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

GIntro1   **[ASK ALWAYS]**

Next are some questions about giving to charity.

GGroup   **[ASK ALL]**

In the last 4 weeks, have you given money to charity in any of the following ways? Please **exclude** donating goods or prizes.

Please select all that apply.

Donations
A. Money to collecting tins (e.g. door-to-door, in the street, in a pub, at work, on a shop counter, etc.)
B. Collection at church, mosque or other place of worship
C. Collections using a charity envelope/cheque in the post
D. Covenant or debit from salary, payroll giving
E. Donation – via direct debit, standing order
F. Giving to people begging on the street
G. Donation – in person or on phone (excluding online or via text message)
H. Donation – online/via website
I. Donation - by text message
J. Donation - via an ATM/cash machine

Purchases/fundraising
K. Buying raffle tickets (NOT national or health lottery)
L. Buying goods from a charity shop, catalogue or online
M. Making a purchase where the price includes a charitable donation/or where you can add a charitable donation to the purchase
N. Buying tickets or spending money at fundraising events (e.g. charity dinners, fetes, jumble sales)

Sponsorship
O. Sponsorship (not online)
P. Sponsorship (online)

Other
Q. Other method of giving (excluding donating goods or prizes) (specify)
R. Did not give to charity

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

Approximately how much have you given to charity **in the last 4 weeks?**

Please enter the amount to the nearest pound.

Please exclude buying goods.

If you are not sure please provide your best estimate.
_____

Caus4w   [ASK IF NOT GGROUP= DID NOT GIVE TO CHARITY AND NOT DK OR REF]

To which of these causes have you given money in the **last 4 weeks**?

Please select all that apply.

A.   Schools, colleges, universities or other education
B.   Children or young people (outside school)
C.   Sports/exercise
D.   Religion/Place of Worship
E.   Older people
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 (specify)
None of these

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

Were these donations for ...?

1.   Local charities
2.   National or international charities
3.   Both local charities and national or international charities

TEUse2   **[ASK ALL]**

Would any of these things encourage you to start giving to charity or to increase the amount you currently give?

Please select all that apply.

1. More information about charities I could support
2. Knowing that my money will be spent locally
3. Receiving letter/email of thanks from the charity
4. Receiving information on what has been done with my donation
5. Being asked to increase my donation
6. Confidence that the money will be used efficiently
7. More tax efficient methods (e.g. Gift Aid, giving via self-assessment)
8. More generous tax relief
9. Being asked by someone I know
10. Having more money
11. If payroll giving were available
12. If the charity helped me/someone close to me
13. None of these

SECTION 6: SOCIAL ACTION

SAIntro   **[ASK ALL]**

The next questions are about getting involved in your local area.

LocAtt   **[ASK ALL]**

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

LocInvNew2   **[ASK ALL]**

Have you been involved in any of the following activities, in the **last 12 months, that is DATE**? Please only include those activities that were **unpaid**

Please don't include anything where you signed a petition but took no further action.

Please select all that apply.

1. Trying to set up a new service/amenity for local residents
2. Trying to stop the closure of a service/amenity
3. Trying to stop something else happening in my local area
4. Running local services on a **voluntary** basis (e.g. childcare, youth services, parks, community centres)
5. Organising a community event (e.g. street party)
6. Another local issue (specify)
7. None of these

LocPeopNew   **[ASK IF NOT ALL CODES A-F SELECTED AT LocInvNew2]**

Have you been aware of **other** local people being involved in any of these activities over the last 12 months?

[LIST FILTERED TO EXCLUDES ANY RESPONSES SELECTED AT LOCINVNEW]

[DISPLAY ON SCREEN]: In the last 12 months, I have been aware of other local people getting involved in...

1. Trying to set up a new service/amenity for local residents
2. Trying to stop the closure of a service/amenity
3. Trying to stop something else happening in my local area
4. Running local services on a **voluntary** basis (e.g. childcare, youth services, parks, community centres)
5. Organising a community event (e.g. street party)
6. Another local issue (specify)
7. None of these

LocAct   **[IF ANY CODED AT LocInvNew2]**

In the last 12 months, in what ways have you been involved in [this activity or issue / these activities or issues]?

[DISPLAY CODES SELECTED AT LocInvNew2]

Please select all that apply.

A. I started up the activity (solely or jointly)
B. I managed the activity (solely or jointly)
C. I participated in a discussion on this issue/event (online or in person)
D. I helped fundraise
E. I got more people involved
F. I contributed specialist skills
G. I donated money
H. I offered non-monetary donations or contributions
I. I campaigned
J. I helped raise awareness locally
K. I helped organise a petition
L. I signed a petition
M. I offered other practical support
N. Other (specify)

LocOft   **[IF ANY CODED AT LocInvNew 2]**

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]?

[DISPLAY CODES SELECTED AT LocInvNew2]

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

LocHow   **[IF ANY CODED AT LocInvNew 2]**

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

[DISPLAY CODES SELECTED AT LocInvNew2]

Please select all that apply.

A.   I was the person/one of the people who started the action
B.   I was asked to get involved by someone I already knew
C.   I was asked to get involved by someone I hadn't previously known
D.   I saw a leaflet/poster/flyer
E.   I read about it in the local newspaper
F.   Via a local community/ neighbourhood/ residents group
G.   Via an online forum or social network site
H.   Other (specify)

LocMot2 (QB4)   **[ASK IF ANY CODED AT LocInvNew2]**

Why did you get involved in [the local issue or activity/all of the local issues or activities]?

[DISPLAY CODES SELECTED AT LocInvNew2]

Please select all that apply.

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

LocWant   **[ASK IF ANY OF CODES A-F SELECTED AT LocPeopNew AND LocInvNew = NONE OF THESE]**

You said you had been aware of **other** local people in your area getting involved with:

[ONLY DISPLAY ANSWERS SELECTED AT LocPeopNew]

-   Trying to set up a new service or amenity
-   Trying to stop the closure of a service or amenity
-   Trying to stop something happening in your local area
-   **Running** local services on a **voluntary** basis
-   Organising a community event such as a street party
-   Another 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

LocBarr1   **[ASK IF LocWant = ASK IF ANY OF CODES A-F SELECTED AT LocPeopNew AND LocInvNew = NONE OF THESE]**

IF YES AT LocWant: Why didn't you get involved in this [this local issue or activity / any of these local issues or activities]?

IF NO At LocWant: Why didn't you want to get involved in [this local issue or activity / any of these local issues or activities]?

[ONLY DISPLAY ANSWERS SELECTED AT LocPeopNew]

Please select 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 it's 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. I don't get on with people in my local area
13. Didn't agree with the issue or feel strongly enough about it
14. Red tape/ bureaucracy/legal barriers
15. Just not interested
16. Other reason (specify)

SECTION 7: SUBJECTIVE WELLBEING

Wellintro **[ASK ALWAYS]**

The next questions ask about your feelings on aspects of your life. They are included to help measure people's wellbeing and the information produced will not identify you or anyone in your household.

There are no right or wrong answers. For each of these questions please give an answer on a scale of 0 to ten, where 0 is 'not at all' and 10 is 'completely'.

WellB1 **[ASK ALWAYS]**

Overall, how satisfied are you with your life nowadays?

Please click the (>) button for more answer options.

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

WellB2 **[ASK ALWAYS]**

Overall, how happy did you feel yesterday?

Please click the (>) button for more answer options.

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

WellB3 **[ASK ALWAYS]**

Overall, how anxious did you feel yesterday?

Please click the (>) button for more answer options.

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

WellB4 **[ASK ALWAYS]**

Overall, to what extent do you feel the things you do in your life are worthwhile?

Please click the (>) button for more answer options.

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

LonOft   **[ASK ALWAYS]**

How often do you feel lonely?

Please click the (>) button for more answer options.

A. Often/always
B. Some of the time
C. Occasionally
D. Hardly ever
E. Never

SECTION 8: DEMOGRAPHICS PART 2

IntroHTen2   **[ASK ALWAYS]**

The following questions are about you and your circumstances.

HTen1   **[ASK ALWAYS]**

In which of these ways do you occupy your accommodation?

Please click the (>) button for more answer options.

1. Own it outright
2. Buying it with the help of a mortgage / loan
3. Part own and part rent (shared ownership)
4. Rent it (includes those who are on Housing Benefit or Local Housing Allowance)
5. Live here rent-free (including rent-free in relative's /friend's property but excluding squatters)
6. Occupy it in some other way (specify)

HLLord   **[ASK IF (HTEN1 = 3, 4 OR 5)]**

Who is the landlord for your accommodation?

Please select the first one that applies.

1. The local authority /council /ALMO
2. A housing association, RSL, charitable trust or Local Housing Company
3. Employer (organisation) of a household member
4. Another organisation
5. Relative /acquaintance of any current household member from before this tenancy started
6. Employer (individual) of a household member
7. *Another individual private landlord*

Ethnic [ASK ALWAYS]

Which one of the following best describes your ethnic group or background?

Please select one option.

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 background (specify)

BLACK OR BLACK BRITISH
14. African
15. Caribbean
16. Any other Black/African/Caribbean background (specify)

OTHER ETHNIC GROUP
17. Arab
18. Any other ethnic group (specify)

SMain [ASK ALWAYS]

Which language do you speak most often at home? Please choose your **main** language. If you speak English and another language equally please select both of these codes.

1. English
2. Other language

SGood [ASK IF SMain NE =1]

In day-to-day life, how good are you at speaking English when you need to? For example to have a conversation on the telephone or talk to a professional such as a teacher or a doctor?

1. Very good
2. Fairly good
3. Not very good
4. Not at all good

Relig   **[ASK ALWAYS]**

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

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

RelAct   **[ASK IF NOT RELIG=1]**

Are you actively practising your religion?

1. Yes
2. No

GHealth   **[ASK ALWAYS]**

How is your health in general?

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

DIll   **[ASK ALWAYS]**

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

Please click the (>) button for more answer options.

1. Yes
2. No

DIll2   **[ASK IF DIL1=1]**

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

Please click the (>) button for more answer options.

1. Yes – a lot
2. Yes – a little
3. No

RCare   **[ASK ALWAYS]**

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

RCareHrs   **[ASK IF RCare=1]**

Including travelling time, approximately how long do you spend caring for this person/these people in an average week?

1. 0-2 hours
2. 3-4 hours
3. 5-9 hours
4. 10-19 hours
5. 20-29 hours
6. 30 hours or more

SId   **[ASK ALL]**

Which of the following best describes how you think of yourself?

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

1. Heterosexual/ Straight
2. Gay/ Lesbian
3. Bisexual
4. Other
5. Prefer not to say

Employment Status

EIntro1   **[ASK ALWAYS]**

The final 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. I'm 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)]**

Did you do any unpaid work for a business that a relative owns?

1. Yes
2. No

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

Were you looking for any kind of paid work or a place on a government training scheme at any time in the last 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 (LOOKED = WAIT)) 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

Whynlk **[ASK IF LOOKED = NO]**

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

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

Whynsrt **[ASK IF STARTJ = NO]**

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

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

Infstud   [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?

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?

Please enter the month and year below.

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

OcOrg

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

Please click the (>) button for more answer options.

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 (specify)

OccT

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

Please enter your full job title.

OccD

What [do/did] you mainly do in your job]?
Please give as much detail as possible, and include any special qualifications and training needed to do the job.

Stat

[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?

1. Yes
2. No

EmpNo   [ASK IF STAT = 1]

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

Please click the (>) button for more answer options.

1. 1 to 24
2. 25 to 249
3. 250 to 499
4. 500 or more

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

SENo   [ASK IF SOLO = 2]

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

1. 1 to 24
2. 25 to 249
3. 250 to 499
4. 500 or more

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:

1. Full time (30+ hours a week)
2. Part time (less than 30 hours per week)

Ifpqual   **[ASK IF AGED < 70]**

Do you have any qualifications from each of the following....

Please select all that apply.

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

Edqual   **[ASK IF IFPQUAL = 1/2/3/DK/PREFER NOT TO SAY]**

Starting from the top of this list, please look down the list of qualifications and select 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

IncIntro   **[ASK ALWAYS]**

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

INCOMERP

Please select the income group which represents [your personal/you and your husband's/wife's/ partner's combined] income in the last 12 months, that is since DATE from all sources, before any deductions such as income tax or National Insurance?

Please click the (>) button for more answer options.

	WEEKLY	MONTHLY	ANNUAL
1.	A Up to £49	Up to £216	Up to £2,599
2.	B £50 up to £99	£217 up to £432	£2,600 up to £5,199
3.	C £100 up to £199	£433 up to £866	£5,200 up to £10,399
4.	D £200 up to £299	£867 up to £1,299	£10,400 up to £15,599
5.	E £300 up to £399	£1,300 up to £1,732	£15,600 up to £20,799
6.	F £400 up to £499	£1,733 up to £2,166	£20,800 up to £25,999
7.	G £500 up to £599	£2,167 up to £2,599	£26,000 up to £31,199
8.	H £600 up to £699	£2,600 up to £3,032	£31,200 up to £36,399
9.	I £700 up to £799	£3,033 up to £3,466	£36,400 up to £41,599
10.	J £800 up to £899	£3,467 up to £3,899	£41,600 up to £46,799
11.	K £900 up to £999	£3,900 up to £4,332	£46,800 up to £51,999
12.	L £1000 up to £1,449	£4,333 up to £6,249	£52,000 up to £74,999
13.	M £1,450 up to £1,929	£6,250 up to £8,349	£75,000 up to £99,999
14.	N £1,930 up to £2,879	£8,350 up to £12,499	£100,000 up to £149,999
15.	O £2,880 or more	£12,500 or more	£150,000 or more

IncomeX   [ASK IF MAR = 2 OR 3 OR LIVE = 1 OR 3**]**

Please select the income group which represents your total PERSONAL income in the last 12 months, that is since DATE, before any deductions for tax, etc. Please include income from earnings, self employment, benefits, pensions, and interest from savings.

Please click the (>) button for more answer options.

	WEEKLY	MONTHLY	ANNUAL
1.	A Up to £49	Up to £216	Up to £2,599
2.	B £50 up to £99	£217 up to £432	£2,600 up to £5,199
3.	C £100 up to £199	£433 up to £866	£5,200 up to £10,399
4.	D £200 up to £299	£867 up to £1,299	£10,400 up to £15,599
5.	E £300 up to £399	£1,300 up to £1,732	£15,600 up to £20,799
6.	F £400 up to £499	£1,733 up to £2,166	£20,800 up to £25,999
7.	G £500 up to £599	£2,167 up to £2,599	£26,000 up to £31,199
8.	H £600 up to £699	£2,600 up to £3,032	£31,200 up to £36,399
9.	I £700 up to £799	£3,033 up to £3,466	£36,400 up to £41,599
10.	J £800 up to £899	£3,467 up to £3,899	£41,600 up to £46,799
11.	K £900 up to £999	£3,900 up to £4,332	£46,800 up to £51,999
12.	L £1000 up to £1,449	£4,333 up to £6,249	£52,000 up to £74,999
13.	M £1,450 up to £1,929	£6,250 up to £8,349	£75,000 up to £99,999
14.	N £1,930 up to £2,879	£8,350 up to £12,499	£100,000 up to £149,999
15.	O £2,880 or more	£12,500 or more	£150,000 or more

FOLLOWUP   **[ASK ALWAYS]**

This survey is being carried out by Kantar Public, 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?

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

FOLLOWP2   **[ASK ALWAYS]**

If follow up research relating to this survey was being carried out for a government department would you be willing for Kantar Public 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 enter your telephone number in case we want to contact you for any follow up research.

ENTER TELEPHONE NUMBER: _____
Prefer not to give my telephone number

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 = 1)]**

Please enter your email address in case we want to contact you for any follow up research.

ENTER EMAIL ADDRESS
Prefer not to give my email address

ASK IF > 1 ADULT AGED 16+ IN HOUSEHOLD
Qflw1. Did you discuss any elements of the survey with any other household members either before or during the process of completing the survey?

1. Yes
2. No

ASK IF Q1 = Yes
Qflw2. What did you discuss with other members of your household? Please select all that apply.

1. The survey in general (e.g. what it is about, whether to complete it)
2. The broad content of the survey (e.g. what sort of issues it covers)
3. How to respond to specific questions in the survey
4. Other (please type in details of what else you discussed)

QFraud   **[ASK ALWAYS]**

The Community Life Survey is conducted on behalf of HM Government. The quality of the data is very important so please read the statement below and tick the box underneath to confirm you are ready to submit.

I confirm that all of my answers were given honestly and represent my own personal views.

TICK BOX

Appendix B: Community Life Paper Questionnaire

The Community Life Survey
2016-17

Who should complete the questionnaire?

Please make sure that the survey is completed only by a member of your household aged 16+. We estimate the questionnaire should take about 30 minutes to complete.

How do I fill out the questionnaire?

1. Most questions on the following pages can be answered by putting a cross in the box next to the answer that applies to you, like this: ☒

   Or by writing in a number like this:

1	0

2. Occasionally a question will ask you to "cross <u>all</u> that apply." Please cross as many boxes as apply to you when you see this instruction.

3. Please try to answer every question. If you cannot remember, do not know, or the question does not apply to you then please cross the relevant box where shown or leave the question blank.

4. If you change your mind about an answer you have given, completely block out the box you have crossed like this, ■ and then put a cross in your preferred box.

5. Please use black or blue ink to complete the questionnaire.

Where can you get more information?

✉ Communitylifesurvey@tns-bmrb.co.uk

☏ Survey helpline during office hours (9am-5pm): 0800 158 2952

Thank you for taking the time to complete this questionnaire.

Section 1: About you

Thank you for taking part in the Community Life Survey. In this first section, we would like to find out a little about you and your household.

By 'your household' we are referring to 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.

Q1 **How many adults aged 16 or over are currently living in your household?**

Please cross one box only ☒

1	2	3	4	5	6	7	8	9	10+
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q2 **How many children aged under 16 currently live in this household?**

Please cross one box only ☒

0	1	2	3	4	5	6	7	8	9	10+
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q3 **Are you Male or Female?**

Male ☐

Female ☐

Q4 **Can you tell me your age last birthday?**

→ **IF AGE PROVIDED GO TO Q5**

Q4a **Can you tell me which age band you are in?**

16 to 19 ☐		50 to 54 ☐
20 to 24 ☐		55 to 59 ☐
25 to 29 ☐		60 to 64 ☐
30 to 34 ☐		65 to 69 ☐
35 to 39 ☐		70 to 74 ☐
40 to 44 ☐		75 to 79 ☐
45 to 49 ☐		80 or over ☐

Q5 **Thinking about all the people living in your household, how many are older than you?**

Please cross <u>one</u> box only ☒

0	1	2	3	4	5	6	7	8	9	10+
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q6 **Are you....**

Please cross <u>one</u> box only ☒

Single, that is, never married and never registered a same-sex civil partnership ☐

Married ☐

Separated, but still legally married ☐

Divorced ☐

Widowed ☐

In a registered same-sex civil partnership ☐

Separated, but still legally in a same-sex civil partnership ☐

Formerly in a same sex civil partnership which is now legally dissolved ☐

Surviving partner from a same-sex civil partnership ☐

Section 2: About your employment

Q7   **Did you do any paid work in the last 7 days, either as an employee or as self-employed?**

Yes   ☐

No   ☐   → **GO TO Q9**

Q8   **Are you working as an employee or are you self-employed?**

Employee   ☐

Self-employed   ☐

Section 3: Using the internet

The next few questions relate to using the internet.

Q9   **In what ways do you use the internet, if at all?**

For work only   ☐

For personal reasons only   ☐

For both   ☐

Not at all   ☐ → **GO TO Q11**

Q10   **How often do you access the internet?**

Please cross <u>one</u> box only ☒

More than once a day	☐
Once a day	☐
2-3 times per week	☐
About once a week	☐
About once a fortnight	☐
About once a month	☐
About once every 2-3 months	☐
About once every six months	☐
Less often	☐

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Section 4: Identity and Social Networks

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The next few questions are about how often you personally contact your family members and friends. Please do not include any people who you live with.

Q11   **How often do you...**

Please cross <u>one</u> box only for each question ☒

	More than once a day	Once a day	2-3 times per week	About once a week	About once a fortnight	About once a month	Less often than once a month	Never
Meet up in person with family members or friends?	☐	☐	☐	☐	☐	☐	☐	☐
Speak on the phone or video or audio call via the internet with family members or friends?	☐	☐	☐	☐	☐	☐	☐	☐
Email or write to family members or friends?	☐	☐	☐	☐	☐	☐	☐	☐
Exchange text messages or instant messages with family members or friends?	☐	☐	☐	☐	☐	☐	☐	☐

Q12 **How much do you agree or disagree with the following statements...**

Please cross one box only for each statement ☒

	Definitely agree	Tend to agree	Tend to disagree	Definitely disagree
If I needed help, there are people who would be there for me	☐	☐	☐	☐
If I wanted company or to socialise, there are people I can call on	☐	☐	☐	☐

Section 5: About your community

Q13 **How strongly do you feel you belong to your immediate neighbourhood?**

Please cross one box only ☒

Very strongly ☐

Fairly strongly ☐

Not very strongly ☐

Not at all strongly ☐

Q14 **Roughly how many years have you lived in your current neighbourhood?**

Q15 **How often do you chat to any of your neighbours, more than just to say hello?**

Please cross one box only ☒

On most days ☐

Once or twice a week ☐

Once or twice a month ☐

Less than once a month ☐

Never ☐

Q16 **How comfortable would you be asking a neighbour to keep a set of keys to your home for emergencies, for example if you were locked out?**

Please cross one box only ☒

Very comfortable	☐
Fairly comfortable	☐
Fairly uncomfortable	☐
Very uncomfortable	☐

Q17 **If you were ill and at home on your own, and needed someone to collect a few shopping essentials, how comfortable would you feel asking a neighbour to do this for you?**

Please cross one box only ☒

Very comfortable	☐
Fairly comfortable	☐
Fairly uncomfortable	☐
Very uncomfortable	☐

Q18 **To what extent would you agree or disagree that people in your neighbourhood pull together to improve the neighbourhood?**

Please cross one box only ☒

Definitely agree	☐
Tend to agree	☐
Tend to disagree	☐
Definitely disagree	☐

Q19 **Thinking about the people who live in this neighbourhood, to what extent do you believe they can be trusted?**

Please cross one box only ☒

Many of the people can be trusted	☐
Some of the people can be trusted	☐
A **few** of the people can be trusted	☐
None of the people can be trusted	☐

Q19a **Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people?**

Please cross <u>one</u> box only ☒

Most people can be trusted	☐
Can't be too careful in dealing with people	☐
Depends	☐

> **The next few questions refer to your wider local area. Please think of the area within 15-20 minutes walking distance from your home.**

Q20 **Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

Please cross <u>one</u> box only ☒

Very satisfied	☐
Fairly satisfied	☐
Neither satisfied nor dissatisfied	☐
Fairly dissatisfied	☐
Very dissatisfied	☐

Q21 **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 cross <u>one</u> box only ☒

Definitely agree	☐
Tend to agree	☐
Tend to disagree	☐
Definitely disagree	☐

Q22   **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?**

Please cross one box only ☒

The area has got better	☐
The area has got worse	☐
The area has not changed much	☐
N/A - Have lived here less than 2 years	☐

Q23   **Generally, how satisfied are you with the local services and amenities in your local area?**

Please cross one box only ☒

Very satisfied	☐
Fairly satisfied	☐
Neither satisfied nor dissatisfied	☐
Fairly dissatisfied	☐
Very dissatisfied	☐

Section 6: Influencing political decisions and local affairs

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

Q24   **In the last 12 months, have you done any of the following?**

Please cross all that apply ☒

Contacted a local official such as a local councillor, MP, government official, mayor, or public official working for the local council or Greater London Assembly (Please do not include any contact for personal reasons e.g. housing repairs or contact through work)	☐
Attended a public meeting or rally, taken part in a public demonstration or protest	☐
Signed a paper petition or an online/e-petition	☐
None of the above	☐

Q25   **In the last 12 months, have you done any of the following?**

Please cross <u>all</u> that apply ☒

Taken part in a consultation about local services or problems in your local area through completing a paper or online questionnaire   ☐

Taken part in a consultation about local services or problems in your local area through attending a public meeting   ☐

Taken part in a consultation about local services or problems in your local area through being involved in a face-to-face or online group   ☐

None of these   ☐

Now thinking about whether you can influence decisions.

Q26   **Do you agree or disagree that you personally can influence decisions affecting your local area?**

Please cross <u>one</u> box only ☒

Definitely agree   ☐

Tend to agree   ☐

Tend to disagree   ☐

Definitely disagree   ☐

Q27   **How important is it for you personally to feel that you can influence decisions in your local area?**

Please cross <u>one</u> box only ☒

Very important   ☐

Quite important   ☐

Not very important   ☐

Not at all important   ☐

Section 7: Volunteering

In this section please think about any **groups, clubs or organisations** that you've been involved with during the last 12 months.

Q28 **Which, if any, of the following types of groups, clubs or organisations have you 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 or anything that was a requirement of your job.

Please cross <u>all</u> that apply ☒

Children's education/schools (e.g. Parent teacher Associations Education pressure group, Pre-school play group, School governor, Going to or helping at fairs/fetes, Helping in school, Running pupils' clubs, Mentoring, Fund-raising) ☐

Youth/children's activities (outside school) (e.g. National Citizen Service, Youth clubs, Sports clubs, Hobby or cultural groups for children etc.) ☐

Education for adults (e.g. Evening classes or daytime classes - attending or teaching, Mentoring, Cultural groups, Students Union, College governor, Education pressure group etc.) ☐

Sport/exercise (taking part, coaching or going to watch) (e.g. Any sports clubs or groups e.g. football, swimming, fishing, golf, keep-fit, riding, hiking etc, Supporter clubs) ☐

Religion (e.g. Attending a place of worship (church, chapel, mosque, temple, synagogue etc.) to worship, to help out, to receive religious teaching etc., Attending faith-based groups, Saturday/Sunday School) ☐

Politics (e.g. Membership of, or involvement with, political groups, Serving as local councillor) ☐

The elderly (e.g. Involved with organisations e.g. Age UK etc., Pensioner's clubs, Local groups for visiting, transporting or representing the elderly) ☐

Health, Disability and Social welfare (e.g. medical research charities, hospital visiting etc., Disability groups e.g. MENCAP, Social welfare e.g. Oxfam, NSPCC, Samaritans , Citizens Advice Bureau or Volunteer Bureau, Offering respite care, Self-help groups e.g. Alcoholics Anonymous, Gingerbread, Weightwatchers etc.) ☐

Safety, First Aid (e.g. St. Johns Ambulance, Life Saving, RNLI, Mountain Rescue, Helping after a disaster etc.) ☐

The environment, animals (e.g. National organisations e.g. Greenpeace, National Trust, RSPCA etc., Local conservation groups, Preservation societies) ☐

Justice and Human Rights (e.g. Special Constable, Magistrate, legal advice centre, Victim Support, Prison visiting or aftercare, Justice and peace groups, Community or race relations, Gay & lesbian groups, National organisations e.g. Amnesty International, Liberty, Stonewall etc.) ☐

Local community or neighbourhood groups (e.g. Tenants' / Residents' Association; Neighbourhood Watch; community group; local pressure group; token/voucher scheme etc.) ☐

Citizens' Groups (e.g. Rotary Club, Lion's Club, Women's Institute (WI), Freemasons etc.) ☐

Hobbies, Recreation/Arts/Social clubs (e. g. Clubs or groups for the Arts - theatres, museums, amateur dramatics, orchestras etc., Hobby or cultural groups - e.g. wine club, computer games, local history etc., Social club, Pub quiz team, Working Men's Club) ☐

Trade union activity (e. g. Membership of, or involvement with, trade union.) ☐

Other ☐

None of these ☐ → **GO TO Q32**

Q29 **In the last 12 months, have you given unpaid help to the groups, clubs or organisations you've just selected in any of the following ways?**

Please cross all that apply ⊠

Raising or handling money/taking part in sponsored events	☐
Leading a group/member of a committee	☐
Getting other people involved	☐
Organising or helping to run an activity or event	☐
Visiting people	☐
Befriending or mentoring people	☐
Giving advice/information/counselling	☐
Secretarial, admin or clerical work	☐
Providing transport/driving	☐
Representing	☐
Campaigning	☐
Other practical help (eg helping out at school, shopping)	☐
Any other help	☐
None of the above	☐→ **GO TO Q32**

Q30 **Over the last 12 months, how often have you done something to help any of these groups, clubs or organisations?**

Please cross one box only ⊠

At least once a week	☐
Less than once a week but at least once a month	☐
Less often than once a month	☐

Q31 **People give unpaid 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 following reasons?**

Please cross the reasons that were most important to you ☒. You can choose up to five reasons.

I wanted to improve things/help people	☐
I wanted to meet people/make friends	☐
The cause was really important to me	☐
My friends/family did it	☐
It was connected with the needs of my family/friends	☐
I felt there was a need in my community	☐
I thought it would give me a chance to learn new skills	☐
I thought it would give me a chance to use my existing skills	☐ → **GO TO Q33**
It helps me get on in my career	☐
It's part of my religious belief to help people	☐
It's part of my philosophy of life to help people	☐
It gave me a chance to get a recognised qualification	☐
I had spare time to do it	☐
I felt there was no one else to do it	☐
None of these	☐

Q32 The following list contains 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?

Please cross all that apply ☒

I have work commitments ☐

I have to look after children/the home ☐

I have to look after someone who is elderly or ill ☐

I have to study ☐

I do other things with my spare time ☐

I'm not the right age ☐

I don't know any groups that need help ☐

I haven't heard about opportunities to give help ☐

I'm new to the area ☐

I have never thought about it ☐

I have an illness or disability that I feel prevents me from getting involved ☐

It is not my responsibility ☐

Other: Please cross the box and write in below ☐

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┌─────────────────────────────────────────────────┐
│                                                 │
│                                                 │
│                                                 │
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> The next few questions are 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.**

Q33   **In the last 12 months, have you done any of these things, unpaid, for someone who was not a relative?**

Please cross all that apply ☒

Keeping in touch with someone who has difficulty getting out and about (visiting in person, telephoning or emailing)	☐
Doing shopping, collecting pension or paying bills	☐
Cooking, cleaning, laundry, gardening or other routine household jobs	☐
Decorating, or doing any kind of home or car repairs	☐
Babysitting or caring for children	☐
Sitting with or providing personal care (e.g. washing, dressing) for someone who is sick or frail	☐
Looking after a property or a pet for someone who is away	☐
Giving advice	☐
Writing letters or filling in forms	☐
Representing someone (for example talking to a council department or to a doctor)	☐
Transporting or escorting someone (for example to a hospital or on an outing)	☐
Anything else	☐
No help given in last 12 months	☐ **→ GO TO Q35**

Q34   **Over the past 12 months, about how often have you done any of the things you mentioned at the previous question?**

Please cross one box only ☒

At least once a week	☐
Less than once a week but at least once a month	☐
Less often than once a month	☐

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

Q35   **In the past 4 weeks, have you given any money to charity in any of the following ways shown below or through any other method? Please exclude donating goods or prizes.**

Please cross <u>all</u> that apply ☒

Donations

Money to collecting tins (e.g. door-to-door, in the street, in a pub, at work, on a shop counter, etc) ☐

Collection at church, mosque or other place of worship ☐

Collections using a charity envelope/cheque in the post ☐

Covenant or debit from salary, payroll giving ☐

Donation – via direct debit, standing order ☐

Giving to people begging on the street ☐

Donation – in person or on phone (excluding online or via text message) ☐

Donation – online/via website ☐

Donation – by text message ☐

Donation – via an ATM/cash machine ☐

Purchases/fundraising

Buying raffle tickets (NOT national or health lottery) ☐

Buying goods from a charity shop, catalogue or online ☐

Making a purchase where the price includes a charitable donation/or where you can add a charitable donation to the purchase ☐

Buying tickets or spending money at fundraising events (e.g. charity dinners, fetes, jumble sales) ☐

Sponsorship

Sponsorship (not online) ☐

Sponsorship (online) ☐

Other

Other method of giving (excluding donating goods or prizes). Please cross the box and write in below: ☐

Did not give to charity ☐ **→ GO TO Q37**

Q36   **About how much in total have you given to charity in the last 4 weeks? Please exclude buying goods.**

£ [| | |] . [|] p

Don't know ☐

Q37   **The following list contains 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?**

Please cross <u>all</u> that apply ☒

Having more information about the different charities or organisations that I could support ☐

Knowing that my money is going to be spent locally ☐

Receiving letter/ email of thanks from the charity or organisation ☐

Receiving information from the charity or organisation explaining what has been done with my donation ☐

Being asked by the charity or organisation to increase my donation ☐

Confidence that the charity or organisation uses the money efficiently ☐

Being able to give money by tax efficient methods ☐

More generous tax relief ☐

Being asked by a friend or family member ☐

If I had more money ☐

If payroll giving became available to me ☐

If the charity helped me or someone close to me ☐

None of these ☐

Section 8: Activities in your local community

Now moving onto some questions about activities in your local community.

Q38 **In the last 12 months have you done any of things listed below? Please include any activities you have already mentioned. Please do not include any activities related to your job.**

Please cross all that apply ☒

Been a local councillor (for local authority, town or parish) ☐

Been a school governor ☐

Been a volunteer Special Constable ☐

Been a magistrate ☐

None of the above ☐

Q39 **And again in the last 12 months have you been a member of any of the following groups? Please include online groups and any activities you have already mentioned. Please do not include any activities related to your job.**

Please cross all that apply ☒

A group making decisions on local health services ☐

A decision making group set up to regenerate the local area ☐

A decision making group set up to tackle local crime problems ☐

A tenants' group decision making committee ☐

A group making decisions on local education services ☐

A group making decisions on local services for young people ☐

Another group making decisions on services in the local community ☐

None of these ☐

Section 9: Social Action

Now some questions about getting involved in your local area.

Q40   **To what extent do you agree or disagree with the following statement?**

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

Please cross one box only ☒

Definitely agree	☐
Tend to agree	☐
Neither agree nor disagree	☐
Tend to disagree	☐
Definitely disagree	☐

Q41   **Have you personally been involved in helping out with any of the following types of activity in your local area in the last 12 months? Please only include unpaid involvement. Do not select any activities where you only signed a petition but took no action.**

Please cross all that apply ☒

Trying to set up a new service or amenity to help local residents	☐
Trying to stop the closure of a local service or amenity	☐
Trying to stop something happening in my local area	☐
Running local services on a voluntary basis (e.g. childcare, youth services, parks and community centres)	☐
Organising a community event such as a street party	☐
Another issue affecting my local area	☐
None of these	☐ → **GO TO Q43**

Q42   **On how many occasions in the last 12 months have you spent time helping with any of these types of activity?**

Please cross one box only ☒

On one occasion only	☐
On two or three occasions	☐
On four or five occasions	☐
More frequently	☐

Section 10: Wellbeing

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

Q43 **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 cross one box only ☒

Not at all satisfied										Completely satisfied	Prefer not to say
0	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q44 **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 cross one box only ☒

Not at all happy										Completely happy	Prefer not to say
0	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q45 **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 cross one box only ☒

Not at all anxious										Completely anxious	Prefer not to say
0	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q46 **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 cross one box only ☒

Not at all worthwhile										Completely worthwhile	Prefer not to say
0	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Q47 **How often do you feel lonely?**

Please cross one box only ☒

Often/always ☐

Some of the time ☐

Occasionally ☐

Hardly ever ☐

Never ☐

Prefer not to say ☐

Section 11: About you – Part two

Q48 **In which of these ways do you occupy your accommodation?**

Please cross one box only ☒

Own it outright ☐

Buying it with the help of a mortgage/ loan ☐

Part own and part rent (shared ownership) ☐

Rent it (includes those who are on Housing Benefit or Local Housing Allowance) ☐

Live here rent-free (including rent-free in relative's /friend's property- but excluding squatters) ☐

Occupy it in some other way: Please cross the box and write in below: ☐

Q49 **Which one of the following best describes your ethnic group or background?**

Please cross <u>one</u> box only ☒

WHITE		**MIXED**	
English/Welsh/Scottish/Northern Irish/British	☐	White and Black Caribbean	☐
Irish	☐	White and Black Africa	☐
Gypsy or Irish Traveller	☐	White and Asian	☐
Any other White background	☐	Any other mixed/multiple ethnic background	☐
ASIAN OR ASIAN BRITISH		**BLACK OR BLACK BRITISH**	
Indian	☐	African	☐
Pakistani	☐	Caribbean	☐
Bangladeshi	☐	Any other Black/African/Caribbean background	☐
Chinese	☐		
Any other Asian background	☐	**OTHER ETHNIC GROUP**	
		Arab	☐
		Any other ethnic group	☐

Q50 **What is your religion even if you are not currently practising?**

Please cross <u>one</u> box only ☒

No religion	☐
Christian	☐
Buddhist	☐
Hindu	☐
Jewish	☐
Muslim	☐
Sikh	☐
Any other religion	☐

Q51 **Starting from the top of this list, please look down the list of qualifications and select the first one you come to that you have passed.**

Please cross <u>one</u> box only ☒

Higher degree/postgraduate qualifications ☐

First degree (including BEd) Postgraduate Diplomas/ Certificates (including PGCE) Professional qualifications at Degree level (eg chartered accountant/ surveyor) NVQ/SVQ Level 4 or 5 ☐

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 ☐

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 ☐

Trade Apprenticeships ☐

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 ☐

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 ☐

Other qualifications including overseas ☐

No qualifications ☐

Q52 **As a thank you for returning a completed version of this questionnaire, a £10 shopping voucher will be posted to your address within 5 working days.**

In order for us to address the voucher to you personally, please enter your full name in the box below.

ENTER FULL NAME:

Section 12: Future research

Q53   **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 for us to re-contact you? This would involve TNS BMRB using your name and contact details supplied to re-contact you.**

You can be assured that your name will never be passed to anyone outside our organisation without your permission.

Yes – willing to be re-contacted   ☐

No – not willing to be re-contacted   ☐

Q54   **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.

Yes – willing for details to be passed on   ☐

No – not willing for details to be passed on   ☐

If you are happy to take part in follow up research please answer Q55.

Q55   **Please enter your telephone number so that we can contact you for any follow up research.**

ENTER TELEPHONE NUMBER:

Thank you for completing the questionnaire.

Please return it to us in the envelope provided by Friday 30th September 2016.

HM Government

The Community Life Survey
2016-17

Who should complete the questionnaire?

Up to four people in your household can complete the questionnaire as long as they are all aged 16 or over.

How do I fill in the questionnaire?

1. Most questions can be answered by putting a cross in the box next to the answer that applies to you, like this: ☒

   Or by writing in a number like this: | 1 | 0 |

2. Some questions will ask you to **"cross all that apply."** Please cross as many boxes that apply to you when you see this instruction.

3. Please try to answer every question. If you cannot remember, do not know, or the question does not apply to you then please cross the relevant box where shown or leave the question blank.

4. If you change your mind about an answer you have given, completely block out the box you have crossed like this, ■ and then put a cross in your preferred box.

5. Please use black or blue ink to complete the questionnaire.

Where can I get more information?

⊠@ : communitylifesurvey@kantarpublic.com

☎ : 0800 158 2952 (9am-5pm)

KANTAR PUBLIC=

The Community Life Survey
2016-17

Section 1: About you

Thank you for choosing to take part in the Community Life Survey. In this first section, we would like to find out a little about you and your household.
By 'your household' we mean the group of people (not necessarily related) living at your address who share cooking facilities with you and also share a living room or sitting room or dining area.

Q1 Including you, how many adults aged 16 or over are currently living in your household?
➲ Please cross one box only ☒

☐ 1   ☐ 6

☐ 2   ☐ 7

☐ 3   ☐ 8

☐ 4   ☐ 9

☐ 5   ☐ 10+

Q2 How many children aged under 16 currently live in your household?
➲ Please cross one box only ☒

☐ 0   ☐ 6

☐ 1   ☐ 7

☐ 2   ☐ 8

☐ 3   ☐ 9

☐ 4   ☐ 10+

☐ 5

Q3 Are you male or female?

☐ Male

☐ Female

Q4 What was your age last birthday?

[|]   ➲ If age provided go to Q5

Q4a Which age band are you in?

☐ 16 to 19   ☐ 50 to 54

☐ 20 to 24   ☐ 55 to 59

☐ 25 to 29   ☐ 60 to 64

☐ 30 to 34   ☐ 65 to 69

☐ 35 to 39   ☐ 70 to 74

☐ 40 to 44   ☐ 75 to 79

☐ 45 to 49   ☐ 80 or over

Q5 Thinking about all the people living in your household, how many are older than you?
➲ Please cross one box only ☒

☐ 0   ☐ 6

☐ 1   ☐ 7

☐ 2   ☐ 8

☐ 3   ☐ 9

☐ 4   ☐ 10+

☐ 5

Q6 **What is your marital status?**
➲ **Please cross one box only** ⊠

☐ Single, that is, never married and never registered a same-sex civil partnership

☐ Married

☐ Separated, but still legally married

☐ Divorced

☐ Widowed

☐ In a registered same-sex civil partnership

☐ Separated, but still legally in a same-sex civil partnership

☐ Formerly in a same sex civil partnership which is now legally dissolved

☐ Surviving partner from a same-sex civil partnership

Section 2: About your employment

Q7 **Did you do any paid work in the last 7 days, either as an employee or as self-employed?**

☐ Yes

☐ No ➲ **Go to Q9**

Q8 **Are you working as an employee or are you self-employed?**

☐ Employee

☐ Self-employed

Section 3: Using the internet
The following questions are about using the internet.

Q9 **In what ways do you use the internet, if at all?**

☐ For work only

☐ For personal reasons only

☐ For both

☐ Not at all ➲ **Go to Q11**

Q10 **How often do you access the internet?**
Please include internet access from any device, including mobile/tablet only internet access. This can be for any purpose ranging from checking your emails to online shopping.
➲ **Please cross one box only** ⊠

☐ More than once a day

☐ Once a day

☐ 2-3 times per week

☐ About once a week

☐ About once a fortnight

☐ About once a month

☐ About once every 2-3 months

☐ About once every six months

☐ Less often

Section 4: Identity and Social Networks

The next few questions are about how often you personally contact your family members and friends. Please do not include any people you live with.

Q11 On average, how often do you…?

➲ **Please cross one box only for each statement ⊠**

	More than once a day	Once a day	2-3 times per week	About once a week	About once a fortnight	About once a month	Less often than once a month	Never
Meet up in person with family members or friends	☐	☐	☐	☐	☐	☐	☐	☐
Speak on the phone or video or audio call via the internet with family members or friends	☐	☐	☐	☐	☐	☐	☐	☐
Email or write to family members or friends	☐	☐	☐	☐	☐	☐	☐	☐
Exchange text messages or instant messages with family members or friends	☐	☐	☐	☐	☐	☐	☐	☐

Q12 How much do you agree or disagree with the following statements?

➲ **Please cross one box only for each statement ⊠**

	Definitely agree	Tend to agree	Tend to disagree	Definitely disagree
If I needed help, there are people who would be there for me	☐	☐	☐	☐
If I wanted company or to socialise, there are people I can call on	☐	☐	☐	☐

The Community Life Survey
2016-17

Section 5: Your community

The next questions are about your neighbourhood. Please think of the area within a few minutes walking distance from your home.

Q13 How strongly do you feel you belong to your immediate neighbourhood?
➲ **Please cross one box only** ☒

☐ Very strongly

☐ Fairly strongly

☐ Not very strongly

☐ Not at all strongly

Q14 Roughly how many years have you lived in your current neighbourhood?

☐☐

Q15 How often do you chat to your neighbours, more than just to say hello?
➲ **Please cross one box only** ☒

☐ On most days

☐ Once or twice a week

☐ Once or twice a month

☐ Less than once a month

☐ Never

Q16 How strongly do you agree or disagree with the following statement?
Generally, I borrow things and exchange favours with my neighbours.
➲ **Please cross one box only** ☒

☐ Definitely agree

☐ Tend to agree

☐ Tend to disagree

☐ Definitely disagree

Q17 How comfortable would you be asking a neighbour to keep a set of keys to your home for emergencies, for example if you were locked out?
➲ **Please cross one box only** ☒

☐ Very comfortable

☐ Fairly comfortable

☐ Fairly uncomfortable

☐ Very uncomfortable

Q18 If you were ill and at home on your own, and needed someone to collect a few shopping essentials, how comfortable would you feel asking a neighbour to do this for you?
➲ **Please cross one box only** ☒

☐ Very comfortable

☐ Fairly comfortable

☐ Fairly uncomfortable

☐ Very uncomfortable

The Community Life Survey
2016-17

Q19 To what extent would you agree or disagree that people in your neighbourhood pull together to improve the neighbourhood?
➲ **Please cross <u>one</u> box only** ☒

☐ Definitely agree

☐ Tend to agree

☐ Tend to disagree

☐ Definitely disagree

Q20 Thinking about the people who live in this neighbourhood, to what extent do you believe they can be trusted?
➲ **Please cross <u>one</u> box only** ☒

☐ **Many** of the people can be trusted

☐ **Some** of the people can be trusted

☐ A **few** of the people can be trusted

☐ **None** of the people can be trusted

Q21 Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people?
➲ **Please cross <u>one</u> box only** ☒

☐ Most people can be trusted

☐ Can't be too careful in dealing with people

☐ It depends

Section 6: Your local area
The next questions refer to your wider local area. Please think of the area within 15-20 minutes walking distance from your home.

Q22 Overall, how satisfied or dissatisfied are you with your local area as a place to live?
➲ **Please cross <u>one</u> box only** ☒

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

Q23 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
➲ **Please cross <u>one</u> box only** ☒

☐ Definitely agree

☐ Tend to agree

☐ Tend to disagree

☐ Definitely disagree

Q24 **Do you think that over the past two years this area has…?**
➲ **Please cross <u>one</u> box only** ☒

☐ Got better to live in

☐ Got worse to live in

☐ Not changed much (hasn't got better or worse)

☐ Have not lived here long enough to say

Q25 **Generally, how satisfied are you with the local services and amenities in your local area?**
➲ **Please cross <u>one</u> box only** ☒

☐ Very satisfied

☐ Fairly satisfied

☐ Neither satisfied nor dissatisfied

☐ Fairly dissatisfied

☐ Very dissatisfied

Section 7: Influencing political decisions and local affairs

The next questions are about influencing political decisions and local affairs.

Q26 **In the last 12 months, have you…?**
➲ **Please cross <u>all</u> that apply** ☒

☐ Contacted a local official such as a local councillor, MP, government official, mayor, or public official working for the local council (Please do not include any contact for personal reasons e.g. housing repairs or contact through work)

☐ Attended a public meeting or rally, taken part in a public demonstration or protest

☐ Signed a paper petition or an online/ e-petition

☐ None of these

Q27 **In the last 12 months, have you taken part in a consultation about local services or problems in your local area through any of these ways?**
➲ **Please cross <u>all</u> that apply** ☒

☐ Completing a paper or online questionnaire

☐ Attending a public meeting

☐ Being involved in a face-to-face or online group

☐ None of these

The Community Life Survey
2016-17

Section 8: Activities in your local community

The following questions are about activities in your local community.

Q28 In the last 12 months have you done any of these things?

Please include any activities you have already mentioned, but not any related to your job.

➲ **Please cross all that apply** ☒

☐ Been a local councillor
(for local authority, town or parish)

☐ Been a school governor

☐ Been a volunteer Special Constable

☐ Been a magistrate

☐ None of these

Q29 And again in the last 12 months, have you been a member of any of the following decision making groups in your local area?

Please include online groups and any activities you have already mentioned but not any related to your job.

➲ **Please cross all that apply** ☒

☐ A group making decisions on local
health services

☐ A decision making group set up to
regenerate the local area

☐ A decision making group set up to
tackle local crime problems

☐ A tenants' group decision making committee

☐ A group making decisions on local
education services

☐ A group making decisions on local
services for young people

☐ Another group making decisions on
services in the local community

☐ None of these

Q30 To what extent do you agree or disagree that you personally can influence decisions affecting your local area?

➲ **Please cross one box only** ☒

☐ Definitely agree

☐ Tend to agree

☐ Tend to disagree

☐ Definitely disagree

Q31 How important is it for you personally to feel that you can influence decisions in your local area?

➲ **Please cross one box only** ☒

☐ Very important

☐ Quite important

☐ Not very important

☐ Not at all important

Section 9: Volunteering
The next questions are about your involvement with groups, clubs or organsations.

Q32 **Have you been involved with any of the following groups, clubs or organisations during the last 12 months?**

Please don't put a cross in the box if you have only given money or done something that was part of your job or organised through your employer.

➲ **Please cross all that apply**

☐ **Children's education/schools** (e.g. Parent teacher Associations, School governor, Supporting fairs and fundraising, Helping in school, Running pupils' clubs)

☐ **Youth/children's activities (outside school)** (e.g. Youth clubs, Sports clubs, Hobby or cultural groups for children)

☐ **Education for adults** (e.g. Attending or teaching classes, Mentoring, Cultural groups, Students Union, College governor)

☐ **Sport/exercise (taking part, coaching or going to watch)** (e.g. Sports clubs or groups (e.g. football, swimming, fishing, golf, keep-fit, hiking), Supporter clubs)

☐ **Religion** (e.g. Attending a place of worship (church, chapel, mosque, temple, synagogue), Attending faith-based groups, Saturday/Sunday School)

☐ **Politics** (e.g. Membership of, or involvement with, political groups, Serving as local councillor)

☐ **Older people** (e.g. Involved with groups, clubs or organisations for older people (e.g. Age UK, Pensioner's clubs), Visiting, transporting or representing older people)

☐ **Health, Disability and Social welfare** (e.g. Medical research charities, Hospital visiting, Disability groups, Social welfare (e.g. Oxfam, NSPCC, Samaritans, Citizens Advice Bureau), Offering respite care, Self-help groups (e.g. Alcoholics Anonymous))

☐ **Safety, First Aid** (e.g. Red Cross, St. Johns Ambulance, Life Saving, RNLI, Mountain Rescue, Helping after a disaster)

☐ **The environment, animals** (e.g. National organisations (e.g. Greenpeace, National Trust, RSPCA), Local conservation groups, Preservation societies)

☐ **Justice and Human Rights** (e.g. Special Constable, Magistrate, Legal advice centre, Victim Support, Prison visiting or aftercare, Justice and peace groups, Community or race relations, LGBT groups, National organisations (e.g. Amnesty International)

☐ **Local community or neighbourhood groups** (e.g. Tenants' / Residents' Association, Neighbourhood Watch, community group, local pressure group)

☐ **Citizens' Groups** (e.g. Rotary Club, Lion's Club, Women's Institute (WI), Freemasons)

☐ **Hobbies, Recreation/Arts/Social clubs** (e.g. Clubs or groups for the Arts (e.g. theatres, museums, amateur dramatics, orchestras), Hobby or cultural groups (e.g. local history club, Social club)

☐ **Trade union activity** (e.g. Membership of, or involvement with, a trade union)

☐ **Other:** Please cross the box and write in below

☐ **None of these** ➲ **Please go to Q36**

Q33 **In the last 12 months, have you given unpaid help to the groups, clubs or organisations you've just selected in any of the following ways?**
➲ **Please cross all that apply** ☒

☐ Raising or handling money/taking part in sponsored events

☐ Leading a group/member of a committee

☐ Getting other people involved

☐ Organising or helping to run an activity or event

☐ Visiting people

☐ Befriending or mentoring people

☐ Giving advice/information/counselling

☐ Secretarial, admin or clerical work

☐ Providing transport/driving

☐ Representing

☐ Campaigning

☐ Other practical help (e.g. helping out at school, shopping)

☐ Any other help

☐ None of these ➲ **Please go to Q36**

Q34 **Over the last 12 months, how often have you helped these groups, clubs or organisations?**
➲ **Please cross one box only** ☒

☐ At least once a week

☐ Less than once a week but at least once a month

☐ Less often than once a month

Q35 **Did you start helping these groups, clubs or organisations for any of the following reasons?**
➲ **Please cross all that apply**

☐ I wanted to improve things/help people

☐ I wanted to meet people/make friends

☐ The cause was really important to me

☐ My friends/family did it

☐ It was connected with the needs of my family/friends

☐ I felt there was a need in my community

☐ I thought it would give me a chance to learn new skills

☐ I thought it would give me a chance to use my existing skills

☐ It helps me get on in my career

☐ It's part of my religious belief to help people

☐ It's part of my philosophy of life to help people

☐ It gave me a chance to get a recognised qualification

☐ I had spare time to do it

☐ I felt there was no one else to do it

☐ None of these

➲ **Go to Q37**

Q36 **Which, if any, of these are reasons why you don't give unpaid help to groups, clubs or organisations?**

➲ **Please cross all that apply** ☒

☐ I have work commitments

☐ I have to look after children/the home

☐ I have to look after someone who is elderly or ill

☐ I have to study

☐ I do other things with my spare time

☐ I'm not the right age

☐ I don't know any groups that need help

☐ I haven't heard about opportunities to give help

☐ I'm new to the area

☐ I have never thought about it

☐ I have an illness or disability that I feel prevents me from getting involved

☐ It is not my responsibility

☐ Other: Please cross the box and write in below

➲ **Please go to Q37**

The Community Life Survey
2016-17

Section 10: Unpaid help to other people

The next section asks 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.

Q37 **In the last 12 months, have you done any of these things, unpaid, for someone who was not a relative?**
➲ **Please cross all that apply** ☒

☐ Keeping in touch with someone who has difficulty getting out and about (visiting in person, telephoning or emailing)

☐ Doing shopping, collecting pension or paying bills

☐ Cooking, cleaning, laundry, gardening or other routine household jobs

☐ Decorating, or doing any kind of home or car repairs

☐ Babysitting or caring for children

☐ Sitting with or providing personal care (e.g. washing, dressing) for someone who is sick or frail

☐ Looking after a property or a pet for someone who is away

☐ Giving advice

☐ Writing letters or filling in forms

☐ Representing someone (for example talking to a council department or to a doctor)

☐ Transporting or escorting someone (for example to a hospital or on an outing)

☐ Anything else

☐ No help given in last 12 months
➲ **Please go to Q39**

Q38 **Over the last 12 months, about how often have you done any of these things?**
➲ **Please cross one box only** ☒

☐ At least once a week

☐ Less than once a week but at least once a month

☐ Less often than once a month

The Community Life Survey
2016-17

Section 11: Giving to charity
Next are some questions about giving money to charity.

Q39 **In the last 4 weeks, have you given money to charity in any of the following ways?**
Please exclude donating goods or prizes.
➲ **Please cross all that apply** ☒

Donations

☐ Money to collecting tins (e.g. door-to-door, in the street, in a pub, at work, on a shop counter, etc)

☐ Collection at church, mosque or other place of worship

☐ Collections using a charity envelope/cheque in the post

☐ Covenant or debit from salary, payroll giving

☐ Donation – via direct debit, standing order

☐ Giving to people begging on the street

☐ Donation – in person or on phone (excluding online or via text message)

☐ Donation – online/via website

☐ Donation – by text message

☐ Donation – via an ATM/cash machine

Purchases/fundraising

☐ Buying raffle tickets (NOT national or health lottery)

☐ Buying goods from a charity shop, catalogue or online

☐ Making a purchase where the price includes a charitable donation/or where you can add a charitable donation to the purchase

☐ Buying tickets or spending money at fundraising events (e.g. charity dinners, fetes, jumble sales)

Sponsorship

☐ Sponsorship (not online)

☐ Sponsorship (online)

Other

☐ Other method of giving (excluding donating goods or prizes). Please cross the box and write in below:

☐ Did not give to charity ➲ **Please go to Q41**

Q40 **Approximately how much money have you given to charity in the last 4 weeks?**
Please exclude buying goods.

£ ☐☐☐☐ . ☐☐

☐ Don't know

Q41 **Would any of these things encourage you to start giving to charity or to increase the amount you currently give?**

➲ **Please cross all that apply ☒**

☐ More information about charities
I could support

☐ Knowing that my money will be spent locally

☐ Receiving letter/email of thanks from
the charity

☐ Receiving information on what has been
done with my donation

☐ Being asked to increase my donation

☐ Confidence that the money will be used
efficiently

☐ More tax efficient methods
(e.g. Gift Aid, giving via self-assessment)

☐ More generous tax relief

☐ Being asked by someone I know

☐ Having more money

☐ If payroll giving were available

☐ If the charity helped me/someone close to me

☐ None of these

➲ **Please go to Q42**

The Community Life Survey
2016-17

Section 12: Social Action
The next questions are about getting involved in your local area.

Q42 **To what extent do you agree or disagree with the following statement?**

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

⮌ **Please cross one box only** ☒

☐ Definitely agree

☐ Tend to agree

☐ Neither agree nor disagree

☐ Tend to disagree

☐ Definitely disagree

Q43 **Have you been involved in any of the following activities in the last 12 months?**

Please only include those activities that were unpaid. Please don't cross the box if you only signed a petition but took no further action.

⮌ **Please cross all that apply** ☒

☐ Trying to set up a new service or amenity to help local residents

☐ Trying to stop the closure of a local service or amenity

☐ Trying to stop something else happening in my local area

☐ Running local services on a voluntary basis (e.g. childcare, youth services, parks and community centres)

☐ Organising a community event (e.g. street party)

☐ Another local issue. Please cross the box and write in below:

☐ None of these ⮌ **Please go to Q45**

Q44 **On how many occasions in the last 12 months have you spent time helping with any of these activities?**

⮌ **Please cross one box only** ☒

☐ On one occasion only

☐ On two or three occasions

☐ On four or five occasions

☐ More frequently

Section 13: Wellbeing

The next section asks about your feelings on aspects of your life. These questions are included to help measure people's wellbeing and the information produced will not identify you or anyone in your household.

There are no right or wrong answers. For each of these questions please give an answer on a scale of 0 to ten, where 0 is 'not at all' and 10 is 'completely'.

Q45 Overall, how satisfied are you with your life nowadays?
↪ **Please cross <u>one</u> box only** ☒

Not at all satisfied   Completely satisfied

☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐
0   1   2   3   4   5   6   7   8   9   10   Prefer not to say

Q46 Overall, how happy did you feel yesterday?
↪ **Please cross <u>one</u> box only** ☒

Not at all happy   Completely happy

☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐
0   1   2   3   4   5   6   7   8   9   10   Prefer not to say

Q47 Overall, how anxious did you feel yesterday?
↪ **Please cross <u>one</u> box only** ☒

Not at all anxious   Completely anxious

☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐
0   1   2   3   4   5   6   7   8   9   10   Prefer not to say

Q48 Overall, to what extent do you feel the things you do in your life are worthwhile?
↪ **Please cross <u>one</u> box only** ☒

Not at all worthwhile   Completely worthwhile

☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐   ☐
0   1   2   3   4   5   6   7   8   9   10   Prefer not to say

Q49 How often do you feel lonely?
➲ **Please cross one box only** ☒

☐ Often/always

☐ Some of the time

☐ Occasionally

☐ Hardly ever

☐ Never

☐ Prefer not to say

Section 14: About you
The following questions are about you and your circumstances.

Q50 In which of these ways do you occupy your accommodation?
➲ **Please cross one box only** ☒

☐ Own it outright

☐ Buying it with the help of a mortgage/ loan

☐ Part own and part rent (shared ownership)

☐ Rent it (includes those who are on Housing Benefit or Local Housing Allowance)

☐ Live here rent-free (including rent-free in relative's /friend's property but excluding squatters)

☐ Occupy it in some other way: Please cross the box and write in below:

Q51 Which one of the following best describes your ethnic group or background?
↩ **Please cross one box only** ⊠

White

☐ English /Welsh /Scottish /Northern Irish /British

☐ Irish

☐ Gypsy or Irish Traveller

☐ Any other White background

Mixed

☐ White and Black Caribbean

☐ White and Black African

☐ White and Asian

☐ Any other mixed/multiple ethnic background

Asian or Asian British

☐ Indian

☐ Pakistani

☐ Bangladeshi

☐ Chinese

☐ Any other Asian background

Black or Black British

☐ African

☐ Caribbean

☐ Any other Black/African/Caribbean background

Other Ethnic Group

☐ Arab

☐ Any other ethnic group

Q52 What is your religion, even if you are not currently practising?
↩ **Please cross one box only** ⊠

☐ No religion

☐ Christian

☐ Buddhist

☐ Hindu

☐ Jewish

☐ Muslim

☐ Sikh

☐ Any other religion

The Community Life Survey
2016-17

Q53 **Starting from the top of this list, please look down the list of qualifications and select the first one you come to that you have passed.**
⮑ **Please cross one box only** ☒

☐ Higher degree/postgraduate qualifications

☐ First degree (including BEd) Postgraduate Diplomas/Certificates (including PGCE) Professional qualifications at Degree level (e.g. chartered accountant/surveyor) NVQ/SVQ Level 4 or 5

☐ 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

☐ 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

☐ Trade Apprenticeships

☐ 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

☐ 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

☐ Other qualifications including overseas

☐ No qualifications

Q54 **As a thank you for returning a completed version of this questionnaire, a £10 shopping voucher will be posted to your address within 5 working days.**

In order for us to address the voucher to you personally, please enter your full name in the box below.

Enter full name:

The Community Life Survey
2016-17

> ### Section 15: Future research

Q55 **This survey is being carried out by Kantar Public, 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 for us to re-contact you?**

This would involve Kantar Public using your name and contact details supplied to re-contact you.

You can be assured that your name will never be passed to anyone outside our organisation without your permission.

☐ Yes – willing to be re-contacted

☐ No – not willing to be re-contacted

Q56 **If follow up research relating to this survey was being carried out for a government department would you be willing for Kantar Public 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.

☐ Yes – willing for details to be passed on ↻ **Please go to Q57**

☐ No – not willing for details to be passed on

Q57 **Please enter your telephone number so that we can contact you for any follow up research.**

Enter telephone number:

Thank you for completing the questionnaire.

Please return it to us in the envelope provided by

Appendix C: List of questionnaire changes made in Q3 2016-17 Community

Variable	Change made	Why	Expected to impact data
Various questions throughout considered to be difficult to answer or sensitive	Second screen instruction shortened and implemented consistently. 'Please click the (>) button for more answer options'.	To be clearer, simpler and more consistent and reduce confusion surrounding the previous blue link at certain items	N
CivPart, CivConsult, CivAct2, PcSat, PlfHow, PlfEas	Added 'local' to 'local council'	For consistency and clarity throughout the questionnaire	N
FunHrs, IHlopOft, IHlpHrs, GGroup, Caus4w, CausLN	Changed 'past' to 'last'	For consistency throughout the questionnaire	N
Whole questionnaire	Made 'None of these' consistent across questionnaire	For consistency throughout the questionnaire	N
NUMADULTS	Added 'Including you' and amended 'aged 16+ to '16 or over'	To be clearer and unambiguous	N
NCHIL	Added 'under' 16 and 'currently' living in your household.	To be clearer	N
IntOft	Added a new instruction defining internet access	To add clarity	N
SRace, SFaith, Sage, SEduc	Added 'as me' to 'All the same as me' answer category.	To be clearer	N
FrndRel1-4	Re-formatted as a dynamic grid	To improve ease of use and functionality for SC mode	N
SBeNeigh	Added new definition of 'immediate neighbourhood' 'Please think of the area within a few minutes walking distance from your home'.	To improve understanding of immediate neighbourhood where interviewer is not present to add clarity	N – to be monitored
SFavN	'Generally' added to 'I borrow things and exchange favours with my neighbours'.	To aid participant understanding	N
BetWors2	'(hasn't got better or worse)' added to 'The area has	To add clarity	**Y**

	not changed much' and the NA category amended to 'Have not lived here long enough to say'.		
Assets2	Walking distance period lengthened to 15-20 mins for consistency and shortened answer categories	To make time period references consistent across the questionnaire and to reduce amount of wording to be read/participant burden	**Y**
CivPart	Shortened answer category by removing 'or Greater London Assembly'.	To reduce wording	N
CivConsult	Removed 'consultation' wording from each individual answer category and placed in main question stem	To remove repetition, reduce amount of wording to be read/participant burden	**Y**
PaffLoc	Added 'to what extent' to beginning of question	For consistency and ease of reading	N
FGroup	Reduced example wording throughout categories and improved instruction re ESV	To reduce amount of wording to be read/participant burden and to make instruction clearer	N
FGroup_Oth	Reworded question	To improve understanding	N
VolBen	Amended to 'select all that apply' rather than 'choose up to 5'	For consistency across the questionnaire; this is the only place participants were required to perform this task	**Y**
GEmpVol2	Added reference to 'money'	To aid clarity, that the question only refers to money rather than other types of giving	**Y**
GOften	Amended to 'giving this kind of help' rather than 'doing this kind of thing'	For consistency across the questionnaire	**Y**
BVLon	Added reference to month and year (5 years ago)	To help aid recall, no interviewer to help	N
BVHelp	Deleted 'or not'	To improve understanding, reduce confusion	N
GivAmt	Added 'money'	To better link to GGroup and for consistency	N
CausLN	Removed lengthy question text and incorporated into answer categories	To reduce amount of wording to be read/participant burden	N
TEUse2	Shortened wording and answer categories	To reduce amount of unnecessary text to be read/participant burden	N
LocInvNew2	Amended instruction, minor changes to question text	For clarity and to reduce amount of text to be read/participant burden	N
LocAct, LocOft, LocHow,	Added text filled list to follow ups from LocInvNew2	For clarity, to aid recall without the help of an	N

LocMot2		interviewer	
LocMot2	Shortened wording and answer categories	To reduce amount of unnecessary text to be read/participant burden	N
LocWant, LocBarr1	Added text filled list to follow ups from LocPeopNew	For clarity, to aid recall without the help of an interviewer	N
Wellintro	New sentence in instruction on rationale for inclusion	To add clarity and a reason for inclusion	N
WellB1-4	Reduced text at each question	To remove repetition, reduce amount of wording to be read/participant burden	N
SGood	Amended third and fourth answer categories from 'Below average' and 'Poor' to 'Not very good' and 'Not at all good'	To add clarity and for consistency across questions and instrument	**Y**
IncomeRP, IncomeX	Added specific date 12 months ago	To aid recall without the help of an interviewer	N

Appendix D: Advance Online Letter, Reminder Online Letters and Paper Letter

1 Horse Guards Road,
London, SW1A 2HQ

The Resident(s)
Street name
Town
County/Country
Postcode

00 Month 20XX

The Community Life Survey
Have your say

Dear Sir/Madam,

This is an invitation for up to four adults in your household to take part in the Community Life Survey, an official Government study that allows your views to be heard on a range of issues affecting your neighbourhood.

Up to four people in your household aged 16 or over can take part in the survey. To fill in the questionnaire **online** please go to **www.commlife.co.uk** and log in using the reference number and password details provided below. Each set of login details can only be used once, so each participant will need to log in using a different reference number and password.

Person 1	Person 2	Person 3	Person 4
Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX

The closing date for the survey is **[DATE]**.

The survey can be completed in any location with internet access and on a desktop computer, laptop or tablet. Please do not attempt to complete the survey on a mobile phone. If you, or anyone in your household, are unable to complete the survey online and require a postal version of the questionnaire please use the contact details in the box below.

Each person who completes the survey will receive a £10 shopping voucher to thank them for their time.

Thank you in advance for your help.

Yours faithfully,

Katie Green
Social Researcher
HM Government

This study is being carried out on behalf of the Government by Kantar Public, an independent social research organisation. If you would like to talk to someone about the study or if you require a postal version of the questionnaire, please contact Kantar Public between 9am-5pm on Monday to Friday, via the email address or information line below.

✉ Communitylifesurvey@kantarpublic.com   ☏ Information line: 0800 158 2952

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 was selected at random from a list of private addresses held by the Royal Mail.

Who is conducting the survey?
The survey is being conducted on behalf of HM Government by **Kantar Public**, an independent research agency.

More information about the survey is available online at **https://www.gov.uk/government/collections/community-life-survey**

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 or household 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.

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.

What do you need to do?
Up to four people aged 16 or over in your household simply need to go to **www.commlife.co.uk**, enter one of the reference numbers and associated password provided and complete the questionnaire by the date shown on the front of the letter. If more than one person in the household is completing the survey, please make sure each person uses different login details to access the survey. The survey is available to up to four adults at your address to ensure we hear from a variety of people across a range of households. If you would like to take part but are unable to complete the survey online please contact the Kantar Public Information Line and a paper version of the questionnaire will be sent to you. The paper questionnaire will be posted along with a pre-paid envelope to allow you to post it back to us at no extra cost.

How do I collect the voucher?
Once you have completed the survey you will be directed to the Perks website where you can use the survey login details to sign in and choose from a range of different £10 shopping vouchers.

How will the information be used?
Information from this survey will help 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.

HM Government

The Resident(s)
Street name
Town
County/Country
Postcode

00 Month 20XX

The Community Life Survey
Have your say

Dear Sir/Madam,

We recently invited up to four adults in your household to take part in the Community Life Survey, an official Government study that allows your views to be heard on a range of issues affecting your neighbourhood.

Our records suggest that the survey has not yet been completed by all of the adults in your household. I apologise for troubling you again, but it would help us greatly if those who haven't taken part in the survey yet would now consider doing so.

Up to four people in your household aged 16 or over can take part in the survey. To fill in the questionnaire **online** please go to **www.commlife.co.uk** and log in using the reference number and password details provided below. Each set of login details can only be used once, so each participant will need to log in using a different reference number and password.

Person 1	Person 2	Person 3	Person 4
Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX

The closing date for the survey is **[DATE]**.

The survey can be completed in any location with internet access and on a desktop computer, laptop or tablet. Please do not attempt to complete the survey on a mobile phone. If you, or anyone in your household, are unable to complete the survey online and require a postal version of the questionnaire please use the contact details in the box below.

Each person who completes the survey will receive a £10 shopping voucher to thank them for their time.

Thank you in advance for your help.

Yours faithfully,

Katie Green
Social Researcher
HM Government

This study is being carried out on behalf of the Government by Kantar Public, an independent social research organisation. If you would like to talk to someone about the study or if you require a postal version of the questionnaire, please contact Kantar Public between 9am-5pm on Monday to Friday, via the email address or information line below.

Communitylifesurvey@kantarpublic.com   Information line: 0800 158 2952

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 was selected at random from a list of private addresses held by the Royal Mail.

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We recently invited up to four adults in your household to take part in the Community Life Survey, an official Government study that allows your views to be heard on a range of issues affecting your neighbourhood.

In order to fully understand how people feel about their local community, we need as many people to take part in the survey as possible. I apologise for troubling you again, but it would therefore help us greatly if those who haven't taken part in the survey yet would now consider doing so.

Up to four people in your household aged 16 or over can take part in the survey. To fill in the questionnaire **online** please go to **www.commlife.co.uk** and log in using the reference number and password details provided below. Each set of login details can only be used once, so each participant will need to log in using a different reference number and password.

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Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX

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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.

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Up to four people aged 16 or over in your household simply need to go to **www.commlife.co.uk**, enter one of the reference numbers and associated password provided and complete the questionnaire by the date shown on the front of the letter. If more than one person in the household is completing the survey, please make sure each person uses different login details to access the survey. The survey is available to up to four adults at your address to ensure we hear from a variety of people across a range of households. If you would like to take part but are unable to complete the survey online please contact the Kantar Public Information Line and a paper version of the questionnaire will be sent to you. The paper questionnaire will be posted along with a pre-paid envelope to allow you to post it back to us at no extra cost.

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Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX

The closing date for the survey is **[DATE]**.

The survey can be completed in any location with internet access and on a desktop computer, laptop or tablet. Please do not attempt to complete the survey on a mobile phone.

We have also enclosed two paper copies of the questionnaire with pre-paid envelopes if you or any other adults in your household aged 16 or over are unable to take part online.

Each person who completes the survey will receive a £10 shopping voucher to thank them for their time.

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How do I collect the voucher?
Online: Once you have completed the survey you will be directed to the Perks website where you can use the survey login details to sign in and choose from a range of different £10 shopping vouchers

Postal: When the questionnaire has been completed please post this back to us in the pre-paid envelope enclosed. As a thank you for returning the completed survey we will post a £10 shopping voucher to your address within 5 working days. The voucher will be redeemable at a variety of major high street retailers.

How will the information be used?
Information from this survey will help government departments inform policies aimed at:

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The Community Life Survey
Have your say

Dear Sir/Madam,

Thank you for requesting [a/X] paper version[s] of the Community Life Survey, an official Government study that allows your views to be heard on a range of issues affecting your neighbourhood.

Please find enclosed [a paper copy/X copies] of the questionnaire for completion, and [a] pre-paid [envelope(s)] to return the completed survey.

The closing date for the survey is **[DATE]**.

As a thank you we would like to offer a £10 shopping voucher to those completing and returning the survey by the closing date above. The voucher will be sent within five working days of the survey being received.

Thank you in advance for your help.

Yours faithfully,

Katie Green
Social Researcher
HM Government

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What do you need to do?
Each person who requested a paper questionnaire in your household simply needs to fill out the questionnaire provided and post it back in the pre-paid envelope enclosed, **by the date shown on the front of the letter**. Instructions on how to fill out the questionnaire are provided on the front page.

How do I receive the voucher?
When the questionnaire has been completed please post this back to us in the pre-paid envelope enclosed. As a thank you for returning the completed survey we will post a £10 shopping voucher to your address within 5 working days. The voucher will be redeemable at a variety of major high street retailers.

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 ensure your voice is heard.

How will the information be used?
Information from this survey will help government departments inform policies aimed at:
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Appendix E: List of derived variables created for the Community Life Survey

Variable Name	Description
rnssec	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Operational Categories
rnssec8	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Analytic Categories - 8 groups
rnssec5	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Analytic Categories - 5 groups
rnssec3	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Analytic Categories - 3 groups
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
Livharm1	Respondent marital status
Nslivarr	Respondent living arrangements
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
Xsmain1	English 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
ZSBeGB	How strongly do you belong to Britain
ZSBeNeigh	How strongly do you belong to your neighbourhood
SLive5	How long lived in neighbourhood 5 categories
SLive7	How long lived in neighbourhood 7 categories
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
Zcivpar1	Civic participation in last 12 months
Zcivpar3	Civic participation in last 12 months with missing values
Zcivmon1	Civic participation at least once a month
Zpconsul1	Any Civic consultation in past 12 months

Zcivcon1	Civic consultation at least once a month
ZPAffLoc	Can you influence decisions affecting area
ZPInfl	How important is it personally for you to be able to influence decisions in your local area
Zformon	Formal volunteering at least once a month
Zforvol2	Formal volunteering in last 12 months with missing values
Zmxfvol1	Mixed at least once in the last 12 months with people from different ethnic groups, religious groups, age groups, social or educational backgrounds and those living in different neighbourhoods: formal volunteering
Zforvol	Formal volunteering in last 12 months
Funhrs2	Formal Volunteering hours-excluding large values
Zempvol1	Employer volunteering in last 12 months
Gemppar1	Employee participated in volunteering scheme
ZIhlpmon	Informal help at least once a month
Zinfvol	Informal help in last 12 months
Zinfvol2	Informal help in last 12 months with missing values
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
GivAmtx	About how much (altogether) have you given to charity in the last 4 weeks
Givech1	Given money to charity in past 4 weeks (missing values coded as no)
Givech3	Given money to charity in past 4 weeks
GivAmtB	Amount given to charity (Banded)
GivAmtB2	Amount given to charity (Banded)
GivAmt2	Amount giving to charity excluding values over 300

ZSPull	To what extent would you agree or disagree that people in this neighbourhood pull together, SPull collapsed
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
Zcivren3	Any civic activism or consultation in the past 12 months
Zciveng1	Whether taken part in any civic engagement
ZEngFv1	Any civic engagement or formal volunteering in the last 12 months
Zdill	Limiting long-term illness/disability
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)
Zvolgps	BME or no qualifications or limiting long term illness
ZIncomhh	Respondent and partners (if applicable) gross income 9 categories
ZIncomer	Respondent and partners (if applicable) gross income 9 categories
DVILO3a	Respondent economic status 3 categories
DVILO4a	Respondent economic status 4 categories
SOC10mg	SOC 2010 Major Groups
SOC10smg	SOC2010 Sub-Major Group
Zschatny	Whether chat to neighbours more than to just say hello
Zschatnf	Frequency of chatting to neighbours more than to just say hello
Zvyfreq	Frequency of previous unpaid help given to a group, club or organisation

ZSFavN	Agree ('definitely' or 'tend to') that they borrow things and exchange favours with neighbours
ZLocAtt	Whether agree or disagree that when people get involved in their local community they can really change the way an area is run
ZLocPeop1	Whether aware of local people getting involved in a local issue/activity
ZLocInv1	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