

# Living in Wales 2004 Survey

## Property Survey Technical Report

Research Study Conducted for  
The Data Unit



March - October 2004

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# Contents

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Introduction	6
The 2004 Welsh Household and Dwelling Survey	6
The Property Survey	6
Key requirements	7
Property Survey Tasks	8
The Role of MORI	8
Building Research Establishment (BRE) responsibilities, on behalf of MORI	9
The Data Unit responsibilities	10
Supervisors	11
Recruitment of supervisors	11
Supervisor regions	11
Role of supervisors	12
Supervisor contracts	13
Pilot supervisor briefing	13
Testing the Living in Wales Surveyor website	14
Debriefing	14
Surveyors	15
Recruiting surveyors	15
Surveyor contract	16
Relocation of surveyors	16
Surveyor drop-out	17
Strategy for replacing surveyors	18
Surveyor payments	19
Fee structure	19
Fixed fees	19
Variable fees	19
Surveyor payment process	21
Pre-briefing Distance Learning Package	23
The aim of the exercise	23
The package	23

The exercise	24
The supervisor's role in the distance learning exercise	24
Outcome of the pre-briefing package	25
<b>Production of survey materials</b>	<b>26</b>
Survey form and development	26
Briefing manual	26
Appointment cards	26
Daily return slips (DRS)	26
Household letters	26
LIW Property leaflets	27
Address labels	27
LIW clipboards	27
LIW surveyor ID cards	27
Surveyor fieldwork manual	27
<b>Briefing Venue</b>	<b>28</b>
Briefing venue and requirements	28
Property Survey dress rehearsal	28
Arrangements prior to the main briefings	29
The main briefings	29
<b>Briefing responsibilities</b>	<b>30</b>
BRE's duties	30
MORI's duties	30
The Swansea Marriott Hotel's duties	31
Briefing houses	31
Minibuses	31
Briefing stationery	31
Surveyor packs	31
Surveyor fieldwork manual	33
<b>MORI briefings</b>	<b>34</b>
Gaining Access	34
Administration and payment	34
Survey Management Website	35
<b>Digital Cameras</b>	<b>36</b>
Why digital cameras?	36

Type of camera	36
Booking-in	36
Feedback	37
<b>Property Sample</b>	<b>38</b>
Selection of extra Property survey sample	39
Booking Property survey appointments	40
E-mail notification of Property survey appointments	40
Calendar update of Property survey appointments	42
<b>Address allocation specification</b>	<b>42</b>
Addresses for issue	43
Allocation of addresses	43
Surveyor and interviewer linked allocations	43
Surveyor dropout	43
Rules for allocation	44
<b>Additional allocations</b>	<b>45</b>
Selecting the addresses	45
Allocation on the SMS Manager	45
Handling allocations	46
Reallocation information for surveyors	47
Address lists	47
Reallocation data spreadsheet	48
<b>Survey administration &amp; fieldwork</b>	<b>49</b>
Address allocations	49
Fieldwork	49
Notification of the survey	50
<b>MORI office</b>	<b>51</b>
Booking-in	52
Other administrative tasks	53
Surveyor paperwork and administrative tasks	54
Progress update web pages	54
<b>Fieldwork period</b>	<b>55</b>
Back-check survey	55
<b>Debriefing</b>	<b>57</b>
Surveyor debriefing	57

Data entry and validation	58
Data entry	58
Validation	58
Validation method	58
Response rates	62
Surveyor Response Rate	70
Implications	73
Recruitment	73
Briefing	73
Methodology and Sampling	73
Timetable	74
Materials	75
Notifications	75
Website	75

## Appendices

Appendix 1	Pilot agenda
Appendix 2	Camera manual
Appendix 3	Camera form
Appendix 4	Surveyor fieldwork manual
Appendix 5	Pilot de-briefing agenda
Appendix 6	Surveyor recruitment advert
Appendix 7	Responsibilities of interviewers
Appendix 8	Surveyor contract (VAT)
Appendix 9	Surveyor contract (non-VAT)
Appendix 10	Banking details form
Appendix 11	ID card
Appendix 12	Pay statement
Appendix 13	Instructions for test exercise
Appendix 14	Supervisor feedback form
Appendix 15	Surveyor appointment card
Appendix 16	Daily return slip
Appendix 17	Property survey leaflet
Appendix 18	Dress rehearsal agenda

Appendix 19	Briefing timetable
Appendix 20	Briefing houses specification
Appendix 21	Gaining access briefing
Appendix 22	Briefing
Appendix 23	Sample address list
Appendix 24	Address label
Appendix 25	Police letter
Appendix 26	LA letter
Appendix 27	Backcheck questionnaire
Appendix 28	Surveyor feedback questionnaire
Appendix 29	Astron specification
Appendix 30	Derived variables syntax
Appendix 31	Example barcode

# Introduction

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## The 2004 Welsh Household and Dwelling Survey

1. The 2004 Welsh House and Dwelling Survey (WHDS), renamed to the Living in Wales Survey (LIW), continued a series of Welsh House Condition Surveys (WHCS), last conducted in 1997 and 1998; the Household Survey was carried out in 1997, and the Property Survey, was done in 1998. The Local Government Data Unit (the Data Unit) will use the data to monitor the changing condition of the housing stock in Wales, and to measure work being undertaken to the stock. The Property surveys also provide a major source of information for the Welsh Assembly Government for the development and monitoring of housing policies directed at the repair, improvement and energy efficiency of the housing stock, in the private and public sectors. MORI was responsible for the management and administration of the Property survey, and all surveyors employed on the survey.

## The Property Survey

2. The Property survey is a key component of the LIW and provides the core data for the survey. It is designed to collect a wide range of information on the housing stock, including dwelling condition in relation to the Fitness Standard and the new Welsh Housing Quality Standard, the state of repair and provision of amenities, as well as recording other attributes such as its plot and the local environment. A substantial part of the primary data are used to contribute to the overall estimate of repair costs in line with current acceptable standards. Surveyors contribute by carrying out full dwelling inspections at a sample of pre-selected addresses across Wales.
3. Overall, a sample of around 3,000 addresses were issued for the Property survey. These consist of a range of tenures, dwelling types but were all occupied stock across Wales. All of the households had an interview conducted, prior to the Property survey taking place, as part of the LIW Household survey. The Household survey is used to determine the household characteristics, including full details of their financial circumstances, their tenure, attitudes to the home and environment, to help build the overall picture of condition for that dwelling.
4. A separate Technical Report gives details of the methodology (including sampling) for the Household Survey.

## Key requirements

5. The Property survey is unique in providing a wide range of data on the housing stock in Wales. The survey collects core data on levels of unfit and disrepair on all types of dwellings, tenures and neighbourhoods. The key requirements of the survey are:
  - to maximise response rates
  - to collect high quality data on the condition and composition of the stock, as well as an assessment of neighbourhood quality
  - to provide the Data Unit with clean, high quality, fully documented data sets



# Property Survey Tasks

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## The Role of MORI

6. MORI was responsible for the overall management of the Property survey process including the management of sub-contractors, such as the surveyors and the Building Research Establishment (BRE). The role was largely administrative; the main tasks included the following:

- Provision of telephone help-line for respondents and surveyors
- Selecting and purchasing the digital cameras
- Creating the calculations to randomly select the main Property sample
- Address area allocations
- Agreement of survey regions prior to selection of surveyors
- Final selection and contracting of surveyors
- Drawing up and distributing surveyor contracts
- Providing briefing materials
- Giving surveyor briefings on gaining access and survey administration
- Giving surveyor briefings on using and updating the appointments website
- Fieldwork monitoring
- Payment of surveyors
- Data entry
- Validation
- Delivery of outputs

## Building Research Establishment (BRE) responsibilities, on behalf of MORI

7. BRE were subcontracted to MORI to provide specialist and technical contributions around form design and briefings. BRE also provided assistance with a number of other areas, as follows:

- Content and layout of the Property survey form
- Production of survey forms/proofs for printing
- Content and layout of the technical briefing manuals
- Production of surveyor technical manuals
- Production of distance learning package, including the briefing manuals, model answer for the briefing houses, survey form, and set of instructions
- Distributing the pre-briefing distance learning package
- Agreement of selection criteria for surveyors
- Placing advertisements for LIW surveyors
- Recruiting and interviewing surveyors
- Recruitment of 4 supervisors
- Management of supervisors
- Agreeing briefing venue requirements and final numbers attending from the Data Unit, BRE and guests
- Briefing venue selection and set up
- Briefing timetable
- Conducting the dress rehearsal of the briefings
- Administrative support at the briefings
- Briefing dress rehearsal dates

- Specification for briefing houses
- Selecting briefing houses
- Provision of validation specification
- Provision of completed dummy survey forms for validation testing
- Providing supervision and advice during the validation process
- Providing consistency, where possible, with the English House Condition Survey (and Northern Ireland House Condition Survey) through common design of survey form, surveyor briefing, and validation specification.

## The Data Unit responsibilities

- Agreement of information leaflet about the survey
- Agreement of household letter
- Setting requirements for the survey form
- Agreeing survey form
- Briefing surveyors on the purpose of the LIW survey
- Credibility checks
- Database design

# Supervisors

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## Recruitment of supervisors

8. BRE recruited 4 supervisors to take part in the 2004 LIW, in discussion with the Data Unit. All had worked on previous House Condition Surveys, such as the broadly similar English House Condition Survey or the Northern Ireland House Condition Survey.
9. Although selection of supervisors was agreed between the Data Unit, BRE and MORI, they were employed under contract to BRE. BRE initially contacted the supervisors by informal phone call in September 2003 to register their interest in working on the survey, and contracts were finalised in December 2003.

## Supervisor regions

10. Each supervisor was given a team of eleven surveyors. A number of surveyors travelled to their area of work. The areas allocated to each supervisor were set to give approximately the same number of surveys per area. The list of supervisors and their Local Authorities is below:

Supervisors	Home area	Local Authority
Ian Williams	Isle of Wight	Pembrokeshire, Carmarthenshire, Ceredigion, Swansea, Neath Port Talbot
Andy Bodsworth	Sheffield	Cardiff, Merthyr Tydfil, Rhondda Cynon Taf, Vale of Glamorgan, Bridgend
Keith Russell	Belfast	Monmouthshire, Newport, Torfaen, Blaenau Gwent, Caerphilly, South Powys
Andy Kippax	Manchester	Flintshire, Wrexham, Denbighshire, Conwy, Gwynedd, Isle of Anglesey, North Powys

## Role of supervisors

11. The supervisors were contracted to undertake the following tasks:

- Assisting in the distance learning package for all surveyors, marking forms and providing telephone help and feedback
- Making contact with their surveyors before the briefing session
- Attending the supervisor briefing session on 28 and 29 January 2004, where model answers to briefing houses were agreed
- Attend the five-day briefing session with their own surveyor group between 7 and 14 March 2004, and assisting in the training
- Accompanying each of their 11 surveyors in the field for as long as was required but for a minimum of half a day during their first one or two weeks of work
- Marking (and correcting where necessary) all forms for each of their surveyors
- Monitoring the progress of each of their surveyors on a weekly basis, maintaining a spreadsheet of progress, and providing weekly updates to MORI and BRE
- Assisting with quality control, i.e. monitoring surveyor performance and quality of work; referring to MORI, surveyors who should be removed from the survey or not be given additional work; and also recommending good surveyors for taking on more work
- Being responsible for identifying where any surveyor should not continue work at any stage in the survey process, including any pre-briefing work
- Providing technical advice and assistance to surveyors in the field
- Passing on difficult interpretations in the field to MORI, who in turn collated them and passed them onto BRE and the Data Unit
- Re-distributing additional briefing materials to their surveyors where necessary and ensuring that it was received and understood
- Undertaking “mopping-up” surveys where necessary, although in practice this was not required
- Attending a supervisor debriefing with BRE

12. Supervisors were also required to take part in the pilot fieldwork, and attend the pilot briefing on 8 January 2004 and the debriefing on the 28 January 2004.

## Supervisor contracts

13. BRE produced the supervisor contracts, and were responsible for the recruitment, training, management and payment of the supervisors.

## Pilot supervisor briefing

14. A 'dummy' pilot briefing was held at BRE near Watford on 18 December 2003. The pilot supervisor briefing took place at BRE on Thursday 8 January 2004. All the supervisors attended, along with the briefing teams from the Data Unit, BRE and MORI. A copy of the agenda is in Appendix 1.
15. Supervisors undertook surveys on properties selected by Local Authorities and provided to the Data Unit. In all, supervisors had 5 addresses to survey each. All householders of the selected properties for the pilot exercise were contacted prior to the Property fieldwork, as they also took part in the Household survey pilot.
16. Supervisors were asked to take photographs of each property using the digital still cameras MORI bought for the pilot. The pilot exercise was a good opportunity to test out the new model of camera.
17. MORI gave a presentation and demonstration on the use of the cameras, and instructions on what they were required to do with them during the pilot. A copy of the Camera Instructions given to supervisors is in Appendix 2.
18. At the end of the day, MORI gave them a pilot pack that included:
  - digital camera, plus case, charger and cable
  - diskettes
  - jiffy envelopes
  - return envelopes
  - LIW clipboard
19. The supervisors were asked to sign out their camera and equipment. A copy of the form is in Appendix 3.

## Testing the Living in Wales Surveyor website

20. A website was developed by MORI for the Living in Wales survey. This was for surveyors to update their calendar, view their appointments, update their progress, and generate statements to accompany invoices. It was also for supervisors to monitor the progress of their surveyors and book-in survey forms. The supervisors were asked to test this website during the pilot.
21. Before fieldwork began they were given logon id's and passwords, and their access was checked.
22. The supervisors were asked to book their appointments and progress onto the website, to test how user-friendly it is, and how easy it is to effect any corrections required. Complete details about the website are in Section 2 of the Surveyor Fieldwork Manual, in Appendix 4.

## Debriefing

23. The pilot debriefing session took place at BRE on Wednesday 28 January 2004. A copy of the pilot debriefing agenda is in Appendix 5.
24. A number of minor changes or clarifications were made to the form, manual, and briefing materials following the pilot.
25. Feedback from supervisors about the digital cameras was very positive; they found them easy and straightforward to use. The resolution of the pictures had been set before the cameras were issued, meaning that a maximum of four photographs could be saved on each disk. The supervisors found this useful, as it was a reminder to save the photographs of only one property onto each disk.
26. Supervisors agreed that a gaining access session for surveyors at the main briefing would be very useful, as they have found it is getting harder to access properties than in previous years, as more people are cold-calling occupiers. They also suggested that a set of standard answers could be produced so that surveyors would always have a reply to the frequently asked questions from householders.
27. Feedback on the website was positive, with all four saying it was user-friendly and informative. The speed of access and moving to different screens was the only aspect they commented MORI should investigate.

# Surveyors

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28. MORI, with the assistance of BRE, was responsible for the selection and management of the 44 surveyors to work on the 2004 survey. BRE advertised for surveyors, received CV's, dealt with enquiries, and made a selection of suitable surveyors, which was based on experience, region and profession. This list was passed to MORI who selected surveyors based on technical ability, location, willingness to travel, and availability for the briefing dates.

## Recruiting surveyors

29. In November 2003, BRE placed advertisements in three professional surveying journals for expressions of interest from experienced surveyors. The journals were the Architects Journal, RICS Business and Environmental Health News. A copy of the advert is in Appendix 6. Those wishing to express an interest were asked to contact BRE for an application pack.

30. BRE had approximately 160 requests by telephone, email and letter for the information pack and application form. All the requests were logged onto a spreadsheet with information about where they heard of the survey. Of those who applied to work on the survey, the following sources were quoted:

• Architects Journal	4
• BRE contacts	2
• Environmental Health News	15
• Local Authority	3
• MORI	3
• RICS Business News	24
• No source quoted	48

31. Surveyors were asked to send their curriculum vitae to BRE.

32. In January 2004, a meeting was set up between BRE and MORI to discuss the applications. BRE produced a list of criteria for the selection of surveyors.



### 33. Criteria:

- Recent and relevant experience of house condition surveys
- Professional mix
- Location
- Competence of completion of pre-selection test forms

## Surveyor contract

34. Two copies of the surveyor contract were sent to all the surveyors in February 2004, along with a covering letter giving further details about the briefing sessions and their dates. The first copy was for the surveyor's records, whilst the other was to be returned to MORI. Surveyors were asked to sign both the contract and the Surveyor Declaration on the very last page of the document. The Surveyor Declaration was to ensure that the surveyor had both read and understood the MORI rules for surveyors and the MRS leaflet entitled "The Responsibilities of Interviewers", which was also enclosed in the envelope (in Appendix 7). On several occasions surveyors only signed one of these pages. In this case, the contract was sent back to the surveyor with a note asking them to sign the relevant pages.
35. There were two different contracts; one for VAT-registered surveyors or firms, and another for non-VAT registered surveyors or firms. A copy of the VAT contract is in Appendix 8, and of the non-VAT contract in Appendix 9. The assumption for differentiating between VAT registered and non-VAT registered surveyors, was that those who paid VAT were likely to be firms with greater overheads to pay. Therefore the VAT-registered firms or individuals were paid enhanced rates.
36. MORI also sent the surveyors a self-completion proforma, for confirmation of address, contact details, car registration and bank details. Surveyors were asked to keep MORI informed of any changes to this information. Surveyors were also asked to send in one passport-sized photograph for use on the LIW identity cards. A copy of the proforma is in Appendix 10. A copy of the LIW identity card is in Appendix 11.

## Relocation of surveyors

37. Once suitable surveyors had been selected by BRE, MORI allocated surveyors as close to their home or work address as possible. Where there was an allocation of addresses that was difficult to assign to a suitably located surveyor, MORI contacted the nearest surveyors to confirm their willingness to travel to the allocation. Some of the regions were more difficult to fill than others: for example, there was a shortage of surveyors in the North and West. In this situation, MORI called upon those who stated at the recruitment stage that they

would be willing to travel considerable distances. A number of these were surveyors based in England, and MORI contracted these surveyors on the basis of paying their mileage from the Welsh border. MORI telephoned each surveyor concerned informing them of this situation.

## Surveyor drop-out

38. Surveyors dropped out of the survey at various different stages for many and varied reasons:

### After the contract was sent

- A few surveyors were disappointed with the pay rates
- Some were not happy with the methodology – e.g. travelling to allocations covering a large area; part-time nature of the work; sporadic allocations of appointment
- Some were unable to attend the briefing dates stated in the contract
- There were also some surveyors who had taken on other commitments since receiving the initial information about the survey

### After the pre-briefing pack was sent

- Some people did not like filling in the form, or the depth of information required
- Again, other commitments had arisen
- A few surveyors did not think they would have the time to devote to the survey

### During the briefing

- One surveyor was sacked from the survey after he repeatedly did not attend briefing sessions
- One surveyor left the briefing because he felt he no longer wanted to work on the survey

## Non-completion of allocation

39. A number of surveyors did not complete their original allocation of addresses. There were a variety of reasons for this.

- Two surveyors obtained other more permanent work, so could no longer commit enough time to the survey
- One surveyor did not receive many appointments for several weeks, so organised other work

## Strategy for replacing surveyors

40. Surveyors who dropped-out before the briefing were replaced by other surveyors from the screened lists provided by BRE.

41. It was decided that it was not practical, or economic, to brief more surveyors than was required. No surveyors were replaced after the survey commenced. The addresses allocated to them were reallocated to other surveyors willing to take on more work. The supervisors were also required to take up any surveys, if necessary, however, in practice this was not required.

# Surveyor payments

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42. MORI was responsible for the employment, general management and payment of surveyors.

## Fee structure

43. There were two elements to the fee structure for surveyors. There was a fixed fee for successful attendance at the five-day main briefing exercise at the Swansea Marriott. The second element was the variable payment, dependent on the number of surveys achieved. These payments were slightly different for VAT and non-VAT registered surveyors, with those VAT registered receiving a slightly enhanced rate of payment. A summary of the work and fee structure is as follows:

- Pre-briefing distance learning package – no separate fee
- Main briefing exercise – fixed fee
- Survey fieldwork – variable fee, performance related

## Fixed fees

### Main briefing fee

44. Once a surveyor had sent in 20 full surveys to MORI, surveyors were asked to invoice MORI for the first half of the briefing fee. In practice, the number of appointments coming from the Household survey was slower than anticipated in many cases, so as a good will gesture, surveyors were asked to invoice MORI for the first half of the briefing fee in April 2004. A number of the surveyors had not completed 20 full surveys at that time, however, all of them went on to achieve well over this number. Surveyors were also then able to invoice MORI for the briefing fee and their travel costs to and from Swansea. This was paid per mile for car travel or standard class rail travel and taxi to and from Swansea railway station.

## Variable fees

45. The payment system for survey work on the 2004 LIW was based on results. There are two basic rates of pay: one for a 'full survey' and one for a 'non-survey'. 'Blank forms', e.g. where the surveyor telephoned the occupant to book an appointment and the occupier refused to take part, were not paid for.
46. For payment to be made on a **full survey**, the following definition applied: all relevant sections of the survey form were complete, i.e. full internal and external inspections and an inspection of the local area. The form had to be completed to an acceptable standard, and had to be accompanied with an appropriate number of photographs for the dwelling (back view, front view, up street, down street -

as specified by MORI/Data Unit). Both the form and photographs had to be booked-in onto MORI's website by the surveyor's supervisor.

47. For payment to be made on a **non-survey**, the following definition applied: any form that was partially completed, i.e. anything short of a full survey, including any sort of partial survey. In most cases, a non-survey will mean only the first two pages of the form will have been completed (sections 1– 4). Any other outcome, where the surveyor has visited the property, apart from a full survey will be defined as a non-survey, e.g.:

- no contact made
- access refused to surveyor in person

48. Payment was only made once the form was booked-in on MORI's website by the surveyor's supervisor. No photographs were required for non-surveys.

49. No payment was made for blank forms. These were addresses where the surveyor did not visit, such as:

- access refused at MORI, i.e. where the householder has contacted MORI or the Data Unit directly to refuse
- access refused to surveyor by telephone
- other

50. The standard rate of pay for full surveys and non-surveys were set at two rates: one for VAT registered surveyors and a slightly lower one for non-VAT registered surveyors. Within these rates, full surveys were set at two further rates: one for LAs with more rural, dispersed addresses, and a marginally lower one for LAs more tightly populated, as decided by MORI. This was done to slightly enhance the rate in larger LAs where surveyors would need to travel further and appointments were expected to be at a greater distance from each other.

## Payment for mileage

51. Mileage was paid per mile for all miles within the Welsh border. Additional costs were paid for, when agreed in advance with the surveyor. These were:

- bridge tolls
- overnight stays – flat fee
- ad hoc expenses

## Enhanced payment for addresses

52. The above pay structure was used for the initial allocation of addresses. Any additional allocations completed by surveyors were paid at a rate agreed with individual surveyors. This did not exceed the maximum rate per survey for large LAs and small LAs (i.e. the VAT registered rate). Non-survey rates remained unchanged.

## Surveyor payment process

### Statements

53. Surveyors generated statements of work, on the MORI LIW website, detailing all the surveys that had been checked and approved, and booked-in on the website by their allocated supervisor. They were then asked to send a copy of this and a matching invoice to MORI.
54. The statements showed the following comprehensive information for each address, ordered by Address number:
- Address number
  - Full address
  - Rate, i.e. standard rate or higher rate – higher rate for additional allocations
  - Outcome, i.e. full survey, non-survey or blank form
  - Amount to invoice
55. Each statement also showed the following details relating to the individual surveyor:
- Surveyor name
  - Surveyor ID number
  - Statement number
  - Statement date
56. Occasionally there were disputes over what was listed on the statement and what a surveyor thought should be on the statement. In the main, these issues arose when there were delays with the post or if the supervisor had not yet been able to check and book the survey forms onto the website. In these cases, surveyors

were asked to contact MORI to resolve the problems rather than sending in invoices that did not match the statement.

57. Once a surveyor's invoice reached the MORI office, it was checked against the statement. If it matched, then the invoice was authorised. A copy of the invoice and statement was taken and filed for the LIW records. The original invoice and statement were then sent to the MORI accounts department for payment. This was done on a weekly basis and surveyors generally received a BACS payment within the following two weeks.
58. A copy of a statement is in Appendix 12.

## Retention amount

59. MORI automatically retained 50% of each surveyor's briefing fee until all materials and issued work were returned and completed to a satisfactory standard. Once the cameras were received and checked, the 50% retention fee was released to the surveyor in the form of a BACS payment.
60. Checks on the quality of work were ongoing (see section on booking in forms). A further check on surveyor conduct was made through a telephone survey ("back-check") of respondents who had taken part in the Property survey. MORI called back on a sample of the surveyors' addresses to ask the householder about how the survey was conducted.
61. A checklist for release of the retention fee is as follows:
- All allocated work completed and returned in a satisfactory and timely manner
  - All remaining survey materials, including the digital camera, blank survey forms and disks, were returned to MORI
  - Telephone backcheck survey showed the surveyor conducted the survey in a proper and professional manner

# Pre-briefing Distance Learning Package

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62. All surveyors recruited to work on the LIW were required to undertake the pre-briefing distance learning package in February and March 2004.

## The aim of the exercise

63. The aim of the exercise was to introduce the surveyors to the general principles of the LIW. After completing the exercise, all surveyors should have achieved the following:

- Familiarity with the content and layout of the form
- An understanding of the general concepts/principles of the form, in particular:
  - the LIW approach to recording disrepair
  - the fitness standard
  - the Welsh Housing Quality Standard
  - the differences between dwellings, houses, flats, modules and blocks
- How to complete the form for a simple house and flat.

64. The intention was to provide the surveyors with a basic level of knowledge about the LIW, ensuring that they were ready for the main briefing in March 2004. Surveyors were not expected to understand everything, nor be able to apply the BRE standards to their judgements, as they would be taught this at the main briefings.

## The package

65. Surveyors were sent their pre-briefing distance learning package by courier about four weeks before their briefing dates. In the case of a late recruit, these were asked to complete the forms before attending the briefing and to bring the forms to the briefing, rather than posting them, for discussion with their supervisor.



66. The pack included the following:

- An LIW surveyor manual
- One blank survey form
- Instructions for completing the test exercises (copy in Appendix 13)
- Five test exercises
- A list of equipment they needed to bring to the briefing in Swansea
- Timetable of the briefing in Swansea
- A booklet about the Swansea Marriot hotel where the training was held

## The exercise

67. Surveyors were asked to complete the flat section of the survey form and five test exercises for dwellings that they had selected themselves. These were the surveyor's own home, or a flat (for the flat section of the survey form) if the surveyor lived in a house.

68. Surveyors were expected to spend about half a day in total on this exercise.

69. Once the surveyor had completed the form and five exercises, they sent them to their supervisors for marking. Surveyors were given the postal address details of the Swansea Marriot Hotel in the instructions, which is in Appendix 13.

## The supervisor's role in the distance learning exercise

70. Supervisors were given the following instructions for marking their surveyors' completed forms and photographs:

- Look at the forms and mark them with red pen
- Comment on weak or severe judgements, but do not change them
- Discuss the marked forms with each surveyor, by telephone or at the briefing
- Keep a photocopy of the form and comments for their own records
- Phone the surveyor to discuss the comments and to agree any further work they need to do before the briefing

- Complete a feedback form on each surveyor and pass it to BRE, as soon as possible
- Phone BRE to discuss any surveyor who fails to return the form and exercises, or fails to deliver them to a standard that suggests that they will make a good LIW surveyor

### **Supervisor feedback form**

71. Supervisors completed a feedback form for every surveyor who undertook the exercise. This form was to ascertain whether the surveyors had any problems with completing the forms or understanding the concepts. They were also asked to comment on whether they would recommend the surveyor to continue onto the next stage, i.e. the main briefing.
72. A copy of the supervisor feedback form is in Appendix 14.

### **Outcome of the pre-briefing package**

73. Supervisors marked the forms and returned them to the surveyor. They then contacted the surveyors to discuss their performance. Surveyors were asked to consider the supervisor's comments and act upon them where necessary, to ensure readiness for the main briefings. Satisfactory performance of the pre-briefing, as assessed by the supervisor, was a necessary requirement for surveyors to qualify for the main briefing exercise, and therefore subsequently being employed as an LIW surveyor.

# Production of survey materials

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74. MORI was responsible for all the production and printing of the survey materials for the Property survey, though BRE undertook the development and printing of the survey form and briefing manual.

## Survey form and development

75. BRE was responsible for liaison with Formara the printers, during the production of the Property survey forms. The Data Unit and BRE were responsible for the content and layout of the 2004 survey form, which was largely based on the 2001 English House Condition Survey (EHCS) form for comparability, with amendments to reflect the Welsh Housing Quality Standard and to change measurements of some treatments from tenths of length or area to actual metres or metres<sup>2</sup>.

76. The first changes to the form were tested out in the pilot in January 2004.

## Briefing manual

77. BRE were responsible for the content and layout of the briefing manual, and liaison with the Data Unit over its content. BRE also liaised with Formara over the production.

## Appointment cards

78. MORI designed the appointment cards that surveyors were to leave if there was no initial contact with the householder. Formara were given the layout of the cards in Word. These were in English on one side, and Welsh the other. An appointment card is in Appendix 15.

## Daily return slips (DRS)

79. Formara printed the DRS, which were designed by MORI. These were for surveyors to send back with their completed survey forms, detailing the contents of each pre-paid envelope. The slips were carbon-backed so that the surveyor also kept a copy of what they sent. A DRS is in Appendix 16.

## Household letters

80. An advance contact letter was not sent out for the Property Survey, because the appointment system meant this was unnecessary. However, the surveyors were given copies of the letter, but without addresses on, for their information, and also for the householders if they wanted to be reminded of the content.

## LIW Property leaflets

81. MORI and the Data Unit developed the content of the Property leaflets. These were in English on one side and Welsh the other. Formara assisted with the design and layout, and printed the leaflets. A copy of the leaflet is in Appendix 17.

## Address labels

82. MORI designed the address labels for the survey forms. They consisted of three labels of equal size; one for the survey form, one for the disk of photographs, and one spare. These were standard Avery labels, 63.5mm x 46.6mm, 3 by 6 labels per sheet. A copy of the layout is in Appendix 24.
83. Formara printed the address information onto the labels for every address in the Household sample, as it would not be known until fieldwork had begun which labels would be required. Formara batched the labels into surveyor allocations.

## LIW clipboards

84. Every surveyor was given an LIW clipboard on the first morning of the briefings. These were black, with the LIW logo printed in white on the back.

## LIW surveyor ID cards

85. MORI designed and produced the photo-ID cards for the surveyor. Every surveyor was asked to send in one passport-sized photograph along with their signed contract. The photographs were then scanned onto the system, so that they could be colour printed straight onto the ID card, rather than having to use glue. They were then printed with the surveyor's name and ID number on. The text on the back of the ID card, providing details of the survey and who to contact with any queries about the survey or the surveyor, was also shown in Welsh. Once the cards were printed, they were laminated and hole-punched, so that a lapel clip could be attached.

## Surveyor fieldwork manual

86. MORI produced a fieldwork manual for surveyors and supervisors. MORI printed these in-house. A copy of the surveyor fieldwork manual is in Appendix 4.

# Briefing Venue

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## Briefing venue and requirements

87. Surveyors were required to attend a five-day residential briefing course at a venue arranged by BRE. A venue was needed that could not only accommodate the large number of surveyors, supervisors and other briefing staff in terms of bed spaces, but also have sufficient lecturing facilities for the entire briefing sessions. The Swansea Marriott was chosen, as it had all the facilities required, all on one site, and was in a location with good access from around the country.
88. Another consideration was the quality and quantity of housing types in the local vicinity. A significant part of the briefing process involved visiting test properties in the afternoon, so that the surveyors could put into practice the techniques discussed earlier in the day. Nearby Swansea, Sketty and Neath satisfied these criteria.
89. The Swansea Marriott also offered a variety of syndicate rooms which could be converted into fully equipped administration offices for the LIW briefing teams. The LIW took over one office and one secure room, which was used as a storage area for the large number of cameras, briefing packs and stationery etc.
90. BRE made several visits to the Swansea Marriott in the run up to the main briefings, including the five set-up days, which took place on 3 -7 March 2004.

## Property Survey dress rehearsal

91. BRE organised a dress rehearsal of the Property briefings for the new sections, at BRE offices before the main briefings. This took place on 2 March 2004. The agenda is in Appendix 18.
92. A few amendments were made to the briefing as a result of this, including having more Welsh examples in the materials (such as photographs), and removing all references to 'clear-cut' in the fitness briefing.

## Arrangements prior to the main briefings

93. BRE was responsible for ensuring the smooth running of the LIW briefings, and this entailed a large amount of preparation before the briefing itself. BRE organised the following:

- Stationery for the LIW office
- Installation of extra telephone lines for the LIW office
- Compiled the list of people attending, including guests, surveyors, supervisors and briefing staff
- Meal and break times
- Hiring minibuses with drivers

## The main briefings

94. The main briefings took place from Sunday 7 March until Sunday 14 March 2004 at the Swansea Marriott Hotel. The first day was for setting up the briefing rooms and office, before the supervisors arrived on the evening of 7 March.

95. The first surveyors arrived on the afternoon of Sunday 7 March for a 6.30pm start that evening. Each surveyor briefing lasted five days in total, during which they attended lectures, made field visits to the briefing houses and attended evening debriefing sessions. The evening activities ended at around 9.30pm each day. A copy of the briefing timetable is in Appendix 19.

96. Surveyor briefing groups consisted of two supervisor groups, i.e. there were 22 surveyors and two supervisors in each group. There were two briefing groups in total, which arrived either on Sunday 7 March or Tuesday 9 March.

97. The briefing groups were arranged so that the five-day sessions overlapped, but so that none of the briefing sessions or visits to the briefing houses clashed. This was to ensure that there was not much delay between the end of each briefing and the start of fieldwork. This also minimised the time spent by the Data Unit, MORI and BRE away from the office. The briefing dates for each group are in the table below:

Briefing Group	Supervisors	Briefing Dates
Group 1	Andy Kippax Keith Russell	Sunday 7 – Friday 12 March
Group 2	Ian Williams Andy Bodsworth	Tuesday 9 – Sunday 14 March

# Briefing responsibilities

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98. BRE was responsible for the administrative support at the briefings along with the overall management of the venue.

## BRE's duties

99. BRE was responsible for providing any administrative support required at the Property survey briefings, including:

- meeting and greeting arriving surveyors
- setting up lecture room(s) with clipboards, timetables, pens, survey forms, place names etc
- ensuring lecture room(s) were fully equipped daily with forms etc
- photocopying model answers
- providing stationery as required
- liasing with the minibus firm
- liasing with the Swansea Marriott hotel over domestic arrangements, e.g. times of breaks, meals etc
- arranging drinks for the minibuses
- loading up minibuses with survey forms
- looking after the keys for the houses and minibuses
- production of maps to the briefing houses

## MORI's duties

100. MORI's responsibilities included the following:

- answering surveyor contractual queries
- making up and allocating surveyor work packs
- delivering and allocating cameras

## The Swansea Marriott Hotel's duties

101. The Swansea Marriott Hotel's responsibilities included:

- reception
- porters
- refreshments
- technical assistance with lecture room equipment
- arranging couriers

## Briefing houses

102. In addition to the briefing venue, six properties were required to serve as briefing houses, where surveyors would be trained in form-completion and making assessments. These were to cover a variety of conditions and types of dwelling. A copy of the BRE's specification for the briefing houses is in Appendix 20.

103. BRE was appointed to undertake the selection of briefing test houses, in close consultation with the Data Unit and MORI. Assistance was sought from local authorities, housing associations and estate agents who could provide dwellings for rent to MORI for the briefing period, and who had local knowledge of building-type and common defects etc. of local dwellings.

## Minibuses

104. BRE arranged the hire of four minibuses with drivers for the duration of the briefing. The buses were used to transport surveyors to and from the briefing houses.

## Briefing stationery

105. BRE arranged for a large quantity of stationery to be delivered to the Swansea Marriott for the use of the briefing teams. This included items such as laptops, overhead projectors, printers and cartridges, socket extension leads, lecterns, projection screens, blank survey forms, briefing manuals, test exercises, plastic overheads of survey form, telephones, ladders, torches, binoculars, tape measures, paper for printing, pens, pencils, scissors, paper clips, tippex, staplers, post-it notes, hole punch, floppy disks, etc.

## Surveyor packs

106. On the final day of the briefings, surveyors were issued with their surveyor packs and their address allocations. In order to complete their work, they were issued with the following items:



- approx. 50 main survey forms
- sheets of labels for each address
- daily return sheets
- photo identity card
- digital camera (including instructions, carry case, battery charger and lead)
- around 50 diskettes
- large envelopes for returning completed forms to supervisors for checking and booking onto the website
- padded envelopes for return of diskettes
- surveyor fieldwork manual
- appointment cards
- LIW Property survey leaflets
- blank copies of letter to householder
- eraser pens

107. MORI assembled the packs in sealed cardboard boxes, and sent them to the Swansea Marriott Hotel in advance.

## Surveyor fieldwork manual

108. MORI produced a surveyor fieldwork manual to aid the surveyors in the administration of the Property survey. The manual covered the following topics:

- Survey addresses
- Survey website and appointment system
- Fieldwork basics
- Contact with households and gaining access
- Ensuring you are at the correct address
- More about the survey addresses
- Photographs
- Survey materials and equipment
- Relationship with your supervisor
- Problems in the field
- Contracts and payment
- Quality control
- MRS code of conduct summary document

# MORI briefings

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109. MORI was responsible for one briefing session per group during the five-day briefing at the Swansea Marriott Hotel. This briefing session was divided into three sections: Gaining Access, Administration and Payment, and Survey Management Website. These were presented as the last session on the fifth day.

## Gaining Access

110. This session was first, and consisted of a MORI PowerPoint presentation about how to gain access to respondent's houses. This was envisaged to be of assistance to all the surveyors, whether they had previous House Condition Survey experience or not.

111. The presentation covered topics such as:

- preparation before starting surveying
- dealing with entry-phones
- calling on older people
- the easiest/hardest properties to gain access to
- encountering problems

112. The slides from the presentation are in Appendix 21.

## Administration and payment

113. The second section of the MORI briefing was on the administrative side of the survey. MORI covered, amongst other things, the following topics:

- Filling in the front of the form
- The survey addresses
- Survey administration
- Workload and planning
- MRS code of conduct
- Supervision in the field

- Photographs
- Payment
- Quality control

114. The slides from the presentation are in Appendix 22.

## Survey Management Website

115. The final section of the MORI briefing was on the LIW website. The following topics were covered:

- Progress updating
- E-mail notification of appointments
- Creating appointments
- Re-booking appointments
- Updating diary / calendar availability
- Generating statements and invoicing

116. The slides from the presentation are in Appendix 22.

# Digital Cameras

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## Why digital cameras? □

117. For the 2004 LIW, surveyors used digital still cameras to obtain photographs of the survey dwellings. The use of digital photographs was seen as advantageous for a number of reasons, for example:

- Instant return of photos with completed forms
- No delay in the return of photos, booking-in or validation
- Electronic storage and instant retrieval of images
- Administratively easier to handle for the surveyors

118. A key requirement however, when using digital images is the ability to index electronic copies of photographs with reference to the correct properties. Another important point was that surveyors could not be relied upon to have access to, or aptitude to use, appropriate computer equipment for storage, viewing, manipulation or labelling of images.

## Type of camera

119. Given the difficulties of getting surveyors to transfer photographs with correct labelling to a suitable media for return to MORI, the only type of digital camera that was practical was one that used floppy disks for image storage. The most suitable of these was the Sony Mavica FD-200.

120. This model offered a zoom lens and a resolution of 1600 x 1200 pixels, which was suitable for general property views. At the highest resolution, each floppy disk can store 4 images. This was ideal, as MORI required one floppy disk per property, for ease of booking-in and checking the images were labelled for the correct property.

## Booking-in

121. By taking images in this way, surveyors stuck a pre-printed, bar-coded address label onto each floppy disk. These were then easily booked-in on the website and at MORI, with a specially written part of the SMS, which took care of the automatic renaming of image files according to the scanned address number, and stored them on a network server. The management database was then able to recall photographs on demand, for example during the validation of the Property forms.

122. Very little training was required on use of the cameras at the briefings, as they are very simple to use, and the surveyors were given the relevant sections of the instruction manual.

## Feedback

123. MORI piloted the use of these digital cameras as part of the Property pilot exercise. Feedback from the supervisors was very positive as they found them easy and straightforward to use.

# Property Sample

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124. The achieved Property sample was expected to be approximately one third of the Household sample. The sample was to be chosen on the basis of a basic interviewer grading of the condition of 3 elements of the property with respect to the view seen on approaching the entrance door. The condition of each element was classified as in no evidence of disrepair, moderate disrepair or major disrepair as defined by the Data Unit. Interviewers were briefed on what to look for and use in this grading.
125. Aspects of each property graded by the interviewers were:
- External walls
  - Doors and windows
  - Roofs and roof structure
126. For roofs and roof structure an additional code 'not visible' was allowed, e.g. for flat roofs.
127. The result of the grading given to each aspect would then determine which category the dwelling would be in, classing it as either 'good' where all of the aspects were coded as 'No evidence of disrepair', 'bad' where at least one aspect was coded as 'Moderate disrepair', or 'ugly' where at least one aspect was coded as 'Major disrepair'. Any properties where the Roofs/roof structure was 'not visible' were also classed as 'unobserved'.
128. The interviewers input their gradings into the CAPI machine, so further selection and notification of the inclusion of that address in the Property sample was automatic and did not rely on any other interviewer decisions or input.
129. Any property which was graded as 'bad' and 'ugly' was selected for the Property survey. Properties classified as 'unobserved' were also selected for the Property survey.
130. A differing proportion percentage of 'good' properties were selected for inclusion in the Property survey according to property age and tenure, with higher proportion given to rented and older homes. Properties graded as 'good' were randomly selected in the CAPI machine, by using an area (LA) weight in the interview programme. The probability of selection was re-weighted to take account of the differential sampling in the Household survey, i.e. for LAs that were oversampled, such as Cardiff, the calculation made these properties less likely to be selected for the Property survey. Conversely for LAs undersampled, such as Isle of Anglesey, the 'good' properties were more likely to be selected for inclusion in the Property survey. The aim of this was to achieve as close to a

proportionate distribution of Full property surveys for 'good' properties across Wales as possible, given the sampling requirements for the Household survey.

131. The Household survey was divided into two tranches, the first was 25% of the addresses, and the second was the remaining 75%. This was to test the selection area weights for the Property survey and allow MORI time to make any necessary adjustments before too much of the Household survey had been completed.
132. After the first tranche, it was found that not enough properties were being selected for inclusion in the Property survey sample, so a correction was applied to select a higher proportion of 'good' properties in all categories.
133. Selection probabilities for 'good' properties for the Property Survey automatically adjusted according to the expected 80% completion rate at selected properties. This was later amended within CAPI to 65.12% for all tranche 2 properties. Following further analysis of completed returns up to August 2004 this was further revised to 60.57% and retrospectively applied to both tranches, using an executive interviewer to telephone selected respondents to make appointments.

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**Table showing selection probabilities by tenure and age of dwelling**

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	1919-1944	1945-1964	Post 1964
<i>Tenure</i>	<i>%</i>	<i>%</i>	<i>%</i>
Housing Association	0.40	0.33	0.33
Local Authority	0.40	0.33	0.33
Private Renter	0.40	0.33	0.33
Owner occupier	0.30	0.20	0.18
Not known	0.40	0.33	0.33

*Source: MORI*

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## Selection of extra Property survey sample

134. During fieldwork it was noted that there was a higher than expected refusal rate after the interview for participating in the Property survey, and also to surveyors on the doorstep or when attempting to book an appointment. As a result, the sample of all Household interviews achieved had the area weight calculation amended for all 'good' properties. Those which had narrowly missed being selected for inclusion in the Property survey were then added to the sample.
135. MORI telephoned all of these respondents, where possible, to book appointments. Any appointment booked, or where the respondent agreed to the surveyor contacting them, were booked onto the website at the MORI office, and an e-mail sent to the relevant surveyor notifying them of this.



## Booking Property survey appointments

136. The Data Unit's required methodology was for interviewers to book appointments for surveyors at the end of each interview, where that address was selected to be in the Property survey sample.
137. The aim of this approach was to increase the Property survey response rate, decrease surveyor time and money in travel and cold calling, and to have Property survey data collected as soon after the Household survey data as possible, preferably within two weeks.
138. Once an address had been selected for the Property survey sample, and the respondent had agreed to participate, the interview programme in CAPI would show a screen with the calendar of the surveyor allocated to that address. A maximum of four weeks was available to view, i.e. the current week plus the next 3 weeks. This calendar was regularly updated on the website by each surveyor. Details about the calendar and how surveyors could update it are in Section 2 of the Surveyor Fieldwork Manual in Appendix 4.
139. The calendar was a separate programme from the interview. Each time the interviewer downloaded interviews or electronic progress updates, the latest calendars were automatically uploaded onto the CAPI machines. As this system was not 'live', interviewers were requested to connect their CAPI machines to the server via modem at the start of each day, as well as at the end, to ensure they went into the field with the surveyors' latest calendars.
140. The calendar showed the availability of the surveyor, any appointments already booked, and the postcodes of these addresses. The interviewer could then make an appointment with the respondent, on behalf of the surveyor, and enter this into the surveyor's calendar. Other booked appointments showed the postcode of the booked address to help the interviewer judge whether the surveyor would already be in the area, and to help estimate travel distances between surveys.
141. If none of the surveyor's availability was suitable for the respondent, the interviewer could code that the surveyor should contact the respondent directly to book an appointment. The interviewer then input contact details, such as householder name and contact number.
142. Another option the interviewers had was to request MORI to call the respondents. This was for use where the respondents were unsure whether to participate and wanted reassurance from MORI or further details about the Property survey.

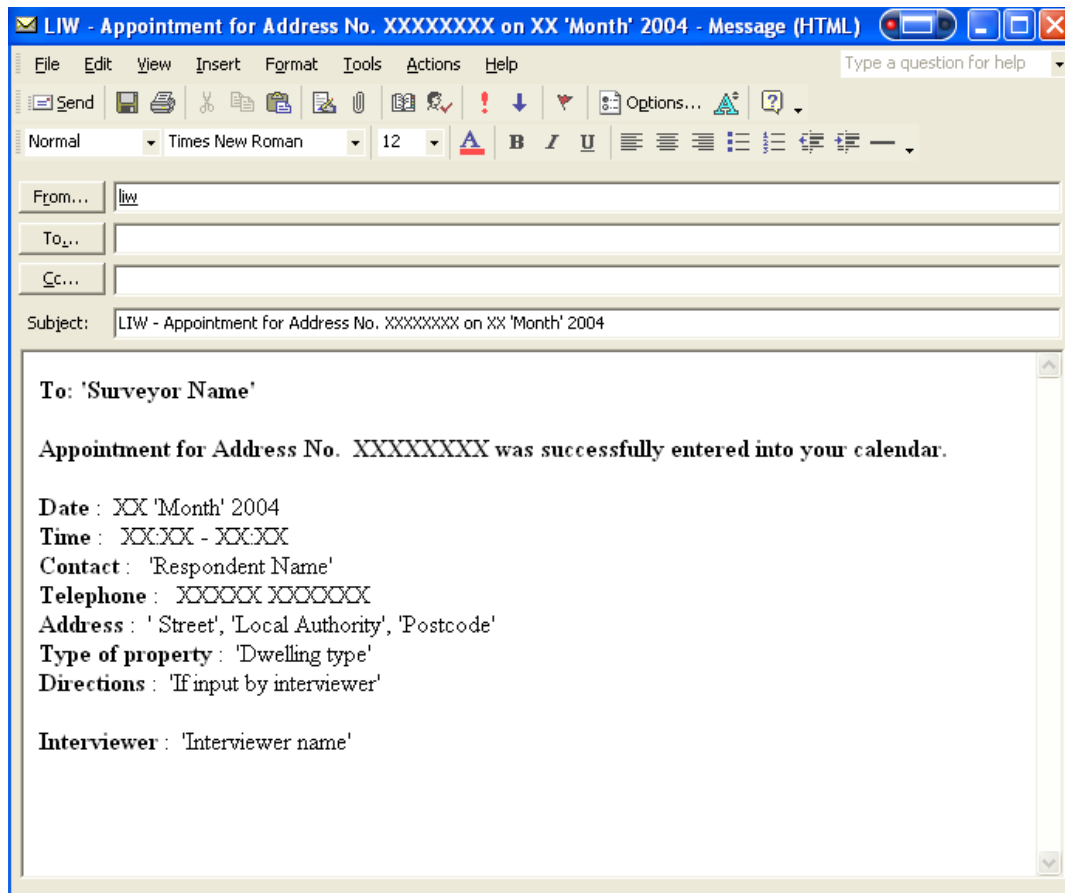
## E-mail notification of Property survey appointments

143. The interviewers downloaded successful interviews each day. When this occurred, an appointment file also automatically downloaded. This contained information about the address, contact details, any directions to the property,

time of appointment (or whether the surveyor or MORI needed to contact the respondent), and the allocated surveyor.

144. This file generated an automated e-mail, each e-mail only being sent to the surveyor allocated to that address. There were two versions of the e-mail: one for booked appointments, and one for appointments agreed to in principle but to be arranged by the surveyor.

145. The contents of the e-mail were in the following format for appointments booked by the interviewer:



146. For appointments that clashed with another appointment (e.g. two interviewers working the same day with the same calendar availability shown), the e-mails sent to surveyors were reworded and read:

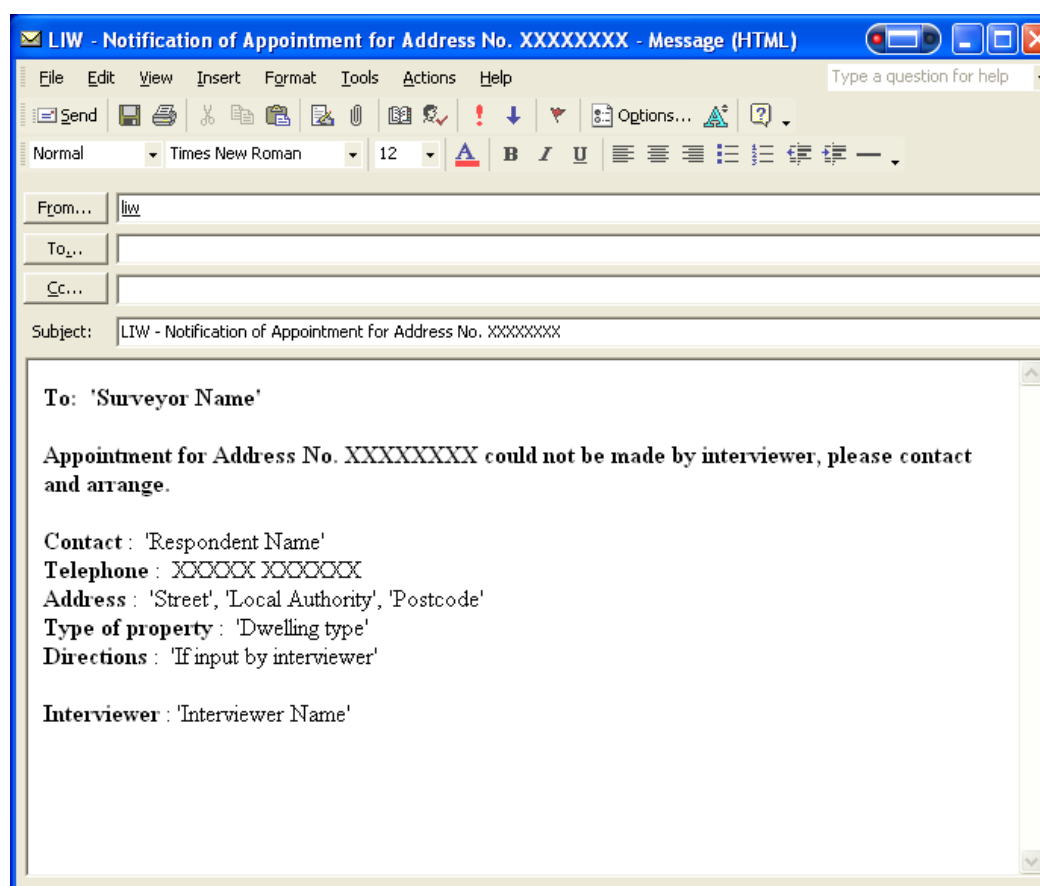
Appointment for Address No. XXXXXXXXX clashed with another appointment, please reschedule.

147. For appointments made and where the surveyor subsequently updated their calendar the same day and were no longer available at the appointment time, the e-mail was reworded to read:

Appointment for Address No. XXXXXXXXX automatically cancelled as time was marked busy, please contact householder and reschedule.

148. All other information fields remained the same and data was input where available.

149. The contents of the e-mail for appointments where the interviewer was unable to book an appointment, such as where the surveyor's availability was not convenient for the respondent, were in the following format:



## Calendar update of Property survey appointments

150. When the appointment files were downloaded, as well as sending out automated e-mails, the website was automatically updated with this information. This update process took approximately 10 minutes, meaning there was no significant delay to informing the surveyor or updating calendars for interviewers to view. The survey website and appointment system is described in details in Section 2 of the Surveyor Fieldwork Manual in Appendix 4.

## Address allocation specification

151. All surveyors were initially allocated around 300 addresses, from which approximately 50-60 addresses were expected to have a full survey completed.

## Addresses for issue

152. The addresses issued depended on a successful outcome at the household interview stage. The CAPI programme randomly selected properties to be surveyed, at which point in the interview the respondent was asked if they would take part in the Property survey. If they agreed, the address was then issued onto the Property survey, with an appointment booked if possible, as discussed in the Property Sample section.

## Allocation of addresses

153. The addresses were grouped together as clustered as possible. MORI used a postcode map to combine addresses together in adjacent postcode sectors to produce sufficient numbers in each allocation, using the number of predicted addresses to be surveyed in each sector.
154. The block size varied regionally depending on the size of the postcode sector, and the number of predicted surveys in each. Therefore, some allocations covered a substantial area, whereas others were tightly clustered.
155. The allocations varied in size regionally, according to expected response rates, in order to create enough addresses for a surveyor to achieve around 55 full surveys. The expected number of property surveys was based on analysis of tenure, age, and good, bad and ugly properties in the 1997 survey, with response estimates based on 1998 Property Survey.
156. The initial allocations therefore, had roughly 55 predicted surveys per surveyor. After the briefing when two surveyors had left the LIW survey, this changed for one supervisor group. The decision was taken to divide up the addresses in these two allocation groups amongst the remaining surveyors. The supervisor for that region liaised with the remaining surveyors and advised MORI on the best way to carry out the reallocations.

## Surveyor and interviewer linked allocations

157. Once the surveyor areas had been allocated, the sample was allocated on the Household survey. The aim was to have no more than two or three interviewers per surveyor allocation, to minimise any problem with double-booking time for Property survey appointments.
158. When the two surveyors left the LIW briefing, and the addresses reallocated, one unavoidable consequence was that a few of the surveyors had up to seven interviewers working on their allocated addresses. In some cases, the surveyors chose to show no availability on their website calendars, and contact the respondents themselves to book appointments.

## Surveyor dropout

159. Surveyor dropout was expected to be minimal for the original allocation of addresses. For additional allocations of addresses, surveyors did not need to be

located in that region, in fact, it was preferred that surveyors took on addresses in an area they had not previously worked to avoid one LA being completed by just one surveyor.

160. There was a relatively high number of reallocations towards the end of fieldwork, as the Household survey fieldwork over-ran and not all surveyors were still available to work in the last few months.

161. All reallocations were approved by the Data Unit before the addresses were given to the surveyors.

## Rules for allocation

162. MORI adhered to the following rules for the allocation of addresses. Any changes or exceptions to the rules were agreed with the Data Unit.

- Allocations will be ordered into groups to achieve approximately 50-55 addresses per surveyor
- Surveyors are to work in the supervisor regions
- The maximum number of surveys any one surveyor can complete will be 85

# Additional allocations

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163. Once surveyors had completed or were nearing completion of their original allocation of addresses, they contacted or were contacted by MORI about availability to complete further addresses.

## Selecting the addresses

164. Once a surveyor decided to undertake additional addresses, MORI checked that the surveyor was both ready and capable of doing more addresses. This involved checking the website progress updates and checking with his or her supervisor. It was necessary to find out where the surveyor was based and where he or she would like the addresses. Normally, surveyors preferred the addresses to be as near to their home as possible to minimise their travel.

## Allocation on the SMS Manager

165. Once MORI and the surveyor agreed the allocation, the addresses were allocated on the SMS Manager. This kept an accurate record of the status of all the addresses in the Property sample. This also ensured that addresses would not be attempted by more than one surveyor at any one time. To allocate an address on SMS Manager, the following information was required: original surveyor name or number; Address Number; new surveyor name or number.

166. Each address to be allocated was highlighted on the SMS Manager. To search for an address, different criteria could be selected, similar to the filter function in Microsoft Excel (see image below).

The screenshot shows the 'Living In Wales - Allocations [Property]' window. It features a search bar at the top with fields for 'Company' (set to '0 [Surveyors]'), 'Interviewer Assign' (with 'No.' set to '11' and a 'Name' dropdown), and 'Area'. Below this is a 'Criteria:' section. The main area contains a table with the following columns: 'Comp', 'Sample', 'Tra', 'Region', 'Interviewer', 'Ni', 'ReissueBal', 'Origiz', 'Orig', 'CapRecie', and 'Address'. The 'Interviewer' column is highlighted in black. The table lists 16 rows of data, all from 'Blaenau Gwent'. On the right side of the table, there are buttons for 'Assign', 'Clear', 'Save', 'Cancel', 'Info', and 'Select All'. At the bottom of the window, there is a 'Total:' label followed by a text box.

Comp	Sample	Tra	Region	Interviewer	Ni	ReissueBal	Origiz	Orig	CapRecie	Address
1	11100141	2	Blaenau Gwent		60				02/08/2004	
1	11100221	2	Blaenau Gwent		55				08/06/2004	
1	11100301	2	Blaenau Gwent		55				08/06/2004	
1	11100481	1	Blaenau Gwent		55				02/04/2004	
1	11100551	2	Blaenau Gwent		55				08/06/2004	
1	11100631	2	Blaenau Gwent		58				10/06/2004	
1	11100711	2	Blaenau Gwent		55				08/06/2004	
1	11100891	1	Blaenau Gwent		31					
1	11100971	2	Blaenau Gwent		31				13/08/2004	
1	11101051	2	Blaenau Gwent		31					
1	11101131	2	Blaenau Gwent		58				02/07/2004	
1	11101211	1	Blaenau Gwent		57				03/08/2004	
1	11101391	2	Blaenau Gwent		57				02/08/2004	
1	11101471	2	Blaenau Gwent		57					
1	11101541	2	Blaenau Gwent		57					
1	11101621	1	Blaenau Gwent		57					
1	11101701	2	Blaenau Gwent		57					

167. To allocate the address the “Assign” button was pressed and then saved. The allocation could be changed until the “save” button was pressed.

## Handling allocations

168. The SMS Manager kept an historical record of all address allocations that surveyors were given. This enabled tracking of allocations for each address, in the event of errors in allocating or queries from surveyors, interviewers or respondents. The following information was recorded:

- surveyor
- surveyor ID
- pay rate, i.e. standard or higher
- who allocated the addresses

## Reallocation information for surveyors

169. Once addresses were reallocated on the SMS Manager, the next stage was for the reallocations to be put onto the CAPI sample and the LIW website. For reallocated addresses that already had an interview it was not necessary to change the CAPI sample. However, where the address was still in being worked by an interviewer, or where there was a final Household survey outcome that was not an interview, the CAPI sample was amended. The latter was done to avoid confusion in the case of reissued addresses which then achieved a Household survey interview.
170. The sample on the LIW website was also updated to remove the addresses from the old surveyor's website pages, and to add them to the new surveyor's web pages. This meant that appointments would automatically show on the new surveyor's calendar and progress update page, automated e-mails would go to the new surveyor, and the addresses could be booked in by the supervisor onto the new surveyor's web page and show on the correct statement.
171. This process was done by sending the MORI CAPI department and Commercial Systems department an Excel spreadsheet of the updated allocations. Although production of the spreadsheet took some time, this saved a considerable amount of time in manually updating each surveyor about all the new addresses now allocated to him or her.
172. New stationery was sent out to the new surveyor, if necessary, but new labels were not produced. Surveyors wrote the addresses onto the survey forms and the disks for the photographs. The only consequence of this was a slight increase in time for booking-in the forms in the MORI office, due to the barcode not being present, and also occasionally surveyors put an incorrect address number. Surveyors were requested always to record the postcode and house number, which meant that there were no occasions where the correct address number could not be traced.

## Address lists

173. The address lists were on the LIW website, and the information for each address was taken from the update spreadsheets. The status of each address was shown, as and when the Household survey outcome was received. This meant surveyors could see which addresses were still being worked, which had an interview achieved and when, and which addresses were not selected for the Property survey. The surveyor's supervisor could also view the web pages for each of their surveyors, including the address lists.



## Reallocation data spreadsheet

174. To update the reallocation of addresses on the CAPI sample and LIW website sample, a large spreadsheet containing information from the SMS Manager was devised. This remained in the same format throughout the survey to aid the speed of loading the new allocations, and contained, amongst other things, the following information:

- Address number
- Previous surveyor name
- Previous surveyor telephone number
- Pay rate
- Address and postcode
- LA
- New surveyor name
- New surveyor telephone number

# Survey administration & fieldwork

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## Address allocations

175. Surveyors were issued with their allocated addresses after the MORI administration briefing on their last day at the Swansea Marriott Hotel. The address allocation groups were issued, with a reminder that only a percentage of them would result in being issued onto the Property survey. The address allocations were issued only on the labels to be used on the survey forms and disks. An address list for the allocation group was also put on the LIW website.
176. A copy of a list of sample addresses on the LIW website is in Appendix 23.

## Labels

177. Surveyors were given Avery labels, one row of 3 labels for every address allocated to them. Each sheet consisted of labels for up to six addresses; one label for the survey form, one for the disk of photographs, and one spare. A copy of the label is in Appendix 24. All the labels had a unique address identifier in the form of a barcode. The barcode enabled both forms and disks to be booked-in quickly and accurately and an example is in Appendix 31.
178. The labels gave the surveyor further information about the property:
- Address number/check digit
  - Barcode
  - Sample address
  - Surveyor ID number

## Fieldwork

179. During the briefings, supervisors were asked to provide feedback on their surveyors to assess their suitability to begin the fieldwork. This was to ensure that the supervisor was content that their surveyors had completed the LIW briefing exercise to a suitable standard and were fit to work on the survey fieldwork.
180. Surveyors were expected to start fieldwork within a few days or weeks of their briefings. This was dependent on the areas in which the interviewers were working and the response rates the interviewers achieved.
181. The supervisors were required to accompany every one of the surveyors in their supervisor group for at least half a day in the first few weeks of fieldwork. This

was to ensure that the surveyor was competent in survey methodology and in recording of data. Supervisors were to design individual programmes of accompaniment, so that they went out with the weaker surveyors first. In some cases, further visits were necessary to give encouragement and to provide constructive advice.

## **Notification of the survey**

182. MORI was responsible for informing police districts and local authorities about the survey.

### **Police Authorities**

183. MORI wrote to the Chief Constables of all police authorities in Wales to notify them of the start of the LIW survey. A copy of the letter is in Appendix 25.

### **Local Authorities**

184. Local authorities were also informed about the survey. Letters were sent to all Chief Executives in Wales. A copy of the letter is in Appendix 26.

# MORI office

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## Survey assistant tasks

185. MORI employed one Admin Assistant and one Executive Assistant to help with administration on the LIW during the Property survey fieldwork. These administrative tasks are described in more detail below.

## Opening the post

186. All completed survey forms were sent directly to the supervisors, for checking and booking-in on the website, who in turn sent them to MORI using large pre-paid envelopes. Surveyors were required to include a completed Daily Return Sheet (DRS) in each returned envelope.

187. The DRS showed the following information:

- Surveyor name
- Surveyor ID number
- Date sent
- Address number
- Type of survey, i.e. full or non-survey
- Disk enclosed
- Space to include any other enclosures, e.g. invoice

188. This information allowed the MORI to check the contents of the package and provide a record of items received in the post.

189. The DRSs were date stamped by the person opening the package. All forms were filed in date order, so that if there were any queries the relevant form could be located easily. A copy of the DRS is in Appendix 16.

## Checking the forms

190. Each form was checked for its completeness as a full or non-survey. Attention was paid to the completion of information on the first two pages, in particular the information to be recorded if a full survey was obtained; whether the property was unfit and if photos were taken. This double-checked that the

supervisor had booked it in correctly. Any missing information or queries were dealt with by telephoning or e-mailing the supervisors.

## Booking-in

### Survey forms

191. All main survey forms were booked-in to the SMS by swiping the bar code with the tabletop barcode reader. The address and the ID of the allocated surveyor automatically appeared on the screen. These details were checked by the person booking-in the form and edited if necessary. From then on, there were prompts to input the following information from the first two pages and page 19 of the survey form:

- New survey address, if different from sample address
- Level of internal and external inspection i.e. Full/Partial/None
- Survey outcome, with space to specify 'other' outcomes
- For full surveys: whether photos were taken
- Dwelling type
- Construction date
- Occupancy, with space to specify 'other' outcomes
- Fitness assessment

192. Once the forms were booked-in, the barcodes were scanned into an Excel spreadsheet. Each column in the spreadsheet was headed with that day's date, and one barcode per cell was listed below. After they were scanned onto the spreadsheet they were boxed and sent for data processing at Astron.

### Photographs

193. The disks were booked-in by scanning the barcode on the label. They were then put into the super-disk drive to save them onto the SMS. The disks were stored in case of future problems.

### Contact with surveyors

194. Two dedicated telephone help-lines were set up for surveyors and householders – one for Welsh speakers and one for English speakers. These numbers were printed on the back of the surveyor and supervisor ID cards. MORI also set up dedicated e-mail addresses for surveyors and the public to send messages to

(liw@mori.com for English speakers, and byngh@mori.com for Welsh speakers). This was checked regularly, as all members of the LIW team had shared access to the addresses.

195. Surveyors phoned the MORI help-line and e-mailed for a number of reasons, e.g. requests for more stationery; further allocations, help locating addresses, payment queries, informing MORI if they thought the interviewer had gone to the wrong address, requests for further information from the interview contact sheet.
196. Respondents also called and e-mailed for several reasons, e.g. to refuse to take part in the survey, to make an appointment for the surveyor to call, to request further information on the survey; to make a complaint.
197. The assistants dealt with the majority of requests from surveyors and respondents. Issues relating to payment, allocations and individual complaints were passed onto senior members of the LIW team.

## Refusals & appointments

198. Refusals and requests for appointments were logged onto the SMS from which reports could be produced showing these by date. Surveyors were contacted as quickly as possible to inform them of refusals and appointments. The surveyors were given these messages firstly by telephone. If the surveyor could not be contacted directly, then messages were left on their answer-phones, as the majority of them had mobile phones. If they could not be contacted in this way, then an e-mail was sent.

## Other administrative tasks

199. The assistants also undertook a range of other administrative tasks. These included:
  - Using progress reports to chase any surveyors where survey forms had not been returned
  - Logging on the website any comments/ agreements made with surveyors regarding progress for each address
  - Investigating any discrepancies between what the surveyor said they had returned and what MORI had received and booked-in
  - Contacting surveyors about incomplete survey forms/ anomalies
  - Contacting surveyors directly to offer more work

## Surveyor paperwork and administrative tasks

200. Surveyors were required to undertake a small amount of administration as part of their work on the LIW.
201. MORI provided every surveyor with carbon copy pad of daily return slips (DRS). Surveyors were required to fill in a DRS for each batch of forms/ disks returned to MORI. The original DRS was included in the pack to MORI and the duplicate copy kept by the surveyor for their own records, in case of disputes.
202. As noted in the section on surveyor payments, surveyors were required to raise and submit invoices that tallied with the statements of work generated by them on the website (which showed all survey forms received and booked-in for an individual surveyor).
203. Some surveyors were also required to submit receipts for direct costs incurred throughout the fieldwork period e.g. bridge tolls, additional postage costs, etc.

## Progress update web pages

204. MORI designed progress update web pages for each surveyor, which showed the addresses selected and issued for survey. Next to each address was a comments box. Where the address did not have a Full survey completed and booked-in soon after issue, the surveyor was required to write comments, such as 'trying to make appointment', or the number of calls they had made, etc. These progress updates were used by MORI and supervisors, to chase progress and to manage any 'gaps' in what surveyors said had been returned and what had actually been received by MORI.

# Fieldwork period

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205. Surveyors were originally contracted to work from mid-March 2004 until the end of August 2004 to complete their surveys. However, progress on the Property survey was determined to a large extent by the progress on the Household survey: no addresses were issued onto the Progress survey until the interview had been achieved on the Household survey and the agreement obtained from the respondent to participate in the Property survey.
206. Many of the surveyors completed their original allocation of addresses before this deadline and were able to accept more addresses, however, this was more due to the speed of completion of the Household survey in that area rather than the speed of work by the surveyor. There were a number of surveyors though who had not completed the original allocation of addresses within that time frame. The fieldwork period for the Household survey was extended, and consequently the fieldwork period for the Property survey also had to be extended. This caused a problem of availability for a number of surveyors who had already booked other work. This was the main reason for surveyors becoming unavailable for completing fieldwork.
207. Aside from extending the deadline, various other measures were undertaken to encourage the number of full surveys to be completed and returned to MORI:
- Enhanced pay (VAT registered rates)
  - Relaxation of the 85 limit on the number of achieved Full surveys by any one surveyor
  - Payment of mileage from surveyors' home rather than Welsh base or the Wales border
208. The latest deadline given to any one surveyor was the end of October 2004.

## Back-check survey

209. Throughout the fieldwork period, checks were made on the conduct of all LIW surveyors. MORI back-checkers, who usually back-check MORI interviewers, undertook this 'back-check' survey.



210. The back-check survey was a five-minute telephone interview which asked householders who took part in the survey questions relating to surveyor conduct including:

- Showing an ID card to the householder
- Doing a thorough job
- Being professional
- Being helpful, polite and courteous
- Not causing any inconvenience to the householder
- Arriving promptly to a booked appointment, or contacting the householder to make an appointment
- Verbatim comments about the surveyor

211. MORI provided the back-checkers with specific addresses for each surveyor. These constituted any address where a surveyor had undertaken a full survey and where interview survey details (name and telephone number) could be appended. Where the address had already also been selected for back-checking the Household survey interviewer, the Household survey and Property survey back-checks were carried out at the same time. If the Household survey back-check had already taken place, these were then excluded from having a Property survey back-check. This was to minimise the number of calls and any inconvenience to the householders.

212. Back-checks were ongoing throughout the fieldwork period but more checks were made at the start to allow time for corrective action. Where possible, a total of six checks were made per surveyor – generally this constituted a check on 10% of the work carried out by any one surveyor – and resulted in nearly 220 checks in total.

213. During fieldwork, back-check forms were returned as they were completed, for LIW MORI staff to read in case there were concerning results. In the majority of cases, the results were very good – with surveyors displaying all the qualities of correct conduct. In no instances did the back-check survey give cause to instigate any action.

214. A copy of the back-check questionnaire is in Appendix 27.

# Debriefing

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## Surveyor debriefing

215. Surveyors were e-mailed a debriefing questionnaire. Surveyors were asked to complete their feedback questionnaire and return it by post or e-mail to MORI. Surveyors could remain anonymous if they preferred.
216. A copy of the surveyor feedback questionnaire is in Appendix 28.
217. Just under half of the surveyors responded. Of these, most were positive about the survey, briefing, support, pay, and camera. The main criticism was about the methodology. Surveyors found it difficult to organise their other work to allow for the sporadic booking of appointments. Many said they would prefer to have a block of addresses to survey, as this is easier to manage.

# Data entry and validation

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218. MORI was responsible for the data entry and validation of the data from the Property survey.

## Data entry

219. MORI contracted Astron to scan the survey forms in the UK and then data enter them from the electronically transferred scanned images in Sri Lanka. Astron had large workforces specialising in data entry in these offices who had worked on many large government contracts in the past.

220. Once MORI had booked-in basic dwelling information from each survey form onto the SMS, they were boxed and sent over to Astron.

221. Astron prepared forms for scanning by guillotining the top off each form (to remove the staples). Each individual page was then scanned. As a check for missing pages or two pages scanning as one, the scanner was programmed to count the number of pages. Any address number where there were either more or less than 20 pages scanned was rejected and rechecked.

222. Astron designed the data entry specification, in co-operation with MORI. Astron set up the data entry programme and undertook the briefing of data entry staff working on the project. A copy of the specification is in Appendix 29.

223. All specifications were checked and approved by MORI before being programmed.

## Validation

224. The property survey validation was undertaken by MORI to a specification provided by BRE and agreed with the Data Unit. The data checks followed broadly those used in the 2001 EHCS survey, namely range checks on all fields, detailed consistency checks, and plausibility checks on a few selected items. The specification from BRE was in the form of commandments to the tried and tested 2001 EHCS validations.

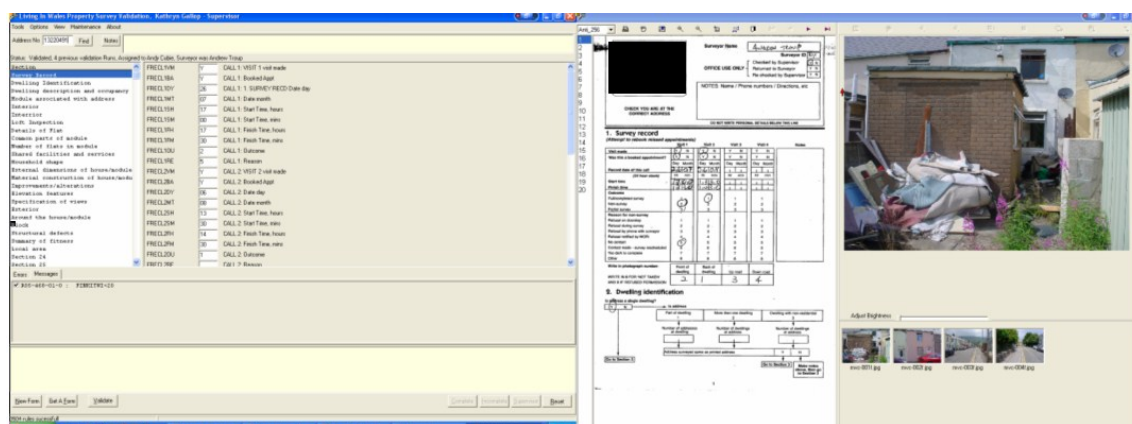
## Validation method

225. The validation programme (in Sybase) was set-up by MORI, using code prepared by BRE. The specification for validation broadly followed that used in the 2001 EHCS. Once set-up, the validation system was viewed and approved by both the Data Unit and BRE. There were some changes made before the system went 'live'. There were also some changes made throughout the use of the validation system, and all forms were then bulk validated to ensure they passed the changed rules.

226. The system of validation had been further improved to that used in the 2001 EHCS. The process was entirely interactive with the validation programme utilising dual screen PCs. The validation system filed forms for validation and any one form was selected for validation by an individual validator. A form was selected for validation and the programme ran at a press of the button. On the left hand screen the data and the output of the validation run (i.e. the 'errors') were shown; on the right hand screen the scanned image of the form and the photographs were shown. The validators referred to images of individual pages of the survey form and the photos of the property and edited the data and then re-ran the validation. Each form was run through the validation programme until all anomalies were either resolved or filed for 'supervisor' attention (in this case, Ian Williams from BRE). Note that any edits to the data were 'tracked' and at any stage, the validator could revert to the original data.

227. The two assistants were trained by Ian Williams to be validators. Aside from teaching assistants how to use the validation programme, Ian was vital in teaching the assistants how to work their way around the form and interpret important pieces of technical information. Ian visited MORI several times and was on-hand to help with any queries and troubleshoot forms filed by the validator for supervisor help. This was when a detailed knowledge of surveying was required to correct anomalies on a survey form.

228. The image below shows the validation programme as seen in use. The left half shows the data from the survey, with errors listed below. The right half shows the scanned image of the survey form and the 4 photographs taken by the surveyor:



229. This is shown in bigger detail in the two images below. The first is the data and any errors. It shows the address number, the list of sections of the form, the variable names, data from the survey, any error messages, and has the buttons for saving the validated form and obtaining the next form for validation.

230. The second image shows the scanned form, list of page numbers, photographs, and image adjustment buttons.

**Living In Wales Property Survey Validation, Kathryn Gallop - Supervisor**

Tools Options View Maintenance About

Address No: 132204911 Find Notes

Status: Validated, 4 previous validation Runs, Assigned to Andy Cubie. Surveyor was Andrew Troup

Section	Field	Value	Description
Survey Record	FRECL1VM	Y	CALL 1: VISIT 1 visit made
	FRECL1BA	Y	CALL 1: Booked Appt
	FRECL1DY	26	CALL 1: 1. SURVEY RECD Date day
	FRECL1MT	07	CALL 1: Date month
	FRECL1SH	17	CALL 1: Start Time, hours
	FRECL1SM	00	CALL 1: Start Time, mins
	FRECL1FH	17	CALL 1: Finish Time, hours
	FRECL1FM	30	CALL 1: Finish Time, mins
	FRECL1OU	2	CALL 1: Outcome
	FRECL1RE	5	CALL 1: Reason
	FRECL2VM	Y	CALL 2: VISIT 2 visit made
	FRECL2BA	Y	CALL 2: Booked Appt
	FRECL2DY	06	CALL 2: Date day
	FRECL2MT	08	CALL 2: Date month
	FRECL2SH	13	CALL 2: Start Time, hours
	FRECL2SM	30	CALL 2: Start Time, mins
	FRECL2FH	14	CALL 2: Finish Time, hours
	FRECL2FM	30	CALL 2: Finish Time, mins
	FRECL2OU	1	CALL 2: Outcome
	FRECL2RE		CALL 2: Reason

Errors Messages

✓ R05-468-01-0 : FINKITWI<20

New Form Get A Form Validate Complete Incomplete Supervisor Reset

SS04 rules successful

Apr\_256

Surveyor Name: [Redacted]

OFFICE USE ONLY: Checked by Supervisor [Y/N], Rechecked by Supervisor [Y/N]

NOTES: Name / Phone numbers / Directions, etc

CHECK YOU ARE AT THE CORRECT ADDRESS

DO NOT WRITE PERSONAL DETAILS BELOW THIS LINE

### 1. Survey record

(Attempt to rebook missed appointments)

	Visit 1	Visit 2	Visit 3	Visit 4	Notes
Visit made	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Rebook missed appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Record date of this visit	Day: 26, Month: 07	Day: 26, Month: 07	Day: 26, Month: 07	Day: 26, Month: 07	
Start time (24 hour clock)	17:00	17:00	17:00	17:00	
Finish time	17:30	17:30	17:30	17:30	
Outcome	1	1	1	1	
Full completion survey	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Non-survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Partial survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reason for non-survey	1	1	1	1	
Refused on-boarding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Refused during survey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Refused by phone with consent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Refused on-board by NCR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
No contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Contact made - survey rescheduled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
No data to complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Write in photograph number: Front of dwelling, Back of dwelling, Up road, Down road

WRITE IN B FOR NOT TAKEN AND X IF REFUSED PERMISSION

### 2. Dwelling identification

Is address a single dwelling? ☒ Yes ☐ No

Part of dwelling: 1, More than one dwelling: 2, Dwelling with non-residential: 3

Number of addresses at address: 1, Number of dwellings at address: 2, Number of dwellings in address: 3

Address surveyed same as profile address: ☒ Yes ☐ No

Go to Section 3

Adjust Brightness: [Slider]

rrvc-001.jpg, rrvc-002.jpg, rrvc-003.jpg, rrvc-004.jpg

231. The validated data was exported in ASCII format from the validation system. SPSS syntax was created to read in the 2,148 variables, name them, label them, apply missing values and output them to an agreed data structure. Data was named and labelled according to conventions agreed with the Data Unit. Derived variables requested by the Data Unit were also created in SPSS syntax, which can be found in Appendix 30.

# Response rates

232. Below follows a series of tables showing survey response outcomes.

**Table 1: Overall response rates**

		Appointment made	Surveyor to phone	MORI to phone	Retrospectively selected addresses	Total
Full survey	n	1,081	979	43	363	<b>2,466</b>
	%	90.9	81.9	56.6	64.2	<b>81.5</b>
Refusal on doorstep	n	43	58	10	63	<b>174</b>
	%	4.6	4.9	13.0	11.2	<b>5.8</b>
Refusal during survey	n	6	2	0	3	<b>11</b>
	%	0.5	0.2	0	0.5	<b>0.4</b>
Refusal by phone with surveyor	n	31	96	22	63	<b>212</b>
	%	2.6	8.0	28.9	11.2	<b>7.0</b>
Refusal notified by MORI to surveyor	n	10	4	0	2	<b>16</b>
	%	0.8	0.3	0	0.4	<b>0.5</b>
No contact	n	14	44	1	61	<b>120</b>
	%	1.2	3.4	1.3	10.8	<b>4.0</b>
Other surveyor recorded non-survey	n	4	11	0	10	<b>25</b>
	%	0.3	0.9	0	1.8	<b>0.8</b>
<b>Total</b>	<b>n</b>	<b>1,189</b>	<b>1,194</b>	<b>76</b>	<b>565</b>	<b>3,024</b>
	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

*Source: MORI*

**Table 2: Number of calls taken to achieve a Full survey**

Number of calls	All apts	%
1	2,063	83.7
2	263	10.7
3	59	2.4
4	43	1.7
Not specified	38	1.5

*Source: MORI*

233. Some 87% of these were as the result of appointments booked by the interviewer or surveyor, and 13% were as a result of ad hoc visits.

Table 3: Pattern of Full surveys across the year, by local authority

Local Authority	Month of Full survey (2004)										Total
	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	
Blaenau Gwent	4	14	5	7	18	23	10	7	0	2	<b>90</b>
Bridgend	1	4	8	32	17	19	11	14	2	0	<b>108</b>
Caerphilly	3	9	20	32	37	26	10	22	4	0	<b>163</b>
Cardiff	5	29	29	39	56	19	21	32	4	2	<b>236</b>
Carmarthenshire	3	8	12	26	17	10	5	24	1	2	<b>108</b>
Ceredigion	0	10	10	11	6	6	1	9	3	0	<b>56</b>
Conwy	5	5	10	9	16	21	12	14	0	3	<b>95</b>
Denbighshire	2	8	6	11	7	6	1	9	1	0	<b>51</b>
Flintshire	0	12	12	23	19	11	1	19	2	1	<b>100</b>
Gwynedd	7	18	12	46	34	6	6	11	0	0	<b>140</b>
Isle of Anglesey	1	10	4	11	12	3	9	14	0	5	<b>69</b>
Merthyr Tydfil	0	9	10	5	22	21	10	5	0	0	<b>82</b>
Monmouthshire	1	6	3	17	19	13	4	7	0	2	<b>72</b>
Neath Port Talbot	4	15	19	20	29	10	1	10	1	0	<b>109</b>
Newport	2	14	16	22	19	24	9	19	2	0	<b>127</b>
Pembrokeshire	8	4	19	21	6	7	7	26	0	0	<b>98</b>
Powys	0	5	11	35	32	16	12	17	1	0	<b>129</b>
Rhondda, Cynon, Taf	0	30	11	22	36	31	13	19	3	1	<b>166</b>
Swansea	7	22	14	14	32	19	11	22	0	7	<b>148</b>
Torfaen	2	22	15	30	28	13	4	22	2	0	<b>138</b>
Vale of Glamorgan	0	3	17	12	11	13	11	13	1	0	<b>81</b>
Wrexham	4	13	13	13	9	11	8	24	1	4	<b>100</b>
<b>Total</b>	<b>59</b>	<b>270</b>	<b>276</b>	<b>458</b>	<b>482</b>	<b>328</b>	<b>177</b>	<b>359</b>	<b>28</b>	<b>29</b>	<b>2,466</b>

Source: MORI



Table 4: Response rates by local authority (n)

Local Authority	Property survey outcome (numbers)							Total
	Full survey	Refusal on door-step	Refusal during survey	Refusal by phone with surveyor	Refusal notified by MORI to surveyor	No contact	Other surveyor recorded non-survey	
Blaenau Gwent	90	13	0	3	0	1	3	<b>110</b>
Bridgend	108	11	1	6	0	5	0	<b>131</b>
Caerphilly	163	21	1	7	2	3	0	<b>197</b>
Cardiff	236	5	0	21	3	9	3	<b>277</b>
Carmarthenshire	108	5	2	16	1	11	0	<b>143</b>
Ceredigion	56	2	0	2	0	9	1	<b>70</b>
Conwy	95	1	0	13	1	10	6	<b>126</b>
Denbighshire	51	2	0	15	0	5	1	<b>74</b>
Flintshire	100	2	0	11	1	4	1	<b>119</b>
Gwynedd	140	5	0	8	0	6	0	<b>159</b>
Isle of Anglesey	69	2	0	6	0	2	2	<b>81</b>
Merthyr Tydfil	82	2	0	5	0	2	0	<b>91</b>
Monmouthshire	72	1	0	5	0	6	1	<b>85</b>
Neath Port Talbot	109	27	3	13	0	8	0	<b>160</b>
Newport	127	13	0	6	2	3	0	<b>151</b>
Pembrokeshire	98	5	0	9	1	5	1	<b>119</b>
Powys	129	3	2	16	1	6	0	<b>157</b>
Rhondda, Cynon, Taf	166	14	1	9	1	3	2	<b>196</b>
Swansea	148	14	0	18	0	12	2	<b>194</b>
Torfaen	138	23	0	10	1	4	1	<b>177</b>
Vale of Glamorgan	81	2	1	5	0	2	1	<b>92</b>
Wrexham	100	1	0	8	2	4	0	<b>115</b>
Total	2,466	174	11	212	16	120	25	<b>3,024</b>

*Source: MORI*

Table 5: Response rates by local authority (%)

Property survey outcome (Percentage)								
Local Authority	Full survey	Refusal on door-step	Refusal during survey	Refusal by phone with surveyor	Refusal notified by MORI to surveyor	No contact	Other surveyor recorded non-survey	Total
Blaenau Gwent	81.8	11.8	0.0	2.7	0.0	0.9	2.7	100
Bridgend	82.4	8.4	0.8	4.6	0.0	3.8	0.0	100
Caerphilly	82.7	10.7	0.5	3.6	1.0	1.5	0.0	100
Cardiff	85.2	1.8	0.0	7.6	1.1	3.2	1.1	100
Carmarthenshire	75.5	3.5	1.4	11.2	0.7	7.7	0.0	100
Ceredigion	80.0	2.9	0.0	2.9	0.0	12.9	1.4	100
Conwy	75.4	0.8	0.0	10.3	0.8	7.9	4.8	100
Denbighshire	68.9	2.7	0.0	20.3	0.0	6.8	1.4	100
Flintshire	84.0	1.7	0.0	9.2	0.8	3.4	0.8	100
Gwynedd	88.1	3.1	0.0	5.0	0.0	3.8	0.0	100
Isle of Anglesey	85.2	2.5	0.0	7.4	0.0	2.5	2.5	100
Merthyr Tydfil	90.1	2.2	0.0	5.5	0.0	2.2	0.0	100
Monmouthshire	84.7	1.2	0.0	5.9	0.0	7.1	1.2	100
Neath Port Talbot	68.1	16.9	1.9	8.1	0.0	5.0	0.0	100
Newport	84.1	8.6	0.0	4.0	1.3	2.0	0.0	100
Pembrokeshire	82.4	4.2	0.0	7.6	0.8	4.2	0.8	100
Powys	82.2	1.9	1.3	10.2	0.6	3.8	0.0	100
Rhondda, Cynon, Taf	84.7	7.1	0.5	4.6	0.5	1.5	1.0	100
Swansea	76.3	7.2	0.0	9.3	0.0	6.2	1.0	100
Torfaen	78.0	13.0	0.0	5.6	0.6	2.3	0.6	100
Vale of Glamorgan	88.0	2.2	1.1	5.4	0.0	2.2	1.1	100
Wrexham	87.0	0.9	0.0	7.0	1.7	3.5	0.0	100
Total	81.5	5.8	0.4	7.0	0.5	4.0	0.8	100

Source: MORI

Table 6: Urban/rural classification by summary outcome

Urban/rural classification	Property survey outcome (Numbers)							Total
	Full survey	Refusal on door-step	Refusal during survey	Refusal by phone with surveyor	Refusal notified by MORI to surveyor	No contact	Other surveyor recorded non-survey	
Urban >10k - Sparse	53	0	0	5	0	4	0	<b>62</b>
Town and Fringe - Sparse	70	4	0	12	0	7	0	<b>93</b>
Village - Sparse	160	6	0	13	2	8	2	<b>191</b>
Hamlet & Isolated Dwelling - Sparse	103	3	3	8	0	12	2	<b>131</b>
Urban >10k – Less Sparse	1,516	136	6	137	11	66	19	<b>1,891</b>
Town and Fringe – Less Sparse	339	18	2	21	2	12	2	<b>396</b>
Village – Less Sparse	151	6	0	10	0	9	0	<b>176</b>
Hamlet & Isolated Dwelling – Less Sparse	74	1	0	6	1	2	0	<b>84</b>
<b>Total</b>	<b>2,466</b>	<b>174</b>	<b>11</b>	<b>212</b>	<b>16</b>	<b>120</b>	<b>25</b>	<b>3,024</b>

*Source: MORI*

Table 7: Urban/rural classification by summary outcome

Urban/rural classification	Property survey outcome (Percentages)							Total
	Full survey	Refusal on door-step	Refusal during survey	Refusal by phone with surveyor	Refusal notified by MORI to surveyor	No contact	Other surveyor recorded non-survey	
Urban >10k - Sparse	85.5	0.0	0.0	8.1	0.0	6.5	0.0	<b>100</b>
Town and Fringe - Sparse	75.3	4.3	0.0	12.9	0.0	7.5	0.0	<b>100</b>
Village - Sparse	83.8	3.1	0.0	6.8	1.0	4.2	1.0	<b>100</b>
Hamlet & Isolated Dwelling - Sparse	78.6	2.3	2.3	6.1	0.0	9.2	1.5	<b>100</b>
Urban >10k – Less Sparse	80.2	7.2	0.3	7.2	0.6	3.5	1.0	<b>100</b>
Town and Fringe – Less Sparse	85.6	4.5	0.5	5.3	0.5	3.0	0.5	<b>100</b>
Village – Less Sparse	85.8	3.4	0.0	5.7	0.0	5.1	0.0	<b>100</b>
Hamlet & Isolated Dwelling – Less Sparse	88.1	1.2	0.0	7.1	1.2	2.4	0.0	<b>100</b>
<b>Total</b>	<b>81.5</b>	<b>5.8</b>	<b>0.4</b>	<b>7.0</b>	<b>0.5</b>	<b>4.0</b>	<b>0.8</b>	<b>100</b>

*Source: MORI*

**Table 8: Local authority by overall condition of property (n)**

<b>Local Authority</b>	<b>Overall condition of property (n)</b>				<b>Total</b>
	<b>Good</b>	<b>Bad</b>	<b>Ugly</b>	<b>Not seen</b>	
Blaenau Gwent	258	16	11	41	<b>326</b>
Bridgend	261	16	13	12	<b>302</b>
Caerphilly	345	10	11	10	<b>376</b>
Cardiff	581	34	39	31	<b>685</b>
Carmarthenshire	301	13	14	2	<b>330</b>
Ceredigion	275	8	5	3	<b>291</b>
Conwy	244	18	31	14	<b>307</b>
Denbighshire	243	14	10	11	<b>278</b>
Flintshire	238	16	11	9	<b>274</b>
Gwynedd	172	37	52	24	<b>285</b>
Isle of Anglesey	261	10	9	23	<b>303</b>
Merthyr Tydfil	239	34	28	12	<b>313</b>
Monmouthshire	282	19	8	4	<b>313</b>
Neath Port Talbot	280	18	15	3	<b>316</b>
Newport	290	19	9	20	<b>338</b>
Pembrokeshire	261	33	19	2	<b>315</b>
Powys	259	24	24	15	<b>322</b>
Rhondda, Cynon, Taf	375	35	15	16	<b>441</b>
Swansea	450	24	21	17	<b>512</b>
Torfaen	189	27	14	80	<b>310</b>
Vale of Glamorgan	268	8	9	10	<b>295</b>
Wrexham	220	20	23	9	<b>272</b>
<b>Total</b>	<b>6,292</b>	<b>453</b>	<b>391</b>	<b>368</b>	<b>7,504</b>

*Source: MORI*

Table 9: Local authority by overall condition of property (%)

Overall condition of property (%)					
Local Authority	Good	Bad	Ugly	Not seen	Total
Blaenau Gwent	79.1	4.9	3.4	12.6	100
Bridgend	86.4	5.3	4.3	4.0	100
Caerphilly	91.8	2.7	2.9	2.7	100
Cardiff	84.8	5.0	5.7	4.5	100
Carmarthenshire	91.2	3.9	4.2	0.6	100
Ceredigion	94.5	2.7	1.7	1.0	100
Conwy	79.5	5.9	10.1	4.6	100
Denbighshire	87.4	5.0	3.6	4.0	100
Flintshire	86.9	5.8	4.0	3.3	100
Gwynedd	60.4	13.0	18.2	8.4	100
Isle of Anglesey	86.1	3.3	3.0	7.6	100
Merthyr Tydfil	76.4	10.9	8.9	3.8	100
Monmouthshire	90.1	6.1	2.6	1.3	100
Neath Port Talbot	88.6	5.7	4.7	0.9	100
Newport	85.8	5.6	2.7	5.9	100
Pembrokeshire	82.9	10.5	6.0	0.6	100
Powys	80.4	7.5	7.5	4.7	100
Rhondda, Cynon, Taf	85.0	7.9	3.4	3.6	100
Swansea	87.9	4.7	4.1	3.3	100
Torfaen	61.0	8.7	4.5	25.8	100
Vale of Glamorgan	90.8	2.7	3.1	3.4	100
Wrexham	80.9	7.4	8.5	3.3	100
Total	83.8	6.0	5.2	4.9	100

Source: MORI

**Table 10: Property survey outcome by overall condition of property**

Property survey outcome		Overall condition of property				Total
		Good	Bad	Ugly	Not seen	
Full survey	n	1,651	304	268	243	<b>2,466</b>
	%	67.0	12.3	10.9	9.9	<b>100</b>
Refusal on doorstep	n	131	16	13	14	<b>174</b>
	%	75.3	9.2	7.5	8.0	<b>100</b>
Refusal during survey	n	9	0	1	1	<b>11</b>
	%	81.8	0.0	9.1	9.1	<b>100</b>
Refusal by phone with surveyor	n	171	18	13	10	<b>212</b>
	%	80.7	8.5	6.1	4.7	<b>100</b>
Refusal notified by MORI to surveyor	n	8	4	1	3	<b>16</b>
	%	50.0	25.0	6.3	18.8	<b>100</b>
No contact	n	85	7	16	12	<b>120</b>
	%	70.8	5.8	13.3	10.0	<b>100</b>
Other surveyor recorded non-survey	n	19	3	3	0	<b>25</b>
	%	76.0	12.0	12.0	0.0	<b>100</b>
<b>Total</b>	<b>n</b>	<b>2,074</b>	<b>352</b>	<b>315</b>	<b>283</b>	<b>3,024</b>
	<b>%</b>	<b>68.6</b>	<b>11.6</b>	<b>10.4</b>	<b>9.4</b>	<b>100</b>

*Source: MORI*

## Surveyor Response Rate

234. The following table shows the response rate for each surveyor.

**Table 11: Property survey outcome by surveyor (n)**

Surveyor No	Property survey outcome (Property survey)							Total
	Full survey	Refusal on doorstep	Refusal during survey	Refusal by phone with surveyor	Refusal notified by MORI to surveyor	No contact	Other surveyor recorded non-survey	
11	70	3	0	6	1	4	1	85
12	35	4	0	1	0	6	0	46
13	37	1	0	13	1	0	0	52
14	60	6	1	17	0	4	1	89
15	46	3	0	6	0	2	0	57
16	35	4	0	1	0	7	0	47
17	56	0	1	11	0	13	0	81
18	44	0	0	2	0	5	1	52
19	79	9	0	3	0	5	1	97
20	31	18	1	1	0	3	0	54
21	52	7	2	6	0	3	0	70
31	73	1	0	6	0	2	0	82
32	63	7	1	1	0	0	2	74
33	57	5	0	4	0	3	0	69
34	47	5	0	2	1	0	0	55
35	73	7	2	0	0	2	0	84
36	48	1	0	3	0	0	0	52
37	49	0	0	5	0	1	0	55
38	60	1	0	0	2	4	0	67
39	57	0	0	10	0	0	0	67
40	40	2	0	2	0	2	1	47
41	53	0	0	1	0	0	0	54
51	84	3	0	11	1	6	3	108
52	76	9	0	1	0	0	0	86
53	58	3	0	6	2	1	0	70
54	76	10	0	2	0	6	0	94
55	60	13	1	0	0	0	0	74
56	34	0	0	4	1	1	1	41
57	52	22	0	5	2	3	0	84
58	117	12	0	7	0	2	3	141
59	49	2	0	2	0	1	1	55
60	52	1	0	2	0	0	0	55
61	67	2	2	8	1	2	0	82
71	59	1	0	6	0	3	0	69
72	67	1	0	7	3	6	0	84
73	89	4	0	5	0	6	2	106
74	70	1	0	10	1	0	0	82
76	38	0	0	17	0	4	1	60
77	80	0	0	1	0	0	0	81

Table 11: Property survey outcome by surveyor (n) (cont.)

Surveyor No	Property survey outcome (Property survey)						Other surveyor recorded non-survey	Total
	Full survey	Refusal on doorstep	Refusal during survey	Refusal by phone with surveyor	Refusal notified by MORI to surveyor	No contact		
78	33	0	0	11	0	8	5	57
80	86	5	0	0	0	4	1	96
81	54	1	0	6	0	1	1	63
<b>Total</b>	<b>2,466</b>	<b>174</b>	<b>11</b>	<b>212</b>	<b>16</b>	<b>120</b>	<b>25</b>	<b>3,024</b>

*Source: MORI*

Table 12: Property survey outcome by surveyor (%)

Surveyor No	Property survey outcome (Property survey)						Other surveyor recorded non-survey	Total
	Full survey	Refusal on doorstep	Refusal during survey	Refusal by phone with surveyor	Refusal notified by MORI to surveyor	No contact		
11	82.4	3.5	0.0	7.1	1.2	4.7	1.2	100.0
12	76.1	8.7	0.0	2.2	0.0	13.0	0.0	100.0
13	71.2	1.9	0.0	25.0	1.9	0.0	0.0	100.0
14	67.4	6.7	1.1	19.1	0.0	4.5	1.1	100.0
15	80.7	5.3	0.0	10.5	0.0	3.5	0.0	100.0
16	74.5	8.5	0.0	2.1	0.0	14.9	0.0	100.0
17	69.1	0.0	1.2	13.6	0.0	16.0	0.0	100.0
18	84.6	0.0	0.0	3.8	0.0	9.6	1.9	100.0
19	81.4	9.3	0.0	3.1	0.0	5.2	1.0	100.0
20	57.4	33.3	1.9	1.9	0.0	5.6	0.0	100.0
21	74.3	10.0	2.9	8.6	0.0	4.3	0.0	100.0
31	89.0	1.2	0.0	7.3	0.0	2.4	0.0	100.0
32	85.1	9.5	1.4	1.4	0.0	0.0	2.7	100.0
33	82.6	7.2	0.0	5.8	0.0	4.3	0.0	100.0
34	85.5	9.1	0.0	3.6	1.8	0.0	0.0	100.0
35	86.9	8.3	2.4	0.0	0.0	2.4	0.0	100.0
36	92.3	1.9	0.0	5.8	0.0	0.0	0.0	100.0
37	89.1	0.0	0.0	9.1	0.0	1.8	0.0	100.0
38	89.6	1.5	0.0	0.0	3.0	6.0	0.0	100.0
39	85.1	0.0	0.0	14.9	0.0	0.0	0.0	100.0
40	85.1	4.3	0.0	4.3	0.0	4.3	2.1	100.0
41	98.1	0.0	0.0	1.9	0.0	0.0	0.0	100.0
51	77.8	2.8	0.0	10.2	0.9	5.6	2.8	100.0
52	88.4	10.5	0.0	1.2	0.0	0.0	0.0	100.0
53	82.9	4.3	0.0	8.6	2.9	1.4	0.0	100.0
54	80.9	10.6	0.0	2.1	0.0	6.4	0.0	100.0
55	81.1	17.6	1.4	0.0	0.0	0.0	0.0	100.0
56	82.9	0.0	0.0	9.8	2.4	2.4	2.4	100.0
57	61.9	26.2	0.0	6.0	2.4	3.6	0.0	100.0



Table 12: Property survey outcome by surveyor (%) (cont.)

Surveyor No	Property survey outcome (Property survey)							Total
	Full survey	Refusal on doorstep	Refusal during survey	Refusal by phone with surveyor	Refusal notified by MORI to surveyor	No contact	Other surveyor recorded non-survey	
58	83.0	8.5	0.0	5.0	0.0	1.4	2.1	<b>100.0</b>
59	89.1	3.6	0.0	3.6	0.0	1.8	1.8	<b>100.0</b>
60	94.5	1.8	0.0	3.6	0.0	0.0	0.0	<b>100.0</b>
61	81.7	2.4	2.4	9.8	1.2	2.4	0.0	<b>100.0</b>
71	85.5	1.4	0.0	8.7	0.0	4.3	0.0	<b>100.0</b>
72	79.8	1.2	0.0	8.3	3.6	7.1	0.0	<b>100.0</b>
73	84.0	3.8	0.0	4.7	0.0	5.7	1.9	<b>100.0</b>
74	85.4	1.2	0.0	12.2	1.2	0.0	0.0	<b>100.0</b>
76	63.3	0.0	0.0	28.3	0.0	6.7	1.7	<b>100.0</b>
77	98.8	0.0	0.0	1.2	0.0	0.0	0.0	<b>100.0</b>
78	57.9	0.0	0.0	19.3	0.0	14.0	8.8	<b>100.0</b>
80	89.6	5.2	0.0	0.0	0.0	4.2	1.0	<b>100.0</b>
81	85.7	1.6	0.0	9.5	0.0	1.6	1.6	<b>100.0</b>
<b>Total</b>	<b>81.5</b>	<b>5.8</b>	<b>0.4</b>	<b>7.0</b>	<b>0.5</b>	<b>4.0</b>	<b>0.8</b>	<b>100.0</b>

*Source: MORI*

# Implications

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## Recruitment

235. Advertisements were placed in three professional surveying journals for expressions of interest from experienced surveyors. Of the surveyors who applied to work on the survey, 4, 24 and 15 surveyors quoted seeing the advertisements in the Architects Journal, RICS Business and Environmental Health News journals respectively. Eight surveyors quoted other sources. It may be necessary to review where future advertisements are placed, and the prominence of the advertisement in the Architects Journal.
236. The pre-briefing exercise and issuing the allocation of work along with the contract worked well in 'weeding' out surveyors who were not fully prepared to work on a survey of this nature.

## Briefing

237. Most (79%) of the surveyors who took part in the Briefing Feedback Questionnaire thought the pre-qualification exercise was helpful in preparing for the briefing. Suggestions for improving it were: having pictures of a house and completed form to match, a better indexing system, more details on the briefing week and how the exercises would fit in to this, and longer number of hours for completing the pre-qualification exercise suggested for surveyors new to the survey. BRE already have this feedback.
238. There seemed to be a misunderstanding by some surveyors about the role of interviewers in booking appointments and the information they had (or kept) about each household. More detail should be given at the briefing during the MORI presentation.
239. A comment was made that one of the Briefing Houses should have less obvious defects, stimulating more discussion about the correct judgement. This should be kept in mind when considering the Briefing Houses for the next survey.

## Methodology and Sampling

240. Initial analysis of the survey results suggests a strong correlation between interviewer condition assessment and fitness, supporting the sampling strategy of selecting predominately poor condition properties to maximise the reliability of, for example, repair cost estimates whilst minimising the number of surveys (and, therefore, cost) of completing surveys.
241. Although the selection procedures worked well in the Household Survey, the unpredictable nature of the selection process left surveyors with more uneven workloads than we, or they, had expected. Many surveyors were not well able to accommodate the inevitable swings in workload where some weeks they might get 15 appointments, and other weeks only one or two - or even none.

242. This was exacerbated by the number of interviewers arranging appointments for each surveyor. With 134 interviewers and 42 (working) surveyors, we expected roughly 3 interviewers per surveyor. However, with the large distances being covered by surveyors in some rural areas to have as close to an equal workload as possible, and the varying proportions of properties being selected by Local Authority (to correct for the stratification by LA at the Household Survey selection as far as possible), some surveyors had as many as five or six interviewers allocated at any one time. This made the management of appointments and direct liaison between interviewers and surveyors increasingly difficult. As a result some surveyors decided to make most appointments themselves rather than allowing interviewers to make them for them. This decreased the number refusing to the interviewer but increased the number refusing to the surveyor. It is likely that the increased spread and variability in workload will have tended to reduce some surveyors efforts to get quite as high response rates as would be ideal.
243. If repeating this methodology it will be important to make sure that surveyors are prepared for the nature of the workload (which could be better, if still not accurately, predicted based on this survey). This has implications for the type of surveyor likely to perform best – which is likely to be those who have maximum flexibility on their time, and who do not routinely command high fees for private survey work.
244. When planning any future survey it will be worth incorporating these experiences in planning the methodology. The response rate is likely to have been depressed by a few percentage points compared to surveys where surveyors receive a constant and predictable flow of surveys to complete. This may make the financial and quality differences between the paired methodology and a two-stage survey less clear cut.

## Timetable

245. The timetable for recruiting surveyors worked well in terms of surveyors' availability, however, it was still difficult to recruit the required numbers. Rather than amend the timetable, we would recommend reviewing where the advertisements were placed.
246. The timetable for the production of materials, and the timetable for the briefings worked well. The length of time allowed could remain as it is for future surveys.
247. Fieldwork continued longer than planned. This was partly due to the Household survey fieldwork over-running, but also due to a higher than expected refusal rate for the Property Survey. As the Property fieldwork progressed into September and October, this caused problems for surveyors working in the evenings, as they were not able to complete external inspections and photographs in some cases, or took photographs where there was not enough light to show up the details. We would recommend a different methodology (see above) and completing the Property fieldwork in a shorter timeframe, allowing surveyors to work full-time on the survey.

## Materials

248. Surveyors found all materials useful. The most common request was to have less paper work, and one idea was to have an electronic copy of the expenses form that they could print off and sign. MORI would provide this for future surveys.
249. One surveyor suggested providing the surveyor manual on a CD. This option should be reviewed for future surveys.

## Notifications

250. Householders were not sent letters for the Property Survey as the interviewers were responsible for notifying them when the property was selected. Back-checks showed that some people did not receive, or did not recollect receiving, the leaflet about the Property Survey. MORI would review this part of the interviewer briefing to ensure the importance of this is emphasised.
251. Some interviewers and surveyors thought that the Property Survey should be mentioned more prominently in the Household letters and leaflets sent out for the Household Survey. However, the impact on the response rate overall of such wording would need careful consideration.
252. The press release issued by the Welsh Assembly Government was adapted by one Local Authority, and published. This had a negative effect on response rates in that area. We would recommend seeking more control over the press release in 2005 to minimise the possibility of this reoccurring.
253. Letters were sent to the Chief Constable of each Police Authority and Chief Executive of each Local Authority. The profile of the survey may be raised if more people were notified in advance, such as the Chief Housing Officer, Chief Environmental Health Officer, and Head of Public Relations.
254. Surveyors were e-mailed automatically notifications of appointments. All surveyors appreciated this and thought it was an excellent and efficient way of keeping up-to-date with new surveys booked. We would recommend using this system in future.

## Website

255. Surveyors generally found this helpful and user-friendly. However, a number of improvements could be made, such as deleting the 'day' page which was not useful, and giving a calendar of weeks so that surveyors could select a week they wanted to view or edit, rather than tab backwards and forwards week by week. Access to the website was also slow for some surveyors, depending on their internet connection. MORI would need to review these for the next survey.

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Checked & Approved:

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*Ben Page*

Checked & Approved:

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*Andy Cubie*

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# Appendices

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Appendix 1	Pilot agenda
Appendix 2	Camera manual
Appendix 3	Camera form
Appendix 4	Surveyor fieldwork manual
Appendix 5	Pilot de-briefing agenda
Appendix 6	Surveyor recruitment advert
Appendix 7	Responsibilities of interviewers
Appendix 8	Surveyor contract (VAT)
Appendix 9	Surveyor contract (non-VAT)
Appendix 10	Banking details form
Appendix 11	ID card
Appendix 12	Pay statement
Appendix 13	Instructions for test exercise
Appendix 14	Supervisor feedback form
Appendix 15	Surveyor appointment card
Appendix 16	Daily return slip
Appendix 17	Property survey leaflet
Appendix 18	Dress rehearsal agenda
Appendix 19	Briefing timetable
Appendix 20	Briefing houses specification
Appendix 21	Gaining access briefing
Appendix 22	Briefing
Appendix 23	Sample address list

Appendix 24	Address label
Appendix 25	Police letter
Appendix 26	LA letter
Appendix 27	Backcheck questionnaire
Appendix 28	Surveyor feedback questionnaire
Appendix 29	Astron specification
Appendix 30	Derived variables syntax
Appendix 31	Example barcode