



2009-10 Citizenship Survey  
Technical Report

**Annex A: Interviewer instructions**



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**Communities Study 2009/10 – Quarter 4  
Interviewer instructions  
45108342**

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# 1. Background to the study

The Communities Study 2009/10 is being carried out on behalf of the government department Communities and Local Government, but a number of other government departments are key stakeholders in the survey, including the Home Office.

The 2009–10 survey will be the sixth wave of this survey to be carried out - the 2008-09 study is currently in its final stages and is being carried out by NatCen. Since April 2007, the Communities Study has run continuously throughout the year, providing quarterly data for analysis of key government targets.

The study consists of a number of components:

- the main study will achieve interviews with a nationally representative sample of 10,000 respondents (known as the core sample)
- a black and minority ethnic boost will achieve a sample of 5,000 respondents and;
- for the first time in 2009/10 there will be a booster of approximately 1,200 Muslims giving around 3,000 interviews with Muslims overall.

All interviewing will take place in England and Wales. One person aged 16 or over at each address will be selected for interview. Mainstage fieldwork begins on 1st April 2009 and continues until 31 March 2010. The fieldwork is split into four quarters over the year and Q4 fieldwork runs from 1 January until 7 March 2010, and all first issues must be worked by 14 February 2010.

Communities and Local Government is responsible for a number of areas for improving local communities.

Its aims are to:

- build more and better homes and reduce homelessness
- improve local public services
- regenerate areas to create more jobs
- work to produce a sustainable environment
- tackle anti-social behaviour, extremism and build cohesion .

Communities and Local Government sets policy on local government, community cohesion, race equality, housing, urban regeneration, planning and fire and rescue.

## 1.2 The Communities Study

The Communities Study collects information on a number of issues which are central to current government policy. The main topics in the study are:

- views on the local area
- volunteering
- involvement in the community
- racial and religious equality
- how people see themselves
- whether people in the local area mix and get along with one another
- views on local government services
- influencing local decisions.

Information from the survey is used to monitor key government targets (for example, the number of people who volunteer). It is also the main source of evidence for government policy on a number of areas and is widely used by local government, academics, voluntary organisations and charities. Because it has a large random sample and a high response rate, it is statistically robust and government partners such as government regional offices, the academic community and voluntary sector take its findings very seriously.

The top tips document contains a number of examples of how the survey has been used by government. Please read these through as they are useful selling points for the survey.

Fieldwork is organised on a quarterly basis throughout the year and data on key measures is being delivered to Communities and Local Government every quarter.

## 2. Your task

There are four types of sample for the survey:

### **COM9C4 - Core sample only (Type 1) – CORE contact sheets**

In these assignments each point has 20 issued addresses, which have been selected at random from the Postcode Address File (PAF). At each address you will be attempting to interview one person aged 16 or over.

For these assignments you will have one CORE contact sheet (with white cover) for each of your core addresses.

### **COM9C4 - Core sample with focused enumeration (Type 2) - CORE + FE contact sheets**

This type of assignment also has 20 issued core addresses selected from the PAF at which you will be attempting to interview one person aged 16 or over. In addition you will be carrying out focused enumeration (FE) screening for people from non-white ethnic groups at two addresses either side of the core address (so another four addresses in total) and attempting additional interviews where eligible DUs are identified. Detailed instructions for carrying out FE are given in section 5.

For these assignments you will have one CORE + FE contact sheet (with pink cover) for each of your core addresses. The addresses at which you will be required to screen will be pre-printed on your CORE+FE contact sheet. If you successfully screen at an FE address, you will need to create a new contact sheet for that address. You will have some FE ADDRESS contact sheets (with blue cover) to use for adjacent addresses identified as potentially containing someone from a non-white ethnic group.

### **COM9B4 - Black or Minority Ethnic (BME) boost screening addresses (Type 3) – BME + FAITH BOOST SCREENING contact sheets**

Addresses in these points have been selected for screening. For the BME + MUSLIM BOOST SCREENING assignments you will use contact sheets with a green cover. Interviewing should only be carried out at these addresses if they are found to contain someone of a Black or ethnic minority origin, or, if no one in the household is from BME groups, then with a person in the house who is Muslim. Details of how to carry out the screening are given in section 6. In the eligible DUs you should attempt to interview one person aged 16 or over of BME origin.

Screening is taking place in areas that are known to contain relatively high proportions of people from BME groups (at least 18% or more). The number of addresses issued will depend on the proportion of the population in the area from BME groups, so the higher the population penetration, the fewer addresses you will have. The number of addresses for these assignments ranges from around

50 to 120. We are also using these points to screen for Muslims. So, if you do not screen any BME adults in the household (code 2 at QB2), you will need to go on and screen for any Muslim respondents at QB3.

**COM9R4 - Muslim booster screening (Type 4) – FAITH BOOST SCREENING contact sheets**

Addresses in these points have been selected for screening. Interviewing should only be carried out at these addresses if they are found to contain someone who defines themselves as being Muslim. Details of how to carry out the screening are given in section 6. In the eligible dwelling units you should attempt to interview one person aged 16 or over who is Muslim.

Screening is taking place in areas that are known to contain relatively high proportions of people who are Muslim (at least 2.5% or more). The number of addresses issued will depend on the proportion of Muslims in the area, so the higher the population penetration, the fewer addresses you will have. The number of addresses for these assignments ranges from around 15 to 270.

**Please note that large numbers of addresses may be split into smaller assignments.**

For screening assignments you will use FAITH BOOST SCREENING contact sheets with a yellow cover.



## 3. Making contact

### 3.1 Advance letter and leaflet

You have an advance letter to post to each of your issued CORE addresses. There are slightly different versions of the letter for the core addresses and the addresses to be screened and only the core addresses have pre-printed addresses on them and will be stamped envelopes. Letters for addresses that need to be screened should be handed out on the doorstep or posted by hand where you have found someone who is eligible, or there is unknown eligibility. You will have spare copies of all letters as well as a laminated copy of each letter for use on the doorstep.

There is also a leaflet enclosed with the letter, which gives more information about the study. Please post your letters and leaflets a couple of days before you are planning to call at the address. You have some spare copies of the letter and leaflet to use when you are calling at addresses.

There is one version of the screening address letter and each has a space on it where you should write in the address serial number i.e. ALL letters that are not pre-printed MUST have the reference number and address hand-written on by you. This is to make sure that if respondents call the office, we know which address they are calling from.

If your assignment involves focused enumeration you have copies of a letter to give out at addresses identified as potentially eligible through focused enumeration. Similarly to other screening letters, please write in the address serial number in the appropriate place.

For screening addresses you will also have postcards. These do not have postage on them but you can pop them through the letterboxes of addresses you will be screening at so that you are not 'cold calling' and that respondents have some advance warning that you may be calling.

### 3.2 Introducing the survey

When you first make contact at an address you should show your identity card and refer to the letter and leaflet that has been sent to the address (if it is a CORE address) and postcard if it is a screening address. It may be useful to have a copy of the leaflet in your hand to spark the respondent's memory. You should explain that you are calling about the Communities Study which BMRB is conducting on behalf of the government department, Communities and Local Government. Please explain to the respondent that their address has been chosen at random.

If respondents want to know more about what the study is about you can refer to the information in the leaflet or explain that we want to know about people's views of their local area and living in Britain today. Please say that it is important that as many people as possible who are selected for the study take part so that we have a full picture of local communities. We cannot substitute another address for theirs.

You can tailor your approach as appropriate, as different topics may be of interest to different people. The survey covers a range of different topics and there is likely to be something that is of interest to most people. For instance, people are likely to be interested in the opportunity to give their views on the local area and local services. This was a popular part of the survey in 2007/08 as it gave respondents the opportunity to have their say.

You can reassure people that the survey is completely confidential and that the data from the study will not be reported in a way that could identify them. The example chart in the survey leaflet shows how the results are reported.

Some examples of questions and suggested answers on the doorstep are given below. Please also refer to the separate document on top tips for when you make contact with an address.

What is the study about?

**We want to know about your views of the local area and issues facing Britain**

The study is about your opinions on where you live

**It's an opportunity for you to have your say on what you like and don't like in your community**

The questions aren't intrusive – it's just asking for your opinions

Why is the study being carried out?

It is one of the main ways the Government have of finding out how policies affect local communities. It helps understanding of how people feel about their community and issues affecting them.

It is a way of checking whether Communities and Local Government department are meeting their targets.

Why do you want to talk to me?

There are only a few addresses selected in this area so we do need to speak to someone at every one of those addresses.

It's very important to get the views of everyone who is selected so that your views are included.

Why are you only asking Black or ethnic minority/Muslim people to take part?

We aren't. The survey is nationally representative so we are talking to a cross-section of people across England and Wales including white people, Christians, Hindus, Jews and Sikhs. We are also interested in the views of specific communities and need to ensure we have enough people in each group to do statistical analysis and that is why we are looking to conduct some more interviews among these groups.

### 3.3 Cultural sensitivity

Given that we will be interviewing and screening a large number of ethnic minority groups and Muslims, please be sensitive to the respondents' needs.

- be sensitive to different customs and the behaviour expected of you in the households you visit
- be careful not to assume anything about a respondent's background or beliefs from their appearance or name
- be aware of religious festivals or special days in the areas you're working in as this may mean certain days or times of day are less productive for working. for instance, in some areas with high proportions of muslims, it may not be productive working on a Friday afternoon.

**Please refer to the top tips document for more points that you may need to be aware of when interviewing people from different backgrounds. This document has been put together with the help of interviewers and we will be adding to it over the course of the survey so you can share your top tips with colleagues.**

## 4. Dwelling unit and respondent selection (using the contact sheet)

At each address one Dwelling Unit and one respondent should be selected for interview.

### 4.1 Identifying deadwood

Your first task when you visit an address is to ascertain whether it is traceable, residential and occupied. As with all surveys it is important that 'deadwood' addresses (e.g. institutions, homes that are not occupied) are correctly identified. If you find that an address is not traceable, residential or occupied or you are unable to establish whether it is, you should use the appropriate outcome code at section F.

### 4.2 Selecting a dwelling unit

If you find that an issued address (i.e. the printed address) contains more than one dwelling unit (e.g. if the accommodation is split into flats or bedsits) you should select one dwelling unit. If the address contains 2-10 dwelling units, each dwelling unit should be listed in the space provided on the contact sheet A4 in flat/room number order. The selection box on the front of the contact sheet should be used to identify the dwelling unit to be selected (see the example of the table below). Look along the DU row to find the total number of dwelling units at the address. The number directly below this number will tell you the number of the dwelling unit to select.

If there are 11 or more dwelling units please call your field department and they will give you instructions.

## Example

Description	DU Code
Bottom Flat	01
Middle Flat	02
Top Flat	03
	04
	05

SELECTION BOX									
No of DUs/ No of people	2	3	4	5	6	7	8	9	10
<b>SELECT</b>	1	2	2	4	3	6	7	5	8

In this example there are three dwelling units. Therefore if you read across the number of dwelling units, then you need to select the dwelling unit in the row below. Here we should interview at dwelling unit 2, which is the middle flat.

## 4.3 Interviewer observations

For all core sample addresses that are not deadwood you should complete the interviewer observations of the address at Section M of the CORE contact sheet. These observations should be completed before you make contact at the address. These questions ask you to record your observations of any physical barriers to entry at the address, the type of property (e.g. detached house, flat conversion etc), the condition of residential properties in the area and the external condition of the selected address. If you have been advised that the address is an office refusal and you have not yet obtained this information, you will not need to collect this information as all work on that contact sheet stops.

These observation questions are completed for CORE and CORE +FE, but not for FE, MUSLIM BOOST SCREENING or BME + MUSLIM BOOST SCREENING addresses.

## 4.4 Selecting a respondent

At core addresses you will need to select one respondent aged 16 or over at the (selected) dwelling unit. Firstly, you need to establish how many people aged 16 or over live in the dwelling unit. You should include:

- people who normally live at the address but are away for less than 6 months
- people away at work for whom this is the main address
- boarders and lodgers.

You should NOT include:

- people who live elsewhere to work
- spouses who are separated and no longer resident
- people away for six months or more

Students should be included if the address is the place where they live for the majority of the year (i.e. if they spend more of the year at their term-time address, they should not be included at their home address).

If there is more than one person aged 16 or over in the dwelling unit you should list each person in alphabetical order in the grid provided on the contact sheet. In some households if there are a number of people, it may be easier to get someone in the household to write down the names for you. If there are people with the same name in the household, ask for the first/second initial of the surname. If these are the same, put them in age order, older to younger. For instance you may find that a father and son share the same name. If this is the

case, list the father first and then the son. You should then use the selection box on the front of the contact sheet to identify the person to be selected. Look along the 'No of people' row to find the total number of people in the dwelling unit. The number directly below this one is the number of the person, as they have been entered into the grid, who should be selected. See example below.

Name/Initial		Person Code							
Angela		01							
Claire		02							
Kully		03							
Tim		04							
SELECTION BOX									
No of DUs/	2	3	4	5	6	7	8	9	10
No of people									
<b>SELECT</b>	1	2	2	4	3	6	7	5	8

In this example, there are four people aged 16+ years in the household. We therefore read across the top row to four people, and select the person in the row below. This is person two, so we should be interviewing Claire.

You should only interview the selected person. No substitutes are allowed. If the dwelling unit contains 11 or more people aged 16+ please contact your field department for instructions.

If at the time of interview you discover that an eligible household member has been missed off, then you need to carry out the selection procedure again. If the order in which the respondents were listed originally is wrong, you do not need to re-do the selection. This is only if a person has been missed off. If the composition of the household has changed, and you are unsure of what to do, please contact the office and we will advise you of the correct procedures.

## 5. Focused enumeration (FE)/Proxy screening

If you have a point with FE you will have a CORE +FE contact sheet with a pink cover. The list of addresses that you then will need to screen at are printed on page 7 of this contact sheet. The FE addresses are numbered HH1 to HH4.

At the core addresses you will attempt to interview one person aged 16+, without any screening, as outlined above. FE is being done to screen in addresses containing anyone from a non-white ethnic group at 4 addresses neighbouring the core address.

### 5.1 FE screening at adjacent addresses

- You should complete page 7 (the FE sheet) of the CORE +FE contact sheet when you visit the core address, if possible
- However, you should still complete page 7 (the FE sheet) even if you do not make any contact at the core address
- The FE sheet should still be completed if the core address is deadwood or an office refusal as we require outcomes for these addresses
- The FE sheet lists two neighbouring addresses either side of the core address. Please note that these addresses are adjacent on the Postcode Address File and while in the majority of cases they will be geographically the nearest neighbouring addresses, this may not necessarily always be the case
- You should attempt the focused enumeration for all addresses that are approximately within one mile of the core address.

When asking for the information about the adjacent addresses, you should explain *“The Communities Study is interested in the views particular groups in the population have of their community and we need to take special steps to seek interviews with these people.”* You should ask for each of the addresses listed *“At [READ OUT ADDRESS BELOW], is there anyone who is of Black Caribbean, Black African, Asian, Chinese, mixed or other non-white origin? By Asian origin I mean someone whose family originally came from India, Pakistan or Bangladesh, or other Asian countries.”* You can use the ethnicity showcard.



Asian origins include Indian, Pakistani and Bangladeshi, but there are a number of others too, so anyone who considers themselves to be non-white and Asian would be included under one category or another. Please note that if someone says they are mixed race, we are only interested in those whose ethnicity includes the groups listed on the showcard (i.e. someone who is Asian and White, or Black and Asian etc). We do not want to include people who are of white ethnicity but may consider themselves mixed (e.g. mixed Scottish and English or French and English).

If the person you speak to is sure that no-one of Black, Asian, Chinese, mixed or other non-white origin lives at an FE address, you should accept this and record the outcome for that address on page 7 (the FE sheet) as '91' – you do not need to do anything further with that address.

If you cannot obtain the information from the core address, you should try to obtain it from the FE addresses themselves or from other adjacent addresses. If you are directly screening at the FE address you must use the ethnicity screening showcard. You should only code the outcome for each address as 'Information not obtained' if you have not established a definite outcome by the end of fieldwork or if the core address has been withdrawn by head office.

If you receive a positive identification for an address – i.e. the person you speak to thinks that someone of Black, Asian, Chinese, mixed or other non-white origin lives at the address – you should record the outcome for that address on the FE page as '90' and begin a new FE ADDRESS (contact sheet 'C' - with a blue cover) for that address.

## 5.2 Screening at addresses identified through FE

When you begin the FE ADDRESS contact sheet for an address positively identified through focused enumeration you should transfer the details of the address and the address serial number from page 7 - the FE sheet - and the sample point number from the CORE +FE contact sheet.

You have copies of screening letters to use at FE addresses in your pack. These addresses have not been sent an advance letter so please post your letters and leaflets a couple of days before you are planning to call at the address, or give them a copy of the letter when you make contact. You can also use the postcard at FE addresses. You also have additional copies of the survey leaflet in your pack to give out at FE addresses, which gives more information about the study.

When you visit an address identified through FE you firstly need to establish the number of dwelling units and, if there is more than one, select one, as described in section 4.2. The selection should be made from all dwelling units, even if you know that not all have eligible residents. Use the selection box on the front of the FE ADDRESS contact sheet as for other types of addresses.

At the (selected) dwelling unit you should try to make contact with someone who speaks English and ask the screening question B2 on the contact sheet. To

explain why we are screening you should read out the introduction: *“BMRB is carrying out the Communities Study. This study looks at the views people of different ethnic and cultural and religious backgrounds have of their local community.”*

If people want more information about why we are screening you can explain that we need to do this in order to have a large enough number of interviews with people from different ethnic backgrounds as selecting addresses at random will not provide sufficient numbers for analysis.

The screening question on the contact sheet reads:

***Can I just check is there anyone aged 16 or over living in this household who belongs to any of these ethnic groups? USE SHOWCARD.***

You should read out the question exactly as it appears and record a response (Yes/No). ‘Mixed origin’ should only be coded as ‘Yes’ if someone is partly one of the other origins listed.

If no-one in the dwelling unit is eligible (i.e. no-one aged 16 or over is of the origins listed above) you should code the final outcome as ‘23’ (section H) on the last page of the FE ADDRESS contact sheet and you are now finished with this address.

If you receive a ‘Yes’ response to the screening question you should ask QC1 on the FE ADDRESS contact to establish how many people of Black Caribbean, Black African, Asian, Chinese, mixed or other non-white ethnic group are in the dwelling unit.

If there is only one eligible person in the dwelling unit you should attempt to interview this person. If there is more than one eligible person you will need to select one person for interview, following the same procedures as with the core addresses. You should use the selection box on the front page of the FE ADDRESS contact sheet.

### 5.3 Screening non-English speaking addresses

Generally there will be someone in the household who speaks English. You can use the help of someone else in the household to establish eligibility and carry out the respondent selection. If you can only make contact with someone who does not speak English you should use the language card in your pack to establish what language they speak and, where possible, try to establish how many people in the dwelling unit are eligible for interview. We have the facility to offer the survey in other languages (see section 8). Please fill in the language requirements as follows:

- identify which language the respondent speaks at E1A
- if respondent speaks more than one of these languages, record the preference at E1B
- fill in the relevant code at E2.

If you are not able to make contact with anyone in the dwelling unit who speaks English and cannot establish which language is spoken and cannot carry out the selection procedures you should record the outcome on the contact sheet. You will need to code '4' at B1 and then code '19' on the final outcome page.

## 6. Black and Minority Ethnic (BME) Boost Screening

At BME + FAITH BOOST SCREENING addresses you will only carry out an interview if there is someone of Black Caribbean, Black African, Asian, Chinese, mixed or other non-white origin aged 16 or over in the dwelling unit, or, if there is no one of these origins at the address, you may carry out an interview with someone in the household who is Muslim. For these addresses you will be using the BME + FAITH BOOST SCREENING contact sheet (contact sheet D, with a green cover).

Screening addresses do have letters and survey leaflets, but letters will not be pre-printed with the address. You can hand-deliver these in advance or leave them with the respondent once you have made contact. There will be spare envelopes in your pack. Please transfer the address serial number on to the letter before hand-delivering the letter or leaving it at the address. You can also use the postcards in your pack to drop off before you make contact. These are to help so that you are not completely cold calling.

At the Boost addresses you should carry out the dwelling unit selection in the way described in section 4.2.

When you make contact at the (selected) dwelling unit you will need to explain that you are seeking interviews with particular groups of people. At the dwelling unit you should try to make contact with someone who speaks English, to ask the screening question on the contact sheet at B2. To explain why we are screening you should read out the introduction: *“BMRB is carrying out the Communities Study. This study looks at the views people of different ethnic and cultural and religious backgrounds have of their local community.”*

If people want more information about why we are screening you can explain that we need to do this in order to have a large enough number of interviews with people from different ethnic backgrounds as selecting addresses at random will not provide sufficient numbers for analysis. Please see the top tips document for further information on this.

The screening question on the contact sheet reads:

*Can I just check is there anyone aged 16 or over living in this household who belongs to any of these ethnic groups? USE SHOWCARD*

You should read out the question exactly as it appears and record a response (Yes/No/). ‘Mixed origin’ should only be coded as ‘Yes’ if someone is partly one of the other origins listed.

If no-one in the dwelling unit is eligible (i.e. no-one aged 16 or over is of the origins listed above) you should code ‘2’. You then need to go to B3 and screen to see if there are any Muslims in the household using the faith question. Using

the showcard, read out the question exactly as it appear to establish if there is anyone aged over 16 from a Muslim background. The faith screening question is:

*And is there anyone aged 16 or over living in this household of the following religion, even if not currently practising? USE SHOWCARD*

*SHOW THE PERSON THE SHOWCARD, READ EACH and ask them to confirm whether anyone is of the listed religions. TICK YES IF FOLLOWS RELIGION.*

*Christian*

*Buddhist*

*Hindu*

*Jewish*

*Sikh*

*Muslim*

If there is no-one of a Muslim faith, fill in the final outcome as '24' on the final outcome page.

If you receive a 'Yes' response to the ethnicity screening question you should ask C1 on the contact sheet to establish how many people of Black Caribbean, Black African, Asian, Chinese, mixed or other non-white origin in the dwelling unit.

If there is only one eligible person in the dwelling unit you should attempt to interview this person. If there is more than one eligible person you will need to select one person for interview, following the same procedures as with the core addresses.

If you receive a 'Yes' response to the faith screening question you should ask D1 on the contact sheet to establish how many people are Muslim in the dwelling unit.

If there is only one eligible person in the dwelling unit you should attempt to interview this person. If there is more than one eligible person you will need to select one person for interview, following the same procedures as with the core addresses.

## 6.1 Screening non-English speaking addresses

Generally there will be someone in the household who speaks English. You can use the help of someone else in the household to establish eligibility and carry out the respondent selection. If you can only make contact with someone who does not speak English you should use the language card in your pack to establish what language they speak and where possibly try to establish how many people in the dwelling unit are eligible for interview. We have the facility to offer the survey in other languages (see section 8). Please fill in the language requirements as follows:

- identify which language the respondent speaks at E1A
- if respondent speaks more than one of these languages, record the preference at E1B
- fill in the relevant code at E2.

If you are not able to make contact with anyone in the dwelling unit who speaks English and cannot establish which language is spoken and cannot carry out the selection procedures you should record the outcome on the contact sheet. You will need to code '4' at B1 and then code '19' on the final outcome page.

## 7. Muslim Boost Screening

At MUSLIM BOOST SCREENING addresses you will only carry out an interview if there is someone who is Muslim and aged 16 or over in the dwelling unit. For these addresses you will be using the MUSLIM BOOST SCREENING contact sheet (contact sheet E, with a yellow cover).

For MUSLIM BOOST SCREENING you can use the same screening letters as for the BME + Muslim Boost and the FE address boost. These letters will not be pre-printed with the address. You can use your postcards before you make contact. You can also leave a copy of the letter once you have screened for an eligible respondent. Please transfer the address serial number on to the letter before leaving it at the address.

At the MUSLIM BOOST SCREENING addresses you should carry out the dwelling unit selection in the way described in section 4.2.

When you make contact at the (selected) dwelling unit you will need to explain that you are seeking interviews with particular groups of people. At the dwelling unit you should try to make contact with someone who speaks English, to ask the screening question on the contact sheet at B2. To explain why we are screening you should read out the introduction: *“BMRB is carrying out the Communities Study. This study looks at the views people of different ethnic, cultural and religious backgrounds have of their local community.”*

If people want more information about why we are screening you can explain that we need to do this in order to have a large enough number of interviews with people from different ethnic and religious backgrounds as selecting addresses at random will not provide sufficient numbers for analysis. Please refer to your top tips document for further information.

The screening question on the contact sheet reads:

*And is there anyone aged 16 or over living in this household of the following religion, even if not currently practicing? USE SHOWCARD*

*SHOW THE PERSON THE SHOWCARD, READ EACH and ask them to confirm whether anyone is of the listed religions. TICK RELEVANT BOX.*

*No to all religions on the card*

*Christian*

*Buddhist*

*Hindu*

*Jewish*

*Sikh*

*Muslim*

If no-one in the dwelling unit is eligible (i.e. no-one aged 16 or over and Muslim) you should go to section H and code the outcome as '24'.

If there is someone who is aged over 16 and Muslim then go to D1 to establish how many Muslims there are in the dwelling unit. If there is only one eligible person in the dwelling unit you should attempt to interview this person. If there is more than one eligible person you will need to select one person for interview, following the same procedures as with the core addresses.

**NOTE**, please look out for occasions where the respondent is specific about their faith and does not refer to the overall category. You will need to recode into the correct category on the MUSLIM BOOST SCREENING contact sheet. For example:

Example response	MUSLIM BOOST SCREENING contact sheet category
Islam	Muslim
Roman Catholic	Christian
Anglican	
Baptist	
Pentecostal	
Christadelphian	
Methodist	
Evangelical	
Presbyterian	
Lutheran	
Mormon	
Orthodox (Greek, Russian, Eastern)	
Congregational	
Society of Friends (Quakers)	
Jehovah's Witness	
Seventh Day Adventist	
United Reformed	
Brethren	



## 7.1 Screening non-English speaking addresses

Generally there will be someone in the household who speaks English. You can use the help of someone else in the household to establish eligibility and carry out the respondent selection. If you can only make contact with someone who does not speak English you should use the language card in your pack to establish what language they speak and where possible try to establish how many people in the dwelling unit are eligible for interview. We have the facility to offer the survey in other languages (see section 8). Please fill in the language requirements as follows:

- identify which language the respondent speaks at E1A
- if respondent speaks more than one of these languages, record the preference at E1B
- fill in the relevant code at E2.

If you are not able to make contact with anyone in the dwelling unit who speaks English and cannot establish which language is spoken and cannot carry out the selection procedures you should record the outcome on the contact sheet. You will need to code '4' at B1 and then code '19' on the final outcome page.

## 7.2 Ineligible dwelling units – at the BME and Muslim Boosts

Some people may be disappointed that they cannot take part in the survey as they are 'screened out' (i.e. the address does not include anyone aged 16+ who is non-white or who is Muslim). You should explain to people that, while the main part of the study includes everyone whose address is selected, we also need extra interviews with people who are non-white or Muslim. This is because the main part of the study (the core sample) will not provide enough interviews with people from these groups for statistical analysis. Carrying out these extra interviews means that we have enough people for the survey to be representative of different ethnic and religious groups. Please refer to the top tips document for further information.

## 8. Translations

Translated versions of the questionnaires and showcards will be available in the following languages:

- Punjabi (Gurmukhi script)
- Punjabi (Urdu script)
- Gujarati
- Bengali
- Urdu
- Hindi
- Cantonese
- Welsh
- Somali
- Arabic
- Polish

For screening purposes you can use another household member to help. However, if your selected respondent is unable to carry out the interview in English you should find out if they speak any of the above languages (using the language card if necessary). If your selected respondent speaks Somali you should also find out what dialect they speak (Benaadir, Maay (spoken in the south) or northern – as specified on the contact sheet). Please note that there is only one translated version of the script in Somali but we need to know what dialect the respondent speaks so we can match an appropriate translator. If you are also a speaker of that language you should arrange to return and interview the respondent when you have obtained a copy of the translated questionnaire and showcards. If the respondent speaks an available language but you do not, you should contact Chris Hanley on 020 8433 4222 who will arrange for a translator to accompany you when you return to interview the respondent. Please ensure that you obtain the respondent's telephone number so that we can arrange a time for the interview to take place.

Please note that translation should not be offered if the respondent has adequate English to complete the interview, even if English is not their first language. Respondents will also need to be able to read showcards. There may be some cases where the respondent cannot read or write the language they want to do the interview in but they can speak it fluently. In this case the interviewer or translator will be able to read out the showcard categories using the translated version of the showcards and shuffle cards.

Remember that it may take some time to arrange the translator so please notify your field department as soon as possible if one is needed.

If the selected respondent only speaks a language for which translation is not available, a household member or friend can be used to interpret if available.

the interpreter should be aged 14 and over

in these situations the interview would be done without any translated documents if a household translator is being used you will not ask certain sensitive questions (e.g. sexual orientation).

Please note that this option cannot be used for languages where a translated questionnaire is available.

In the contact sheet there are questions to record if a translator is needed and what is the required language. If an address is being reallocated to another interviewer due to language requirements please use the appropriate outcome codes in this section of the contact sheet (Section E). If you require the assistance of a translator or the contact sheet is being re-allocated to another interviewer you should record final outcome '54' for the first issue.

## 8.1 Carrying out an interview in another language

If you yourself are carrying out an interview in one of the translated languages, you will need a paper copy of the translated questionnaire and a set of translated showcards and shuffle cards. You will also be given a translated version of the leaflet and letter. The translated paper questionnaire has questions and response codes in the relevant language, but interviewer instructions and question labels are in English. You will be using the CAPI interview in English to enter the respondent's answers. There may be cases where the respondent is able to do the interview in another language but they may not be able to read or write the language (in which case they will not be able to read the showcards). If this is the case you will be able to read out the showcard categories to the respondent.

## 8.2 Interviewing with a translator

The translator who accompanies you to carry out an interview will have been briefed by the researchers about the survey and what is required of them. You will need to give the translator a paper copy of the translated questionnaire in the available language. The translator will read out the questions and will translate the respondent's answer to you. You will then enter the answer into the CAPI interview. You will need to tell the translator the name of the question that is to be asked, which is also listed in the paper questionnaire.

## 9. Other issues

### 9.1 Gender matching

In some situations you may encounter a household where a husband does not want his wife/daughter to be interviewed by a male interviewer. Equally, it may be that a female living on her own isn't comfortable letting a male into her home. If this is a particular problem and likely to affect getting a successful interview, it may be possible to re-allocate the interview to a female interviewer. If this is the case, please contact your Regional Co-ordinator/Team leader.

### 9.2 Respondents with disabilities

We are unable to offer showcards in Braille or signing for interviews. If you come across a respondent who is unable to read the showcards because of visual impairment, you can either read out the showcard responses to respondents or ask someone else in the household to do this. Similarly, if there is someone in the household who can sign, they can help the respondent through the interview. However, if someone's disability is severe and they are simply unable to take part in the interview, this should be coded as '42' on the final outcome page.

## 10. Survey documents

Your briefing pack contains:

- 1 x interviewer instructions
- 1 x example leaflet
- 1 x example advance core letter
- 1 x example screening letter
- 1 x example postcard
- 1 x example Contact Sheet A (CORE) WHITE
- 1 x example Contact Sheet B (CORE +FE) PINK
- 1 x example Contact Sheet C (FE ADDRESS) BLUE
- 1 x example Contact Sheet D (MUSLIM BOOST) GREEN
- 1 x example Contact Sheet E (BME + MUSLIM BOOST) YELLOW
- 1 x language card
- 1 x ethnicity screening showcard
- 1 x faith screening showcard
- 1x definition of Violent Extremism showcard
- 1 x paper version of the questionnaire
- 1 x top tips document

**Your work packs should contain the following:**

<b>Core sample (no screening)</b>	<b>Core + FE</b>	<b>BME + Muslim Boost Screening</b>	<b>Muslim Boost Screening</b>
Personalised advance letters with leaflets, in stamped envelopes. Spare letters and leaflets.	Letters and leaflets, including spares (letters not personalised) - Spare envelopes	Letters and leaflets, including spares (letters not personalised) - Spare envelopes	Letters and leaflets, including spares (letters not personalised) - Spare envelopes
Laminated copy of the letter core and screening letter	Laminated copy of the letter core and screening letter	Laminated copy of the letter core and screening letter	Laminated copy of the letter core and screening letter
	Postcards	Postcards	Postcards
Contact sheets A (WHITE)	Contact sheets B (PINK)	Contact sheets D (GREEN)	Contact sheets E (YELLOW)
	FE Contact sheets C (BLUE)		
Showcards	Showcards	Showcards	Showcards
Shuffle cards	Shuffle cards	Shuffle cards	Shuffle cards
Laminated showcard with definition of violent extremism	Laminated showcard with definition of violent extremism	Laminated showcard with definition of violent extremism	Laminated showcard with definition of violent extremism
Language card	Language card	Language card	Language card
	Laminated ethnicity and faith screening showcard	Laminated ethnicity and faith screening showcard	Laminated ethnicity and faith screening showcard
Top tips document	Top tips document	Top tips document	Top tips document
Calling cards	Calling cards	Calling cards	Calling cards
Police letter	Police letter	Police letter	Police letter
Field admin materials	Field admin materials	Field admin materials	Field admin materials

# 11. Reporting, return of work and payment

## 11.1 Results summary sheet

In your workpack you should find a Results Summary Sheet. This document is for you to record the final outcome that you achieve at each address and the date these were reported electronically, and the date you completed and sent the observation questions for each address. You should also record the date the Address Contact Sheet was posted to the Warwick Office. It can also be used to make note of any comments you may have about each address.

We need you to keep this form at home in a safe place as a Field Co-ordinator may need to ask you for information about your addresses. **It is not a form to be sent to Ealing Head Office/Warwick /Manchester Office.**

## 11.2 Electronic reporting and reporting to the Manchester office

Electronic reporting is a process that must be done whenever a final outcome for an address has been achieved (this will probably be at the end of every day you work on this survey) and **MUST** be done for **EVERY** address visited.

All entered information will then be returned to Kantar Operations electronically once you connect with your modem.

It is important to report ALL final outcomes.

In addition, unlike other CAPI surveys, we are not able to collect any 'personal details' (like our normal 'classification section') within the main questionnaire. Therefore we need to collect basic details of the respondent separate from the interview but electronically for back check purposes. We will collect this information as part of the electronic reporting.

Respondent details will automatically be prompted when a FULL or PARTIAL interview is reported.

In some instances we will also be asking you to record some further information from the main contact sheet. For all Main Address Contact sheets you will be prompted (if applicable) to record the information you have entered at section L on the Contact Sheet, and for all White and Pink Contact Sheets you will also be prompted to record the information entered at section M. If you are prompted to enter the information from Section M you must enter the details in order to move onto the next report (This is a 'mandatory' field). Please remember that you should not complete Section M for office refusals.

For FE serials these question boxes will still be visible to you but it will not be mandatory to fill in the details on screens 1-4. In instances where you would normally enter the household information on these screens please use the Tab Key to move swiftly across the screen until you come to the 'Record complete' tick box and complete the entry. Please be aware that the situation is slightly different when coding a refusal outcome codes as you will still need to fill in the refusal questions (except for Office Refusals) required on the Contact sheet. Please tab or scroll across to these questions as appropriate.

Full instructions on using the electronic system can be found in your Electronic Reporting Manual.

**If this is the first time that you are working on a pre-selected job please check with your Field Coordinator after you have electronically reported your 1st set of final outcomes, to make sure that everything is being sent correctly.**

If you are having any problems with your assignment or have 3 refusals, please call your Field Coordinator IMMEDIATELY for advice.

### 11.3 Return of work

- All CAPI questionnaires should be returned as usual via your modem, overnight. **It is VITAL that you also complete a dayrec**, including how many hours you have worked that day. A dayrec should be completed each time you work on the survey, even if you have not completed any interviews but spent all your day trying to make contact at the addresses (this is also true if you have been working on re-issues).

If you have any incomplete interviews which you are planning to go back and finish, do NOT log in until you have done so, as this will automatically send back the incomplete interview as well. Let your Field Coordinator know what is happening.

- Each time you achieve a final outcome at an address, you must send back an electronic report of that final outcome for that address.
- Please return the paper Address Contact Sheets when a final outcome has been achieved. The Address Contact Sheets, along with a return slip need to be returned to the Olympus Office in Leamington Spa in the prepaid envelopes provided. **Before returning contact sheets, please check that final outcome details have been noted on your Results Summary Sheet (NB. This document should not be returned to Ealing/Warwick/Manchester Office).**



When you return your final contact sheets, please include the final sheet to indicate that you have returned all your contact sheets and your assignment is completed.

PLEASE KEEP HOLD OF ALL FIELDWORK DOCUMENTS, AS YOU MAY NEED TO USE THEM FOR REISSUES.

## 11.4 Payment

This survey is Payment by Results and is paid electronically.

Any interviews completed by **28<sup>th</sup> January** will be paid on **10<sup>th</sup> February**

Any interviews completed by **25<sup>th</sup> February** will be paid on **10<sup>th</sup> March**

Any interviews completed after **25<sup>th</sup> February** and up until fieldwork end will be paid on **9<sup>th</sup> April**

In principle it works in exactly the same way as any other electronic pay survey; the main difference being that there are more items that you need to claim on your Electronic Expenses Claims form.

What will be calculated automatically, and what should I claim?

Calculated automatically:
Main interview fees
Subsistence
All cover/screening fees
RP Bonus
Electronic reporting fee

To be claimed:
Mileage expenses
Additional expenses (e.g. parking)
Extra travel time
Finders Fee (if you identify a respondent who is willing to take part in a translated interview and you do <i>not</i> conduct the interview yourself (with or without a translator))



Item/Category:
Mileage
Parking. Phone, Other
EX T/TIME
Other

Please be very careful to ensure the correct “item” is selected when making an electronic claim and remember that the claim will not be passed without a short but clear explanation of what the claim is for.

Cover/screening fees are calculated automatically when we have received your electronic report for the contact sheet/serial number. It is therefore essential that you keep up to date with your reporting, or your payment of cover fees will be delayed.

Interview fees are calculated automatically when the interview has been received at Kantar Operations.

Subsistence is calculated when your dayrec has been received stating how many days you have worked.

**PLEASE NOTE** – You MUST complete your DAYREC accurately, with special regard to the hours/days worked. If this is not correct, your subsistence allowance will also be incorrect and you are likely to experience problems/delays in payment for this survey.

Remember.....

If you have any queries regarding electronic pay on Random Probability surveys, please call your Field Coordinator.

## 12. Questionnaire

The questionnaire covers a range of topics and has the following structure:

- Section 1 - Demographics Part 1 (HH Grid, ethnicity/language skills)
- Section 2 - Identity, Social networks
- Section 3 - Your community: belonging to local area, safety, trust, local services
- Section 4 - Influencing political decisions and local affairs
- Section 5 - Volunteering – levels and types of volunteering, charitable giving
- Section 6 - Empowerment and Participation
- Section 7 - Race and prejudice, attitudes towards immigration
- Section 8 – Religion and religious prejudice
- Section 9 – Mixing: where people mix with others of different backgrounds
- Section 10 –Respect (by public services)
- Section 11 – Self-identity
- Section 12 – Violent Extremism (NEW SECTION)
- Section 13 –Media Usage
- Section 14- Demographics Part 2 (includes questions on education, skills, income)

Detailed notes on particular questions are given at the end of these instructions. Please note that at the Household Grid you should enter the details of the respondent first, before other members of the household. The CAPI program will automatically select the Household Reference Person (HRP). Demographic questions about employment are asked about both the respondent and the HRP (if these are different people).

There is one set of showcards to be used in conjunction with the questionnaire and one pack of shuffle cards to be used with the questions on groups, clubs and organisations in the volunteering module.

The interview should take an average of 60 minutes, although the length will vary depending on the answers people give.

## 12.1 Questions

The questionnaire is fairly straightforward. Please look through the paper version of the questionnaire so you are familiar with the different question areas. You will also be required to do a dummy interview before you start your assignment. Below we have flagged up a few new questions that are being added to the 2009/10 survey. Please note that some of the questions also have long showcard lists so please give the respondent time to look at them. Also where there are instructions to probe, please ensure you do this. It is essential that we maintain consistency with how the survey has been administered in the past. If words are underlined or in bold, these will need to be emphasised.

<b>Section</b>	<b>Question variable</b>	<b>Comment</b>
<b>1. Demographics</b>	<b>Ftrans, Ftrans2, Ftrans3</b>	These questions ask whether the interview is being translated into a language other than English and, if so, who is acting as translator. Please ensure that the information recorded at these questions accurately reflects the way in which the interview is being conducted.
<b>As above</b>	<b>Ethnic</b>	Please note this is slightly different to the ethnicity question you may be familiar with. It has a new code 3 for Gypsy or Irish Traveller
<b>3. Your community</b>	<b>GTlocat, GT Mi/GTm2</b>	These are also a new questions that have not been asked on previous waves. The purpose of these questions is to gauge levels of prejudice towards Gypsies and Travellers.
<b>As above</b>	<b>SWhyhar</b>	This is also a new question and aims to get further information about the reason for harassment.
<b>5. Volunteering</b>	<b>FIntro2</b>	At this point, please give the shuffle cards to the respondent. The cards have a number of different activities on them. Please give the respondent time to look through them and pick out the ones they have taken part in.

as above	<b>FIfGp, Fgroup, FUnPd, FUnOfT, FUnHrs, FIndGpA</b>	For these questions leave those cards that the respondent has selected and remove all others.
as above	<b>TEUse, TEUse1, TEUse2,</b>	These are new questions on charitable giving
<b>7. Race</b>	<b>TLetIn,RedGps</b>	These are new questions on immigration
<b>9. Mixing</b>	<b>MxIntro1</b>	This is a fairly long intro, so please read out slowly and clearly for the respondent.
<b>11. Self Identity</b>	<b>ImpOcc- ImpEd</b>	This set of questions asks about what aspects are important to a person's identity (e.g. occupation, education). Please that ImpOcc is asked of people who are retired or not working as well as housewives/husbands as their previous occupations may still be important to them.
	<b>Moimpt</b>	This question is asked if the respondent rates two or more things at ImpOcc-ImpEd of equally high importance (e.g. two or more are very important) and asks the respondent to choose one thing that is most important to their sense of who they are.
	<b>PWhole</b>	This question has not been on previous waves and has been added to this section here.
<b>12. Violent Extremism</b>		This section contains questions on violent extremism and some of the questions are new to this survey.
As above	<b>VEIntro</b>	This is an introduction to a new set of questions on violent extremism. The introduction includes the definition of violent extremism that is also on a separate showcard and should be handed to the respondent at the start of this block.
	<b>VERel</b>	Please note that this question asks specifically about violent extremism in the name of religion.

	<b>VERelol</b>	This is a follow up question to VERel so if someone says that using violent extremism is sometimes right (codes 1-4). This question is open-ended so please ensure that you record the respondents' response verbatim. Do not summarise or re-phrase their response. If the respondent says it's always wrong at the follow up – please ask them to clarify their response to VERel.
		These are follow-up questions to the VERtRng. Where a respondent answers any of the first 3 response options in VERtRng they will then be asked in what circumstances violent extremism would be right. If a respondent answers at VERtRng that it is always wrong, they will be asked why they feel it is wrong. These questions are open-ended and answers should be recorded verbatim.
	<b>VESup - VESupo</b>	This question asks about things that people may have done to reduce or lower support for violent extremism in the name of religion. It has a long showcard so please ensure you give the respondent enough time to answer. VESupo is a follow up to VESup – please record the answer verbatim.
	<b>VEIntro3</b>	Please ensure that the respondent still has the definition of violent extremism for the following questions.
	<b>VERLSup-Vthi</b>	These questions ask people if they've seen any materials relating to violent extremism. They will be filtered for people who have. VERLot3, Vot1, Vthi are open ended questions so please ensure you record respondents' responses accurately.
<b>13. Media Usage</b>		These questions ask about how people get their information about news and current affairs. Some of these questions have long showcards, so please give the respondent time to consider them.

<b>14. Demographics Part 2</b>		
As above	<b>SldIntro, Sld</b>	<p>This question asks about sexual identity. Please reassure the respondent that their responses are completely confidential. We are only collecting this information because the government is responsible for helping to reduce all forms of prejudice and discrimination and we need to ensure all groups are included in the survey. Your screen will only show the letter responses and not the full response codes. Respondents can choose the “prefer not to say” option if they do not want to answer the question.</p> <p>Please note that some people may not have thought about their sexual identity, so if they say they are married to a member of the opposite sex, please code this as heterosexual (CODE K).</p> <p>Please note that this question should not be asked if the interview is being done with a household interpreter,</p>
As above	<b>Wrking LeavWK</b>	- There are a number of questions relating to employment and training. Some of the questions are for both the respondent and HRP. There are questions about when people left their last paid job and what type of course students are on.
	<b>OcOrg</b>	This question asks if they work for the public or private sector.
	<b>Worchal, SkiQual, ChoPref, HapSki</b>	These questions are new and are being asked to establish whether they are using their skills (and if not, if they are happy doing this or not).

	<b>FinHap, FinRec, FinCirc</b>	Please note that these are new questions asking about the economic climate. For FinRec, please note that responses will be filtered from FinHap if they have selected responses A-K. Please show the respondent the screen to select their response(s) for this question.
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## 13. Contacts

If you encounter any difficulties with your assignment, in the first instance you should speak to your supervisor or Region Manager. If anything is missing from your pack or you require additional copies of any stationery, you should contact your field team.

Darren Fisher – Field Executive: 020 7347 3268

Mette Turay – Field Manager: 020 7347 3272

CAPI Helpline: 0808 238 5330

If you have any queries about the survey please contact Angela Klein (020 7347 3985), Elizabeth Lane (020 7347 3182), Pamela Bremner (020 7347 3363) or Kathryn Gallup (020 7347 3129).

**PLEASE RETURN CONTACT SHEETS AS SOON AS  
THE ASSIGNMENT IS FINISHED**

Thank you and good luck!