National Survey for Wales

2012/13

Questionnaire

National Survey for Wales: Questionnaire for April 2012 to March 2013

Contents

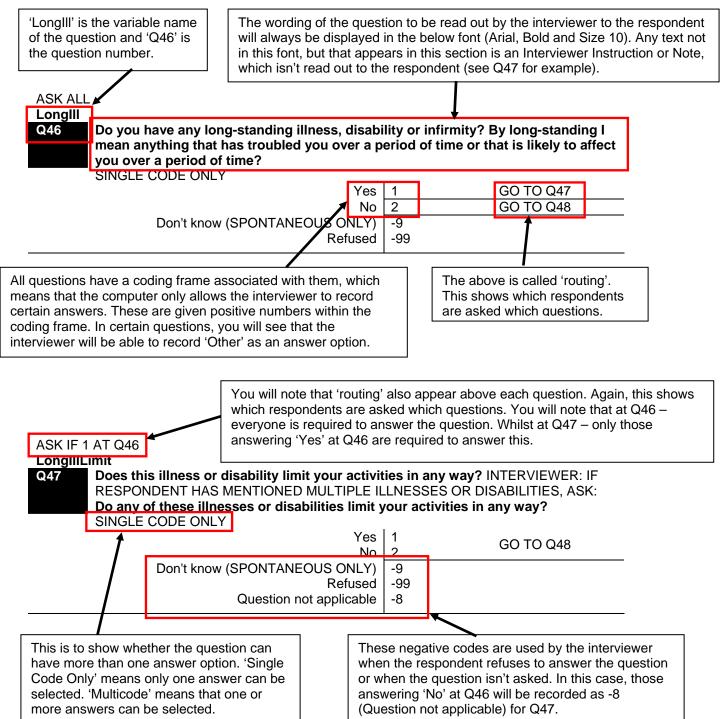## Guide to the Questionnaire Format

Below is a guide of how to interpret the questionnaire format. All questions in the questionnaire follow a similar format.

Example of question layout

'LongIll' is the variable name of the question and 'Q46' is the question number.

The wording of the question to be read out by the interviewer to the respondent will always be displayed in the below font (Arial, Bold and Size 10). Any text not in this font, but that appears in this section is an Interviewer Instruction or Note, which isn't read out to the respondent (see Q47 for example).

ASK ALL

LongIll

Q46 **Do you have any long-standing illness, disability or infirmity? By long-standing I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?**

SINGLE CODE ONLY

Yes	1	GO TO Q47
No	2	GO TO Q48
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	

All questions have a coding frame associated with them, which means that the computer only allows the interviewer to record certain answers. These are given positive numbers within the coding frame. In certain questions, you will see that the interviewer will be able to record 'Other' as an answer option.

The above is called 'routing'. This shows which respondents are asked which questions.

You will note that 'routing' also appear above each question. Again, this shows which respondents are asked which questions. You will note that at Q46 – everyone is required to answer the question. Whilst at Q47 – only those answering 'Yes' at Q46 are required to answer this.

ASK IF 1 AT Q46

LongIllLimit

Q47 **Does this illness or disability limit your activities in any way?** INTERVIEWER: IF RESPONDENT HAS MENTIONED MULTIPLE ILLNESSES OR DISABILITIES, ASK: **Do any of these illnesses or disabilities limit your activities in any way?**

SINGLE CODE ONLY

Yes	1	
No	2	GO TO Q48
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Question not applicable	-8	

This is to show whether the question can have more than one answer option. 'Single Code Only' means only one answer can be selected. 'Multicode' means that one or more answers can be selected.

These negative codes are used by the interviewer when the respondent refuses to answer the question or when the question isn't asked. In this case, those answering 'No' at Q46 will be recorded as -8 (Question not applicable) for Q47.

Address Check

Please check that the details below are correct. If not, you should exit the script and select the correct serial number in the grid.

AddressCheck
███████ **Serial Number:**

Yes	1
No	2

██████ **Address:**

Yes	1
No	2

Police
███████ **Name of police station registered at:**

ENTER NAME.	

Interviewer Observational Variables

OBSIntro

Do you wish to complete the observational section now?

INTERVIEWER: YOU SHOULD ANSWER THESE QUESTIONS BEFORE MAKING CONTACT AT THE ADDRESS.

YOU SHOULD ONLY CODE 'NO' HERE IF YOU NEED TO CHECK DETAILS WITH SOMEONE AT THE ADDRESS FIRST (E.G. WHETHER ADDRESS IS RESIDENTIAL AND OCCUPIED).

No

IF YES ASK OBS1-4. IF NO WILL BE ROUTED TO C1 AND C1 THESE QUESTIONS WILL BE ASKED LATER FOR ALL NON-DEADWOOD ADDRESSES.

OBS1

Which of these best describes the condition of residential properties in the area?

CODE ONE ONLY

Mainly good	1
Mainly fair	2
Mainly bad	3
Mainly very bad	4
Unable to code	5

OBS2

Is the outside of the sampled house/flat in a better or worse condition than the others in this area?

CODE ONE ONLY

Better	1
Worse	2
About the same	3
Unable to code	4

OBS3

SAMPLED DWELLING IS:

CODE ONE ONLY

Detached	1
Semi-detached	2
Mid-terrace	3
End-of-terrace	4
Maisonette	5
Flat – purpose built	6
Flat – converted	7
Rooms, bedsitter	8
Caravan / mobile home / houseboat	9
Unable to code	10

OBS4

Are any of these physical barriers to entry present at the house/flat?
CODE ALL THAT APPLY.

Locked common entrance	1
Locked gates	2
Security staff or gatekeeper	3
Entry phone access	4
None of these	5
Unable to code	6

OBS5

In the immediate area, how common is litter or rubbish lying around?
CODE ONE ONLY.

Very common	1
Fairly common	2
Not very common	3
Not at all common	4

OBS6

How common is vandalism, graffiti or deliberate damage to property?
CODE ONE ONLY.

Very common	1
Fairly common	2
Not very common	3
Not at all common	4

OBS7

How safe or unsafe would you feel if you were walking in this area after dark?
CODE ONE ONLY.

Very safe	1
Fairly safe	2
Fairly unsafe	3
Very unsafe	4

CONFIRM DETAILS BELOW WITH SOMEONE AT THE ADDRESS
Address:

Correct	1
Incorrect	2

ASK ALL:

C1 **IS ADDRESS TRACEABLE, RESIDENTIAL AND OCCUPIED AS A MAIN RESIDENCE (ATTEMPT CONTACT AT ADDRESS IF NECESSARY)?**

Yes	1	GO TO C2
No	2	
UNABLE TO ESTABLISH	3	

Not yet built / under construction	1
Derelict / demolished	2
Vacant / empty housing unit	3
Non-residential address	4
Communal establishment / institution	5
Not main residence	6

No contact at address (no selection done yet)	1
Contact made at address but need to call back (no selection done yet)	2
Inaccessible	3
Unable to locate address (21)	4
Unknown whether address is residential due to a refusal of information	5
Unknown whether address is residential due to other reasons	6

Household Selection

IF YES AT C1: MAKE CONTACT WITH RESPONSIBLE ADULT AT ADDRESS.

C2 **INTRODUCTION: Good morning/afternoon/evening. My name is [NAME] (SHOW ID CARD) from Kantar Operations working on behalf of TNS-BMRB. We are carrying out the National Survey for Wales for the Welsh Government.**
IF NECESSARY ASK: **Can I just check, is this house/bungalow/building occupied as a single dwelling or is it split up into dwelling units?** CODE NUMBER OF DWELLING UNITS. INCLUDE BOTH OCCUPIED AND UNOCCUPIED DWELLING UNITS:

ENTER NUMBER	1
Unable to establish	2

IF > 1 DWELLING AT C2:

C3a

LIST ALL DWELLING UNITS IN THE GRID BELOW IN FLAT/ROOM NUMBER ORDER OR FROM BOTTOM TO TOP OF BUILDING. LEFT TO RIGHT, FRONT TO BACK. 1 UNIQUE DWELLING UNIT DESCRIPTION PER TEXT BOX. INCLUDE BOTH OCCUPIED AND UNOCCUPIED DWELLING UNITS.

[INTERVIEWER LISTS DWELLING UNITS].	1

IF NUMBER ENTERED AT C2:

Dwell

YOU SHOULD CARRY OUT THE INTERVIEW AT [IF C2 = 1: THIS ADDRESS / IF C2 > 1 [NAME OF FLAT/HOUSE].

IF > 1 DWELLING AT C2:

C3b **IS SELECTED DWELLING RESIDENTIAL AND OCCUPIED AS A MAIN RESIDENCE (ATTEMPT CONTACT AT ADDRESS IF NECESSARY)?**

Yes	1
No	2
UNABLE TO ESTABLISH	3

IF NO AT C3b INTERVIEWER GIVEN LIST OF INELIGIBLE OUTCOME CODES:

Vacant / empty housing unit	1
Non-residential address	2
Not main residence	3

IF C2 = 1 OR C3b = YES:

C3c **INTERVIEWER: REINTRODUCE SURVEY AT SELECTED ADDRESS IF NECESSARY AND ASK:**
Can I just check, how many households live here? By 'household' I mean a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area.

One	1
More than one	2
Unable to establish	3

C3d **ENTER NUMBER OF HOUSEHOLDS LIVING HERE**

ENTER NUMBER	1
Unable to establish	2

C3e **ALLOCATE A UNIQUE IDENTIFIER TO ALL HOUSEHOLDS (E.G. NUMBER OR LETTER) AND LIST IN THE GRID BELOW. ANY ORDER IS FINE.**

[INTERVIEWER LISTS HOUSEHOLDS]	1

C3f **YOU SHOULD CARRY OUT THE INTERVIEW AT [NAME OF SELECTED HOUSEHOLD].**

IF UNABLE TO ESTABLISH AT C3c OR C3d INTERVIEWER IS SENT TO OUTCOME CODES AND ASKED TO CODE INTERIM OR FINAL OUTCOME:

No contact at address (no selection done yet)	1
Contact made at address but need to call back (no selection done yet)	2
Refused all information	3
Inaccessible	4
Unable to locate address	5
No contact with anyone at address	6
Contact made but not with a responsible resident	7

C4 **INTERVIEWER: REINTRODUCE SURVEY AT SELECTED ADDRESS IF APPLICABLE. CONFIRM ADDRESS IS MAIN RESIDENCE: IF NOT GO BACK TO TRACEABLE/RESIDENTIAL QUESTION; IF MAIN RESIDENCE, ASK: For this study we are only interviewing people aged 16 or over. Including yourself, how many people aged 16 or over live in this household? By 'household' I mean a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area. .**
INCLUDE:
PEOPLE WHO NORMALLY LIVE AT ADDRESS WHO ARE AWAY FOR UNDER 6 MONTHS.
BOARDERS AND LODGERS LIVING AS PART OF HOUSEHOLD.
EXCLUDE:
PEOPLE AGED 16+ WHO LIVE ELSEWHERE TO STUDY OR WORK BUT WHO COME HOME FOR HOLIDAYS.
SPOUSES WHO ARE SEPARATED AND NO LONGER RESIDENT.
PEOPLE AWAY CONTINUOUSLY FOR 6 MONTHS OR MORE. CODE NUMBER OF ELIGIBLE PERSONS.

ENTER NUMBER	1
UNABLE TO ESTABLISH	2

Respondent Selection

IF > 1 AT C4:

C5 **LIST ALL ELIGIBLE PERSONS IN THE GRID BELOW (THEY DO NOT NEED TO BE IN ANY PARTICULAR ORDER).**
VERIFY THAT ALL ELIGIBLE PERSONS HAVE BEEN LISTED BELOW BEFORE CONTINUING. 1 UNIQUE PERSON NAME PER TEXT BOX.
[INTERVIEWER LISTS NAMES].

IF NUMBER ENTERED AT C4:

C5aConfirm **You should carry out the interview with [NAME OF SELECTED PERSON].**

CONFIRM SELECTED RESPONDENT'S FULL NAME
ENTER NAME
UNABLE TO ESTABLISH

IF UNABLE TO ESTABLISH NAME INTERVIEWER IS SENT TO OUTCOME CODES AND ASKED TO CODE INTERIM OR FINAL OUTCOME:

No contact at address (no selection done yet)	
Contact made at address but need to call back (no selection done yet)	
Refused all information	

IF UNABLE TO ESTABLISH AT C6 INTERVIEWER IS SENT TO OUTCOME CODES AND ASKED TO CODE INTERIM OR FINAL OUTCOME:

No contact at address (respondent selection already done)	1
Contact made at address but no contact with selected respondent	2
Refused all information	3

IF PERSON SELECTED (I.E. NUMBER ENTERED AT C4 AND NAME ENTERED):

C5b **Is [NAME] aged 16 or 17 AND living with parents/guardians?**

Yes	1
No	2
Unable to establish	3

IF YES AT C5b:

C5c **PARENTAL/GUARDIAN PERMISSION WILL NEED TO BE OBTAINED BEFORE PROCEEDING WITH INTERVIEW WITH SELECTED RESPONDENT. HAS PARENTAL CONSENT BEEN GAINED ON THIS VISIT?**

Yes	1
No	2

C5d   **PARENTAL PERMISSION GAINED.**

FULL NAME OF PARENT/GUARDIAN GIVING CONSENT:

[ENTER NAME]

RELATIONSHIP TO RESPONDENT:

Mother (natural/step/foster)	1
Father (natural/step/foster)	2
Other - specify	3

IF PARENTAL PERMISSION NOT GAINED (C5c = NO) ON THIS VISIT INTERVIEWER NEEDS TO CODE OUTCOME FROM THE FOLLOWING LIST (CANNOT PROCEED WITH INTERVIEW WITHOUT PERMISSION):

No contact at address (respondent selection already done)	1
Contact at address but no contact with parent of selected 16 or 17 year old	2
Contact with parent of selected 16 or 17 year old but need to call back	3
Parental permission required – permission refused	4

IF PERSON SELECTED (I.E. NUMBER ENTERED AT C4 AND NAME ENTERED):
TELNO

ENTER A CONTACT NUMBER FOR SELECTED RESPONDENT.
ENTER RESPONDENTS (MAIN) HOME TELEPHONE NUMBER IN FULL, STARTING WITH THE EXCHANGE NUMBER. USE NUMBERS ONLY. DO NOT USE THE EXCHANGE NAME. E.G. TYPE 01603457272 NOT GREENOCK 457272. DO NOT TYPE ANY SPACES OR DASHES. PLEASE REMEMBER TO TYPE IN THE NUMBER DIRECTLY AND IN FULL.

ENTER NUMBER	
NUMBER NOT GIVEN	2

Household Information

IF PERSON SELECTED (I.E. NUMBER ENTERED AT C4 AND NAME ENTERED):
LANG

███ **Would [NAME OF SELECTED RESPONDENT] like the interview to be conducted in English or Welsh?**

English	1
Welsh	2
Other (specify)	3
Not applicable	4

IF ENGLISH PROCEED TO OUTCOME CODES.

IF WELSH (DISPLAY ON NEXT SCREEN):
> CONTINUE IF YOU CAN SPEAK AND READ WELSH YOURSELF. IF YOU CANNOT SPEAK AND READ WELSH PLEASE SELECT INTERIM CODE (45) AND CONTACT THE OFFICE TO ARRANGE FOR THIS ADDRESS TO BE PASSED TO A WELSH SPEAKING INTERVIEWER.

IF OTHER (DISPLAY ON NEXT SCREEN):
> USE A HOUSEHOLD TRANSLATOR IF POSSIBLE. IF NO TRANSLATOR IS AVAILABLE CODE AS UNPRODUCTIVE OUTCOME (CODE 67).

███ **IF PERSON SELECTED AND PERMISSION GAINED (IF NECESSARY) INTERVIEWER NEEDS TO CODE FROM A LIST OF INTERIM/FINAL OUTCOMES:**

Start interview now (70)	1	GO TO OBSIntro2 or OBSIntro3
No contact at address (respondent selection already done) (112)	2	
Contact at address but no contact with selected respondent (113)	3	
Contact with selected respondent but need to call back (114)	4	
Appointment made with selected respondent to conduct interview (62)	5	
Welsh language need identified (45)	6	
Refusal by selected person (52)		7
Refusal by proxy (53)	8	
Contact but no specific appointment (60)	9	
Broken appointment, no recontact (63)	10	
Ill at home during survey period (64)	11	
Away / in hospital throughout field period (65)	12	
Physical or learning disability / difficulty (66)		13
Language difficulties (67)	14	

IF OBSIntro = No
OBSIntro2

███ **Do you wish to complete the observational section now?**

Yes	1	GO TO OBS1
No	2	

IF OBSIntro = Yes
OBSIntro3

██████ **Do you wish to update any of the Observational Information that you entered previously?**

Yes – need to change	1	GO TO OBS1
No – do not need to change	2	

TIMESTAMP

ASK ALL
LangInt, LangIntOT

F ██████ **Would you like the interview to be conducted in English or Welsh?**

English	1	GO TO Q1
Cymraeg	2	GO TO Q1
Other (please specify)	3	

IF LANGINT = OTHER
Othlang

██████ **INTERVIEWER: ARE YOU USING A HOUSEHOLD TRANSLATOR FOR THIS INTERVIEW?**

Yes	1
No	2

IF OTHLANG = NO
NoHHtran

██████ **INTERVIEWER: PLEASE RECORD WHO YOU ARE USING TO TRANSLATE THE QUESTIONNAIRE.**

OPEN RESPONSE	

ASK ALL

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

ASK ALL
NumCheck

[IF ONLY ONE ADULT IN HOUSEHOLD: INTERVIEWER: IN THE CONTACT SHEET YOU RECORDED THAT THE RESPONDENT WAS THE ONLY PERSON IN THE HOUSEHOLD AGED 16+. PLEASE CHECK THIS IS CORRECT WITH THE RESPONDENT AND RECORD ANSWER BELOW.]
[IF > ONE ADULT IN HOUSEHOLD: INTERVIEWER: IN THE CONTACT SHEET YOU RECORDED THAT THERE WERE [NUMBER ENTERED IN CONTACT SHEET] PEOPLE IN THIS HOUSEHOLD AGED 16+. PLEASE CHECK THIS IS CORRECT WITH RESPONDENT AND RECORD ANSWER BELOW.]

[IF ONLY ONE ADULT IN HOUSEHOLD: Can I just confirm that you are the only person aged 16+ living in this household?]

[IF > ONE ADULT IN HOUSEHOLD: Can I just confirm that, including you, there are [X] people aged 16 or over living in this household?]

Number Correct	1
Number Incorrect	2

ASK IF 'NUMBER INCORRECT'
NumNew

ASK OR RECORD CORRECT NUMBER OF ADULTS IN THE HOUSEHOLD.
INTERVIEWER NOTE: If new contact/household, add: **"by 'your household', I mean a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area".**

ENTER NUMBER	

ASK IF 'NUMBER INCORRECT'
Reasinc

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

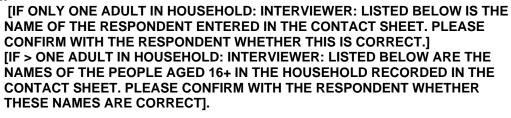|	
Number has changed since contact sheet was completed	1
Error in contact sheet	2
Other (specify)	3

NameChk

   [IF ONLY ONE ADULT IN HOUSEHOLD: INTERVIEWER: LISTED BELOW IS THE NAME OF THE RESPONDENT ENTERED IN THE CONTACT SHEET. PLEASE CONFIRM WITH THE RESPONDENT WHETHER THIS IS CORRECT.]
[IF > ONE ADULT IN HOUSEHOLD: INTERVIEWER: LISTED BELOW ARE THE NAMES OF THE PEOPLE AGED 16+ IN THE HOUSEHOLD RECORDED IN THE CONTACT SHEET. PLEASE CONFIRM WITH THE RESPONDENT WHETHER THESE NAMES ARE CORRECT].

LIST OF NAMES [NOTE FOR SCRIPTING – (RESPONDENT) SHOULD BE LISTED AFTER THE NAME OF THE SELECTED RESPONDENT AND THEY SHOULD APPEAR FIRST.]

Names Correct	1
Names Incorrect	2

IF 'NAMES CORRECT' ASK NUMBER OF UNDER 16s IN HOUSEHOLD

IF 'NUMBER INCORRECT' OR 'NAMES INCORRECT' ASK NEWNAMES
NewNames

INTERVIEWER: PLEASE ENTER THE NAMES OF ALL THE PEOPLE AGED 16+ IN THE HOUSEHOLD BELOW. ENTER RESPONDENT FIRST.
[NOTE FOR SCRIPTING: THERE SHOULD BE A BOX FOR EACH PERSON AGED 16+ BASED ON THE NUMBER CONFIRMED AT NUMCHECK / ENTERED AT NUMNEW. THE FIRST BOX SHOULD IDEALLY HAVE 'RESPONDENT' NEXT TO IT].
[NOTE FOR SCRIPTING: ONCE ALL NAMES CONFIRMED ASK FOR NUMBER OF UNDER 16s IN HOUSEHOLD (i.e. the current Numpep)].

Start of Respondent Interview

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

TIMESTAMP

ASK ALL
NumPep

Q1 **[You've told me/I've been told] that [you are the only adult aged 16 or over in the household/there are [x] adults aged 16 or over in the household. INTERVIEWER CHECK: That the number of adults aged 16 and over is correct. How many under 16's are there living here?]**

GO TO Q2

ASK ALL

Q2 **You've told me/I've been told that you and [insert name of person 2, person 3, etc from C5] lives here. Please can you tell me the names of each person under 16 in your household. IF NECESSARY: I only need this information to help me ask questions in the survey.**

GO TO Q3

LOOP FOR ALL MEMBERS IN HOUSEHOLD
DtBirth

Q3 **What is your/[name]'s date of birth? IF DATE OF BIRTH NOT GIVEN. What was your/[name]'s age at your/[their] last birthday? CHECK: Based on what you have told me I make it that you/[name] are/is [age]. Is this correct?**
IF RESPONDENT REFUSES TO GIVE THEIR AGE, THEN GIVE YOUR BEST ESTIMATE.

GO TO Q4

LOOP FOR ALL MEMBERS IN HOUSEHOLD
Gender

Q4 **[Record respondent's gender/is [name] male or female?**
ASK OR RECORD

Don't know (SPONTANEOUS ONLY)	-9	GO TO Q5A
Refused	-99	

TIMESTAMP

This interview is completely voluntary. Your personal information and the answers you give will be kept confidential by the Welsh Government and only used for research purposes. Your details will not be used for marketing purposes. If we should come to any question that you don't want to answer, just let me know and we'll go on to the next question.

ASK ALL
MarStat

Q5a   **What is your current legal marital status. Are you …**
READ OUT. CODE FIRST TO APPLY

Single, that is never married and never registered a same-sex civil partnership	1	GO TO Q5
Married and living with husband/wife	2	GO TO Q5
In a registered same-sex civil partnership and living with your partner	3	GO TO Q5
Separated, but still legally married	4	GO TO Q5
Divorced	5	GO TO Q5
Widowed	6	GO TO Q5
Separated, but still legally in a same-sex civil partnership (SPONTANEOUS ONLY)	7	GO TO Q5
Formerly a same-sex civil partner, the civil partnership now legally dissolved (SPONTANEOUS ONLY)	8	GO TO Q5
A surviving civil partner: his/her partner having since died (SPONTANEOUS ONLY)	9	GO TO Q5
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q5
Refused	-99	GO TO Q5

RelResp

Q5   **I would now like to ask how other people in your household are related to you. What is [name]'s relationship to you …**
* INCLUDES SAME SEX COUPLES WHO ARE NOT IN A REGISTERED CIVIL PARTNERSHIP, TREAT RELATIVES OF COHABITING COUPLES AS THOUGH THE COUPLES WERE MARRIED. ** HALF BROTHERS/SISTERS SHOULD BE CODED WITH STEP BROTHERS/SISTERS. ***TREAT RELATIVES OF CIVIL PARTNERS AS THOUGH THE CIVIL PARTNERS WERE MARRIED. SINGLE CODE ONLY FOR EACH HOUSEHOLD MEMBER

Spouse	1	GO TO Q5b
Cohabiting partner*	2	GO TO Q5b
Son/daughter (incl. adopted)	3	GO TO Q5b
Step son/daughter	4	GO TO Q5b
Foster child	5	GO TO Q5b
Son-in-law/daughter-in-law	6	GO TO Q5b
Parent / guardian	7	GO TO Q5b
Step parent	8	GO TO Q5b
Foster parent	9	GO TO Q5b
Parent-in-law	10	GO TO Q5b
Brother or sister (incl. adopted)	11	GO TO Q5b
Step brother/sister**	12	GO TO Q5b
Foster brother/sister	13	GO TO Q5b
Brother-in-law/sister-in-law	14	GO TO Q5b
Grandchild	15	GO TO Q5b
Grandparent	16	GO TO Q5b
Other relation	17	GO TO Q5b
Other non-relative	18	GO TO Q5b
Civil partner***	19	GO TO Q5b

ASK IF ANY HOUSEHOLD MEMBERS AGED UNDER 20 WHERE RELATIONSHIP TO RESPONDENT IS NOT 3/4/5 AT Q5
GrdChk

Q5b **Can I just check, are you the legal guardian of any of the following people in the household?**
READ OUT

LIST OF NAMES	1	GO TO Q6
None of these	2	GO TO Q6
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q6
Refused	-99	GO TO Q6

ASK ALL
Tenure

Q6 SHOWCARD 1 **In which of these ways [do you/does your household] occupy this accommodation?**
INTERVIEWER NOTE: We are interested in how the household occupies the accommodation rather than the individual. E.g. if respondent is living rent free in a household with a friend who rents the accommodation you should code 'rent it'. SINGLE CODE ONLY

A	Own it outright	1	GO TO Q8
B	Buying it with the help of a mortgage or loan	2	GO TO Q8
C	Pay part rent and part mortgage (shared ownership)	3	GO TO Q8
D	Rent it	4	GO TO Q7
E	Live here rent-free (including rent-free in relative's/friend's property; excluding squatting)	5	GO TO Q7
F	Squatting	6	GO TO Q8
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q8
	Refused	-99	GO TO Q8

ASK IF 4 OR 5 AT Q6
HhLndLrd

Q7 SHOWCARD 2 **Who is [your/your household's] landlord?**
CODE FIRST TO APPLY

A	The local authority / council	1	GO TO Q8
B	A housing association, charitable trust or Local Housing Company	2	GO TO Q8
C	Employer (organisation) of a household member	3	GO TO Q8
D	Another organisation	4	GO TO Q8
E	Relative/friend (before you lived here) of a household member	5	GO TO Q8
F	Employer (individual) of a household member	6	GO TO Q8
G	Another individual private landlord	7	GO TO Q8
	Question not applicable	-8	GO TO Q8
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q8
	Refused	-99	GO TO Q8

TIMESTAMP

Smoke Alarms

Now I would like to ask you about smoke alarms.

ASK ALL
SmkAlmNum

Q8	**How many, if any, smoke alarms do you have in your home?**		
	SINGLE CODE ONLY		

One	1	GO TO Q9
Two	2	GO TO Q9
Three or more	3	GO TO Q9
None	4	GO TO Q10
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q10
Refused	-99	GO TO Q10

ASK IF 1, 2 OR 3 AT Q8
SmkAlmWrk

Q9	**How many, if any, of these alarms are working?**		
	SINGLE CODE ONLY		

One	1	GO TO Q10
Two	2	GO TO Q10
Three or more	3	GO TO Q10
None	4	GO TO Q10
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q10
Question not applicable	-8	GO TO Q10
Refused	-99	GO TO Q10

TIMESTAMP

Welsh Language

I'd like to ask you about your Welsh language skills.

ASK ALL
Q10 **Can you...**
READ OUT EACH ONE

WelUndSpk

Understand spoken Welsh

Yes	1
No	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

WelSpk

Speak Welsh

Yes	1
No	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

WelRead

Read Welsh

Yes	1
No	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

WelWrite

Write Welsh

Yes	1
No	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

ASK IF 1 AT Q10B
WelAbSpk
Q11 SHOWCARD 3 **Which of these best describes your ability in spoken Welsh?**
SINGLE CODE ONLY

A	I'm fluent in Welsh	1	GO TO Q12
B	I can speak a fair amount of Welsh	2	GO TO Q12
C	I can only speak a little Welsh	3	GO TO Q12
D	I can say just a few words	4	GO TO Q12
	Question not applicable	-8	GO TO Q12
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q12
	Refused	-99	GO TO Q12

WelFrqSpk

Q12 **Do you speak Welsh daily, weekly, less often, or never?**
SINGLE CODE ONLY

Daily	1	GO TO Q13
Weekly	2	GO TO Q13
Less often	3	GO TO Q13
Never	4	GO TO Q13
Question not applicable	-8	GO TO Q13
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q13
Refused	-99	GO TO Q13

TIMESTAMP

Wellbeing

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

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE
WbSatLife

Q13 **Overall, how satisfied are you with your life nowadays?**
Interviewer instruction: READ OUT IF NECESSARY 'where nought is 'not at all satisfied' and 10 is 'completely satisfied'

0-10 scale		GO TO Q14
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q14
Refused	-99	GO TO Q14

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE
WbLifeWrth

Q14 **Overall, to what extent do you feel that the things you do in your life are worthwhile?**
Interviewer instruction: READ OUT IF NECESSARY 'where nought is 'not at all worthwhile' and 10 is 'completely worthwhile'

0-10 scale		GO TO Q15
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q15
Refused	-99	GO TO Q15

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE
WbHapYest

Q15 **Overall, how happy did you feel yesterday?**
Interviewer instruction: READ OUT IF NECESSARY 'where nought is 'not at all happy' and 10 is 'completely happy'

0-10 scale		GO TO Q16
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q16
Refused	-99	GO TO Q16

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE
WbAnxYest

Q16 **On a scale where nought is 'not at all anxious' and 10 is 'completely anxious', overall, how anxious did you feel yesterday?**

0-10 scale		GO TO Q17
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q17
Refused	-99	GO TO Q17

TIMESTAMP

WbSat1, WbSat2, WbSat3, WbSat4, WbSat5, WbSat6, WbSat7, WbSat8

Q17   **Overall, how satisfied are you with [insert from list below]?**

Interviewer instruction: READ OUT IF NECESSARY 'where nought is 'not at all satisfied' and 10 is 'completely satisfied'. IF NECESSARY: (If not working) And how satisfied are you with this?

your personal relationships;		GO TO Q18
your physical health;		GO TO Q18
your mental wellbeing;		GO TO Q18
your work situation;		GO TO Q18
your financial situation;		GO TO Q18
the area where you live;		GO TO Q18
the amount of time you have to do things you like doing;		GO TO Q18
the wellbeing of your children [if you have any)]?		GO TO Q18
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q18
Refused	-99	GO TO Q18

TIMESTAMP

Local Area

ASK ALL
WbWlkSpace

Q18   SHOWCARD 4 **Do you live within a ten-minute walk of a natural green or blue space, such as those listed on this card?**
SINGLE CODE ONLY

Yes	1	GO TO Q23a
No	2	GO TO Q23a
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q23a
Refused	-99	GO TO Q23a

Greenspaces
>   Countryside
>   Woodlands
>   Parks and gardens
>   Country parks
>   Green corridors (e.g river banks or roadside grass verges)
>   Outdoor sports facilities
>   Amenity greenspace (e.g public playing fields or football pitches etc)
>   Play areas
>   Allotments, community gardens and urban farms
>   Cemeteries and churchyards

Bluespaces
>   River, lake or canal
>   Sea

TIMESTAMP

I'm now going to ask you how you feel about your local area. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

ASK ALL
LaBelong

Q23a CORE SHOWCARD B **To what extent would you agree or disagree that you belong to your local area?**
SINGLE CODE ONLY

A	Strongly agree	1	GO TO Q23
B	Tend to agree	2	GO TO Q23
C	Neither agree nor disagree	3	GO TO Q23
D	Tend to disagree	4	GO TO Q23
E	Strongly disagree	5	GO TO Q23
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q23
	Refused	-99	GO TO Q23

ASK ALL
LaHlpNeigh

Q23 CORE SHOWCARD B **To what extent do you agree or disagree that people in this neighbourhood are willing to help their neighbours?**
SINGLE CODE ONLY

A	Strongly agree	1	GO TO Q21
B	Tend to agree	2	GO TO Q21
C	Neither agree nor disagree	3	GO TO Q21
D	Tend to disagree	4	GO TO Q21
E	Strongly disagree	5	GO TO Q21
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q21
	Refused	-99	GO TO Q21

TIMESTAMP

Q21   CORE SHOWCARD C **How safe or unsafe would you feel if you were in the following situations?**
SINGLE CODE FOR EACH. IF RESPONDENT DOESN'T DO THAT ACTIVITY
INTERVIEWER TO ASK: How safe or unsafe *would* you feel if you had to?

LaSafe2

At home after dark

A	Very safe	1
B	Fairly safe	2
C	Fairly unsafe	3
D	Very unsafe	4
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

LaSafe4

Walking in your local area after dark

A	Very safe	1
B	Fairly safe	2
C	Fairly unsafe	3
D	Very unsafe	4
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

LaSafe6

Walking in your nearest town or city centre after dark

A	Very safe	1
B	Fairly safe	2
C	Fairly unsafe	3
D	Very unsafe	4
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99
	d	

LaSafe8

Travelling by public transport after dark

A	Very safe	1
B	Fairly safe	2
C	Fairly unsafe	3
D	Very unsafe	4
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99
		GO TO Q21a

TIMESTAMP

ASK ALL
LaTrustPep
Q21a **Would you say that …**
READ OUT.

A	**Many** of the people in your neighbourhood can be trusted	1
B	**Some** can be trusted	2
C	A **few** can be trusted	3
D	Or that **none** of the people in your neighbourhood can be trusted	4
	Just moved here (SPONTANEOUS ONLY)	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

ASK ALL
Q22 CORE SHOWCARD B **To what extent do you agree or disagree with each of the following statements? My local area is…**
SINGLE CODE FOR EACH

LaWelMain
Well maintained

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

LaFreeLitt
Free from litter and rubbish

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

LaFreeGraf

Free from graffiti and vandalism

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

LaSfeChild

Safe for children to play outside

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

LaFreeTraf

Free from heavy traffic

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

GO TO Q22a

TIMESTAMP

LaDifBgrnd

Q22a CORE SHOWCARD B **To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?**
SINGLE CODE ONLY

A	Strongly agree	1	GO TO Q20
B	Tend to agree	2	GO TO Q20
C	Neither agree nor disagree	3	GO TO Q20
D	Tend to disagree	4	GO TO Q20
E	Strongly disagree	5	GO TO Q20
	Too few people in the local area (SPONTANEOUS ONLY)	6	GO TO Q20
	All same backgrounds (SPONTANEOUS ONLY)	7	GO TO Q20
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q20
	Refused	-99	GO TO Q20

ASK ALL
LaRespCons

Q20 CORE SHOWCARD B **To what extent do you agree or disagree with the following statement? People in my local area treat each other with respect and consideration.**
SINGLE CODE ONLY

A	Strongly agree	1	GO TO Q24
B	Tend to agree	2	GO TO Q24
C	Neither agree nor disagree	3	GO TO Q24
D	Tend to disagree	4	GO TO Q24
E	Strongly disagree	5	GO TO Q24
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q24
	Refused	-99	GO TO Q24

TIMESTAMP

In the next question we are interested in finding out if you have experienced any harassment or discrimination.

DcrimExp1, DcrimExp2, DcrimExp3, DcrimExp4, DcrimExp5, DcrimExp6, DcrimExp7, DcrimExp8, DcrimExp9, DcrimExp10, DcrimExp11, DcrimExp12, DcrimExpNone, DcrimExpOth, DcrimExpOT, DcrimExpDK, DcrimExpRef

Q24   SHOWCARD 5 **In the last 12 months have you personally experienced discrimination, harassment or abuse for any of these reasons? Please just tell me the letter next to the reasons that apply.**

MULTICODE. CAPI TO ONLY HAVE LETTERS FOR PRIVACY

A	Your accent	1	
B	Your ethnicity	2	
C	Your age	3	
D	Your language	4	
E	Your colour	5	IF MORE THAN
F	Your nationality	6	ONE REASON
G	Your mental ill health	7	GIVEN GO TO
H	Any other health problem or disability	8	Q25, ELSE GO TO
I	Your sex	9	Q26
J	Your religious belief or faith	10	
K	Your sexual orientation	11	
L	Where you live	12	
M	Other (please specify only if you wish to)	13	
N	I have not experienced this	14	GO TO Q26
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q26
	Refused	-99	GO TO Q26

DcrimReas

Q25   SHOWCARD 6 **Which of these do you feel was the main reason? Again, please just tell me the letter.**

SINGLE CODE ONLY

A	Your accent	1	GO TO Q26
B	Your ethnicity	2	
C	Your age	3	
D	Your language	4	
E	Your colour	5	
F	Your nationality	6	
G	Your mental ill health	7	
H	Any other health problem or disability	8	
I	Your sex	9	
J	Your religious belief or faith	10	
K	Your sexual orientation	11	
L	Where you live	12	
M	Other (please specify only if you wish to)	13	
N	Can't choose between them	14	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
	Question not applicable	-8	

TIMESTAMP

Education

ONLY ASK THIS MODULE (I.E. Q26-Q30) IF RESPONDENT IS PARENT/GUARDIAN OF CHILD IN HOUSEHOLD – IF Q5 = 3/4/5 OR ANY NAMES SELECTED AT Q5B AND CHILD IS AGED 4-12. IF THERE IS MORE THAN ONE CHILD IN THE HOUSEHOLD IN THIS AGE GROUP WHO SATISFIES THESE CONDITIONS THEN RANDOMLY SELECT CHILD.

INTERVIEWER: THE NEXT QUESTIONS ASK ABOUT A CHILD IN THE HOUSEHOLD. IF THE RESPONDENT IS NOT THE PARENT OF THIS CHILD, PLEASE USE APPROPRIATE LANGUAGE WHERE NECESSARY (E.G. 'YOUR GRANDCHILD/GRANDCHILDREN')

I'd now like to ask you about primary schools. The computer has randomly chosen one of your children to think about when answering these questions. Please just think about [name] when answering. IF ONLY ONE CHILD THEN: **I'd now like to ask you about primary schools. Please think about [name] when answering.**

PsChildAtt

Q26 **Has [name] attended a primary school in Wales in the last 12 months?**
SINGLE CODE ONLY

Yes	1	GO TO Q27
No	2	GO TO Q34
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q34
Refused	-99	GO TO Q34
Section not applicable	-88	GO TO Q34

ASK IF 1 AT Q26
PsFeePay

Q27 **Was this a private fee-paying school?**
SINGLE CODE ONLY

Yes	1	GO TO Q34
No	2	GO TO Q28
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q34
Refused	-99	GO TO Q34
Question not applicable	-8	GO TO Q34
Section not applicable	-88	GO TO Q34

ASK IF 2 AT Q27
PsSchSat

Q28 CORE SHOWCARD D **Thinking about the last 12 months, how satisfied or dissatisfied are you with [name]'s primary school?** INTERVIEWER INSTRUCTION: **If the child has moved primary school in the last 12 months, ask about the most recent primary school.**
SINGLE CODE ONLY

A	Very satisfied	1	GO TO Q29
B	Fairly satisfied	2	GO TO Q29
C	Neither satisfied nor dissatisfied	3	GO TO Q29
D	Fairly dissatisfied	4	GO TO Q29
E	Very dissatisfied	5	GO TO Q29
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q29
	Refused	-99	GO TO Q29
	Question not applicable	-8	GO TO Q29
	Section not applicable	-88	GO TO Q29

Q29 **To what extent do you agree or disagree with each of the following statements about your overall experience of [name]'s primary school?**
READ OUT STATEMENTS. SINGLE CODE ONLY FOR EACH

PsMeetTea

CORE SHOWCARD B **When I've wanted to meet with [name]'s teachers I have been able to meet with them within a reasonable period of time.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8
	Section not applicable	-88

PsChldProg

CORE SHOWCARD B **I'm kept informed as much as I want to be about [name]'s progress, for example, through parents' evenings or school reports.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8
	Section not applicable	-88

PsInvolDec

CORE SHOWCARD B **I'm involved as much as I want to be in decisions about [name]'s education.**

A	Strongly agree	1	GO TO Q30
B	Tend to agree	2	GO TO Q30
C	Neither agree nor disagree	3	GO TO Q30
D	Tend to disagree	4	GO TO Q30
E	Strongly disagree	5	GO TO Q30
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q30
	Refused	-99	GO TO Q30
	Question not applicable	-8	GO TO Q30
	Section not applicable	-88	GO TO Q30

ASK IF 2 AT Q27
PsSchPerf

Q30   **Do you feel you are kept informed about the performance of [name]'s primary school?**
SINGLE CODE ONLY

Yes	1	GO TO Q34
No	2	GO TO Q34
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q34
Refused	-99	GO TO Q34
Question not applicable	-8	GO TO Q34
Section not applicable	-88	GO TO Q34

TIMESTAMP

ONLY ASK THIS MODULE (I.E. Q34-Q38) IF RESPONDENT IS PARENT/GUARDIAN OF CHILD IN HOUSEHOLD – IF Q5 = 3/4/5 OR ANY NAMES SELECTED AT Q5B AND CHILD IS AGED 11-19. IF THERE IS MORE THAN ONE CHILD IN THE HOUSEHOLD IN THIS AGE GROUP WHO SATISFIES THESE CONDITIONS THEN RANDOMLY SELECT CHILD.

INTERVIEWER: THE NEXT QUESTIONS ASK ABOUT A CHILD. IN THE HOUSEHOLD. IF THE RESPONDENT IS NOT THE PARENT OF THIS CHILD, PLEASE USE APPROPRIATE LANGUAGE WHERE NECESSARY (E.G. 'YOUR GRANDCHILD/GRANDCHILDREN')

I'd now like to ask you about secondary schools. "The computer has randomly chosen one of your children for you to think about when answering these questions. Please just think about [name] when answering." IF ONLY ONE CHILD THEN: **I'd now like to ask you about secondary schools. Please think about [name] when answering.**

SsChildAtt

Q34   **Has [name] attended a secondary school in Wales in the last 12 months?**
SINGLE CODE ONLY

Yes	1	GO TO Q35
No	2	GO TO Q42
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q42
Refused	-99	GO TO Q42
Section not applicable	-88	GO TO Q42

ASK IF 1 AT Q34
SsFeePay

Q35   **Was this a private fee-paying school?**
SINGLE CODE ONLY

Yes	1	GO TO Q42
No	2	GO TO Q36
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q42
Refused	-99	GO TO Q42
Question not applicable	-8	GO TO Q42
Section not applicable	-88	GO TO Q42

SsSchSat

Q36   CORE SHOWCARD D **Thinking about the last 12 months, how satisfied or dissatisfied are you with [name]'s secondary school?**
INTERVIEWER INSTRUCTION: **If the child has moved school in the last 12 months, ask about the most recent school.**
SINGLE CODE ONLY

A	Very satisfied	1	GO TO Q37
B	Fairly satisfied	2	GO TO Q37
C	Neither satisfied nor dissatisfied	3	GO TO Q37
D	Fairly dissatisfied	4	GO TO Q37
E	Very dissatisfied	5	GO TO Q37
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q37
	Refused	-99	GO TO Q37
	Question not applicable	-8	GO TO Q37
	Section not applicable	-88	GO TO Q37

ASK IF 2 AT Q35

Q37   **To what extent do you agree or disagree with each of the following statements about your overall experience of [name]'s secondary school?**
READ OUT STATEMENTS. SINGLE CODE ONLY FOR EACH

SsMeetTea

CORE SHOWCARD B **When I've wanted to meet with [name]'s teachers I have been able to meet with them within a reasonable period of time.**
SINGLE CODE ONLY

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8
	Section not applicable	-88

SsChldProg

CORE SHOWCARD B **I'm kept informed as much as I want to be about my child's progress, for example, through parents' evenings or school reports.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8
	Section not applicable	-88

SsInvolDec

CORE SHOWCARD B **I'm involved as much as I want to be in decisions about [name]'s education.**
SINGLE CODE ONLY

A	Strongly agree	1	GO TO Q38
B	Tend to agree	2	GO TO Q38
C	Neither agree nor disagree	3	GO TO Q38
D	Tend to disagree	4	GO TO Q38
E	Strongly disagree	5	GO TO Q38
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q38
	Refused	-99	GO TO Q38
	Question not applicable	-8	GO TO Q38
	Section not applicable	-88	GO TO Q38

ASK IF 2 AT Q35
SsSchPerf

Q38 **Do you feel you are kept informed about the performance of [name]'s secondary school?**
SINGLE CODE ONLY

Yes	1	GO TO Q42
No	2	GO TO Q42
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q42
Refused	-99	GO TO Q42
Question not applicable	-8	GO TO Q42
Section not applicable	-88	GO TO Q42

TIMESTAMP

ASK Q42 IF RESPONDENT IS PARENT/GUARDIAN OF CHILD IN HOUSEHOLD – IF Q5 = 3/4/5 OR ANY NAMES SELECTED AT Q5B AND CHILD IS AGED 11 TO 15 YEARS OLD. ASKED IN RELATION TO THE ELDEST CHILD IN THAT AGE RANGE

The next question is about [name].

ASK IF CHILD AGED 11-15.
EdAspsChld

Q42 SHOWCARD 7 **When [name] reaches 16 and can leave school, what would you like [him/her] to do?**
INTERVIEWER INSTRUCTION: If respondent chooses more than one option ask them to pick their main or preferred option. SINGLE CODE ONLY

A	Continue in full time education	1	GO TO Q43
B	Go on a training course or start an apprenticeship	2	GO TO Q43
C	Get a full-time paid job (either as an employee or self-employed)	3	GO TO Q43
D	Work, unpaid, in the family business full-time	4	GO TO Q43
E	Work, unpaid, as a volunteer full-time	5	GO TO Q43
F	Start a family	6	GO TO Q43
G	Join the armed forces	7	GO TO Q43
H	Other (please specify)	8	GO TO Q43
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q43
	None of these things (SPONTANEOUS ONLY)	10	GO TO Q43
	It's my child's decision/it's up to my child (SPONTANEOUS ONLY)	11	GO TO Q43
	Refused	-99	GO TO Q43
	Section not applicable	-88	GO TO Q43

TIMESTAMP

ONLY ASK Q43 (+ TEXT SCREEN BEFORE) IF RESPONDENT IS PARENT/GUARDIAN OF CHILD IN HOUSEHOLD – IF Q5 = 3/4/5 OR ANY NAMES SELECTED AT QBA AND CHILD IS AGED 3-7. IF THERE IS MORE THAN ONE CHILD IN THE HOUSEHOLD WHO SATISFIES THESE CONDITIONS THEN RANDOMLY SELECT ONE.

ASK IF CHILD AGED 3-17.
I'd like to ask you about activities you may do with your [child/children].

ASK IF CHILD AGED 3-7.

Q43   SHOWCARD 8 **[Name] has been chosen at random. Thinking about [name], how often do you…**
IF ONLY ONE CHILD**: Thinking about [name], how often do you…**
SINGLE CODE FOR EACH

EdFrqA1

Look at books or read stories to [him/her].

A	Every day	1
B	Several times a week	2
C	Once or twice a week	3
D	Once or twice a month	4
E	Less often	5
F	Not at all	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	Section not applicable	-88

EdFrqA2

Help [him/her] to recognise or learn about letters, numbers or shapes.

A	Every day	1
B	Several times a week	2
C	Once or twice a week	3
D	Once or twice a month	4
E	Less often	5
F	Not at all	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	Section not applicable	-88

EdFrqA3

Help [him/her] to read or write.

A	Every day	1
B	Several times a week	2
C	Once or twice a week	3
D	Once or twice a month	4
E	Less often	5
F	Not at all	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	Section not applicable	-88

EdFrqA4

    Help [him/her] with school work.

A	Every day	1	GO TO Q44
B	Several times a week	2	GO TO Q44
C	Once or twice a week	3	GO TO Q44
D	Once or twice a month	4	GO TO Q44
E	Less often	5	GO TO Q44
F	Not at all	6	GO TO Q44
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q44
	Refused	-99	GO TO Q44
	Not applicable	-8	GO TO Q44
	Section not applicable	-88	GO TO Q44

I'd like to ask you about activities you may do with your [older child/older children] to help [him/her/them] to learn new things.

ONLY ASK Q44 (+ TEXT SCREEN BEFORE) IF RESPONDENT IS PARENT/GUARDIAN OF CHILD IN HOUSEHOLD – IF Q5 = 3/4/5 OR ANY NAMES SELECTED AT Q5B AND CHILD IS AGED 8-17. IF THERE IS MORE THAN ONE CHILD IN THE HOUSEHOLD WHO MEETS THESE CONDITIONS THEN RANDOMLY SELECT ONE

ASK IF CHILD AGED 8-17.

Q44 SHOWCARD 8 **[Name] has been chosen at random. Thinking about [name], how often do you…**
IF ONLY ONE CHILD**: Thinking about [name], how often do you…**
SINGLE CODE FOR EACH

EdFrqB1

    Discuss the news or a documentary with [him/her].

A	Every day	1
B	Several times a week	2
C	Once or twice a week	3
D	Once or twice a month	4
E	Less often	5
F	Not at all	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	Section not applicable	-88

EdFrqB2

    Help [him/her] to read or consult books, magazines or newspapers.

A	Every day	1
B	Several times a week	2
C	Once or twice a week	3
D	Once or twice a month	4
E	Less often	5
F	Not at all	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	Section not applicable	-88

EdFrqB3

⬛⬛⬛ **Help [him/her] to look up or consult information on a computer or the internet.**

A	Every day	1
B	Several times a week	2
C	Once or twice a week	3
D	Once or twice a month	4
E	Less often	5
F	Not at all	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	Section not applicable	-88

EdFrqB4

⬛⬛⬛ **Support [him/her] with school work.**

A	Every day	1	GO TO Q45
B	Several times a week	2	GO TO Q45
C	Once or twice a week	3	GO TO Q45
D	Once or twice a month	4	GO TO Q45
E	Less often	5	GO TO Q45
F	Not at all	6	GO TO Q45
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q45
	Refused	-99	GO TO Q45
	Not applicable	-8	GO TO Q45
	Section not applicable	-88	GO TO Q45

TIMESTAMP

Health Demographic Questions

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

ASK ALL
GenHealth

Q45	**How is your health in general; is it...**		
	READ OUT. SINGLE CODE ONLY		
A	Very good	1	GO TO Q46
B	Good	2	GO TO Q46
C	Fair	3	GO TO Q46
D	Bad	4	GO TO Q46
E	Very bad	5	GO TO Q46
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q46
	Refused	-99	GO TO Q46

This question asks you about any health conditions, illnesses or impairments you may have.

ASK ALL
LongIll

Q46	**Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?**		
	SINGLE CODE ONLY		
	Yes	1	GO TO Q47
	No	2	GO TO Q49
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q49
	Refused	-99	GO TO Q49

This question asks about whether your health condition or illness currently affects your ability to carry-out normal day-to-day activities, either a lot or a little or not at all. In answering this question, you should consider whether you are affected whilst receiving any treatment or medication for your condition or illness and/or using any devices such as a hearing aid, for example.

ASK IF 1 AT Q46
LongIllLimit

Q47	**Does your condition or illness reduce your ability to carry-out day-to-day activities?**		
	INTERVIEWER INSTRUCTION: IF RESPONDENT HAS MENTIONED MULTIPLE ILLNESSES OR DISABILITIES, ASK: Do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?		
	IF 'YES' ASK: Is that a little or a lot?		
	SINGLE CODE ONLY		
	Yes, a lot	1	GO TO Q49
	Yes, a little	2	GO TO Q49
	Not at all	3	GO TO Q49
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q49
	Refused	-99	GO TO Q49
	Question not applicable	-8	GO TO Q49

TIMESTAMP

Health

The next set of questions is about local health services. I'm NOT going to ask you any questions about medical conditions. I'll only ask your opinion about local health services. By local health services, I mean services such as GPs and NHS hospitals in your area. Please only think about the NHS when answering these questions and not private health services.

ASK ALL

Q49   CORE SHOWCARD B **Please tell me to what extent you agree or disagree with each of the following statements about your local health services.**
READ OUT STATEMENTS. SINGLE CODE ONLY FOR EACH

NhsKptInf

I am kept informed about how well my local health services are performing.

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinon (SPONTANEOUS ONLY)	-9
	Refused	-99

NhsPerfInf

I would like more information on how my local health services are performing.

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinon (SPONTANEOUS ONLY)	-9
	Refused	-99

NhsInfDecs

I can influence decisions affecting my local health services.

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinon (SPONTANEOUS ONLY)	-9
	Refused	-99

NhsMrInvol

I would like to be more involved in the decisions my local health services make.

A	Strongly agree	1	GO TO Q50
B	Tend to agree	2	GO TO Q50
C	Neither agree nor disagree	3	GO TO Q50
D	Tend to disagree	4	GO TO Q50
E	Strongly disagree	5	GO TO Q50
	Don't know/No opinon (SPONTANEOUS ONLY)	-9	GO TO Q50
	Refused	-99	GO TO Q50

TIMESTAMP

As I mentioned earlier please think about the NHS when answering these questions, and not private health services.

ASK ALL

GpSeenDr

Q50 **Thinking about the last 12 months, have you seen a GP/family doctor about your own health?**

IF NO INTERVIEWER TO ASK: Was this because you didn't need to or because you wanted to but couldn't? SINGLE CODE ONLY.

Yes	1	GO TO Q51
No - I didn't need to	2	GO TO Q73
No - I wanted to but couldn't	3	GO TO Q58
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q73
Refused	-99	GO TO Q73

I'm now going to ask you some questions about the last time you saw a GP/family doctor about your own health.

ASK IF 1 AT Q50

GpAppoint

Q51 **Did you make that appointment for yourself?**

INTERVIEWER NOTE: If an appointment was made, but not by the respondent, code 'no'. SINGLE CODE ONLY

Yes	1	GO TO Q52
No	2	GO TO Q54
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q54
Refused	-99	GO TO Q54
Question not applicable	-8	GO TO Q54

ASK IF 1 AT Q51
GpAppEase

Q52 CORE SHOWCARD A **How easy or difficult was it to get an appointment at a time that was convenient to you?**
SINGLE CODE ONLY

A	Very easy	1	GO TO Q54
B	Fairly easy	2	GO TO Q54
C	Fairly difficult	3	GO TO Q53
D	Very difficult	4	GO TO Q53
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q54
	Refused	-99	GO TO Q54
	Question not applicable	-8	GO TO Q54

ASK IF 3 OR 4 AT Q52
GpAppDif1, GpAppDif2, GpAppDif3, GpAppDif4, GpAppDif5, GpAppDif6, GpAppDif7, GpAppDif8, GpAppDifOth, GpAppDifOT, GpAppDifQna, GpAppDifSna, GpAppDifDk, GpAppDifRef

Q53 **Why would you say it was difficult to get an appointment at a time that was convenient to you?**
MULTICODE

Long wait for appointment	1	GO TO Q54
Appointments not available on the same day	2	GO TO Q54
Appointments not available at convenient times (e.g. evenings/weekends)	3	GO TO Q54
Needed to make early morning phone call to get appointment	4	GO TO Q54
Could not book appointment with doctor of choice	5	GO TO Q54
Difficulty getting through to make the appointment	6	GO TO Q54
Unable to book appointment far enough in advance	7	GO TO Q54
Reception made it difficult	8	GO TO Q54
Other (please specify)	9	GO TO Q54
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q54
Refused	-99	GO TO Q54
Question not applicable	-8	GO TO Q54

ASK IF 1 AT Q50
GpTrvEase

Q54 SHOWCARD 9 **How easy or difficult was it for you to get to and from the GP/family doctor's surgery?**
SINGLE CODE ONLY

A	Very easy	1	GO TO Q56
B	Fairly easy	2	GO TO Q56
C	Fairly difficult	3	GO TO Q55
D	Very difficult	4	GO TO Q55
E	I was visited at home	5	GO TO Q56
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q56
	Refused	-99	GO TO Q56
	Question not applicable	-8	GO TO Q56

GpTrvDif1, GpTrvDif2, GpTrvDif3, GpTrvDif4, GpTrvDif5, GpTrvDif6, GpTrvDifOth, GpTrvDifOT, GpTrvDifQna, GpTrvDifSna, GpTrvDifDk, GpTrvDifRef

Q55 **Why would you say it was difficult? Interviewer to probe: 'Any other reason?'**
MULTICODE

Do not drive / do not have access to car	1	GO TO Q56
Rely on friends / family	2	GO TO Q56
Distance	3	GO TO Q56
Poor public transport service	4	GO TO Q56
Health or mobility issues	5	GO TO Q56
Parking problems	6	GO TO Q56
Other (please specify)	7	GO TO Q56
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q56
Refused	-99	GO TO Q56
Question not applicable	-8	GO TO Q56

Q56 CORE SHOWCARD B **Thinking about the last time you saw a GP/family doctor for your own health, to what extent do you agree or disagree with each of the following statements:**
READ OUT STATEMENTS. SINGLE CODE ONLY FOR EACH

GpKnewInfo

At the start of the appointment, the GP/family doctor knew all the relevant information about me and my medical history.

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8

GpInfoNeed

I, or my carer, was given all the information I needed.

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8

GpDigResp

I was treated with dignity and respect.

A	Strongly agree	1	GO TO Q57
B	Tend to agree	2	GO TO Q57
C	Neither agree nor disagree	3	GO TO Q57
D	Tend to disagree	4	GO TO Q57
E	Strongly disagree	5	GO TO Q57
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q57
	Refused	-99	GO TO Q57
	Question not applicable	-8	GO TO Q57

ASK IF 1 AT Q50

GpOverSat

Q57 CORE SHOWCARD D **Overall, how satisfied or dissatisfied were you with the care you received?**
SINGLE CODE ONLY

A	Very satisfied	1	GO TO Q73
B	Fairly satisfied	2	GO TO Q73
C	Neither satisfied nor dissatisfied	3	GO TO Q73
D	Fairly dissatisfied	4	GO TO Q73
E	Very dissatisfied	5	GO TO Q73
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q73
	Refused	-99	GO TO Q73
	Question not applicable	-8	GO TO Q73

ASK IF 3 AT Q50

GpXSeeDr1, GpXSeeDr2, GpXSeeDr3, GpXSeeDr4, GpXSeeDr5, GpXSeeDr6, GpXSeeDr7, GpXSeeDr8, GpXSeeDr9, GpXSeeDr10, GpXSeeDrOth, GpXSeeDrOT, GpXSeeDrQna, GpXSeeDrSna, GpXSeeDrDk, GpXSeeDrRef

Q58 **Why were you unable to see a GP/family doctor?**
MULTICODE

Long wait for appointment	1	GO TO Q73
Appointments not available on the same day	2	GO TO Q73
Appointments not available at convenient times (e.g. evenings / weekends)	3	GO TO Q73
Needed to make early morning phone call to get appointment	4	GO TO Q73
Could not book appointment with doctor of choice	5	GO TO Q73
Difficulty getting through to make the appointment	6	GO TO Q73
Unable to book appointment far enough in advance	7	GO TO Q73
Reception unwilling to give appointment	8	GO TO Q73
Unable to travel to surgery (health reason)	9	GO TO Q73
Unable to get home visit	10	GO TO Q73
Other (please specify)	11	GO TO Q73
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q73
Refused	-99	GO TO Q73
Question not applicable	-8	GO TO Q73

TIMESTAMP

HspHadApp

Q73 **Thinking about the last 12 months, have you had an appointment at an NHS hospital?**

IF NO INTERVIEWER TO ASK: Was this because you didn't need an appointment or because you wanted one but couldn't get one? SINGLE CODE ONLY

Yes	1	GO TO Q74
No - I didn't need one	2	GO TO Q83
No - I wanted an appointment but couldn't get one	3	GO TO Q82
No – I have an appointment arranged	4	GO TO Q75
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q83
Refused	-99	GO TO Q83

I'm now going to ask you some questions about the last time you had an appointment at an NHS hospital.

ASK IF 1 AT Q73
HspPatType

Q74 **Was that as an outpatient, day patient or an inpatient? An outpatient is a patient at a hospital who is not admitted to a hospital bed. A day patient is admitted to a hospital bed but does not need an overnight stay. An inpatient stays at the hospital overnight stay. An inpatient stays at the hospital overnight.**
SINGLE CODE ONLY

Outpatient	1	GO TO Q75
Day patient	2	GO TO Q75
Inpatient	3	GO TO Q75
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q75
Refused	-99	GO TO Q75
Question not applicable	-8	GO TO Q75

ASK IF 1 OR 4 AT Q73
HspAppConv

Q75 **[Was/Is] the date and time of your appointment convenient for you?**
SINGLE CODE ONLY

Yes	1	GO TO Q77
No	2	GO TO Q76
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q77
Refused	-99	GO TO Q77
Question not applicable	-8	GO TO Q77

ASK IF 2 AT Q75
HspAppDif1, HspAppDif2, HspAppDif3, HspAppDif4, HspAppDif5, HspAppDif6,
HspAppDif7,HspAppDifOth, HspAppDifOT, HspAppDifDk, HspAppDifRef, HspAppDifQna
Q76 **Why was the date or time of the appointment not convenient?**
MULTICODE

Difficulty taking time off work / education	1	GO TO Q77
Difficulty getting to the hospital	2	GO TO Q77
Appointment time too early	3	GO TO Q77
Diffculty dealing with childcare	4	GO TO Q77
Long wait for appointment / waiting list	5	GO TO Q77
Long wait to be seen when at the appointment	6	GO TO Q77
Already had plans	7	GO TO Q77
Other (please specify)	8	GO TO Q77
Don't know (spontaneous only)	-9	GO TO Q77
Refused	-99	GO TO Q77
Question not applicable	-8	GO TO Q77

ASK IF 1 OR 4 AT Q73
HspAppChag
Q77 **Did you have an opportunity to change your appointment?**
SINGLE CODE ONLY

Yes	1	GO TO Q78
No	2	GO TO Q78
Don't know/Can't remember (SPONTANEOUS ONLY)	3	GO TO Q78
Refused	-99	GO TO Q78
Question not applicable	-8	GO TO Q78

ASK IF 1 AT Q73
HspTrvEase
Q78 CORE SHOWCARD A **How easy or difficult was it for you to get to and from the hospital?**
SINGLE CODE ONLY

A	Very easy	1	GO TO Q80
B	Fairly easy	2	GO TO Q80
C	Fairly difficult	3	GO TO Q79
D	Very difficult	4	GO TO Q79
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q80
	Refused	-99	GO TO Q80
	Question not applicable	-8	GO TO Q80

HspTrvDif1, HspTrvDif2, HspTrvDif3, HspTrvDif4, HspTrvDif5, HspTrvDif6, HspTrvDif7, HspTrvDif8, HspTrvDifOth, HspTrvDifOT, HspTrvDifQna, HspTrvDifSna, HspTrvDifDk, HspTrvDifRef

Q79 **Why would you say it was difficult? Interviewer to probe: 'Any other reason?'**
MULTICODE

Do not drive / do not have access to car	1	GO TO Q80
Rely on friends / family	2	GO TO Q80
Distance	3	GO TO Q80
Poor public transport service	4	GO TO Q80
Health or mobility issues	5	GO TO Q80
Parking problems	6	GO TO Q80
Difficulty getting an ambulance / patient transport service	7	GO TO Q80
Appointment time	8	GO TO Q80
Other (please specify)	9	GO TO Q80
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q80
Refused	-99	GO TO Q80
Question not applicable	-8	GO TO Q80

Q80 CORE SHOWCARD B **Thinking about the last time you had an appointment at an NHS hospital, to what extent do you agree or disagree with each of the following statements:**
READ OUT STATEMENTS. SINGLE CODE ONLY FOR EACH

HspKnewInf

At the start of the appointment, the health professional knew all the relevant information about me and my medical history.

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8

HspInfNeed

I, or my carer, was given all the information I needed.

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8

HspDigResp

I was treated with dignity and respect.

A	Strongly agree	1	GO TO Q81
B	Tend to agree	2	GO TO Q81
C	Neither agree nor disagree	3	GO TO Q81
D	Tend to disagree	4	GO TO Q81
E	Strongly disagree	5	GO TO Q81
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q81
	Refused	-99	GO TO Q81
	Question not applicable	-8	GO TO Q81

HspOverSat

Q81	CORE SHOWCARD D **Overall, how satisfied or dissatisfied were you with the care you received?**		
	SINGLE CODE ONLY		
A	Very satisfied	1	GO TO Q83
B	Fairly satisfied	2	GO TO Q83
C	Neither satisfied nor dissatisfied	3	GO TO Q83
D	Fairly dissatisfied	4	GO TO Q83
E	Very dissatisfied	5	GO TO Q83
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q83
	Refused	-99	GO TO Q83
	Question not applicable	-8	GO TO Q83

ASK IF 3 AT Q73
HspXApp1, HspXApp2, HspXApp3, HspXApp4, HspXApp5, HspXApp6, HspXAppOth, HspXAppOT, HspXAppQna, HspXAppSna, HspXAppDk, HspXAppRef

Q82	**Why were you unable to have a hospital appointment?**		
	MULTICODE		
	Long wait for appointment / waiting lists	1	GO TO Q83
	Appointments not available at convenient times/days (e.g. evenings / weekends)	2	GO TO Q83
	Difficulty getting to the hospital	3	GO TO Q83
	No appointments available	4	GO TO Q83
	Appointment was delayed	5	GO TO Q83
	Difficulty getting referred	6	GO TO Q83
	Difficulty getting referred	7	GO TO Q83
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q83
	Refused	-99	GO TO Q83
	Question not applicable	-8	GO TO Q83

TIMESTAMP

Satisfaction with Local Authority Services

I'm now going to ask you a few questions about the services provided by [name of local authority]. [name of local authority] runs services including street lighting, road maintenance, parks and leisure facilities, housing, refuse collection, and recycling.

ASK ALL
UaQualServ

Q83 CORE SHOWCARD B **To what extent do you agree or disagree with the following statement: my council provides high quality services.**

A	Strongly agree	1	GO TO Q86
B	Tend to agree	2	GO TO Q86
C	Neither agree nor disagree	3	GO TO Q86
D	Tend to disagree	4	GO TO Q86
E	Strongly disagree	5	GO TO Q86
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q86
	Refused	-99	GO TO Q86

ASK ALL

Q86 CORE SHOWCARD B **I am going to read out four statements which might be used to describe things [name of local authority] does. For each of these please tell me to what extent you agree or disagree that it applies to [name of local authority].**

UaComPerf

My council is good at letting local people know how well it is performing.

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

UaPerfInfo

I would like more information on how my council is performing.

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

UaInfDecs

████████   **I can influence decisions affecting my local area.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

UaMreInvol

████████   **I would like to be more involved in the decisions my council makes that affect my local area.**

A	Strongly agree	1	GO TO Q87
B	Tend to agree	2	GO TO Q87
C	Neither agree nor disagree	3	GO TO Q87
D	Tend to disagree	4	GO TO Q87
E	Strongly disagree	5	GO TO Q87
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q87
	Refused	-99	GO TO Q87

TIMESTAMP

Welsh Government

The next set of questions are about the Welsh Government. This is not your local council or the UK government. It is the devolved government for Wales, led by the First Minister Carwyn Jones.

ASK ALL

WgOverSat

Q87   SHOWCARD 10 **For this question I'd like you to give an answer on a scale of nought to ten, where nought is 'extremely dissatisfied' and 10 is 'extremely satisfied'. Now thinking about the Welsh Government, how satisfied are you with the way it is doing its job?**
SINGLE CODE ONLY

0-10 scale		GO TO Q88
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q88
Refused	-99	GO TO Q88

ASK ALL

WgSeeHear

Q88   SHOWCARD 11 **How much would you say you've seen or heard about the work of the Welsh Government over the last 12 months?**
SINGLE CODE ONLY

A	A great deal	1	SPLIT SAMPLE TO Q89/Q91/Q93
B	A fair amount	2	SPLIT SAMPLE TO Q89/Q91/Q93
C	Just a little	3	SPLIT SAMPLE TO Q89/Q91/Q93
D	Seen or heard about their work but know nothing about it	4	SPLIT SAMPLE TO Q89/Q91/Q93
E	Not seen or heard ofanything about their work	5	SPLIT SAMPLE TO Q89/Q91/Q93
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	SPLIT SAMPLE TO Q89/Q91/Q93
	Refused	-99	SPLIT SAMPLE TO Q89/Q91/Q93

TIMESTAMP

Satisfaction with Education System

ASK ALL IN SUBSAMPLE 1

The Welsh Government is interested in your views about education in Wales. When answering this question please consider all aspects of the education system, from nursery schools through to universities as well as adult education courses. For this question I'd like you to give an answer on a scale of nought to ten, where nought is 'extremely bad' and ten is 'extremely good'.

EdOverSat

Q89 SHOWCARD 12 **Please say what you think overall about the state of education in Wales nowadays?**
SINGLE CODE ONLY. REMINDER: Answer is to be given on a scale of nought to ten, where nought is 'extremely bad' and ten is 'extremely good'.

0-10 scale		GO TO Q95
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q95
Refused	-99	GO TO Q95
Section not applicable	-88	GO TO Q95

TIMESTAMP

Satisfaction With Health Services

ASK ALL IN SUBSAMPLE 2

The Welsh Government is interested in your views about health services in Wales. When answering this question please think about all aspects of NHS services, from GPs to pharmacies, NHS dentists and opticians, community health services, and hospitals. For this question I'd like you to give an answer on a scale of nought to ten, where nought is 'extremely bad' and ten is 'extremely good'.

HlthOverSat

Q91 SHOWCARD 12 **Please say what you think overall about the state of health services in Wales nowadays?**

SINGLE CODE ONLY. REMINDER: Answer is to be given on a scale of nought to ten, where nought is 'extremely bad' and ten is 'extremely good'.

0-10 scale		GO TO Q95
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q95
Refused	-99	GO TO Q95
Section not applicable	-88	GO TO Q95

TIMESTAMP

Satisfaction with Transport System

ASK ALL IN SUBSAMPLE 3

The Welsh Government is interested in your views about transport in Wales. When answering this question please think about all aspects of transport – from roads, rail and bus services to cycling and walking. For this question I'd like you to give an answer on a scale of nought to ten, where nought is 'extremely bad' and ten is 'extremely good'.

TransOverSat

Q93 SHOWCARD 12 **Please say what you think overall about the state of the transport system in Wales nowadays?**
REMINDER: Answer is to be given on a scale of nought to ten, where nought is 'extremely bad' and ten is 'extremely good'. SINGLE CODE ONLY.

0-10 scale		GO TO Q95
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q95
Refused	-99	GO TO Q95
Section not applicable	-88	GO TO Q95

TIMESTAMP

Demographic Questions

I am going to ask you some questions which are about YOU personally.

ASK ALL
CountBirth
| Q95 | **In which country were you born?** |
SINGLE CODE ONLY

Wales	1	GO TO Q96
England	2	GO TO Q96
Scotland	3	GO TO Q96
Northern Ireland	4	GO TO Q96
UK	5	GO TO Q96
Republic of Ireland	6	GO TO Q96
Other (please specify)	7	GO TO Q96
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q96
Refused	-99	GO TO Q96

ASK ALL
NatIdWel, NatIdEng, NatIdScot, NatIdNI, NatIdBrit, NatIdOth, NatIdOT, NatIdDk, NatIdRef
| Q96 | SHOWCARD 13 **How would you describe your national identity? Please choose all that apply.** |
MULTICODE

A	Welsh	1	GO TO Q97
B	English	2	GO TO Q97
C	Scottish	3	GO TO Q97
D	Northern Irish	4	GO TO Q97
E	British	5	GO TO Q97
F	Other please describe	6	GO TO Q97
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q97
	Refused	-99	GO TO Q97

Ethnicity, EthnWhOT, EthnMxOT, EthnAsOT, EthnBlkOT, EthnOthOT, EthnDk, EthnRef

Q97 SHOWCARD 14 **What is your ethnic group? Choose one option that best describes your ethnic group or background.**
SINGLE CODE ONLY

A	Welsh / English / Scottish / Northern Irish / British	1	GO TO Q98
B	Irish	2	GO TO Q98
C	Gypsy or Irish Traveller	3	GO TO Q98
D	Any other White background, please describe	4	GO TO Q98
E	White and Black Caribbean	5	GO TO Q98
F	White and Black African	6	GO TO Q98
G	White and Asian	7	GO TO Q98
H	Any other Mixed / multiple ethnic background, please describe	8	GO TO Q98
I	Indian	9	GO TO Q98
J	Pakistani	10	GO TO Q98
K	Bangladeshi	11	GO TO Q98
L	Chinese	12	GO TO Q98
M	Any other Asian background, please describe	13	GO TO Q98
N	African	14	GO TO Q98
O	Caribbean	15	GO TO Q98
P	Any other Black / African / Caribbean background, please describe	16	GO TO Q98
Q	Arab	17	GO TO Q98
R	Any other ethnic group, please describe	18	GO TO Q98
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q98
	Refused	-99	GO TO Q98

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE
SexOrient

Q98 SHOWCARD 15 **Which of the options on this card best describes how you think of yourself? Please just read out the letter next to the description.**
CAPI TO ONLY HAVE LETTERS FOR PRIVACY. SINGLE CODE ONLY

A	Heterosexual or straight	1	GO TO Q99
B	Gay or lesbian	2	GO TO Q99
C	Bisexual	3	GO TO Q99
D	Other	4	GO TO Q99
	Refused (SPONTANEOUS ONLY)	5	GO TO Q99
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q99
	Refused	-99	GO TO Q99

ASK ALL
Religion
Q99 SHOWCARD 16 **What is your religion?**
SINGLE CODE ONLY

A	No religion	1	GO TO Q100
B	Christian (all denominations)	2	GO TO Q100
C	Buddhist	3	GO TO Q100
D	Hindu	4	GO TO Q100
E	Jewish	5	GO TO Q100
F	Muslim	6	GO TO Q100
G	Sikh	7	GO TO Q100
H	Any other religion, please describe	8	GO TO Q100
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q100
	Refused	-99	GO TO Q100

TIMESTAMP

ASK ALL
Quals
Q100 SHOWCARD 17 **Please look at this card and tell me which of these qualifications you have. Please read out the letter next to the qualifications which apply.**
INTERVIEWER NOTE: IF UK QUALIFICATION IS NOT LISTED, SELECT ITS NEAREST EQUIVALENT. IF QUALIFICATIONS GAINED OUTSIDE THE UK, SELECT 'FOREIGN QUALIFICATIONS' AND THE NEAREST UK EQUIVALENTS (IF KNOWN).
CODE ALL THAT APPLY

A	1 - 4 O levels / CSEs / GCSEs (any grades), Entry Level, Foundation Diploma	1	GO TO Q19a
B	NVQ Level 1, Foundation GNVQ, Basic Skills	2	GO TO Q19a
C	5+ O levels (passes) / CSEs (grade 1) / GCSEs (grades A*- C), School Certificate, 1 A level / 2 - 3 AS levels / VCEs, Welsh Baccalaureate Intermediate Diploma	3	GO TO Q19a
D	NVQ Level 2, Intermediate GNVQ, City and Guilds Craft, BTEC First / General Diploma, RSA Diploma	4	GO TO Q19a
E	Apprenticeship	5	GO TO Q19a
F	2+ A levels / VCEs, 4+ AS levels, Higher School Certificate, Progression / Welsh Baccalaureate Advanced Diploma	6	GO TO Q19a
G	NVQ Level 3, Advanced GNVQ, City and Guilds Advanced Craft, ONC, OND, BTEC National, RSA Advanced Diploma	7	GO TO Q19a
H	Degree (for example BA, BSc), Higher degree (for example MA, PhD, PGCE)	8	GO TO Q19a
I	NVQ Level 4 - 5, HNC, HND, RSA Higher Diploma, BTEC Higher Level	9	GO TO Q19a
J	Professional qualifications (for example teaching, nursing, accountancy)	10	GO TO Q19a
K	Other vocational / work-related qualifications	11	GO TO Q19a
L	Foreign qualifications	12	GO TO Q19a
M	No qualifications	13	GO TO Q19a
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q19a
	Refused	-99	GO TO Q19a

TIMESTAMP

CarUse

Q19a   Do you have the use of a car for activities such as visiting local shops or going to the doctor?

Yes	1	GO TO Q102
No	2	GO TO Q102
Don't know	-9	GO TO Q102
Refused	-99	GO TO Q102

TIMESTAMP

ASK ALL
EconStat

Q102   SHOWCARD 18 **In the last week (that is the 7 days ending Sunday the [date]) were you doing any of the following, even if only for one hour:**
CODE ALL THAT APPLY

Working as an employee (or temporarily away)	1	GO TO Q108
On a Government sponsored training scheme (or temporarily away)	2	GO TO Q106
Self employed or freelance (or temporarily away)	3	GO TO Q108
Working unpaid for your own family's business (or temporarily away)	4	GO TO Q103
Doing any other kind of paid work	5	GO TO Q108
Not working	6	GO TO Q103
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q116
Refused	-99	GO TO Q116

ASK IF (4 OR 6 AT Q102) AND (NOT 1, 2, 3 OR 5 AT Q102)
LkingWk

Q103   **Thinking of the 4 weeks ending Sunday the [Reference Day], were you actively looking for any kind of paid work or for a place on a government scheme at any time in those 4 weeks?**
SINGLE CODE ONLY

Yes	1	GO TO Q105
No	2	GO TO Q104
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q106
Refused	-99	GO TO Q106
Question not applicable	-8	GO TO Q106

ASK IF (4 OR 6 AT Q102) AND (NOT 1, 2, 3 OR 5 AT Q102) AND (2 AT Q103)
WaitJob

Q104   **Were you waiting to take up a job that you had already obtained?**
SINGLE CODE ONLY

Yes	1	GO TO Q105
No	2	GO TO Q106
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q106
Refused	-99	GO TO Q106
Question not applicable	-8	GO TO Q106

ASK IF (4 OR 6 AT Q102) AND (NOT 1, 2, 3 OR 5 AT Q102) AND (1 AT Q103 OR 1 AT Q104)
JbStart

Q105   **If a job or place on a government scheme had been available in the week ending Sunday the [date], would you have been able to start within 2 weeks?**
SINGLE CODE ONLY

Yes	1	GO TO Q106
No	2	GO TO Q106
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q106
Refused	-99	GO TO Q106
Question not applicable	-8	GO TO Q106

TIMESTAMP

ASK IF (2, 4 OR 6 AT Q102) AND (NOT 1, 3 OR 5 AT Q102)
PaidJob

Q106   **Have you ever had a paid job, apart from casual or holiday work?**
SINGLE CODE ONLY

Yes	1	GO TO Q107
No	2	GO TO Q116
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q116
Refused	-99	GO TO Q116
Question not applicable	-8	GO TO Q116

ASK IF 1 AT Q106
PaidJobTm

Q107   SHOWCARD 19 **How long ago did you last have a paid job?**
SINGLE CODE ONLY

A	Within past 12 months	1	GO TO Q108
B	1 year, less than 5 years	2	GO TO Q108
C	5 years, less than 10 years	3	GO TO Q108
D	10 years or more	4	GO TO Q108
E	Can't say	5	GO TO Q108
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q108
	Refused	-99	GO TO Q108
	Question not applicable	-8	GO TO Q108

TIMESTAMP

ASK IF (1, 3 OR 5 AT Q102) OR (1 AT Q106)

Q108   **What did the firm/ organisation you worked for mainly make or do (at the place where you worked)?**
DESCRIBE FULLY - PROBE MANUFACTURING OR PROCESSING OR DISTRIBUTING ETC, AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE OR RETAIL ETC, IT SHOULD BE NOTED THAT INFORMATION ON INDUSTRY IS NECESSARY TO DISTINGUISH BETWEEN SOME OCCUPATIONS AT THE DETAILED LEVEL.

GO TO Q109

ASK IF (1, 3 OR 5 AT Q102) OR (1 AT Q106)

Q109   **What was your (main) job? Interviewer Instruction: If respondent was working last Sunday add, "in the week ending Sunday the XX?"**

GO TO Q110

Q110 **What did you mainly do in your job?**
CHECK SPECIAL QUALIFICATIONS/TRAINING NEEDED TO DO THE JOB

Employstat
Q111 **Were you working as an employee or were you self-employed?**
THE DIVISION BETWEEN EMPLOYEES AND SELF-EMPLOYED IS BASED ON
RESPONDENTS' OWN ASSESSMENT OF THEIR EMPLOYMENT STATUS IN THEIR
MAIN JOB.

Employee	1	GO TO Q112
Self-employed	2	GO TO Q114
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q116
Refused	-99	GO TO Q116
Question not applicable	-8	GO TO Q116

FormResp
Q112 **In your job, did you have formal responsibility for supervising the work of other employees?**
DO NOT INCLUDE PEOPLE WHO ONLY SUPERVISE: CHILDREN (E.G. TEACHERS,
NANNIES, CHILDMINDERS); ANIMALS; OR BUILDINGS, (E.G. CARETAKERS,
SECURITY GUARDS)

Yes	1	GO TO Q113
No	2	GO TO Q113
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q113
Refused	-99	GO TO Q113
Question not applicable	-8	GO TO Q113

NumEmplyd
Q113 **How many people worked for your employer at the place where you worked?**
Were there…

1 to 24	1	
25 to 499	2	
or 500 or more employees	3	GO TO Q116
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Question not applicable	-8	

Employees

Q114   **Were you working on your own or did you have employees?**
ASK OR RECORD

On own/with partner(s) but no employees	1	GO TO Q116
With employees	2	GO TO Q115
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q116
Refused	-99	GO TO Q116
Question not applicable	-8	GO TO Q116

NumEmpees

Q115   **How many people did you employ at the place where you worked?**
Were there…

1 to 24	1	GO TO Q116
25 to 499	2	
or 500 or more employees	3	
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q116
Refused	-99	GO TO Q116
Question not applicable	-8	GO TO Q116

WkingEdu

Q116   **Are you at present (at school or 6th form college or) enrolled on any full-time education course?**
SINGLE CODE ONLY

Yes	1	GO TO Q117
No	2	GO TO Q117
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q117
Refused	-99	GO TO Q117
Question not applicable	-8	GO TO Q117

TIMESTAMP

Financial Inclusion

The next couple of questions I'm going to ask are about finances.

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE
FinBilCred

Q117 SHOWCARD 20 **Which one of the statements on this card best describes how well you are keeping up with your bills and credit commitments at the moment? Please just read out the letter that applies.**
CAPI TO ONLY HAVE LETTERS FOR PRIVACY. SINGLE CODE ONLY

A	Keeping up with all bills and commitments without any difficulties	1	GO TO Q118
B	Keeping up with all bills and commitments but it is a struggle from time to time	2	GO TO Q118
C	Keeping up with all bills and commitments but it is a constant struggle	3	GO TO Q118
D	Falling behind with some bills or credit commitments	4	GO TO Q118
E	Having real financial problems and have fallen behind with many bills or credit commitments	5	GO TO Q118
F	Have no bills	6	GO TO Q118
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q118
	Refused	-99	GO TO Q118

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE
FinDebtAdv

Q118 **In the last 12 months have you used the services of any organisation which provides advice and support for people having problems with debt?**
SINGLE CODE ONLY

Yes	1	GO TO Q119
No	2	GO TO Q119
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q119
Refused	-99	GO TO Q119

TIMESTAMP

Internet Use

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

ASK ALL
IntHhHave
Q119 **[Do you/Does your household] have access to the internet at home?**
SINGLE CODE ONLY

Yes	1	GO TO Q120
No	2	GO TO Q120
Don't know	-9	GO TO Q120
Refused	-99	GO TO Q120

ASK ALL
IntPersUse
Q120 **Do you personally use the internet at home, work or elsewhere?**
SINGLE CODE ONLY

Yes	1	GO TO Q123
No	2	GO TO Q121
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q128
Refused	-99	GO TO Q128

ASK IF 2 AT Q120
IntEverUse
Q121 **Have you ever used the internet anywhere in the past?**
SINGLE CODE ONLY

Yes	1	GO TO Q122
No	2	GO TO Q122
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q122
Refused	-99	GO TO Q122
Question not applicable	-8	GO TO Q122

ASK IF 2 AT Q120
IntXUse1, IntXUse2, IntXUse3, IntXUse4, IntXUse5, IntXUse6, IntXUse7, IntXUseOth, IntXUseOT, IntXUseQna, IntXUseDk, IntXUseRef
Q122 **Why don't you currently use the internet? Interviewer Instruction: If respondent states that they haven't got a computer or internet access, probe for reason.**
MULTICODE

Don't want to use the internet	1	
Don't need to use the internet	2	
Equipment cost is too high	3	
Access cost is too high	4	IF 1 AT Q121 GO TO Q123, ELSE GO TO Q128
Lack of skills	5	
Privacy/security concerns	6	
Health problems make it difficult	7	
Other (please specify)	8	
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q128
Refused	-99	GO TO Q128
Question not applicable	-8	GO TO Q128

IntUse1, IntUse2, IntUse3, IntUse4, IntUse5, IntUseOth, IntUseOT, IntUseQna, IntUseDk, IntUseRef

Q123 SHOWCARD 21 **Thinking about the last three months, in which, if any, of these places have you used the internet?**
MULTICODE

A	At your home	1	GO TO Q124
B	At another person's home	2	GO TO Q124
C	At place of work (other than home)	3	GO TO Q124
D	At place of education (other than home)	4	GO TO Q124
E	In another public place e.g. library, community centre, internet café	5	GO TO Q124
F	At other places (please specify)	6	GO TO Q124
G	Not used the internet in the last 3 months	7	GO TO Q124
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q124
	Refused	-99	GO TO Q124
	Question not applicable	-8	GO TO Q124

IntDev1, IntDev2, IntDev3, IntDev4, IntDev5, IntDev6, IntDev7, IntDevOth, IntDevOT, IntDevQna, IntDevDk, IntDevRef

Q124 SHOWCARD 22 **Which of these [have you used/do you use] to access the internet?**
MULTICODE

A	Desktop computer	1	GO TO Q126
B	Laptop at home or in work	2	GO TO Q126
C	Laptop away from home or work	3	GO TO Q126
D	Mobile phone or smartphone	4	GO TO Q126
E	Handheld computer (e.g. tablet, iPad, palmtop)	5	GO TO Q126
F	Games console	6	GO TO Q126
G	Digital TV	7	GO TO Q126
H	Other (please specify)	8	GO TO Q126
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q126
	Refused	-99	GO TO Q126
	Question not applicable	-8	GO TO Q126

TIMESTAMP

Public Service Communications

IntGovWeb

Q126 SHOWCARD 23 **On this card are examples of government websites or websites of public services. Have you visited any of these or similar websites for personal purposes in the last 12 months?**

Yes	1	GO TO Q128
No	2	GO TO Q127
Don't know/ Can't remember (SPONTANEOUS ONLY)	3	GO TO Q128
Refused	-99	GO TO Q128
Question not applicable	-8	GO TO Q128

Welsh Government
National Assembly for Wales
NHS Direct Wales
HM Revenue and Customs
Met Office
Local Authority/Council websites
Job Centre Plus/Careers Wales
Directgov
DVLA (Driver and Vehicle Licensing Agency)
Traveline Cymru/ Transport Wales
School/College websites
Visit Wales/ local tourism sites

IntXGovWeb

Q127 SHOWCARD 24 **Which of these reasons best explains why you have not visited these types of websites in the last 12 months?**
SINGLE CODE ONLY

A	Concerned about personal details being shared between government departments	1	GO TO Q128
B	Concerned about identity theft	2	GO TO Q128
C	Online services are difficult to use	3	GO TO Q128
D	No benefits over the way I currently deal with government	4	GO TO Q128
E	Difficult to find the government services I need online	5	GO TO Q128
F	Inconvenient to register for online services	6	GO TO Q128
G	Services relevant to me are not available online	7	GO TO Q128
H	Online services only provide information	8	GO TO Q128
I	No need	9	GO TO Q128
J	I prefer to access government services in other ways (e.g. by telephone or in person)	10	GO TO Q128
K	Other (please specify)	11	GO TO Q128
L	Not used the internet in the last 12 months	12	GO TO Q128
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q128
	Refused	-99	GO TO Q128
	Question not applicable	-8	GO TO Q128

ASK ALL
UaSerDeal1, UaSerDeal2, UaSerDeal3, UaSerDeal4, UaSerDeal5, UaSerDeal6, UaSerDeal7, UaSerDeal8, UaSerDeal9, UaSerDeal10, UaSerDealOth, UaSerDealOT, UaSerDealDk, UaSerDealRef

Q128 SHOWCARD 25 **If you wanted to contact or use public services for personal purposes, in which of these ways would you prefer to do this, assuming all the ways were available to you?**
MULTICODE

A	By telephone	1	GO TO Q129
B	By post	2	GO TO Q129
C	By e-mail	3	GO TO Q129
D	In-person visit to the office	4	GO TO Q129
E	Visiting the Post Office	5	GO TO Q129
F	Computerised information point or kiosk in a public place	6	GO TO Q129
G	Interactive television in your home	7	GO TO Q129
H	Internet at home	8	GO TO Q129
I	Internet elsewhere (e.g. in a library or at work)	9	GO TO Q129
J	Text messaging on a mobile phone or using the Internet through your mobile phone	10	GO TO Q129
K	Other (please specify)	11	GO TO Q129
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q129
	Refused	-99	GO TO Q129

TIMESTAMP

Recontact and Linkage

Q129   **The Welsh Government, or a research company employed by them, may invite you to take part in further research based on some of the responses you have given today. This could be face-to-face, by telephone or as part of a focus group. This would involve [TNS-BMRB / BEAUFORT RESEARCH] passing your details to the Welsh Government together with your responses to the survey. If you are re-contacted, there will be no obligation to take part. Would you be willing to be re-contacted?**

Yes	1	GO TO Q130
No	2	GO TO Q130
Refused	-99	GO TO Q130

TIMESTAMP

Q130   **There is ANOTHER way you can help us that would make your survey answers even more useful. The Welsh Government would like to be able to link your survey answers to information that the NHS and other public organisations hold about you. For example - your GP, hospital and education records.**

Your information will only be used for research purposes and your personal details will be kept completely confidential. If you don't want us to link your data, that's absolutely fine, your survey answers will still be valuable without being linked to other records.

INTERVIEWER TO SHOW RESPONDENT DATA LINKAGE SHOWCARD

Please take a look at this card – this will explain what the Welsh Government are asking. Please take your time to read this and ask me any questions you have.

IF REQUIRED, PLEASE GIVE THE RESPONDENT ADDITIONAL INFORMATION AS DETAILED ON THE FLOWCHART AND LEAFLET TO HELP THEM UNDERSTAND THE REQUEST. ENSURE THAT THE RESPONDENT UNDERSTANDS THE REQUEST SO THAT THEIR CONSENT IS GIVEN.

Do you agree for us to link your survey answers with other information held about you?

Yes	1	GO TO Q131
No	2	END OF SURVEY
Don't Know	-9	GO TO Q131
Refused	-99	GO TO Q131

TIMESTAMP

Q131   **Thank you for agreeing. To help us do this, can you please give me your full name?**
CHECK AGAINST NAME ENTERED BELOW AND REVISE IF NECESSARY.

Enter Name		GO TO Q131
Refused	-99	END OF SURVEY

Q132 **Can I just confirm that your date of birth is [DD/MM/YYYY]?**

Yes	1	GO TO Q134
No	2	GO TO Q133
Refused	-99	END OF SURVEY

ASK IF DOB NOT GIVEN
Q133 **What is your date of birth?**

Refused	-99	END OF SURVEY

TIMESTAMP

ASK IF 1 AT Q132 OR DOB GIVEN AT Q133
Q134 **Thank you for agreeing.**
INTERVIEWER TO HAND RESPONDENT DATA LINKAGE LEAFLET. Here's a leaflet
to give you more information about linking your data. It also tells you what to do if you
change your mind after I have left.

Interviewer Check Information

(This information is collected to enable the research company to contact the respondent to validate the responses recorded by the interviewer)

classIntro

I just need to finish by confirming a few details with you. This is in case we need to get in touch to check any of the questions I have recorded.

ASK ALL
namePage

First could you tell me your name please?
MAKE SURE FULL NAME IS ENTERED HERE.
CONFIRM/ENTER NAME [WILL BE PRE-POPULATED BASED ON EARLIER RESPONSE].

ASK ALL
addPage1

Now enter respondents FULL ADDRESS.
ENTER ADDRESS [WILL BE PRE-POPULATED BASED ON THE SAMPLE].

ASK ALL
FTELEPH

And what is your telephone number please?
ENTER RESPONDENTS (MAIN) HOME TELEPHONE NUMBER IN FULL, STARTING WITH THE EXCHANGE NUMBER. USE NUMBERS ONLY. DO NOT USE THE EXCHANGE NAME. E.G. TYPE 01603457272 NOT GREENOCK 457272. DO NOT TYPE ANY SPACES OR DASHES. PLEASE REMEMBER TO TYPE IN THE NUMBER DIRECTLY AND IN FULL.

ENTER NUMBER	
NUMBER NOT GIVEN	2

ASK ALL
decPage

THANK RESPONDENT AND CLOSE. I would just like to confirm that my name is [NAME] working for [Kantar Operations on behalf of TNS-BMRB / Beaufort Research]. All your replies will be treated in the strictest confidence.

INTERVIEWER:
Signify that this interview is a true record and has been conducted within the Market Research Society Code of Conduct by typing in your interviewer number below.

YOU MUST ENTER YOUR FULL INTERVIEWER NUMBER AT THIS QUESTION (EVEN IF YOU HAVE TAKEN OVER SOMEONE ELSE'S ASSIGNMENT)

ENTER NUMBER	
RE-ENTER NUMBER	

ASK ALL
Tips ENTER ANY RELEVANT NOTES BELOW

END OF SURVEY