



Research Report

Community Based English Language RCT (CBEL) Survey Development

**Prepared for: Ministry of Housing, Communities and
Local Government (MHCLG)**

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Prepared for: Ministry of Housing, Communities and Local Government (MHCLG)

Prepared by: BMG Research

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1 Background

1.1 Introduction

In 2016, MHCLG commissioned a programme of research to test the effectiveness of interventions being considered for inclusion in the programme. The programme comprises an individual randomised control trial and the delivery of a process evaluation of a Community Based English Language (CBEL) intervention funded by MHCLG. Similar CBEL provision has already been delivered by six providers across the country since 2013.

Related to this, the research aims to provide learning as to how best to introduce a trials-based methodology into the wider programme once implemented.

1.2 Research aims

1.2.1 Randomised control trial (RCT)

The aim of the randomised control trial is to evaluate the delivery of CBEL provision with respect to its effect on English proficiency, participation in wider society and integration (or social mixing).

One of the existing CBEL providers, the Talk English Consortium, led by Manchester City Council is delivering the intervention, taking account of learning and best practice from the previous delivery round.

The programme will be delivered in two areas – Greater Manchester and West Yorkshire, and will cover the following local authority areas:

- Manchester;
- Oldham;
- Rochdale;
- Bradford;
- Kirklees.

All these areas have a high proportion of people who cannot speak English well or at all according to census data and also a high proportion of settled communities from Pakistan, Bangladesh and Somalia, which are the primary target groups.

1.2.2 Process evaluation

The aim of the process evaluation component is to understand variation in implementation and delivery of the CBEL provision offered during this trial. The process evaluation will explore the consistency of programme delivery across the intervention areas/partners, and investigate any potential discrepancies in rollout in further detail.

1.3 This report

This report summarises the processes undertaken to develop the survey element of the RCT, which seeks to assess the impact of CBEL provision on participation in wider society and integration (or social mixing).

It does **not** discuss the English proficiency element of the programme, or the process evaluation.

1.4 The survey tool

1.4.1 Initial survey draft

An initial draft of the survey was provided by MHCLG to BMG on 29 February 2016, and this can be found in Appendix 1 of this report.

This covered the following broad areas:

- **Behavioural outcomes:** number of people spoken to in English, number of people spoken to from a different background, number of times taken certain actions on their own or without another person who speaks English (gone to shops or market, used bus or train, gone to park, gone out with a friend who is not a family member), voting behaviour, confidence in reporting crime to the police;
- **Self-perceived confidence outcomes:** confidence in speaking in English with doctors or dentists, or to school staff (where relevant);
- **Empowerment outcomes:** capability to make decisions affecting the family, ability to make own mind up about things;
- **Size and diversity of social networks:** number of friends, number of friends from different ethnic or religious background;
- **Attitudes towards social mixing:** attitudes towards level of mixing between people from different countries or religions, importance of people from different backgrounds mixing;
- **Trust:** level of trust in people like themselves, or people from different ethnicities or religions;
- **Prejudice and levels of respect:** attitudes towards people of a different race or religion moving in next door;
- **Sense of belonging:** feeling of belonging to Britain;
- **British values:** views on the freedom of people to criticise the views and beliefs of others, importance of men and women being treated equally;
- **Plans for the future:** interest in taking up a range of activities in the next six months (more English language classes, paid work, finding help to find paid work, volunteering, other activities).

1.4.2 Language requirements

Initially the requirement outlined in the service description was for the survey to be translated into Arabic, Bengali, Punjabi and Urdu, but it became apparent through discussions with Talk English partners that a Somali translation would also be necessary.

In addition to this, it became clear subsequent to the development stage that both an Punjabi and a Punjabi/Urdu translation would be required (the first has its own left to right Punjabi script, and the second, which does not have its own written form, uses the right to left Urdu script).

For information, at the baseline stage, of the 364 completed surveys, the following numbers were completed in each language:

- Arabic: 31
- Bengali: 94
- Punjabi: 5
- Punjabi/Urdu: 46
- Somali: 5
- Urdu: 183

1.5 Development process

The survey was developed over the course of a number of iterations as summarised below, and each of these elements of the process is discussed in more detail in subsequent sections of this report:

- Development of survey content in English;
- Translation of survey into five core languages (Arabic, Bengali, Punjabi, Somali and Urdu);
- Cognitive testing of survey in five core languages (Arabic, Bengali, Punjabi, Somali and Urdu);
- Pilot testing of survey in five core languages (Arabic, Bengali, Punjabi, Somali and Urdu).

Given the time available for the cognitive and pilot testing, and the uncertainty and complexity of the timetable immediately prior to the initial baseline sessions, it was not possible to undertake back translations prior to beginning the baseline events.

However, during the course of the baseline surveys, the translated questionnaires were sent to a different translation agency for back-translation as a final check on quality. The results of this process are discussed in section 2.5 of this report.

1.6 Timings

The survey development work was undertaken during March to April 2016, as shown in the timetable overleaf.

Community Based English Language RCT (CBEL) Survey Development

Week commencing	Action
29-Feb	Provision of initial draft survey by MHCLG Revised draft to MHCLG Comments on revised draft from MHCLG
07-Mar	Revised draft to MHCLG Comments on revised draft from MHCLG Revised draft to MHCLG Comments on revised draft from MHCLG
14-Mar	Revised draft to MHCLG Signed off for translation Cognitive testing recruitment Briefing session
21-Mar	Cognitive testing (4 interviews in each of 5 languages)
28-Mar	Cognitive testing debrief Cognitive testing report to MHCLG Recommendations for pilot survey to MHCLG Comments on draft pilot survey from MHCLG
04-Apr	Revised draft to MHCLG Comments on revised draft from MHCLG Revised draft to MHCLG Signed off for translation Pilot recruitment
11-Apr	Pilot (4 interviews in each of 5 languages) Pilot feedback
18-Apr	Comments on pilot feedback from MHCLG Citizenship Survey translations from MHCLG Signed off for final translation
25-Apr	Baseline survey

2 Development process

2.1 Development of survey content in English

A number of revisions were made to the survey to simplify the language used, and to limit the length as far as possible, while addressing the comments and suggestions outlined in the draft supplied by MHCLG (please see Appendix 1 for details on these comments and suggestions).

The following represents a summary of the changes made to the initial draft supplied by MHCLG, prior to the cognitive testing phase, including possible alternatives in relation to question wording and response options (changes are noted in bold). The final version used for the cognitive testing can be found in Appendix 2.

Original MHCLG draft	Cognitive testing draft
<p>Outside of your English class, how many people have you spoken to in the past week using English?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or more</p>	<p>Outside of your English class, how many people did you speak to last week using English?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or more</p> <p>or</p> <p>0 people, 1 to 2 people, 3 to 4 people, 5 to 6 people, 7 to 10 people, 11 or more people</p>
<p>Outside of your English class, how many people have you spoken to in the past week who are from a different background to you?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or more</p>	<p>Outside of your English class, how many people did you speak to last week who are from a different ethnic and religious background to you?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or more</p> <p>or</p> <p>0 people, 1 to 2 people, 3 to 4 people, 5 to 6 people, 7 to 10 people, 11 or more people</p>
<p>Not including activities with your English language class, how many times have you:</p> <p>a) Gone to the shops or market in the last week?</p> <p>b) Used the bus or train in the last week?</p> <p>c) Gone to the park in the last month?</p> <p>d) Gone out with a friend, who is not a family member or your partner, in the last month?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 times or more</p>	<p>Not including activities with your English language class, how many times have you done the following things independently, or without another person who speaks English:</p> <p>a) Gone to the shops or market in the last week?</p> <p>b) Used the bus or train in the last week?</p> <p>c) Gone to the park in the last month?</p> <p>d) Gone out with a friend, who is not a family member or your partner, in the last month?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 times or more</p> <p>or</p> <p>1. In the last week/month, how often have you gone to the shops or market independently, or without another person who speaks English?</p> <p>2. In the last week/month, how often have you used public transport independently,</p>

	<p>or without another person who speaks English?</p> <p>3. In the last week/month, how often have you gone to a park or playground independently, or without another person who speaks English?</p> <p>4. In the last week/month, how often have you gone out with friends who do not live in the same house as you?</p> <p>Every day, most days, one or two days a week, once a week, once every two weeks, once a month, less often, don't know</p>
<p>How many friends would you say you have? 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or more</p>	<p>Do you have friends to rely on if you have a problem, or need help or advice?</p> <p>Yes, No, Don't know</p> <p>or</p> <p>How many friends do you have to rely on if you have a problem, or need help or advice?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or more</p> <p>or</p> <p>1 to 2, 3 to 4, 5 to 6, 7 to 10, 11 or more, don't know</p>
<p>How many friends from a different ethnic or religious background would you say you have? 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or more</p>	<p>How many friends from a different ethnic or religious background would you say you have?</p> <p>or</p> <p>How many of your friends are from a different background to you?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or more</p> <p>or</p> <p>0, 1 to 2 people, 3 to 4 people, 5 to 6 people, 7 to 10 people, 11 or more people, don't know</p>
<p>If you were aware that a crime had taken place, how confident would you be to report it to the police?</p> <p>Not confident at all, not confident, a bit not confident, neither confident nor unconfident, a bit confident, confident, very confident</p>	<p>If you were aware that a crime had taken place, how confident would you be to report it to the police?</p> <p>or</p> <p>If you were a victim of crime or saw a crime taking place, how confident would you be to talk to the police about it?</p> <p>Not confident at all, not very confident, confident, very confident, don't know</p> <p>or</p> <p>Not confident at all, not very confident, neither confident nor unconfident, confident, very confident, don't know</p> <p>or</p> <p>Using a scale of 1 to 10, where 1 means not at all confident and 10 means very confident, if</p>

	<p>you were a victim of crime or saw a crime taking place, how confident would you be to talk to the police about it?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, don't know</p>
<p>How confident are you to book an appointment in English, with a doctor or dentist for yourself or a family member?</p> <p>Not confident at all, not confident, a bit not confident, neither confident nor unconfident, a bit confident, confident, very confident</p>	<p>How confident are you to book an appointment in English, with a doctor or dentist?</p> <p>Not confident at all, not very confident, confident, very confident, don't know</p> <p>or</p> <p>Not confident at all, not very confident, neither confident nor unconfident, confident, very confident, don't know</p> <p>or</p> <p>Using a scale of 1 to 10, where 1 means not at all confident and 10 means very confident, how confident are you to book an appointment in English, with a doctor or dentist?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, don't know</p>
<p>How confident are you to speak to a doctor or nurse in English?</p> <p>Not confident at all, not confident, a bit not confident, neither confident nor unconfident, a bit confident, confident, very confident</p>	<p>Removed</p>
<p>[for those with children] How confident do you feel in speaking in English to staff members or teachers at your child's school?</p> <p>Not confident at all, not confident, a bit not confident, neither confident nor unconfident, a bit confident, confident, very confident</p>	<p>[for those with children] How confident do you feel to speak in English to teachers at your child's school?</p> <p>Not confident at all, not very confident, confident, very confident, don't know</p> <p>or</p> <p>Not confident at all, not very confident, neither confident nor unconfident, confident, very confident, don't know</p> <p>or</p> <p>Using a scale of 1 to 10, where 1 means not at all confident and 10 means very confident, how confident are you speak to teachers at your child's school in English?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, don't know</p>
<p>How capable do you feel to make decisions about things that affect you or your family?</p> <p>Not capable at all, not that capable, it depends, quite capable, capable</p>	<p>How much do you agree or disagree with the following statement? 'I feel I am free to decide for myself how to live my life'</p> <p>Agree strongly, agree, disagree, disagree strongly</p>
<p>Over the last two weeks, how often have you felt able to make up your own mind about things?</p> <p>None of the time, rarely, some of the time, often, all of the time</p>	

<p>Do you think people who come from different countries and have different religions in Britain today:</p> <p>Should mix less, mix enough, should mix more</p>	<p>Thinking about how people from different ethnic and religious groups mix together in the local area (15/20 minutes walking distance), do you think that different ethnic and religious groups:</p> <p>Should mix less, mix enough, should mix more, don't know</p>
<p>How important do you think it is for people from different backgrounds to interact/mix regularly and learn about each other?</p> <p>Definitely not important, not important, not that important, neutral, quite important, important, very important</p>	
<p>To what extent do you think that people like you (with the same ethnicity or religion) can be trusted?</p> <p>People like me can't be trusted, people like me usually can't be trusted, neutral, people can usually be trusted, people can always be trusted</p>	<p>How much do you trust people from the following groups?</p> <p>Your family</p> <p>Your neighbourhood</p> <p>People of another ethnicity or religion</p> <p>Trust completely, trust somewhat, do not trust very much, do not trust at all, don't know</p>
<p>To what extent do you think that people from a different ethnicity or religion to you can be trusted?</p> <p>People from a different background can't be trusted, people from a different background can't be trusted, neutral, people from a different background can usually be trusted, people from a different background can always be trusted</p>	
<p>Would it bother you a family of a different race or religion moved next door to you?</p> <p>It would bother me very much, it would bother me a little, neutral, it wouldn't bother me that much, it wouldn't bother me at all</p>	<p>Would it bother you if a family of a different race or religion moved next door to you?</p> <p>It would bother me very much, it would bother me a little, it wouldn't bother me that much, it wouldn't bother me at all</p> <p>or</p> <p>Yes, no, don't know</p>
<p>How would you describe your sense of belonging to Britain?</p> <p>Not strong at all, not very strong, don't know, fairly strong, very strong</p>	<p>How strongly do you feel you belong to your neighbourhood?</p> <p>How strongly do you feel you belong to Britain?</p> <p>Very strongly, fairly strongly, not very strongly, not at all strongly, don't know</p>
<p>Except when encouraging violence, do you think people should be free to criticise the views and beliefs of others?</p>	<p>Removed</p>
<p>Do you think it is important for women and men to be treated equally, and have access to the same opportunities?</p>	<p>Removed</p>
<p>How interested are you in taking up the following activities in the next six months?</p> <p>More English language courses</p> <p>Find a paid job</p>	<p>Removed</p>

Getting help to find a paid job Volunteering Other activities (e.g. exercise class, a computer class) Not at all interested, not very interested, 50/50, a little interested, very interested	
[post survey only] Did you vote in the EU referendum on June 23 2016? Yes, no	Are you registered to vote in elections? Yes, no, don't know
Did you vote in the last <u>local</u> election in this country, to select your local council? Yes, no	Did you vote in the last <u>local</u> election in this country, to select your local council? Yes, no, don't know
[control group only] Have you undertaken any activities to improve your English language since 22 April 2016? If so what (please specify).	[control group only] Have you undertaken any activities to improve your English language since 22 April 2016? If so what (please specify).

2.2 Translation

Following sign-off on the questionnaire content for the cognitive testing the survey was translated into Arabic, Bengali, Punjabi, Somali and Urdu.

2.3 Cognitive testing

2.3.1 Undertaking the cognitive testing

Cognitive testing was carried out by researchers from BMG Research, in some instances accompanied by external translators (Punjabi and Bengali).

A full briefing session was undertaken prior to any cognitive interviews being undertaken to ensure all researchers and translators involved understood the background to the project, the cognitive interview process, the survey itself and what was required.

The testing explored participants':

- Understanding of the survey questions;
- Understanding of the response options/scales;
- Preference of response options/ scales;
- Views on clarity, length and terminology used in the questions and response options/scales;
- Suggestions to improve the questions and response options/scales.

Researchers worked through the survey, prompting participants with a number of questions to ensure each question/response option was understood as it was intended to be, and, where alternatives were provided, which option was preferred. Where there were difficulties this was further clarified and improvements to the question sought.

Question prompts included:

- In summary, what do you think this question is asking you?

- How could the question be improved?
 - Should any words be taken out or added to make it read more clearly?
 - Should the order of the wording be rearranged to make it easier to follow?
 - Could we use another word to convey the meaning of the question better than it does currently?
 - Are there any words/phrases that are difficult for you to understand?
- Do you have any suggestions to improve the questions?
- Any other thoughts on the question?

Scale prompts included:

- Which scale do you believe is most appropriate to give your response?
 - Why do you believe that this scale is most appropriate to give your response?
- Are there any words/phrases that are difficult for you to understand?

2.3.2 Cognitive testing participants

BMG Research worked with various community centres across the West Midlands as well as utilising the diverse internal network BMG has access to in order to arrange cognitive interviews and recruit a total of 20 participants.

Participants fulfilled a range of quota recruitments including:

- Non-proficient in English;
- First language was Arabic, Bengali, Punjabi, Somali or Urdu;
- General mix of males and females;
- General mix of ages (18+).

Information sheets regarding the CBEL programme and the cognitive testing process were provided to participants before gaining their consent to take part in the research. Contact details were then provided to BMG Research of the participants and staff from BMG Research fluent in the languages made contact to arrange interviews on dates and times convenient for the participant. Following the cognitive interviews, participants received a £30 cash incentive for their participation.

The table below shows the composition of the cognitive sample for the participants.

Characteristics		Number
Language	Arabic	4
	Bengali	4
	Punjabi	4
	Somali	4
	Urdu	4
Gender	Male	11
	Female	9
Age	18- 35	8
	35+	12

2.3.3 Results of cognitive testing

The table below summarises changes that were recommended following the cognitive testing phase (changes are shown in bold).

The final version used for the pilot testing can be found in Appendix 3.

Cognitive testing draft	Recommendations for pilot
<p>Outside of your English class, how many people did you speak to last week using English?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or more</p> <p>or</p> <p>0 people, 1 to 2 people, 3 to 4 people, 5 to 6 people, 7 to 10 people, 11 or more people</p>	<p>Apart from your English class, how many people did you speak to last week using English?</p> <p>0 people, 1 to 2 people, 3 to 4 people, 5 to 6 people, 7 to 10 people, 11 to 12 people, 13 to 14 people, 15 to 16 people, 17 to 18 people, 19 to 20 people, 20 or more people, don't know</p>
<p>Outside of your English class, how many people did you speak to last week who are from a different ethnic and religious background to you?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or more</p> <p>or</p> <p>0 people, 1 to 2 people, 3 to 4 people, 5 to 6 people, 7 to 10 people, 11 or more people</p>	<p>Apart from your English class, how many people did you speak to last week from a different country or religion to you?</p> <p>0 people, 1 to 2 people, 3 to 4 people, 5 to 6 people, 7 to 10 people, 11 to 12 people, 13 to 14 people, 15 to 16 people, 17 to 18 people, 19 to 20 people, 20 or more people, don't know</p>
<p>Do you have friends to rely on if you have a problem, or need help or advice?</p> <p>Yes, No, Don't know</p> <p>or</p> <p>How many friends do you have to rely on if you have a problem, or need help or advice?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or more</p> <p>or</p> <p>1 to 2, 3 to 4, 5 to 6, 7 to 10, 11 or more, don't know</p>	<p>How many friends do you have to rely on if you have a problem, or need help or advice?</p> <p>0 people, 1 to 2 people, 3 to 4 people, 5 to 6 people, 7 to 10 people, 11 to 12 people, 13 to 14 people, 15 to 16 people, 17 to 18 people, 19 to 20 people, 20 or more people, don't know</p>
<p>How many friends from a different ethnic or religious background would you say you have?</p> <p>or</p> <p>How many of your friends are from a different background to you?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 or more</p> <p>or</p> <p>0, 1 to 2 people, 3 to 4 people, 5 to 6 people, 7 to 10 people, 11 or more people, don't know</p>	<p>How many of your friends are from a different country or religion to you?</p> <p>0 people, 1 to 2 people, 3 to 4 people, 5 to 6 people, 7 to 10 people, 11 to 12 people, 13 to 14 people, 15 to 16 people, 17 to 18 people, 19 to 20 people, 20 or more people, don't know</p>
<p>Not including activities with your English language class, how many times have you done the following things independently, or without another person who speaks English:</p> <p>e) Gone to the shops or market in the last week?</p>	<p>Apart from with your English class, how many times have you gone to the shops or market, either on your own, or without another person who speaks English, in the last week?</p> <p>Apart from with your English class, how many times in the last week have you used a bus,</p>

<p>f) Used the bus or train in the last week? g) Gone to the park in the last month? h) Gone out with a friend, who is not a family member or your partner, in the last month?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 times or more</p> <p>or</p> <ol style="list-style-type: none"> In the last week/month, how often have you gone to the shops or market independently, or without another person who speaks English? In the last week/month, how often have you used public transport independently, or without another person who speaks English? In the last week/month, how often have you gone to a park or playground independently, or without another person who speaks English? In the last week/month, how often have you gone out with friends who do not live in the same house as you? <p>Every day, most days, one or two days a week, once a week, once every two weeks, once a month, less often, don't know</p>	<p>train or tram, either on your own, or without another person who speaks English?</p> <p>Apart from with your English class, how many times in the last week have you gone to a park or playground, either on your own, or without another person who speaks English?</p> <p>0 times, 1 to 2 times, 3 to 4 times, 5 to 6 times, 7 to 8 times, 9 to 10 times, 11 times or more</p>
<p>How confident are you to book an appointment in English, with a doctor or dentist?</p> <p>Not confident at all, not very confident, confident, very confident, don't know</p> <p>or</p> <p>Not confident at all, not very confident, neither confident nor unconfident, confident, very confident, don't know</p> <p>or</p> <p>Using a scale of 1 to 10, where 1 means not at all confident and 10 means very confident, how confident are you to book an appointment in English, with a doctor or dentist?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, don't know</p>	<p>How confident are you to book an appointment in English, with a doctor, dentist or nurse?</p> <p>Very confident, confident, not very confident, not confident at all</p>
<p>[for those with children] How confident do you feel to speak in English to teachers at your child's school?</p> <p>Not confident at all, not very confident, confident, very confident, don't know</p> <p>or</p> <p>Not confident at all, not very confident, neither confident nor unconfident, confident, very confident, don't know</p> <p>or</p>	<p>Do you have any children who go to school?</p> <p>Yes, no</p> <p>How confident are you to speak in English to people at your child's school?</p> <p>Very confident, confident, not very confident, not confident at all</p>

<p>Using a scale of 1 to 10, where 1 means not at all confident and 10 means very confident, how confident are you speak to teachers at your child's school in English?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, don't know</p>	
<p>If you were aware that a crime had taken place, how confident would you be to report it to the police?</p> <p>or</p> <p>If you were a victim of crime or saw a crime taking place, how confident would you be to talk to the police about it?</p> <p>Not confident at all, not very confident, confident, very confident, don't know</p> <p>or</p> <p>Not confident at all, not very confident, neither confident nor unconfident, confident, very confident, don't know</p> <p>or</p> <p>Using a scale of 1 to 10, where 1 means not at all confident and 10 means very confident, if you were a victim of crime or saw a crime taking place, how confident would you be to talk to the police about it?</p> <p>0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, don't know</p>	<p>If you saw a crime taking place, how confident would you be to talk to the police about it?</p> <p>Very confident, confident, not very confident, not confident at all</p>
<p>How much do you agree or disagree with the following statement? 'I feel I am free to decide for myself how to live my life'</p> <p>Agree strongly, agree, disagree, disagree strongly</p>	<p>How much do you agree or disagree with the following statement? 'I feel I am free to decide for myself how to live my life'</p> <p>Agree strongly, agree, disagree, disagree strongly</p>
<p>How much do you trust people from the following groups?</p> <p>Your family</p> <p>Your neighbourhood</p> <p>People of another ethnicity or religion</p> <p>Trust completely, trust somewhat, do not trust very much, do not trust at all, don't know</p>	<p>How much do you trust people from in your family?</p> <p>How much do you trust people in your local area?</p> <p>How much do you trust people from a different country or religion?</p> <p>Trust completely, trust somewhat, do not trust very much, do not trust at all</p>
<p>Thinking about how people from different ethnic and religious groups mix together in the local area (15/20 minutes walking distance), do you think that different ethnic and religious groups:</p> <p>Should mix less, mix enough, should mix more, don't know</p>	<p>Do you think people from different countries or religions living in your local area:</p> <p>Should mix less, mix enough, should mix more</p>
<p>Would it bother you if a family of a different race or religion moved next door to you?</p> <p>It would bother me very much, it would bother me</p>	<p>Removed</p>

a little, it wouldn't bother me that much, it wouldn't bother me at all or Yes, no, don't know	
How strongly do you feel you belong to your neighbourhood? How strongly do you feel you belong to Britain? Very strongly, fairly strongly, not very strongly, not at all strongly, don't know	How much do you feel part of your local area? How much do you feel part of this country? Completely, somewhat, not very much, not at all
Are you registered to vote in elections? Yes, no, don't know	Are you registered to vote in elections in this country? Yes, no, don't know
	Did you vote in the EU referendum on 23/6/2016? Yes, no, don't know
Did you vote in the last <u>local</u> election in this country, to select your local council? Yes, no, don't know	Did you vote in the local council elections on 5/5/2016? Yes, no, don't know
[control group only] Have you undertaken any activities to improve your English language since 22 April 2016? If so what (please specify).	Have you done anything to improve your English language since 22/4/16? If yes please specify.
	How interested are you in doing more English language courses in the next six months? How interested are you in doing employment skills training in the next six months? How interested are you in finding a paid job in the next six months? How interested are you in volunteering in the next six months? How interested are you in improving your digital/computer skills in the next six months? Not at all interested, not interested, interested, very interested
	Are you interested in doing anything else in the next six months that has not been mentioned above? If yes, please specify

Following sign-off on the recommended changes for the pilot, the translated versions were amended accordingly.

2.4 Pilot testing

2.4.1 Undertaking the pilot testing

Pilot testing was carried out by researchers from BMG Research, and in the case of Bengali they were accompanied by an external translator.

As was the case with the cognitive testing, this phase explored participants’:

- Understanding of the survey questions;
- Understanding of the response options/scales;
- Preference of response options/ scales;
- Views on clarity, length and terminology used in the questions and response options/scales;
- Suggestions to improve the questions and response options/scales.

Again, researchers worked through the survey, prompting participants with a number of questions to ensure each question/response option was understood as it was intended to be, and, where there were difficulties, this was further clarified and improvements to the question sought. The question prompts mirrored those used at the cognitive testing stage.

2.4.2 Pilot testing participants

BMG Research worked with various community centres across the West Midlands as well as utilising the diverse internal network BMG has access to in order to arrange pilot interviews and recruit a total of 20 participants, none of whom had been involved in the initial cognitive testing.

Participants fulfilled a range of quota recruitments including:

- Non-proficient in English;
- First language was Arabic, Bengali, Punjabi, Somali or Urdu;
- General mix of males and females;
- General mix of ages (18+).

Information sheets regarding the CBEL programme and the pilot testing process were provided to participants before gaining their consent to take part in the research. Contact details were then provided to BMG Research of the participants and staff from BMG Research fluent in the languages made contact to arrange interviews on dates and times convenient for the participant. Following the pilot interviews, participants received a £30 cash incentive for their participation.

Characteristics		Number
Language	Arabic	4
	Bengali	4
	Punjabi	4
	Somali	4
	Urdu	4
Gender	Male	8
	Female	12
Age	18- 35	8
	35+	12

2.4.3 Results of pilot testing

The table below summarises changes that were made as a result of the pilot testing (changes are shown in bold). The final English version of the questionnaire can be found in Appendix 4.

Pilot testing draft	Final English version
How much do you agree or disagree with the following statement? 'I feel I am free to decide for myself how to live my life' Agree strongly, agree, disagree, disagree strongly	How much do you agree or disagree? 'I am free to decide for myself how to live my life' Agree strongly, agree, disagree, disagree strongly
How much do you feel part of your local area? How much do you feel part of this country? Completely, somewhat, not very much, not at all	How much do you feel part of your local area? How much do you feel part of this country? A lot , somewhat, not very much, not at all
Are you registered to vote in elections in this country? Yes, no, don't know	Removed
Did you vote in the EU referendum on 23/6/2016? Yes, no, don't know	Removed
Did you vote in the local council elections on 5/5/2016? Yes, no, don't know	Removed

Following sign-off on the recommended changes for the live survey, the translated versions were amended accordingly.

2.5 Back translation

Given the time available for the cognitive and pilot testing, and the uncertainty and complexity of the timetable immediately prior to the initial baseline sessions, it was not possible to undertake back translations prior to beginning the baseline events.

However, over the course of the baseline surveys, the translated versions of the questionnaire were sent to a different translation agency to provide a final check as to the quality of the survey tool.

This process highlighted that there was an issue with question 2 ('Apart from your English class, how many people did you speak to last week from a different country or religion to you?') in the Punjabi version (completed by 5 people) and the Punjabi/Urdu version (completed by 46 people).

For these two translations the question included the phrase 'in English', which should not have been included, and which was absent for the other language versions.

While this is clearly not ideal, we would recommend that the existing wording is retained at the post stage to allow for pre-post comparison, but we would welcome discussion with MHCLG on this point.

For information, the table below shows the distribution of the responses for this question by language, and shows that the results are similar for Urdu/Punjabi (where 'in English' was included) and Urdu (which did not include this phrase).

	Total	Urdu/ Punjabi	Somali	Bengali	Arabic	Urdu
0 people	40%	57%	40%	17%	16%	50%
1 to 2 people	25%	18%	20%	31%	35%	23%
3 to 4 people	13%	16%	0%	21%	3%	9%
5 to 6 people	8%	2%	0%	13%	16%	5%
7 to 8 people	4%	2%	20%	2%	13%	3%
9 to 10 people	2%	2%	0%	3%	6%	1%
11 to 12 people	2%	0%	20%	5%	3%	1%
13 to 14 people	1%	0%	0%	1%	3%	1%
15 to 16 people	*%	0%	0%	1%	0%	0%
19 to 20 people	*%	0%	0%	1%	0%	0%
21 or more people	2%	0%	0%	2%	3%	2%
Don't know	1%	2%	0%	1%	0%	2%
Not provided	2%	2%	0%	1%	0%	3%
Sample Bases	364	51	5	94	31	183

3 Appendix 1: Initial draft of survey content

Condensed CBEL RCT Learner Survey v5 (UPDATED 25/02/16)

Behavioural outcomes (participation)

Note: The purpose of the questions in this section is to assess learners' actual use of English language outside of the course, and their actual independent participation in society (through accessing services in the community, exercising their right to vote etc.)

1. Outside of your English class, how many people have you spoken to in the past week using English? (circle answer)

0 1 2 3 4 5 6 7 8 9 10 or more

2. Outside of your English class, how many people have you spoken to in the past week who are from a different background to you?

0 1 2 3 4 5 6 7 8 9 10 or more

3. Not including activities with your English language class, how many times have you:

- | | | | | | | | | | | |
|---|------------------|---|---|---|---|---|---|---|---|---|
| e) Gone to the shops or market in the last week? | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | 10 times or more | | | | | | | | | |
| f) Used the bus or train in the last week? | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | 10 times or more | | | | | | | | | |
| g) Gone to the park in the last month? | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | 10 times or more | | | | | | | | | |
| h) Gone out with a friend, who is not a family member or your partner, in the last month? | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | 10 times or more | | | | | | | | | |

4. [post survey only] Did you vote in the EU referendum on June 23 2016? (please tick one box)

Yes/No

- Yes
 No

5. Did you vote in the last local election in this country, to select your local council? (please tick one box)

- Yes
 No

6. If you were aware that a crime had taken place, how confident would you be to report it to the police? (select/tick one statement)

1	2	3	4	5	6	7
Not confident at all	Not confident	A bit not confident	Neither confident nor unconfident	A bit confident	Confident	Very confident

Self-perceived confidence outcomes

Note: One of the goals of the CBEL programme is to increase learner confidence. The questions in this section aim to assess learners' confidence in using English in common situations (e.g., booking an appointment, speaking to a doctor)

7. How confident are you to book an appointment in English, with a doctor or dentist for yourself or a family member?

1	2	3	4	5	6	7
Not confident at all	Not confident	A bit unconfident	Neither confident nor unconfident	A bit confident	Confident	Very confident

8. How confident are you to speak to a doctor or nurse in English? (circle one)

1	2	3	4	5	6	7
Not confident at all	Not confident	A bit not confident	Neither confident nor	A bit confident	Confident	Very confident

unconfident

9. [for those with children] How confident do you feel in speaking in English to staff members or teachers at your child’s school? (select/tick one statement)

N/A	1	2	3	4	5	6	7
No school age children	Not confident at all	Not confident	A bit not confident	Neither confident nor unconfident	A bit confident	Confident	Very confident

Empowerment outcomes

10. How capable do you feel to make decisions about things that affect you or your family?¹

1	2	3	4	5
Not capable at all	Not that capable	It depends	Quite capable	Capable

11. Over the last two weeks, how often have you felt able to make up your own mind about things?²

1	2	3	4	5
None of the time	Rarely	Some of the time	Often	All of the time

Size and diversity of social networks

Note: The purpose of the questions in this section is to measure learners’ social isolation, and mixing with different groups.

¹ Understanding Society Wave 7

² Understanding Society Wave 7

12. How many friends would you say you have?

0 1 2 3 4 5 6 7 8 9 10 or more
11

13. How many friends from a different ethnic or religious background would you say you have?

0 1 2 3 4 5 6 7 8 9 10 or more

Attitudes towards social mixing

Note: The purpose of this section is to assess learners’ attitudes towards social mixing (interacting with different ethnic and religious groups for example).

14. Do you think people who come from different countries and have different religions in Britain today:

1	2	3	4	5	6	7
Should mix less		Mix enough			Should mix more	

15. How important do you think it is for people from different backgrounds to interact/mix regularly and learn about each other?

1	2	3	4	5	6	7
Definitely not important	Not important	Not that important	Neutral	Quite important	Important	Very important

TRUST

Note: The purpose of this section is to measure learners’ trust in people/groups who are different from them. However, we thought we might need to include a general question on trust first (as it might be that the learner doesn’t trust anyone), with a second question asking about trust in those who are different.

16. To what extent do you think that people like you (with the same ethnicity or religion) can be trusted?

1	2	3	4	5
People like me can't be trusted	People like me usually can't be trusted	Neutral	People can usually be trusted	People can always be trusted

17. To what extent do you think that people from a different ethnicity or religion to you can be trusted?

1	2	3	4	5
People from a different background can't be trusted	People from a different background can't be trusted	Neutral	People from a different background can usually be trusted	People from a different background can always be trusted

Prejudice and levels of respect

18. Would it bother you a family of a different race or religion moved next door to you?

(select/tick one statement)

1	2	3	4	5
It would bother me very much	It would bother me a little	Neutral	It wouldn't bother me that much	It wouldn't bother me at all

Sense of belonging

19. How would you describe your sense of belonging to Britain?

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

British values

20. Except when encouraging violence, do you think people should be free to criticise the views and beliefs of others?

21. Do you think it is important for women and men to be treated equally, and have access to the same opportunities?

Plans for the future / aspirations and ambitions

We want to capture the expectations of learners – looking at whether these change after having completed the course. We will also be able to compare to aspirations to actual reported behaviour (as learners will be invited to sign up to activities as part of the follow-up survey).

22. How interested are you in taking up the following activities in the next six months

	Not at all interested	Not very interested	50/50	A little interested	Very interested
a. More English language classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Find a paid job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Getting help to find a paid job	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Volunteering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Other activities (e.g.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

exercise class, a computer class)

23. [control group only] Have you undertaken any activities to improve your English language since 22 April 2016? If so what (please specify).

4 Appendix 2: Questionnaire for cognitive testing

CBEL

1. Outside of your English class, how many people did you speak to last week using English?

Please ✓ one

0 1 2 3 4 5 6 7 8 9 10 or more

OR

0

1 to 2 people

3 to 4 people

5 to 6 people

7 to 10 people

11 or more people

Don't know

2. Outside of your English class, how many people did you speak to last week who are from a different ethnic and religious background to you?

Please ✓ one

0 1 2 3 4 5 6 7 8 9 10 or more

OR

0

1 to 2 people

3 to 4 people

5 to 6 people

7 to 10 people

11 or more people

Don't know

3. Do you have friends to rely on if you have a problem, or need help or advice?

Please ✓ one

Yes

No

Don't know

4. How many friends do you have to rely on if you have a problem, or need help or advice?

Please ✓ one

0 1 2 3 4 5 6 7 8 9 10 or more
11

OR

1 to 2

3 to 4

5 to 6

7 to 10

11 or more

Don't know

5. How many friends from a different ethnic or religious background would you say you have?

Please ✓ one

OR: How many of your friends are from a different background to you?

0 1 2 3 4 5 6 7 8 9 10 or more

OR

0

1 to 2 people

3 to 4 people

5 to 6 people

7 to 10 people

11 or more people

Don't know

6. Not including activities with your English language class, how many times have you done the following things independently, or without another person who speaks English:
Please ✓ one for each row

- | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|------------------|
| a) Gone to the shops or market in the last week? | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | | | | | | | | | | 10 times or more |
| b) Used the bus or train in the last week? | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | | | | | | | | | | 10 times or more |
| c) Gone to a park or playground in the last month? | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | | | | | | | | | | 10 times or more |
| d) Gone out with a friend, who is not a family member or your partner, in the last month? | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | | | | | | | | | | 10 times or more |

ALSO TEST:

7. In the last week/month, how often have you gone to the shops or market independently, or without another person who speaks English?

Please ✓ one for each row

8. In the last week/month, how often have you used public transport independently, or without another person who speaks English?

Please ✓ one

9. In the last week/month, how often have you gone to a park or playground independently, or without another person who speaks English?

Please ✓ one

10. In the last week/month, how often have you gone out with friends who do not live in the same house as you?

Please ✓ one

Every day

Most days

One or two days a week

Once a week

Once every two weeks

Once a month

Less often

Don't know

11. How confident are you to book an appointment in English, with a doctor or dentist?

Please ✓ one

OR: Using a scale of 1 to 10, where 1 means not at all confident and 10 means very confident, how confident are you to book an appointment with a doctor or dentist in English?

Please ✓ one

A.

Not confident at all

Not very confident

Confident

Very confident

Don't know

B.

Not confident at all

Not very confident

Neither confident nor unconfident

Confident

Very confident

Don't know

C. 0 1 2 3 4 5 6 7 8 9 10+, DK

12. [for those with children] How confident do you feel to speak in English to teachers at your child's school? (select/tick one statement)

Please ✓ one

OR: Using a scale of 1 to 10, where 1 means not at all confident and 10 means very confident, how confident are you speak to teachers at your child's school in English?

A.

Not confident at all

Not very confident

Confident

Very confident

Don't know

(Do not have children)

B.

Not confident at all

Not very confident

Neither confident nor unconfident

Confident

Very confident

Don't know

(Do not have children)

C. 0 1 2 3 4 5 6 7 8 9 10+, DK

13. If you were aware that a crime had taken place, how confident would you be to report it to the police? (select/tick one statement)

Please ✓ one

OR

If you were a victim of crime or saw a crime taking place, how confident would you be to talk to the police about it?

OR: Using a scale of 1 to 10, where 1 means not at all confident and 10 means very confident, if you were a victim of crime or saw a crime taking place, how confident would you be to talk to the police about it?

A.

Not confident at all

Not very confident

Confident

Very confident

Don't know

B.

Not confident at all

Not very confident

Neither confident nor unconfident

Confident

Very confident

Don't know

C. 0 1 2 3 4 5 6 7 8 9 10+, DK

14. Thinking about how people from different ethnic and religious groups mix together in the local area (15/20 minutes walking distance), do you think that different ethnic and religious groups:

Please ✓ one

Should mix less

Mix enough

Should mix more

Don't know

15. How much do you trust people from the following groups?

Please ✓ one for each row

Your family

Your neighbourhood

People of another ethnicity or religion

Trust completely

Trust somewhat

Do not trust very much

Do not trust at all

Don't know

16. Would it bother you a family of a different race or religion moved next door to you?

Please ✓ one

Yes

No

Don't know

OR

It would bother me very much

It would bother me a little

It wouldn't bother me that much

It wouldn't bother me at all

17. How strongly do you feel you belong to your neighbourhood?

Please ✓ one

18. How strongly do you feel you belong to Britain?

Please ✓ one

Very strongly

Fairly strongly

Not very strongly

Not at all strongly

Don't know

19. Please tell me to what extent you agree or disagree with the following statement?

'I feel I am free to decide for myself how to live my life'

Please ✓ one

Agree strongly

Agree

Neither agree nor disagree

Disagree

Disagree strongly

Don't know

20. Are you registered to vote in elections?

Please ✓ one

Yes

No

Don't know

21. Did you vote in the last local election in this country, to select your local council?

Please ✓ one

Yes

No

Don't know

22. [control group only] Have you undertaken any activities to improve your English language since 22 April 2016? If so what (please specify).

5 Appendix 3: Questionnaire for pilot testing

CBEL POST COGNITIVE TESTING

RECOMMENDATIONS FOR SURVEY – 5 April 2016

1. Apart from your English class, how many people did you speak to last week using English? (Please ✓ one)	
0 people	<input type="checkbox"/>
1 to 2 people	<input type="checkbox"/>
3 to 4 people	<input type="checkbox"/>
5 to 6 people	<input type="checkbox"/>
7 to 8 people	<input type="checkbox"/>
9 to 10 people	<input type="checkbox"/>
11 to 12 people	<input type="checkbox"/>
13 to 14 people	<input type="checkbox"/>
15 to 16 people	<input type="checkbox"/>
17 to 18 people	<input type="checkbox"/>
19 to 20 people	<input type="checkbox"/>
21 or more people	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

2. Apart from your English class, how many people did you speak to last week from a different country or religion to you? (Please ✓ one)	
0 people	<input type="checkbox"/>
1 to 2 people	<input type="checkbox"/>
3 to 4 people	<input type="checkbox"/>
5 to 6 people	<input type="checkbox"/>
7 to 8 people	<input type="checkbox"/>
9 to 10 people	<input type="checkbox"/>
11 to 12 people	<input type="checkbox"/>
13 to 14 people	<input type="checkbox"/>
15 to 16 people	<input type="checkbox"/>
17 to 18 people	<input type="checkbox"/>
19 to 20 people	<input type="checkbox"/>
21 or more people	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

3. How many friends do you have to rely on if you have a problem, or need help or advice? (Please ✓ one)	
0 people	<input type="checkbox"/>
1 to 2 people	<input type="checkbox"/>
3 to 4 people	<input type="checkbox"/>
5 to 6 people	<input type="checkbox"/>
7 to 8 people	<input type="checkbox"/>
9 to 10 people	<input type="checkbox"/>
11 to 12 people	<input type="checkbox"/>
13 to 14 people	<input type="checkbox"/>
15 to 16 people	<input type="checkbox"/>
17 to 18 people	<input type="checkbox"/>
19 to 20 people	<input type="checkbox"/>
21 or more people	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

4. How many of your friends are from a different country or religion to you? (Please ✓ one)	
0 people	<input type="checkbox"/>
1 to 2 people	<input type="checkbox"/>
3 to 4 people	<input type="checkbox"/>
5 to 6 people	<input type="checkbox"/>
7 to 8 people	<input type="checkbox"/>
9 to 10 people	<input type="checkbox"/>
11 to 12 people	<input type="checkbox"/>
13 to 14 people	<input type="checkbox"/>
15 to 16 people	<input type="checkbox"/>
17 to 18 people	<input type="checkbox"/>
19 to 20 people	<input type="checkbox"/>
21 or more people	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

5. Apart from with your English class, how many times have you gone to the shops or market, either on your own, or without another person who speaks English, in the last week?
(Please ✓ one)

0 times	<input type="checkbox"/>
1 to 2 times	<input type="checkbox"/>
3 to 4 times	<input type="checkbox"/>
5 to 6 times	<input type="checkbox"/>
7 to 8 times	<input type="checkbox"/>
9 to 10 times	<input type="checkbox"/>
11 times or more	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

6. Apart from with your English class, how many times in the last week have you used a bus, train or tram, either on your own, or without another person who speaks English,?
(Please ✓ one)

0 times	<input type="checkbox"/>
1 to 2 times	<input type="checkbox"/>
3 to 4 times	<input type="checkbox"/>
5 to 6 times	<input type="checkbox"/>
7 to 8 times	<input type="checkbox"/>
9 to 10 times	<input type="checkbox"/>
11 times or more	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

7. Apart from with your English class, how many times in the last week have you gone to a park or playground, either on your own, or without another person who speaks English,?
(Please ✓ one)

0 times	<input type="checkbox"/>
1 to 2 times	<input type="checkbox"/>
3 to 4 times	<input type="checkbox"/>
5 to 6 times	<input type="checkbox"/>
7 to 8 times	<input type="checkbox"/>
9 to 10 times	<input type="checkbox"/>
11 times or more	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

8. How confident are you to book an appointment in English with a doctor, dentist or nurse? (Please ✓ one)	
Very confident	<input type="checkbox"/>
Confident	<input type="checkbox"/>
Not confident	<input type="checkbox"/>
Not confident at all	<input type="checkbox"/>

9. Do you have any children who go to school? (Please ✓ one)	
Yes	<input type="checkbox"/> PLEASE ANSWER Q10
No	<input type="checkbox"/> PLEASE GO TO Q11

10. How confident are you to speak in English to people at your child's school? (Please ✓ one)	
Very confident	<input type="checkbox"/>
Confident	<input type="checkbox"/>
Not confident	<input type="checkbox"/>
Not confident at all	<input type="checkbox"/>

11. If you saw a crime taking place, how confident would you be to talk to the police about it? (Please ✓ one)	
Very confident	<input type="checkbox"/>
Confident	<input type="checkbox"/>
Not confident	<input type="checkbox"/>
Not confident at all	<input type="checkbox"/>

12. How much do you agree or disagree with the following statement? 'I feel I am free to decide for myself how to live my life'. (Please ✓ one)	
Agree strongly	<input type="checkbox"/>
Agree	<input type="checkbox"/>
Disagree	<input type="checkbox"/>
Disagree strongly	<input type="checkbox"/>

13. How much do you trust people in your family? (Please ✓ one)	
Trust completely	<input type="checkbox"/>
Trust somewhat	<input type="checkbox"/>
Do not trust very much	<input type="checkbox"/>
Do not trust at all	<input type="checkbox"/>

14. How much do you trust people in your local area? (Please ✓ one)	
Trust completely	<input type="checkbox"/>
Trust somewhat	<input type="checkbox"/>
Do not trust very much	<input type="checkbox"/>
Do not trust at all	<input type="checkbox"/>

15. How much do you trust people from a different country or religion? (Please ✓ one)	
Trust completely	<input type="checkbox"/>
Trust somewhat	<input type="checkbox"/>
Do not trust very much	<input type="checkbox"/>
Do not trust at all	<input type="checkbox"/>

16. Do you think people from different countries or religions living in your local area: (Please ✓ one)	
Should mix less	<input type="checkbox"/>
Mix enough	<input type="checkbox"/>
Should mix more	<input type="checkbox"/>

17. How much do you feel part of your local area? (Please ✓ one)	
Completely	<input type="checkbox"/>
Somewhat	<input type="checkbox"/>
Not very much	<input type="checkbox"/>
Not at all	<input type="checkbox"/>

18. How much do you feel part of this country? (Please ✓ one)	
Completely	<input type="checkbox"/>
Somewhat	<input type="checkbox"/>
Not very much	<input type="checkbox"/>
Not at all	<input type="checkbox"/>

19. Are you registered to vote in elections in this country? (Please ✓ one)	
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

20. Did you vote in the EU referendum on 23/6/2016? (Please ✓ one)	
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

21. Did you vote in the local council elections on 5/5/2016? (Please ✓ one)	
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

22. Have you done anything to improve your English since 22/4/2016? (Please ✓ one)	
Yes	<input type="checkbox"/> PLEASE SPECIFY
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

23. How interested are you in doing more English language courses in the next six months? (Please ✓ one)	
Not at all interested	
Not interested	
Interested	
Very interested	

24. How interested are you in doing employment skills training in the next six months? (Please ✓ one)	
Not at all interested	
Not interested	
Interested	
Very interested	

25. How interested are you in finding a paid job in the next six months? (Please ✓ one)	
Not at all interested	
Not interested	
Interested	
Very interested	

26. How interested are you in volunteering in the next six months (Please ✓ one)	
Not at all interested	
Not interested	
Interested	
Very interested	

27. How interested are you in doing digital/computer training in the next six months? (Please ✓ one)	
Not at all interested	
Not interested	
Interested	
Very interested	

28. Are you interested in doing anything else in the next six months that has not been mentioned above? If yes, please specify?

6 Appendix 4: Final English questionnaire

1. Apart from your English class, how many people did you speak to last week using English? (Please ✓ one)	
0 people	<input type="checkbox"/> ₁
1 to 2 people	<input type="checkbox"/> ₂
3 to 4 people	<input type="checkbox"/> ₃
5 to 6 people	<input type="checkbox"/> ₄
7 to 8 people	<input type="checkbox"/> ₅
9 to 10 people	<input type="checkbox"/> ₆
11 to 12 people	<input type="checkbox"/> ₇
13 to 14 people	<input type="checkbox"/> ₈
15 to 16 people	<input type="checkbox"/> ₉
17 to 18 people	<input type="checkbox"/> ₁₀
19 to 20 people	<input type="checkbox"/> ₁₁
21 or more people	<input type="checkbox"/> ₁₂
Don't know	<input type="checkbox"/> ₁₃

2. Apart from your English class, how many people did you speak to last week from a different country or religion to you? (Please ✓ one)	
0 people	<input type="checkbox"/> ₁
1 to 2 people	<input type="checkbox"/> ₂
3 to 4 people	<input type="checkbox"/> ₃
5 to 6 people	<input type="checkbox"/> ₄
7 to 8 people	<input type="checkbox"/> ₅
9 to 10 people	<input type="checkbox"/> ₆
11 to 12 people	<input type="checkbox"/> ₇
13 to 14 people	<input type="checkbox"/> ₈
15 to 16 people	<input type="checkbox"/> ₉
17 to 18 people	<input type="checkbox"/> ₁₀
19 to 20 people	<input type="checkbox"/> ₁₁
21 or more people	<input type="checkbox"/> ₁₂
Don't know	<input type="checkbox"/> ₁₃

3. How many friends do you have to rely on if you have a problem, or need help or advice? (Please ✓ one)	
0 people	<input type="checkbox"/> 1
1 to 2 people	<input type="checkbox"/> 2
3 to 4 people	<input type="checkbox"/> 3
5 to 6 people	<input type="checkbox"/> 4
7 to 8 people	<input type="checkbox"/> 5
9 to 10 people	<input type="checkbox"/> 6
11 to 12 people	<input type="checkbox"/> 7
13 to 14 people	<input type="checkbox"/> 8
15 to 16 people	<input type="checkbox"/> 9
17 to 18 people	<input type="checkbox"/> 10
19 to 20 people	<input type="checkbox"/> 11
21 or more people	<input type="checkbox"/> 12
Don't know	<input type="checkbox"/> 13

4. How many of your friends are from a different country or religion to you? (Please ✓ one)	
0 people	<input type="checkbox"/> 1
1 to 2 people	<input type="checkbox"/> 2
3 to 4 people	<input type="checkbox"/> 3
5 to 6 people	<input type="checkbox"/> 4
7 to 8 people	<input type="checkbox"/> 5
9 to 10 people	<input type="checkbox"/> 6
11 to 12 people	<input type="checkbox"/> 7
13 to 14 people	<input type="checkbox"/> 8
15 to 16 people	<input type="checkbox"/> 9
17 to 18 people	<input type="checkbox"/> 10
19 to 20 people	<input type="checkbox"/> 11
21 or more people	<input type="checkbox"/> 12
Don't know	<input type="checkbox"/> 13

5. Apart from with your English class, how many times have you gone to the shops or market, either on your own, or without another person who speaks English, in the last week?
 (Please ✓ one)

0 times	<input type="checkbox"/> ₁
1 to 2 times	<input type="checkbox"/> ₂
3 to 4 times	<input type="checkbox"/> ₃
5 to 6 times	<input type="checkbox"/> ₄
7 to 8 times	<input type="checkbox"/> ₅
9 to 10 times	<input type="checkbox"/> ₆
11 times or more	<input type="checkbox"/> ₇
Don't know	<input type="checkbox"/> ₈

6. Apart from with your English class, how many times in the last week have you used a bus, train or tram, either on your own, or without another person who speaks English,?
 (Please ✓ one)

0 times	<input type="checkbox"/> ₁
1 to 2 times	<input type="checkbox"/> ₂
3 to 4 times	<input type="checkbox"/> ₃
5 to 6 times	<input type="checkbox"/> ₄
7 to 8 times	<input type="checkbox"/> ₅
9 to 10 times	<input type="checkbox"/> ₆
11 times or more	<input type="checkbox"/> ₇
Don't know	<input type="checkbox"/> ₈

7. Apart from with your English class, how many times in the last week have you gone to a park or playground, either on your own, or without another person who speaks English,?
 (Please ✓ one)

0 times	<input type="checkbox"/> ₁
1 to 2 times	<input type="checkbox"/> ₂
3 to 4 times	<input type="checkbox"/> ₃
5 to 6 times	<input type="checkbox"/> ₄
7 to 8 times	<input type="checkbox"/> ₅
9 to 10 times	<input type="checkbox"/> ₆
11 times or more	<input type="checkbox"/> ₇
Don't know	<input type="checkbox"/> ₈

8. How confident are you to book an appointment in English with a doctor, dentist or nurse? (Please ✓ one)	
Very confident	<input type="checkbox"/> ₁
Confident	<input type="checkbox"/> ₂
Not confident	<input type="checkbox"/> ₃
Not confident at all	<input type="checkbox"/> ₄

9. Do you have any children who go to school? (Please ✓ one)	
Yes	<input type="checkbox"/> PLEASE ANSWER Q10
No	<input type="checkbox"/> PLEASE GO TO Q11

10. How confident are you to speak in English to people at your child's school? (Please ✓ one)	
Very confident	<input type="checkbox"/> ₁
Confident	<input type="checkbox"/> ₂
Not confident	<input type="checkbox"/> ₃
Not confident at all	<input type="checkbox"/> ₄

11. If you saw a crime taking place, how confident would you be to talk to the police about it? (Please ✓ one)	
Very confident	<input type="checkbox"/> ₁
Confident	<input type="checkbox"/> ₂
Not confident	<input type="checkbox"/> ₃
Not confident at all	<input type="checkbox"/> ₄

12. How much do you agree or disagree: 'I am free to decide for myself how to live my life'. (Please ✓ one)	
Agree strongly	<input type="checkbox"/> ₁
Agree	<input type="checkbox"/> ₂
Disagree	<input type="checkbox"/> ₃
Disagree strongly	<input type="checkbox"/> ₄

13. How much do you trust people in your family? (Please ✓ one)	
Trust completely	<input type="checkbox"/> ₁
Trust somewhat	<input type="checkbox"/> ₂
Do not trust very much	<input type="checkbox"/> ₃
Do not trust at all	<input type="checkbox"/> ₄

14. How much do you trust people in your local area? (Please ✓ one)	
Trust completely	<input type="checkbox"/> ₁
Trust somewhat	<input type="checkbox"/> ₂
Do not trust very much	<input type="checkbox"/> ₃
Do not trust at all	<input type="checkbox"/> ₄

15. How much do you trust people from a different country or religion? (Please ✓ one)	
Trust completely	<input type="checkbox"/> ₁
Trust somewhat	<input type="checkbox"/> ₂
Do not trust very much	<input type="checkbox"/> ₃
Do not trust at all	<input type="checkbox"/> ₄

16. Do you think people from different countries or religions living in your local area: (Please ✓ one)	
Should mix less	<input type="checkbox"/> ₁
Mix enough	<input type="checkbox"/> ₂
Should mix more	<input type="checkbox"/> ₃

17. How much do you feel part of your local area? (Please ✓ one)	
A lot	<input type="checkbox"/> ₁
Somewhat	<input type="checkbox"/> ₂
Not very much	<input type="checkbox"/> ₃
Not at all	<input type="checkbox"/> ₄

18. How much do you feel part of this country? (Please ✓ one)	
A lot	<input type="checkbox"/> ₁
Somewhat	<input type="checkbox"/> ₂
Not very much	<input type="checkbox"/> ₃
Not at all	<input type="checkbox"/> ₄

19. How interested are you in doing employment skills training in the next six months? (Please ✓ one)	
Not at all interested	<input type="checkbox"/> ₁
Not interested	<input type="checkbox"/> ₂
Interested	<input type="checkbox"/> ₃
Very interested	<input type="checkbox"/> ₄

20. How interested are you in finding a paid job in the next six months? (Please ✓ one)	
Not at all interested	<input type="checkbox"/> ₁
Not interested	<input type="checkbox"/> ₂
Interested	<input type="checkbox"/> ₃
Very interested	<input type="checkbox"/> ₄

21. How interested are you in volunteering in the next six months (Please ✓ one)	
Not at all interested	<input type="checkbox"/> ₁
Not interested	<input type="checkbox"/> ₂
Interested	<input type="checkbox"/> ₃
Very interested	<input type="checkbox"/> ₄

22. How interested are you in doing digital/computer training in the next six months? (Please ✓ one)	
Not at all interested	<input type="checkbox"/> ₁
Not interested	<input type="checkbox"/> ₂
Interested	<input type="checkbox"/> ₃
Very interested	<input type="checkbox"/> ₄

23. Are you interested in doing anything else in the next six months that has not been mentioned above? If yes, please specify?

INTERPRETER PLEASE INDICATE HOW THIS SURVEY WAS COMPLETED BY TICKING ONE OF THE BOXES BELOW:	
Completed by learner with no assistance	<input type="checkbox"/> ₁
Completed by learner with some assistance	<input type="checkbox"/> ₂
Completed by reading out questions and recording responses	<input type="checkbox"/> ₃

7 Appendix: Statement of Terms

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2008) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management ISO 27001:2013.

Interpretation and publication of results

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not be publish any part of these results without the written and informed consent of the client.

Ethical practice

BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.

