

Community Life COVID-19 Re-contact Survey

Headline measures – Questionnaire Appendix

November 2020

Thomas Holley, Katie Smith, Alice Fitzpatrick, Joel Williams & Steven Coutinho

Contents

[Contents 1](#_Toc54701587)

[Appendix B – CAWI questionnaire 14](#_Toc54701596)

[Appendix C – CATI questionnaire 31](#_Toc54701597)

# Appendix B – CAWI questionnaire

**Section 1: Intro and opening demographics**

**INTRO** **[ASK ALL]**

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

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

**SEX [ASK ALL]**

First a few questions about yourself.

What is your gender?

1. Male

2. Female

3. Identify in another way

**AGE [ASK ALL]**

How old are you?

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

16..99

**AGE2 [ASK IF AGEIF = DK OR REF]**

Which of the following age bands are you?

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

**IntOft [ASK IF ALL]**

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 6 months

9. Less often

10. Not at all

**Section 2: Social contact and neighbourhood**

**FamIntro [ASK ALL]**

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**

Not including anyone 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?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **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

**NEIGHINTRO [ASK ALL]**

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

**SchatN [ASK ALL]**

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

**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

**STrust [ASK ALL]**

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

**COVHelp [ASK ALL]**

Do you think people are doing things to help others more, about the same, or less since the start of the virus outbreak?

*Please click the > button for more answer options*

1. More
2. About the same
3. Less

**Section 3: Formal volunteering**

**FIntro1 [ASK ALL]**

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

**FGroupIntro [ASK ALL]**

For each of the following types of groups, clubs or organisations, please state whether you have been involved with any of these in the **last four months**, that is since [DATE 4 MONTHS AGO]. Please include anything you have done online (e.g. via video link or online chat/forum) as well as anything you have done in person.

**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, running, 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, helping at care homes) |  |
| **Health, Disability and Social welfare**  (e.g. NHS volunteer responders, Medical research charities, Hospital visiting/transport, Helping NHS staff (e.g. food deliveries), Disability groups, Social welfare (e.g. Oxfam, NSPCC, Samaritans, Citizens Advice Bureau, telephone support for the lonely), 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 including groups set up to help people affected by coronavirus, 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\_P [ASK ALL]**

Have you been involved with any other groups, clubs or organisations in the **last four months**?

1. Yes
2. No

**P\_Oth [ASK IF Other\_P=1]**

Please enter the other activities you have been involved with in the last four months into the box.

**FUnPd [ASK IF YES AT ANY OF FGROUPA-P INCLUDES OTHER (FGROUPP)]**

In the **last four months**, 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-M SELECTED AT FUnPd)]**

In the **last four 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-M 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.*

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

Thinking about all the activities you have done as part of [this group, club or organisation/these groups, clubs or organisations] in the **last four months**, have any of these been specifically related to helping people affected by coronavirus or current restrictions associated with this?

1. Yes
2. No

**FMutAid [ASK IF FVOLCOVID=YES]**

Thinking about the help you have given to [this group, club or organisation/these groups, clubs or organisations] which was **related to the coronavirus**, was any of this organised through an independent local community group (e.g. mutual aid group, community forum, neighbourhood group, etc.)?

1. Yes
2. No

**FVolCovWhen [ASK IF FVOLCOVID=YES]**

And thinking about the help you have given to [this group, club or organisation/these groups, clubs or organisations] which was **related to the coronavirus**, did you sign up to any of these activities **after** the virus outbreak or were you already involved in [the activity/these activities]?

1. I started [this activity/(some of) these activities] after the virus outbreak
2. I was already involved in [this activity/these activities] before the virus outbreak

**BVHelp [ASK ALL]**

*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. Thinking ahead to when restrictions end and life starts getting back to normal, 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). Thinking ahead to when restrictions end and life starts getting back to normal, would you like to spend any more time helping groups, clubs or organisations?

*IF (FGROUPA-P ALL = NO) OR (FUNPD = NONE), use this text:*

**(3)** Thinking ahead to when restrictions end and life starts getting back to normal, would you like to spend any time helping groups, clubs or organisations?

*IF (FunOft=1 or 2), use this text:*

**(4)** Thinking ahead to when restrictions end and life starts getting back to normal, would you like to continue to spend 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) use this text:*

**(1)** Which, if any, of these are reasons why you don’t give unpaid help to groups, clubs or organisations?

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

**(2)** 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. Too difficult during the coronavirus outbreak

N. Other reason (specify)

**Section 4: Informal volunteering**

**IIntro1 [ASK ALL]**

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 ALL]**

In the **last four months**, that is, since [DATE 4 MONTHS 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 medicines or pension, paying bills, dog walking etc.

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 the last four months

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

In the **last four months**, that is, since [DATE 4 MONTHS 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: \_\_\_\_*

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

Thinking about the **unpaid help** you have given tosomeone who is **not a relative** in the last four months, has any of this been specifically related to helping people affected by coronavirus or current restrictions associated with this?

1. Yes
2. No

**IVolCovWhen [ASK IF IVOLCOVID=YES]**

And thinking about the unpaid helpyou have given tosomeone who is **not a relative** which was **related to the coronavirus**, was any of this started since the start of the virus break?

1. I started [this activity/(some of) these activities] after the virus outbreak
2. I was already involved in [this activity/these activities] before the virus outbreak

**COMMGP [ASK ALL WHO USE INTERNET IntOft=1-9]**

In the **last four months**, have you taken part in any type of online community activity e.g. as part of an online community group, online chat group, street or neighbourhood social media or WhatsApp group?

1. Yes, every day or most days
2. Yes, at least once a week
3. Yes, but less often
4. No

**Section 5: Charitable giving**

**GIntro1 [ASK ALL]**

Next are some questions about giving money 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 collection 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

K. Donation – made through contactless technology

**Purchases/fundraising**

L. Buying raffle tickets (NOT national or health lottery)

M. Buying goods from a charity shop, catalogue or online

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

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

**Sponsorship**

P. Sponsorship (not online)

Q. Sponsorship (online)

**Other**

R. Other method of giving (excluding donating goods or prizes) (specify)

S. Did not give money 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

**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: Wellbeing and loneliness**

**Wellintro [ASK ALL]**

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 ALL]**

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))

**WellB4 [ASK ALL]**

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))

**WellB2 [ASK ALL]**

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 ALL]**

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))

**Lon1 [ASK ALL]**

How often do you feel that you lack companionship?

A. Often

B. Some of the time

C. Hardly ever or Never

**Lon2 [ASK ALL]**

How often do you feel left out?

A. Often

B. Some of the time

C. Hardly ever or Never

**Lon3 [ASK ALL]**

How often do you feel isolated from others?

A. Often

B. Some of the time

C. Hardly ever or Never

**LonOft [ASK ALL]**

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 7: Demographics**

**IntroHTen2 [ASK ALL]** The following questions are about you and your circumstances.

**KEYWORK [ASK ALL]**

Due to the coronavirus outbreak, have you been given ‘key worker’ or essential worker status?

1. Yes

2. No

**ECONAC** **[ASK ALL]**

Which of these best describes your main situation now?

*Please select one only.*

1. Employed and currently working

2. Employed but on paid leave (including furlough)

3. Employed and on unpaid leave

4. Apprenticeship

5. In unpaid/voluntary work

6. Self-employed and currently working

7. Self-employed but not currently working

8. Unemployed

9. Permanently sick or disabled

10. Looking after home or family

11. In education at school/college/university

12. Retired

13. Doing something else

**ECONCOV [ASK ALL]**

In the **last four months**, that is since [DATE 4 MONTHS AGO] has your working status, working pattern or working hours changed in any of these ways (even if not for the whole period and even if now returned to normal)?

*Please select all that apply*

1. Started a new job/returned to work

2. Increase in hours worked

3. Still working but decrease in hours worked

4. I have been furloughed

5. Made redundant

6. Asked to take unpaid leave

7. Asked to work from home

8. Having to work around childcare/home schooling

9. Temporary closure of own business

10. Permanent closure of own business

11. Other (please specify)

**HHINCOV [ASK ALL]**

Since the start of the coronavirus outbreak, has there been any change over this time in your **household** income, whether from work, pensions, benefits or other sources?

1. My household income has reduced
2. My household income has increased
3. There has been no change

**Section 8: End of interview admin**

**ENDINTRO [ASK ALL]**

Thank you. Just a few final questions and then you can collect your voucher.

**FOLLOWUP [ASK ALL]**

This survey is conducted by Kantar, an independent social research organisation. We may like to contact you again with questions relating to this survey or to help with other connected research for the Government or a charity. Would it be okay for us to contact you within the next 12 months?

This will involve us keeping a secure record of your name, email address and/or telephone number for 12 months. Your contact details will not be used for any other purposes and will be destroyed after 12 months. If you answer 'yes', you are giving your permission for us to re-contact you within the next 12 months to discuss taking part in follow-up research. You are not agreeing to take part in any research.

1. Yes
2. No

**QMoved [ASK ALL]**

Since you last conducted an interview in [MONTH, YEAR OF LAST INTERVIEW] have you moved home? Please do not include any temporary move during the lockdown period.

1. Yes
2. No

**QPostC [ASK IF QMOVED=1]**

We need to check that we interview people across all regions of the UK. Please enter your postcode so we can check that the sample is representative.

ENTER POSTCODE

I live outside the UK

Prefer not to give postcode.

**QFraud [ASK ALL]**

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.

Confirm full name:

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

TICK BOX

**VouchRed1 [ASK ALL]**

Thank you for participating in the Community Life Survey.

To redeem the promised £10 shopping voucher please follow these steps:

1. Go to the Community Life Perks website using the link on the next screen

2. Enter your reference number and token (displayed on the next screen)

3. Choose the voucher you like

If you provide an email address below you will also receive a confirmation email in the next few days which will include all the information needed to redeem the voucher at a later date. Your email address will be kept confidential and will not be used for any marketing purposes.

Please enter/confirm your email address in the box below. If you do not wish to provide an email address please make sure you note down the reference number and token on the next screen, as these will be required to redeem your voucher.

**END SCREEN [ASK ALL]**

You can visit http://communitylife.perks.com and enter the following reference number and token as your log-in to redeem your voucher:

Reference number:

Token:

Thank you for participating in the Community Life Survey.

You can now close this window.

# Appendix C – CATI questionnaire

**Section 1: Intro and opening demographics**

**INTRO** **[ASK ALL]**

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

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

**SEX [ASK ALL]**

First a few questions about yourself.

What is your gender?

1. Male

2. Female

3. Identify in another way

**AGE [ASK ALL]**

How old are you?

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

16..99

**AGE2 [ASK IF AGEIF = DK OR REF]**

Which of the following age bands are you?

INTERVIEWER: READ OUT AND CODE FIRST TO APPLY

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

**IntOft [ASK IF ALL]**

How often do you access the internet?

INTERVIEWER ADD IF NECESSARY: 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.

PROMPT AS NECESSARY

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 6 months

9. Less often

10. Not at all

**Section 2: Social contact and neighbourhood**

**FamIntro [ASK ALL]**

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**

Not including anyone you live with, on average, how often do you...?

FOR EACH STATEMENT, READ OUT QUESTION AND ANSWER CATEGORIES

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **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?

FOR EACH STATEMENT, READ OUT QUESTION AND ANSWER CATEGORIES

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **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?

IF YES: Is there one person or more than one person who you can count on?

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

1. Yes, one person

2. Yes, more than one person

3. No one

**NEIGHINTRO [ASK ALL]**

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

**SchatN [ASK ALL]**

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

Would you say…READ OUT…

INTERVIEWER: *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

**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?

Would you feel…READ OUT…

1. Very comfortable

2. Fairly comfortable

3. Fairly uncomfortable

4. Very uncomfortable

**STrust [ASK ALL]**

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

Would you say…READ OUT

INTERVIEWER: 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

**COVHelp [ASK ALL]**

Do you think people in this neighbourhood are doing things to help others more, about the same, or less since the start of the virus outbreak?

INTERVIEWER:Please click the > button for more answer options

1. More

2. About the same

3. Less

**Section 3: Formal volunteering**

**FIntro1** **[ASK ALL]**

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

**FGroupIntro [ASK ALL]**

For each of the following types of groups, clubs or organisations, please state whether you have been involved with any of these in the **last four months**, that is since [DATE 4 MONTHS AGO]. Please include anything you have done online (e.g. via video link or online chat/forum) as well as anything you have done in person.

**FGroupA-FGroupP [ASK ALL]**

**READ OUT AND CODE YES OR NO FOR EACH**

|  |  |
| --- | --- |
|  | **Yes/No** |
| **Children's education or schools** such as PTAs, school governor, fundraising, helping in school |  |
| **Youth or children's activities outside school** such as Youth clubs, Sports clubs, other clubs for children |  |
| **Education for adults** such as classes, mentoring, cultural groups, Students Union, college governor |  |
| **Sport or exercise clubs** including taking part, coaching or supporter clubs |  |
| **Religion** including attending a place of worship, faith-based groups or clubs |  |
| **Politics** including membership or involvement with political groups, serving as a local councillor |  |
| **Older people** including groups such as Age UK, Pensioner’s clubs, visiting, transporting or representing older people, helping at care homes |  |
| **Health, Disability and Social welfare** such as NHS volunteer responders, medical charities, hospital visiting, transport, NHS staff, disability groups, social welfare groups like Oxfam, NSPCC, Samaritans, Citizens Advice, and respite care, self-help groups |  |
| **Safety or First Aid** for example Red Cross, St. Johns Ambulance, RNLI, Mountain Rescue, Helping after a disaster |  |
| **The environment and animals** for example Greenpeace, National Trust, RSPCA, local conservation or preservation societies |  |
| **Justice and Human Rights** for example Special Constable, Magistrate, legal advice centre, Victim Support, Prison visiting, community or race relations, LGBT, and organisations such as Amnesty International |  |
| **Local community or neighbourhood groups** such as Residents’ Association, Neighbourhood Watch, community group including groups set up to help people affected by coronavirus, local pressure group |  |
| **Citizens' Groups** such as Rotary Club, Lion’s Club, WI, Freemasons |  |
| **Hobbies or recreation clubs** including theatres, museums, drama, orchestras, local history club, Social club |  |
| **Membership or involvement with a trade union** |  |

**Other\_P [ASK ALL]**

Have you been involved with any other groups, clubs or organisations in the **last four months**?

1. Yes

2. No

**P\_Oth [ASK IF Other\_P=1]**

What other activities have you been involved with in the last four months? (TYPE IN)

**FUnPd [ASK IF YES AT ANY OF FGROUPA-P INCLUDES OTHER (FGROUPP)]**

In the **last four months**, 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?

READ OUT AND 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-M SELECTED AT FUnPd)]**

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

READ OUT

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-M 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.

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

Thinking about all the activities you have done as part of [this group, club or organisation/these groups, clubs or organisations] in the **last four months**, have any of these been specifically related to helping people affected by coronavirus or current restrictions associated with this?

1. Yes

2. No

**FMutAid [ASK IF FVOLCOVID=YES]**

Thinking about the help you have given to [this group, club or organisation/these groups, clubs or organisations] which was **related to the coronavirus**, was any of this organised through an independent local community group (e.g. mutual aid group, community forum, neighbourhood group, etc.)?

1. Yes

2. No

**FVolCovWhen [ASK IF FVOLCOVID=YES]**

And thinking about the help you have given to [this group, club or organisation/these groups, clubs or organisations] which was **related to the coronavirus**, did you sign up to any of these activities **after** the virus outbreak or were you already involved in [the activity/these activities]?

1. I started [this activity/(some of) these activities] after the virus outbreak

2. I was already involved in [this activity/these activities] before the virus outbreak

**BVHelp [ASK ALL]**

*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. Thinking ahead to when restrictions end and life starts getting back to normal, 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). Thinking ahead to when restrictions end and life starts getting back to normal, would you like to spend any more time helping groups, clubs or organisations?

*IF (FGROUPA-P ALL = NO) OR (FUNPD = NONE), use this text:*

**(3)** Thinking ahead to when restrictions end and life starts getting back to normal, would you like to spend any time helping groups, clubs or organisations?

*IF (FunOft=1 or 2), use this text:*

**(4)** Thinking ahead to when restrictions end and life starts getting back to normal, would you like to continue to spend 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) use this text:*

**(1)** Which, if any, of these are reasons why you don’t give unpaid help to groups, clubs or organisations?

*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?

READ OUT AND 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. Too difficult during the coronavirus outbreak

N. Other reason (specify)

**Section 4: Informal volunteering**

**IIntro1** **[ASK ALL]**

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 ALL]**

In the **last four months**, that is, since [DATE 4 MONTHS AGO], have you done any of these things, **unpaid**, for someone who was **not a relative**?

READ OUT AND 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 medicines or pension, paying bills, dog walking etc.

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 the last four months

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

In the **last four months**, that is, since [DATE 4 MONTHS AGO], about how often have you done [this/these things?]?

This includes:

(LIST RESPONSES GIVEN AT IHLP)

Would you say…. READ OUT…

1. At least once a week

2. Less than once a week but at least once a month

3. 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: \_\_\_\_*

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

Thinking about the **unpaid help** you have given tosomeone who is **not a relative** in the last four months, has any of this been specifically related to helping people affected by coronavirus or current restrictions associated with this?

1. Yes

2. No

**IVolCovWhen [ASK IF IVOLCOVID=YES]**

And thinking about the unpaid helpyou have given tosomeone who is **not a relative** which was **related to the coronavirus**, was any of this started since the start of the virus break?

1. I started [this activity/(some of) these activities] after the virus outbreak

2. I was already involved in [this activity/these activities] before the virus outbreak

**COMMGP [ASK ALL WHO USE INTERNET IntOft=1-9]**

In the **last four months**, have you taken part in any type of online community activity e.g. as part of an online community group, online chat group, street or neighbourhood social media or WhatsApp group?

IF YES: Would you say this was…

1. Yes, every day or most days

2. Yes, at least once a week

3. Yes, but less often

4. No

**Section 6: Wellbeing and loneliness**

**Wellintro [ASK ALL]**

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 ALL]**

Overall, how satisfied are you with your life nowadays?

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

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

**WellB4 [ASK ALL]**

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

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

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

**WellB2 [ASK ALL]**

Overall, how happy did you feel yesterday?

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

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

**WellB3 [ASK ALL]**

Overall, how anxious did you feel yesterday?

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

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

**Lon1 [ASK ALL]**

FOR EACH STATEMENT, READ OUT QUESTION AND ANSWER CATEGORIES.

How often do you feel that you lack companionship?

A. Often

B. Some of the time

C. Hardly ever or Never

**Lon2 [ASK ALL]**

How often do you feel left out?

A. Often

B. Some of the time

C. Hardly ever or Never

**Lon3 [ASK ALL]**

How often do you feel isolated from others?

A. Often

B. Some of the time

C. Hardly ever or Never

**LonOft [ASK ALL]**

How often do you feel lonely?

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

A. Often/always

B. Some of the time

C. Occasionally

D. Hardly ever

E. Never

**Section 7: Demographics**

**IntroHTen2** **[ASK ALL]**

The following questions are about you and your circumstances.

**KEYWORK [ASK ALL]**

Due to the coronavirus outbreak, have you been given ‘key worker’ or essential worker status?

1. Yes

2. No

**ECONAC** **[ASK ALL]**

Which of these best describes your main situation now?

READ OUT AND SELECT ONE ONLY

1. Employed and currently working

2. Employed but on paid leave (including furlough)

3. Employed and on unpaid leave

4. Apprenticeship

5. In unpaid/voluntary work

6. Self-employed and currently working

7. Self-employed but not currently working

8. Unemployed

9. Permanently sick or disabled

10. Looking after home or family

11. In education at school/college/university

12. Retired

13. Doing something else

**ECONCOV [ASK ALL]**

In the **last four months**, that is since [DATE 4 MONTHS AGO] has your working status, working pattern or working hours changed in any of these ways (even if not for the whole period and even if now returned to normal)?

READ OUT AND SELECT ALL THAT APPLY

1. Started a new job/returned to work

2. Increase in hours worked

3. Still working but decrease in hours worked

4. I have been furloughed

5. Made redundant

6. Asked to take unpaid leave

7. Asked to work from home

8. Having to work around childcare/home schooling

9. Temporary closure of own business

10. Permanent closure of own business

11. Other (please specify)

**HHINCOV [ASK ALL]**

Since the start of the coronavirus outbreak, has there been any change over this time in your **household** income, whether from work, pensions, benefits or other sources?

PROMPT IF NECESSARY

1. My household income has reduced

2. My household income has increased

3. There has been no change

**Section 8: End of interview admin**

**ENDINTRO [ASK ALL]**

Thank you. I have just a few final questions for you.

**FOLLOWUP [ASK ALL]**

This survey is conducted by Kantar, an independent social research organisation. We may like to contact you again with questions relating to this survey or to help with other connected research for the Government or a charity. Would it be okay for us to contact you within the next 12 months?

ADD IF NECESSARY: This will involve us keeping a secure record of your name, email address and/or telephone number for 12 months. Your contact details will not be used for any other purposes and will be destroyed after 12 months. If you answer 'yes', you are giving your permission for us to re-contact you within the next 12 months to discuss taking part in follow-up research. You are not agreeing to take part in any research.

1. Yes

2. No

**QMoved [ASK ALL]**

Since you last conducted an interview in [MONTH, YEAR OF LAST INTERVIEW] have you moved home? Please do not include any temporary move during the lockdown period.

1. Yes

2. No

**QPostC [ASK IF QMOVED=1]**

We need to check that we interview people across all regions of the UK.

Please could you tell me your postcode so that we can check that the sample is representative.

INTERVIEWER: USE CAPITAL LETTERS.

ENTER POSTCODE

I live outside the UK

Prefer not to give postcode.

**VoucherCati1** **[ASK IF QMoved = 2 OR DK OR REF]**

Thank you for participating in the Community Life Survey. To thank you for your participation, we will send you a £10 gift voucher.

Can I check that you would like to send the voucher to the address we have on our system, that is:

[*insert address*]

1. Yes
2. No, would prefer it sent to a different address
3. SPONTANEOUS: I do not want to receive a voucher

**VoucherCATI2 [ASK IF QMoved = 1]**

Thank you for participating in the Community Life Survey. To thank you for your participation, we will send you a £10 gift voucher.

We currently do not have a valid address on our system to send the voucher to. Please could you confirm what address we should send the voucher to?

1. RECORD NEW ADDRESS
2. SPONTANEOUS: I do not want to receive a voucher

**VoucherCATI3 [ASK IF VoucherCATI1 = 2]**

What address should we send the voucher to?

RECORD NEW ADDRESS.