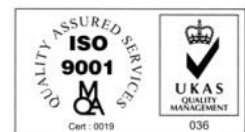




Cabinet Office

# Community Life Web Survey Technical Report 2013-14



TNS BMRB

# Acknowledgements

Our thanks go to all respondents who gave up their time to take part in the Community Life Survey.

We would also like to thank The Community Life Survey Team at the Cabinet Office.

Information on the Community Life Survey and associated publications are available from:

<https://www.gov.uk/government/collections/community-life-survey>

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# 1. Introduction

## 1.1 Background to the Survey

The Community Life Survey was carried out by TNS BMRB in 2012-13, 2013-14 and 2014-15 on behalf of the Cabinet Office to provide Official Statistics on issues that are key to encouraging social action and empowering communities, including volunteering, giving, community engagement and well-being.

The key objectives of the survey are to:

- Provide robust, nationally representative data on behaviours and attitudes within communities to inform and direct policy and action in these areas.
- Provide data of value to all users, including public bodies, external stakeholders and the public, engaging with end users to refine and develop the survey as appropriate.
- Underpin further research and debate on building stronger communities.

The Community Life Survey first took place in 2012-13 and was conducted via a face-to-face methodology. The survey incorporated key measures and replicated the main methodology from the previous Citizenship Survey (run by the Department for Communities and Local Government from 2001 to 2011), in order that trends in such measures could be tracked over time. Full details of the 2012-13 face-to-face survey are available in the technical report.<sup>1</sup>

The face-to-face survey is effective in providing robust and nationally representative Official Statistics, however, despite this strength it remains an expensive and resource intensive approach to undertaking the research. As a result, TNS BMRB were commissioned to carry out development work in 2012 to help identify the most cost effective design, content and outputs for the 2013-14 and 2014-2015 surveys. This work was carried out in parallel to the face-to-face survey.

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[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/316056/Community\\_Life\\_Survey\\_2012-13\\_Technical\\_Report.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/316056/Community_Life_Survey_2012-13_Technical_Report.pdf)

## 1.2 Survey Development Work 2012

The objective of the experimental survey design and mode development work was to explore options for reducing the cost of data collection for any future surveys, and for enhancing the usefulness of the data that are collected while maintaining comparability of data, where possible.

As part of the Government's 'digital by default' approach, it was decided that a large scale test of a probability sample web survey should be the focus of the development work and any experimental activity. This online approach provided the opportunity to conduct large-scale experimental work both quickly, and in the most cost-effective manner.

The objective of the development work was to gather evidence needed to assess the development of a web-based approach to data collection, and specifically to:

- Test the strategies required to recruit a sample to complete the survey online
- Test the extent to which web-based responses are comparable to responses achieved through a face-to-face sample

The ultimate aim was to advise on the viability of using a web-based sample to produce Official Statistics either as a standalone survey or, if this is not sufficiently representative, in combination with a second mode, either face to face or postal.

The experiment was a large-scale test of this method for which TNS BMRB drew a random sample of approximately 6,700 addresses. Each address was sent an invitation, by post, to do an online survey plus up to two reminders for non-responders. A random subset of non-responders received a postal questionnaire with their second reminder. They could fill this out instead of going online. At each address, TNS BMRB requested that the adult with the most recent birthday complete the questionnaire.

The results from the development work were broadly positive however some further exploration was needed. The main findings from this development work were as follows:

- Without any incentive a response rate of just over 15% was achieved. This figure rose to 22% with the inclusion of a conditional £10 incentive, provided on completion of the survey. The response

rate raised to 25% by offering an unconditional £5 incentive, however this option results in a significant cost increase.

- Providing respondents with a postal questionnaire further increased the response rate to 35% with a conditional £10 incentive but did not improve the representativeness of the sample profile.
- Overall the data quality was found to be very good. However, in some cases, the incorrect member of the household had taken part in the survey. This self-selection issue was highlighted for further exploration.
- The web sample contained more middle-aged people living with a partner and owning their own home. It also contained more everyday internet users, high earners, and people with HE qualifications.

Around 40-50% of web estimates were significantly different to the equivalent face-to-face estimates. It was hypothesised this level of difference was driven more by the change in data collection mode than the sample composition.

The findings from the experiment are written up in more detail in the summary document published by the Cabinet Office in November 2013<sup>2</sup>. Following the development work, the testing of the web alternative continued into the 2013-14 survey year, alongside a reduced sample face to face survey. A number of changes were made ahead of the 2013-14 web survey based on the experiment in 2012:

- A £10 conditional incentive was taken forward into 2013-14 as this represented the best compromise between maximising response and cost effectiveness.
- Postal surveys were not included with the second reminder and were only made available to respondents that requested them. This ensured that the web version was the standard mode of completion for those that had online access. This was also advantageous as the

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[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/325872/Annex\\_B\\_-\\_Summary\\_of\\_web\\_experiment\\_findings\\_2012-13.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/325872/Annex_B_-_Summary_of_web_experiment_findings_2012-13.pdf)

web survey provided more data than the shorter postal questionnaire.

- Don't know, refused and spontaneous codes were placed on a 'second screen' so that initially respondents did not see them on screen. This aimed to make the web survey consistent with the approach used in the face-to-face survey. More details on this are available in section 3.4.
- A number of actions were taken to reduce the dropout rate and improve user experience on the web survey. These actions included moving some demographic questions to the end of the survey, placing questions with the same response codes into grid format, and also adding progress bars to the script to inform respondents how far through the survey they were.
- Alongside the core web survey, two experiments were planned to try and address issues with the respondent selection and differing estimates between the web and face-to-face surveys. The first experiment involved inviting all adults in the household to take part rather than just one in order to remove the problem of the wrong person in the household completing the survey. In the second experiment, face-to-face respondents from 2013/14 were recontacted and asked to take part in the web survey. This aimed to help to better understand whether the differences between the two estimates are a result of the mode change, or the differences in sample profiles. Findings from these experiments will be published in due course.

### **1.3 Web Survey Design – 2013/14**

The 2013-14 Community Life Web survey delivered a nationally representative sample of adults (aged 16 years and over) in England. The fieldwork took place over four quarters between June 2013 and March 2014. One individual was invited to take part at over 40,000 addresses,

with approximately 8,000 interviews completed over the four quarters of fieldwork (c. 2,000 a quarter)<sup>3</sup>.

The survey retained the random probability approach used in the face-to-face-survey, and used the postal address file held by the Post Office as its sample source. Selected addresses were sent a letter, letting them know about the Community Life Survey, and inviting them to complete the survey online. The letter directed the reader to an online URL where the survey could be accessed and also provided unique login details with which to enter the survey. In order to maximise the response rate, reminder letters were sent out to households where the survey was not completed. Postal versions of the questionnaire were also provided to addresses on request. The adult with the most recent birthday was asked to complete the survey in each selected household<sup>4</sup>.

The following sections of this report document the technical aspects of the 2013-14 Community Life Web Survey. Details of the 2013-14 face-to-face survey, forming Official Statistics, can be found in the technical report<sup>5</sup>.

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<sup>3</sup> See section 4 for full details on the fieldwork process

<sup>4</sup> This approach was changed in quarter 3. At half of the addresses the adult with the most recent birthday was asked to take part, whilst in the other half the adult with the next birthday in the household was asked to take part.

<sup>5</sup> <https://www.gov.uk/government/publications/community-life-survey-2013-to-2014-technical-report>



## 2. Sampling

### 2.1 Summary

A systematic random sample design was employed for the 2013-14 Community Life Web Survey.

Firstly, a random sample of 40,620 English addresses was drawn from the Postcode Address File and allocated to quarter 1, 2, 3 or 4 (10,155 addresses in each) in such a way that each sample quarter was representative of the full Postcode Address File.

Secondly, as each quarter was activated, a letter was sent to each of the 10,155 sampled addresses inviting *one* (quasi) randomly sampled resident individual aged 16+ to complete the survey.

All residential addresses in England had an equal probability of selection but the total sampling probability of each individual varied due to differing within-address sampling fractions. For example, at an address with two resident individuals aged 16+ each had a 50% chance of being selected; at an address with four resident individuals aged 16+, each had a 25% chance of being selected. These variations in sampling probability are compensated for when the data are weighted.

### 2.2 Stage One

The Postcode Address File (PAF) in England was filtered to exclude addresses for businesses or other organisations or communal establishments. The addresses were then sorted by (i) local authority, (ii) LSOA and (iii) postcode to ensure that a systematic sample drawn from the PAF would have maximal geographic dispersion, a design feature that usually enhances the precision of survey estimates compared to more clustered designs.

Addresses were listed alphanumerically within each postcode before the sample was drawn. A sample of 40,620 addresses was obtained by systematically taking every 563<sup>rd</sup> address from a randomly sampled start-point.

### 2.3 Stage Two

A letter was sent to each sampled address inviting one adult aged 16+ to complete the survey online. A URL link was provided along with unique login details which enabled this person to access the survey. A postal questionnaire option was also available on request.

At multi-adult addresses<sup>6</sup> the sampled adult was the individual in the household with the most recent birthday. In quarters 3 and 4, this was changed to an alternating pattern of (i) most recent birthday, and (ii) next birthday<sup>7</sup>. This 'birthday' approach to within-address sampling is a quasi-random alternative to true random sampling which is too complex to administer in a self-completion survey.

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<sup>6</sup> Note that c.3% of addresses in England contain multiple dwelling units and/or multiple households. No random selection is possible here so the sampled household will normally be the one that the person opening the letter belongs to.

<sup>7</sup> Initially only the person with the 'last birthday' was invited, as any birthday related bias would likely even out over the year. However, this change was made as a precautionary measure just in case the season of interview had any effect on the data (i.e. if there is an interaction between birthday and interview season, the birthday effect would not even out over the course of the year).

## 3. Questionnaire

### 3.1 Questionnaire development

The Community Life Web Survey is a project testing the viability of an online alternative to the face-to-face survey. In order to demonstrate this the two questionnaires need to be as equivalent as possible, to allow comparisons to be drawn. Ensuring this comparability has therefore been the main focus of the questionnaire development process.

Prior to the 2013-14 face-to-face survey, a number of changes were made to the questionnaire to reflect policy priorities and to ensure the survey continued to be relevant. The same changes were made to the 2013-14 web survey following the web experiment conducted in 2012.

Full details on the changes made to the 2013-14 questionnaire can be found in the face-to-face technical report<sup>8</sup>. The main changes to the 2013-14 questionnaire are detailed below.

Questions were added on the following topics:

- Social networks, questions looking at communicating with family and friends
- Neighbours, including barriers to talking to neighbours and how comfortable respondents would be asking their neighbours to do certain tasks
- Voting, whether they voted at the last election
- Local area, the amenities in the local area and satisfaction with these
- Charitable giving, including the type of charities donated to
- Caring, whether the respondent has any caring responsibilities
- English language skills

Questions were adapted in the following sections:

- Household composition and demographic details of children under the age of 16 within the household
- Civic engagement
- Social action
- Employment volunteering

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[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/364511/Community\\_life\\_2013-14\\_Technical\\_report.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/364511/Community_life_2013-14_Technical_report.pdf)

- Household income

### 3.2 Web Questionnaire Content 2013-14

Following the questionnaire development process ahead of the 2013-14 survey the final Community Life Web Survey 2013-14 consisted of the following modules.

- **Demographics** – details of the household, including number of adults and children, details of the relationships within the household.
- **Social Network** – including basic demographic information on their friends, how often and how they communicate with friends/family they do not live with.
- **Your Community** – the respondent's sense of belonging to their immediate neighbourhood, local area and Britain, neighbours, and satisfaction with local area.
- **Influencing Political Decisions and Local Affairs** – involvement in local affairs, including online participation, ability to influence decisions affecting both their local area and Britain, how they would influence decisions.
- **Civic Empowerment** – involvement in community decision making through formal roles or groups.
- **Volunteering** – involvement with groups, clubs or organisations, giving help through these groups (formal volunteering), employment volunteering, previous lapsed volunteering, any help given as an individual to someone who is not a relative (informal volunteering), charitable giving in the past four weeks.
- **Social Action** – awareness of local people getting involved in their local area to either: set up a new service/amenity, stop the closure of a service/amenity, stop something happening, help decide how the council spends its money, helping to run a local service or amenity, help to organise a street party or community event or helping with other issues affecting their local area; whether respondents are personally involved in these activities, what they do, how they became involved, why they became involved, and if they are not involved why they are not.

- **Subjective wellbeing** – the respondent’s feelings on aspects of their life including level of satisfaction with their life, levels of happiness, satisfaction and feelings of anxiety.
- **Demographics section two** – general health of the respondent, working status, education and income.

A copy of the questionnaire can be found in Appendix A.

### **3.3 Postal Questionnaire Content**

The postal version of the questionnaire included questions on all of the same subject areas as the web survey, as outlined in section 3.2. The postal questionnaire was however reduced in length, as the amount of content included in the web survey was not deemed appropriate for a postal questionnaire. The postal survey therefore covered a smaller subset of questions. The wording of the questions in the postal version was kept very similar<sup>9</sup> to those used in the web questionnaire.

In total around 50% of the questions included in the web survey were included in the postal survey. The full postal questionnaire is available in Appendix B.

### **3.4 Questionnaire Adaptations**

As the Community Life Survey was conducted solely via a face-to-face methodology before 2013-14, the questionnaire had to be adapted for web and postal modes of completion.

#### **3.4.1 Question Wording**

The most common adaptation required on both the web and postal surveys was to the wording of the questions. Many of the questions were previously designed in the knowledge that they would be read out by an interviewer, so these needed to be changed to reflect the self-completion methodology. These were largely very minor changes but were important to the flow of the interview. An example of one such change across the face-to-face, web and postal surveys is detailed below for the variable CivAct.

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<sup>9</sup> Minor changes were made to the wording of the questions collecting household information in the postal version. Whilst the web survey collected information about all members of the household, the postal version only collected information on the respondent in order to reduce its length.

## **CivAct - Face-to-Face Version**

### SHOWCARD 32

In the last 12 months, that is since [DATE ONE YEAR AGO] have you done any of the things listed on this card? Please include any activities you have already told me about. Please do not include any activities related to your job.

CODE ALL THAT APPLY

- (1) Been a local councillor (for local authority, town or parish)
- (2) Been a school governor
- (3) Been a volunteer Special Constable
- (4) Been a Magistrate
- (5) None of these

## **CivAct - Web Version**

In the last 12 months, that is since [DATE ONE YEAR AGO] have you done any of the following things? Please include any activities you have already mentioned. Please do not include any activities related to your job.

Please select all that apply.

- (1) Been a local councillor (for local authority, town or parish)
- (2) Been a school governor
- (3) Been a volunteer Special Constable
- (4) Been a Magistrate
- (5) None of these

## **CivAct - Postal Version**

In the last 12 months have you done any of things listed below? Please include any activities you have already mentioned. Please do not include any activities related to your job.

*Please cross all that apply* ☒

- |   |                          |
|---|--------------------------|
| Been a local councillor (for local authority, town or | <input type="checkbox"/> |
| Been a school governor                                | <input type="checkbox"/> |
| Been a volunteer Special Constable                    | <input type="checkbox"/> |
| Been a magistrate                                     | <input type="checkbox"/> |
| None of the above                                     | <input type="checkbox"/> |

### 3.4.2 Don't know, Prefer not to say, and Spontaneous codes

Another area adapted was the presentation of 'Don't know', 'Prefer not to say'<sup>10</sup>, and spontaneous answer options. In the face-to-face survey script the option to select the answers 'Don't know' or 'Refused' is available at every question. Whilst these options are always available they are not read out to respondents, so they are only used when the respondent specifically volunteers them as an answer. This presented a challenge in the design of the web and postal surveys as this approach could not be replicated exactly, which in turn would affect comparability.

In order to replicate the face-to-face approach, where these codes are not available in the main response list, these responses were initially hidden in the web survey and appeared on a 'second screen'. At each question respondents were shown the normal response list without the 'Don't know' or 'Prefer not to say' option. If they clicked forward to move to the next question without selecting an answer, the 'Don't know' and 'Prefer not to say' codes then appeared on the screen. This ensured the web survey was as comparable to the face-to-face survey as possible.

There are also a number of answer options in the face-to-face survey which are 'spontaneous only'. These answers appear on the interviewers screen but are only selected if the respondent spontaneously provides that answer. With these answer codes the 'second screen' approach was used again for the web survey.

The process of how to display these answer options was explained to the respondent at the beginning of the survey. Despite this there was still some concern that they may not remember how to display these codes, particularly as there are some sensitive questions in the survey. To avoid any problems related to this, the following message was displayed at all questions which had a spontaneous code: *If you do not feel you can answer this question please select next (>>) to reveal more options.* In addition to this, help links were placed on screen at questions covering sensitive issues or where the 'Don't know', 'Prefer not to say' or spontaneous codes had been used by more than 3% of respondents in the face-to-face survey. At these questions a message appeared on screen stating – *What if I don't know or don't want to answer?* Respondents could click on this text and a message appeared explaining how to reveal the extra responses.

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<sup>10</sup> In the web survey, the 'Refused' option was re-named as 'Prefer not to say'

For details on where text or help links appear in the script please refer to the web survey questionnaire in Appendix A.

On the postal survey hiding certain responses was not an option due to the questionnaire being completed on paper. In order to ensure the responses were as comparable as possible between the different modes, the 'Don't know', 'Prefer not to say' and spontaneous codes were generally not included in the postal survey. Respondents were informed on how to deal with cases where they didn't know or did not want to answer in the instructions on the front of the postal questionnaire. If this was the case respondents were told to leave the questions blank.

There were only two questions in the postal survey where a 'Don't know', 'Prefer not to say' or spontaneous code was included. The first of these was at Q22 which asks whether your local area has got better or worse to live in over the last 2 years. The spontaneous code 'N/A – Have lived here less than 2 years' was included at this question as over 5% of respondents selected it in the face-to-face survey. The second case was Q47 which asks the respondent how often they feel lonely. The option of 'Prefer not to say' was included here due to the sensitive nature of the question.



## 4. Fieldwork

### 4.1 Introduction

Fieldwork for the Community Life Web Survey 2013-14 was conducted between June 2013 and March 2014, with sample issued on a quarterly basis. The full sample for quarter 1 was issued in one batch in June 2014, whilst quarters 2, 3 and 4 were split into 2 batches. Aside from Q1, where fieldwork stretched into July, all interviews took place within the quarter they were issued.

Specific fieldwork dates for each quarter are shown below. Respondents were typically given a period of around six weeks to complete the survey<sup>11</sup>.

Quarter 1: 12<sup>th</sup> June – 31<sup>st</sup> July 2013

Quarter 2: 17<sup>th</sup> July – 30<sup>th</sup> September 2013

Quarter 3: 9<sup>th</sup> October – 31<sup>st</sup> December 2013

Quarter 4: 15<sup>th</sup> January – 31<sup>st</sup> March 2014

A postal version of the survey also took place during the same time periods as the web survey. The postal survey acted as an add-on to the main survey and was made available to respondents who were unable to complete the survey online.

### 4.2 Contact procedures

#### 4.2.1 Web Letters

All sampled addresses were sent a letter which invited one person in their household to take part in the survey<sup>12</sup>. The letter provided information on how to access the survey online and respondents were directed to [www.commlife.co.uk](http://www.commlife.co.uk) to complete the survey. Unique login details were provided to each address. The letter also explained the purpose of the survey, how their address was selected, and stressed the importance of taking part.

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<sup>11</sup> The longer fieldwork periods for quarter 2, 3 and 4 reflect the fact that fieldwork was conducted in two batches. Respondents in batch 2 were invited to take part midway through the quarter and had 6 weeks to complete the survey from this point onwards.

<sup>12</sup> Section 4.3 explains how the person selection was implemented in multi-person households

The letter also informed the respondent that they would be able to claim a £10 shopping voucher after completing the survey as a thank you for taking part (see section 4.5 for details of incentives).

Finally, the letter provided an email address and telephone number in case the household wanted more information regarding the survey, or if they needed to request a postal version. There were also specific instructions related to the postal survey which explained to respondents how to request this and what would be involved.

Two weeks after the initial invitation letter was sent, a reminder letter was sent out to all addresses where the survey had not been completed. Aside from informing the household that the survey had not yet been completed, the content of this letter was identical to the initial advance letter. This process was repeated once more with a second reminder letter being sent after a further two weeks. Reminder letters were not sent to households which either requested a postal version of the survey or had chosen to opt-out.

The specific dates for each letter dispatch over the 2013-14 survey year are outlined below in Table 1.

**Table 1: Letter dispatch dates**

Quarter	Batch	Initial Letter	1st Reminder Letter	2 <sup>nd</sup> Reminder Letter
Quarter 1	Batch 1	12 <sup>th</sup> June 2013	26 <sup>th</sup> June 2013	10 <sup>th</sup> July 2013
	Batch 2	N/A	N/A	N/A
Quarter 2	Batch 1	17 <sup>th</sup> July 2013	31 <sup>st</sup> July 2013	14 <sup>th</sup> August 2013
	Batch 2	31 <sup>st</sup> July 2013	14 <sup>th</sup> August 2013	28 <sup>th</sup> August 2013
Quarter 3	Batch 1	9 <sup>th</sup> October 2013	23 <sup>rd</sup> October 2013	6 <sup>th</sup> November 2013
	Batch 2	13 <sup>th</sup> November 2013	27 <sup>th</sup> November 2013	11 <sup>th</sup> December 2013
Quarter 4	Batch 1	15 <sup>th</sup> January 2014	29 <sup>th</sup> January 2014	12 <sup>th</sup> February 2014
	Batch 2	12 <sup>th</sup> February 2014	26 <sup>th</sup> February 2014	12 <sup>th</sup> March 2014

Copies of the web letters used during 2013/14 are available in Appendix C.

#### **4.2.2 Postal Letters**

Respondents who were not able to access the survey online had the option of requesting a paper version. In these cases a postal questionnaire was mailed to them alongside an accompanying letter. The letter thanked the respondent for requesting the postal questionnaire and explained to them the process of completing and sending it back. Pre-paid envelopes were provided which enabled respondents to send back questionnaires without any additional cost.

Copies of the postal questionnaire and letter are available in Appendix B and C.

### 4.2.3 Confidentiality

Each of the letters assured the respondent of confidentiality by answering the question "Is this survey confidential?" with the following:

**"Yes.** The information that is collected will only be used for research purposes. Your name and address details are kept separate from your answers and will not be passed on to any other organisation.

No individual will be identifiable from the results. Your answers will be combined with others that take part in the survey. You will not receive any 'junk mail' as a result of taking part."

### 4.3 Respondent selection

One adult aged 16 and over was sampled per address. A quasi-random selection process was implemented, with the adult with the next, or the last birthday in the household being sampled. This request followed the same pattern throughout the year on the postal version of the survey, and postal documents were updated to reflect the selection process used on the web survey. The respondent selection process is described in more detail in section 2.3 of this report.

An alternative process is to ask one person in the household to complete a 'selection questionnaire' which will generate a random selection. However, this is considered a complexity barrier to response as well as being hard to implement well on paper<sup>13</sup>.

### 4.4 Fieldwork Figures

#### 4.4.1 Web Fieldwork

The target number of interviews required on the web survey over the 2013-14 survey year was 8,000 interviews, equating to 2,000 interviews per quarter. In total 40,620 addresses were sampled, from which 9,387 interviews were achieved. This represented a response rate of 23.1%.<sup>14</sup>

In a web survey of this nature no information is known about the reason for non-response in each individual household. However as the sample was selected in the same way as the face-to-face Community Life Survey, it can be assumed that 8-10% of addresses in the sample were not

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<sup>13</sup> The 'selection questionnaire' method has been recently tested on the *European Social Survey* but in an online-only variant that is not appropriate for the Community Life survey model (given that postal responses are allowed).

<sup>14</sup> For comparison, the 2013-14 face-to-face response rate was 60%.

residential and were therefore ineligible to complete the survey. Once ineligible addresses are accounted for the final web response rate falls somewhere between 25.1% and 25.7%.

The number of interviews achieved in each quarter ranged from 2,221 to 2,482 with each quarter returning a response rate of between 22% and 24%, and between 24% and 27% when accounting for deadwood<sup>15</sup>.

The full breakdown of the fieldwork figures and response rate is available in table 2.

**Table 2: Web Response Rates by quarter**

Quarter	No. of sampled addresses	No. of interviews achieved	Response Rate	Response rate based on standard deadwood assumption
Quarter 1	10,155	2,304	22.7%	24.7%-25.2%
Quarter 2	10,155	2,380	23.4%	25.5%-26.0%
Quarter 3	10,155	2,221	21.9%	23.8%-24.3%
Quarter 4	10,155	2,482	24.4%	26.6%-27.2%
<b>Total</b>	<b>40,620</b>	<b>9,387</b>	<b>23.1%</b>	<b>25.1%-25.7%</b>

#### 4.4.2 Postal Fieldwork

Over the course of the 2013-14 survey year requests were received for a postal questionnaire from 987 respondents. This represented around 2.4% of the overall sample. Postal questionnaires were returned by 828 respondents, a response rate of 83.9% amongst those who requested a postal version of the questionnaire.

The number of postal questionnaires returned over the survey year broken down by quarters, is shown in table 3 below.

<sup>15</sup> Deadwood refers to addresses which are not eligible to complete the survey, such as second homes, vacant properties or business addresses. These addresses are not included in survey response rate calculations.

**Table 3: Number of Postal Questionnaires returned by quarter**

Quarter	Returned Postal questionnaires
Quarter 1	211
Quarter 2	230
Quarter 3	194
Quarter 4	193
<b>Total</b>	<b>828</b>

#### **4.4.3 Combined Fieldwork Figures**

By combining the 9,387 completed web surveys and 828 returned postal questionnaires, the total number of interviews completed for the 2013-14 survey stands at 10,215 interviews. The combined response rate including web and postal interviews therefore reached 25.1%, and after accounting for deadwood addresses in the web survey the overall response rate lies between 27.3% and 27.9%.

The overall fieldwork figures including web and postal interviews are broken down by quarter in Table 4.

**Table 4: Combined web and postal fieldwork figures by quarter**

Quarter	No. of sampled addresses	No. of interviews achieved – Web + Postal	Response Rate	Response rate based on standard deadwood assumption
Quarter 1	10,155	2,515	24.8%	26.9%-27.5%
Quarter 2	10,155	2,610	25.7%	27.9%-28.6%
Quarter 3	10,155	2,415	23.8%	25.8%-26.4%
Quarter 4	10,155	2,675	26.3%	28.6%-29.3%
<b>Total</b>	<b>40,620</b>	<b>10,215</b>	<b>25.1%</b>	<b>27.3%-27.9%</b>

## **4.5 Incentive system**

All respondents that completed the Community Life Survey were awarded a £10 shopping voucher as a thank you for taking part.

### **4.5.1 Web incentives**

The £10 incentives available to web survey respondents included online vouchers which were provided by email, and paper vouchers which were sent to the respondent in the post. Online vouchers were emailed to respondents within 24 hours, whilst paper vouchers were sent in the post and arrived within one week of the order.

### **4.5.2 Postal Incentives**

Respondents who returned the postal questionnaire were also provided with a £10 shopping voucher. This voucher was sent in the post and could be used at a variety of high street stores. Once the completed questionnaire was sent back by the respondent, vouchers were posted to them within five working days.

## 4.6 Survey length

The median completion length was 33.6 minutes<sup>16</sup>. This is based on full surveys and does not include partial completions.

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<sup>16</sup> This figure is calculated by removing outliers, which were any interviews shorter than 10 minutes or longer than 150 minutes.



## **5. Data Processing**

### **5.1 Editing**

Where clearly relevant, the Computer Assisted Web Interviewing program(CAWI) specified numerical ranges to ensure answers were sensible. Logic checks were also scripted to check answers that were not feasible e.g. if the respondent coded that they came to the country in 1970 but are only thirty years old.

### **5.2 Coding**

Post-interview coding was undertaken by members of the TNS BMRB coding department. The code frames were set-up to match those used in the face-to-face version of the survey. The coding department coded verbatim responses recorded at fully open questions and 'other specify' questions as well as occupation classifications.

### **5.3 Occupation and socio-economic class**

Occupation details were collected for the respondent, and were coded according to the Standard Occupational Classification (2010). This was carried out by coders at TNS BMRB using the computer-assisted coding process CASCOT. Respondents were also coded according to Standard Industrial Classification (2010).

### **5.4 Derived variables**

A list of the main derived variables is provided in Appendix D.

The following geo-demographic variables were added to the data:

- Region (formerly Government Office Region)
- Urban/rural indicator
- Percentage of households in the Ward headed by someone from a non-white ethnic minority group
- Police Force Area
- ACORN classification
- ONS ward classification
- Health board
- LSOA area
- ONS district level classification
- Output area classification
- Index of Multiple Deprivation for England (2010)
- Income deprivation for England

- Employment deprivation for England
- Health deprivation for England
- Education, Skills and Training deprivation for England
- Barriers to housing and services deprivation for England
- Crime and disorder deprivation for England
- Living and environment deprivation for England

## **5.5 Data outputs**

The Cabinet Office received a full cumulative SPSS dataset including derived, geo-demographic and weighting variables at the end of the survey year. Anonymised data for the 2013-14 web survey is available to download through the University of Essex Data Archive (<http://discover.ukdataservice.ac.uk/>).

## 6. Weighting

### 6.1 Weighting the data

The dataset was weighted in three steps, compensating for variation in both sampling and response probabilities. Weighting the data in this way tends to improve the accuracy of the estimates, although usually at the expense of some precision. The calibration step (step three) ought to improve both.

The data for Q1-2 and Q3-4 were weighted separately. Within the combined dataset each quarter has the same weight, ignoring small variations in achieved sample size.

### 6.2 Step one

Step one was to construct a simple model of response probability based on geo-demographic data attached to the sample frame. Each sampled address was coded with its region and 2012 ACORN classification group (a 21-category segmentation of postcodes produced by the geo-demographic specialists CACI) and a response indicator added. TNS BMRB produced a logistic regression model of interview probability based on these two variables. The predicted probability of response ( $p_i$ ) was attached to every responding case.

A base weight ( $w_1$ ) for step two was produced equal to:

$$w_1 = 1/((n/N)*p_i)$$

$n$  = number of addresses sampled for the Community Life Survey (40,620)

$N$  = total number of addresses in England (22,851,645)

$p_i$  = modelled interview probability

### 6.3 Step two

The base weight  $w_1$  was further modified to compensate for sampling just one individual at each sampled address:

$$w_2 = w_1 * N_e$$

$N_e$  = number of resident adults at address  $e$

Two base weights were produced because both an individual level weight and a household level weight were required to analyse the data. Base

weight  $w_2$  was used as a start point for calibrating the *respondent* sample to population totals while base weight  $w_1$  was used as a start point for calibrating the *residents of sampled households* to population totals<sup>17</sup>.

## 6.4 Step three

TNS BMRB used the Stata script *calibrate* (John D'Souza, 2009) to calibrate the sample to population totals. A bounded linear regression model was used (D'Souza recommendation) in this instance. The population totals were drawn from the ONS mid-2012 population estimates for England:

**Table 5: Population per age band based on ONS mid-2012 population estimates.**

Age band	Mid-2012 Population total
0 to 4	3,393,356
5 to 9	3,083,582
10 to 15	3,653,288
16 to 19	2,640,889
20 to 24	3,621,551
25 to 29	3,659,577
30 to 34	3,607,217
35 to 39	3,423,353
40 to 44	3,842,716
45 to 49	3,921,608
50 to 54	3,523,521
55 to 59	3,053,669
60 to 64	3,012,894
65 to 69	2,792,057
70 to 74	2,052,433
75+	4,212,018

<sup>17</sup> Note that this weight was not produced for the combined web/postal dataset because full household data was not collected in the postal questionnaire. It is only available for the subset that completed by web.

**Table 6: Population within age and gender based on ONS mid-2012 population estimates**

Age band	Mid-2012 Population total	
	Males	Females
0-15	5,185,811	4,944,415
16-24	3,188,447	3,073,993
25-34	3,623,605	3,643,189
35-44	3,608,581	3,657,488
45-54	3,687,831	3,757,298
55-64	2,986,035	3,080,528
65-74	2,331,158	2,513,332
75+	1,721,980	2,490,038

**Table 7: Population within region based on ONS mid-2012 population estimates**

Region	Mid-2012 Population	Mid-2012 Population
	total 16+	total 0+
North East	2,139,600	2,602,310
North West	5,753,502	7,084,337
Yorkshire & Humberside	4,313,792	5,316,691
East Midlands	3,723,369	4,567,731
West Midlands	4,541,336	5,642,569
East	4,786,437	5,907,348
London	6,641,158	8,308,369
South East	7,062,301	8,724,737
South West	4,402,008	5,339,637

No other population data was available for the 2013-14 period so no other variables were used in the calibration model. However, it is typical to limit calibration of probability samples with high response rates to these variables because they are reliably updated on an annual basis.

As described above, base weight  $w_2$  was used as the starting point for calibrating the respondent sample (aged 16+) to the relevant population totals. Base weight  $w_1$  was used as the starting point for calibrating the residents of sampled households (aged 0+) to population totals. A restriction was employed such that the weight given to each resident in

the same household had to be the same. However, no attempt was made to force the final (calibrated) respondent weight  $w_3$  to be proportionate to the same individual's final 'residents of sampled households' weight  $w_{3a}$ . TNS BMRB tested this approach but found that this restriction exacerbated the variance of the final weights to an unacceptable degree.

The final household weight was equal to the mean 'residents of sampled households' calibration weight  $w_{3a}$ .

The design weight (compensating only for variation in sampling probabilities between respondents in the dataset) is also supplied and is equal to:

$$w_d = w_2 * p_i = 1 / ((n/N) * (1/N_e))$$

# 7. Standard errors

## 7.1 Introduction

The tables in this chapter show estimates of standard errors for key variables with the survey.

## 7.2 Sources of error in surveys

Survey results are subject to various sources of error. Error can be divided into two types: systematic and random error.

### 7.2.1 Systematic error

Systematic error or bias covers those sources of error which will not average to zero over repeats of the survey. Bias may occur, for example, if a part of the population is excluded from the sampling frame or because respondents to the survey are different from non-respondents with respect to the survey variables. It may also occur if the instrument used to measure a population characteristic is imperfect. Substantial efforts have been made to avoid systematic errors.

### 7.2.2 Random error

Random error covers those sources of error which will average to zero over repeats of the survey. The most important component of random error is sampling error, which is the error that arises because the estimate is based on a random sample rather than a full census of the population. The results obtained for a single sample may by chance vary from the true values for the population but the error would be expected to average to zero over a large number of samples. The amount of between-sample variation depends on both the size of the sample and the sample design. The impact of this random variation is reflected in the standard errors presented here.

Random error may also result from other sources such as variations in respondents' interpretation of the questions, or variations in the way different interviewers ask questions. Efforts are made to minimise these effects through pilot work and interviewer training.

## 7.3 Standard errors for complex sample designs

The Community Life Survey employs a systematic sample design and the data are weighted as well. Both features will impact upon the standard errors for each survey estimate in a unique way. Generally speaking, systematic sampling will reduce standard errors while weighting will

increase them. If the complex sample design is ignored, the standard errors will be wrong and usually too narrow.

The systematic element of the sample design has been recognised by constructing post-strata, each containing fifty consecutively sampled addresses. Statistical software requires a single categorical variable of this type to estimate accurate standard errors for systematic sample designs.

The standard errors quoted below have been estimated using the SPSS Complex Samples module which employs a Taylor Series Expansion method to do this. The tables include a 'design factor' which is the ratio of the estimated standard error to the standard error we would obtain if we ignored the sample design. In general, this averages at approximately 1.2-1.3 but varies substantially between survey variables.



**Table 8.1: Participation in civic engagement and voluntary activities**

Characteristic	Population	Percent (%)	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Participation in civic engagement or voluntary activities					
Those taking part at least once a month in:					
Civic participation		4	319	0.3	1.37
Civic consultation		2	140	0.2	1.30
Informal volunteering		31	3,258	0.6	1.26
Formal volunteering		27	2,825	0.6	1.28
Any volunteering		44	4,625	0.6	1.28
Those taking part at least once the last year in:					
Civic participation		39	4066	0.6	1.28

Civic consultation		19	2125	0.5	1.22
Civic activism		10	1150	0.4	1.17
Informal volunteering		58	6048	0.6	1.31
Formal volunteering		48	4603	0.6	1.29
Any volunteering* <sup>18</sup>		71	9387	0.6	1.30

**Table 8.2: Participation in civic engagement and formal volunteering at least once in the last year, by sex, age, ethnicity and disability**

Characteristics	Population	Percentage (%)	Unweighted base	Standard error of p	Design factor (def)
		Percentage	Number	Percentage	Number
Civic Participation	Male	39	4777	1	1.35
	Female	38	5428	0.8	1.19
	16-25	32	553	2.4	1.20
	26-34	34	1189	1.6	1.15
	35-49	40	2586	1.1	1.13
	50-64	42	2869	1.0	1.14
	65-74	45	1853	1.3	1.10
	75+	36	1101	1.6	1.13

<sup>18</sup> Standard error calculations with an asterisk alongside them indicate calculations which are based on web data only. These are variables which did not appear in the postal survey. All other calculations are based on combined web and postal data.

	Ethnic minority groups	28	830	2.0	1.30
	White	40	9278	0.6	1.27
	LTLI/Disability*	43	2138	1.3	1.23
	No LTLI/Disability*	38	7038	0.7	1.27
Civic consultation	Male	19	4777	0.7	1.30
	Female	19	5428	0.6	1.12
	16-25	9	553	1.6	1.35
	26-34	12	1189	1.0	1.10
	35-49	20	2586	0.9	1.12
	50-64	23	2869	0.9	1.13
	65-74	27	1853	1.1	1.10
	75+	24	1101	1.5	1.14
	Ethnic minority groups	12	830	1.4	1.20
	White	20	9278	0.5	1.22
	LTLI/Disability	21	2138	1.1	1.21
	No LTLI/Disability	19	7038	0.6	1.22
Civic Activism	Male	10	4777	0.5	1.24
	Female	20	5428	0.4	1.09
	16-25	6	553	1.2	1.12
	26-34	6	1189	1.7	1.09
	35-49	12	2586	0.7	1.10
	50-64	12	2869	0.7	1.14

	65-74	15	1853	0.9	1.13
	75+	11	1101	1.1	1.11
	Ethnic minority groups	9	830	1.0	1.06
	White	10	9278	0.4	1.19
	LTLI/Disability	12	2138	0.8	1.14
	No LTLI/Disability	10	7038	0.4	1.18
Formal volunteering	Male	44	4777	1.0	1.25
	Female	45	5428	0.8	1.38
	16-25	47	553	2.6	1.21
	26-34	38	1189	1.6	1.15
	35-49	47	2586	1.1	1.13
	50-64	44	2869	1.1	1.14
	65-74	50	1853	1.3	1.10
	75+	40	1101	1.7	1.13
	Ethnic minority groups	45	830	2.2	1.30
	White	45	9278	0.7	1.28
	LTLI/Disability	44	2138	1.3	1.23
	No LTLI/Disability	46	7038	0.8	1.29
Any civic engagement or formal volunteering	Male	63	4777	1	1.41
	Female	64	5428	0.8	1.19

	16-25	59	553	2.5	1.21
	26-34	59	1189	1.6	1.15
	35-49	66	2586	1.1	1.14
	50-64	65	2869	1.0	1.14
	65-74	70	1853	1.2	1.10
	75+	60	1101	1.6	1.11
	Ethnic minority groups	58	830	2.2	1.31
	White	64	9278	0.6	1.29
	LTLI/Disability	65	2138	1.3	1.24
	No LTLI/Disability	63	7038	0.8	1.31

**Table 8.3: Informal or formal volunteering within the last month and the last 12 months broken down by age, ethnicity, employment status and region**

Characteristics	Population	Percentage (%)	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
At least once a month					
Informal volunteering	16-25	29	553	2.2	1.15
	26-34	25	1189	1.4	1.12
	35-49	29	2586	1.0	1.16
	50-64	30	2869	1.0	1.13
	65-74	39	1853	1.2	1.10

	75+	37	1101	1.6	1.11
	Ethnic minority groups	32	830	2.1	1.27
	White	30	9278	0.6	1.25
	In employment*	28	5657	0.7	1.24
	Unemployed*	36	267	4.1	1.40
	Economically inactive*	34	3463	1.0	1.27
	North East	27	494	2.6	1.29
	North West	30	1337	1.6	1.26
	Yorkshire and Humberside	28	1002	1.7	1.22
	East Midlands	33	839	2.0	1.21
	West Midlands	32	975	1.8	1.21
	East of England	31	1282	1.6	1.22
	London	29	1185	1.6	1.26
	South East	31	1903	1.3	1.26
	South West	34	1198	1.8	1.31
Formal volunteering	16-25	29	553	2.3	1.18
	26-34	17	1189	1.3	1.17
	35-49	26	2586	1.0	1.15
	50-64	28	2869	1.0	1.14
	65-74	36	1853	1.2	1.10

	75+	28	1101	1.5	1.12
	Ethnic minority groups	25	830	2.0	1.37
	White	27	9278	0.6	1.26
	In employment	25	5657	0.7	1.23
	Unemployed	23	267	3.4	1.31
	Economically inactive	31	3463	1.0	1.31
	North East	23	494	2.4	1.25
	North West	27	1337	1.7	1.37
	Yorkshire and Humberside	25	1002	1.8	1.29
	East Midlands	29	839	1.9	1.24
	West Midlands	26	975	1.7	1.24
	East of England	28	1282	1.5	1.18
	London	24	1185	1.6	1.29
	South East	28	1903	1.3	1.24
	South West	31	1198	1.7	1.31
At least once in the last year					
Informal volunteering	16-25	51	553	2.6	1.20
	26-34	54	1189	1.7	1.16

	35-49	59	2586	1.1	1.13
	50-64	59	2869	1.0	1.14
	65-74	65	1853	1.2	1.10
	75+	59	1101	1.7	1.12
	Ethnic minority groups	57	830	2.2	1.31
	White	58	9278	0.7	1.29
	In employment	58	5657	0.8	1.25
	Unemployed	57	267	4.6	1.51
	Economically inactive	58	3463	1.1	1.33
	North East	51	494	3.0	1.31
	North West	57	1337	1.8	1.32
	Yorkshire and Humberside	59	1002	1.9	1.23
	East Midlands	58	839	2.1	1.23
	West Midlands	58	975	2.0	1.26
	East of England	58	1282	1.7	1.24
	London	56	1185	1.9	1.35
	South East	58	1903	1.5	1.31
	South West	63	1198	1.8	1.27
Formal volunteering	16-25	47	553	2.6	1.21
	26-34	38	1189	1.6	1.15



	35-49	47	2586	1.1	1.13
	50-64	44	2869	1.1	1.14
	65-74	50	1853	1.3	1.10
	75+	40	1101	1.7	1.13
	Ethnic minority groups	45	830	2.2	1.30
	White	45	9278	0.7	1.28
	In employment	43	5657	0.8	1.23
	Unemployed	39	267	4.2	1.41
	Economically inactive	37	3463	1.1	1.32
	North East	37	494	2.8	1.31
	North West	45	1337	1.8	1.34
	Yorkshire and Humberside	42	1002	2.0	1.25
	East Midlands	47	839	2.1	1.24
	West Midlands	44	975	2.0	1.25
	East of England	46	1282	1.7	1.21
	London	41	1185	1.9	1.30
	South East	48	1903	1.5	1.29
	South West	48	1198	1.9	1.29

**Table 8.4: Any volunteering in the last year broken down by sex, age and region**

Characteristic	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Any volunteering at least once in last year*					
	Male	70	4470	0.9	1.38
	Female	73	4917	0.8	1.21
	16-24	68	465	2.6	1.20
	25-34	69	1280	1.5	1.18
	35-49	73	2559	1.0	1.14
	50-64	71	2748	1.0	1.14
	65-74	77	1592	1.2	1.12
	75+	72	688	2.0	1.15
	North East	67	445	2.9	1.28
	North West	70	1231	1.7	1.28
	Yorkshire and the Humber	72	903	1.8	1.18
	East Midlands	71	763	2.0	1.24
	West Midlands	70	912	1.9	1.25
	East of England	71	1173	1.7	1.28

	London	68	1110	1.9	1.37
	South East	75	1753	1.4	1.31
	South West	76	1097	1.6	1.27

**Table 8.5: Whether gave to charity in the last four weeks, broken down by sex, age, ethnicity and region**

Characteristics	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Gave to charity in the last 4 weeks					
	Male	79	4733	0.9	1.46
	Female	85	5378	0.6	1.26
	16-24	74	460	2.4	1.19
	25-34	77	1278	1.4	1.16
	35-49	82	2564	0.9	1.17
	50-64	84	2848	0.8	1.12
	65-74	89	1835	0.8	1.07
	75+	89	1085	1.0	1.05
	Ethnic minority group	81	818	1.8	1.28
	White	82	9206	0.5	1.38
	North East	83	489	2.2	1.27
	North	82	1329	1.4	1.29

	West				
	Yorkshire and the Humber	79	992	1.7	1.33
	East Midlands	82	833	1.7	1.27
	West Midlands	83	968	1.8	1.51
	East of England	85	1267	1.4	1.36
	London	81	1171	1.7	1.45
	South East	82	1887	1.2	1.35
	South West	84	1185	1.4	1.38

**Table 8.6: Banded amount given to charity in the four weeks prior to interview**

Characteristic	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Banded amount given to charity					
	£0-£4	21	1397	0.7	1.39
	£5-£9	18	1320	0.6	1.27
	£10-£19	24	1758	0.6	1.24
	£20-£49	24	1757	0.6	1.30
	Over £50	14	1055	0.5	1.21

**Table 8.7: Whether aware of or involved in social action broken down by sex and age**

Characteristic	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Aware of social action*					
	Male	40	4842	1.0	1.31
	Female	41	4410	0.8	1.20
	16-24	32	459	2.5	1.14
	25-34	33	1263	1.5	1.16
	35-49	42	2514	1.1	1.13
	50-64	43	2708	1.1	1.13
	65-74	48	1576	1.4	1.11
	75+	47	682	2.2	1.16
	All	40	9252	0.6	1.25
Involved in social action					
	Male	19	4749	0.7	1.25
	Female	19	5394	0.6	1.18
	16-24	11	461	1.5	1.04
	25-34	13	1282	1.2	1.24
	35-49	19	2579	0.9	1.15
	50-64	22	2858	0.9	1.14
	65-74	26	1845	1.1	1.08
	75+	22	1074	1.5	1.18
	All	19	10143	0.5	1.21

**Table 8.8: The extent to which people agree that people in their neighbourhood pull together to improve the area**

Characteristic	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether agree or disagree that people in this neighbourhood pull together to improve the neighbourhood					
	Definitely agree	15	1551	0.5	1.26
	Tend to agree	45	4474	0.7	1.29
	Tend to disagree	28	2577	0.6	1.32
	Definitely disagree	12	1027	0.4	1.33
	Agree	60	6025	0.7	1.31
	Disagree	40	3604	0.7	1.31

**Table 8.9: Whether chat to neighbours at least once a month by age, sex ethnicity and region**

Characteristics	Population	Percentage	Unweighted base	Standard of error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
People who chat to their neighbours more than once a month					
	Male	75	4765	0.9	1.50
	Female	75	5413	0.7	1.27
	16-24	55	461	2.7	1.17
	25-34	64	1281	1.6	1.18
	35-49	76	2586	1.0	1.14
	50-64	81	2864	0.8	1.16
	65-74	89	1851	0.8	1.10
	75+	91	1091	1.0	1.12
	Minority ethnic group	68	828	2.1	1.30
	White	76	9258	0.6	1.40
	North East	71	492	2.9	1.41
	North West	75	1336	1.7	1.40
	Yorkshire and the Humber	80	1000	1.6	1.25

	East Midlands	77	839	2.0	1.35
	West Midlands	74	974	2.0	1.41
	East of England	77	1276	1.6	1.35
	London	69	1183	1.8	1.37
	South East	76	1895	1.3	1.37
	South West	77	1193	1.7	1.40

**Table 8.10: Whether people feel they belong strongly to their neighbourhood or Britain**

Characteristic	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether feel they belong strongly to Britain*					
	Very strongly	51	4967	0.7	1.28
	Fairly strongly	34	3055	0.6	1.31
	Not very strongly	11	1064	0.4	1.25
	Not at all strongly	3	280	0.3	1.35
	Total	85	8022	0.5	1.27



	strongly				
Whether feel they belong strongly to their neighbourhood	Very strongly	17	1,882	0.4	1.19
	Fairly strongly	42	4319	0.6	1.28
	Not very strongly	31	2969	0.6	1.33
	Not at all strongly	11	990	0.4	1.44
	Total strongly	59	6201	0.6	1.32

**Table 8.11: Whether people feel they belong strongly to their neighbourhood or Britain by sex, age and ethnicity**

Characteristic	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Strongly belong to Britain*					
	Male	85	3792	0.7	1.24
	Female	86	4230	0.6	1.35
	16-24	86	463	1.8	1.24
	25-34	80	1276	1.3	1.15
	35-49	82	2556	0.9	1.2
	50-64	87	2743	0.8	1.2

	65-74	93	1590	0.7	1.06
	75+	94	687	1.1	1.08
	Ethnic minority group	83	798	1.6	1.3
	White	86	8474	0.5	1.38
Strongly belong to local neighbourhood					
	Male	58	2919	1.0	1.24
	Female	59	3282	0.8	1.35
	16-24	42	461	2.7	1.24
	25-34	45	1277	1.6	1.15
	35-49	58	2577	1.1	1.2
	50-64	64	2866	1.0	1.2
	65-74	73	1850	1.1	1.06
	75+	76	1085	1.4	1.08
	Ethnic minority group	52	824	2.3	1.3
	White	60	9244	0.7	1.38

**Table 8.12: Satisfaction with local area Characteristics**

Characteristics	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Satisfaction with local area					
	Very satisfied	36	3907	0.6	1.27
	Fairly satisfied	44	4401	0.6	1.29
	Neither satisfied nor dissatisfied	13	1173	0.5	1.37
	Fairly dissatisfied	6	510	0.3	1.38
	Very dissatisfied	2	183	0.2	1.30

**Table 8.13: Community cohesion by sex, age, ethnicity and region**

Characteristics	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Agree that people from different backgrounds get on well together in the local area					
	Male	82	4534	0.8	1.32
	Female	82	5064	0.7	1.24
	16-24	80	444	2.0	1.07
	25-34	78	1216	1.4	1.18
	35-49	81	2462	0.9	1.15
	50-64	82	2677	0.8	1.14
	65-74	87	1743	0.9	1.12
	75+	88	1018	1.2	1.16
	Ethnic minority group	85	798	1.6	1.31
	White	81	8722	0.5	1.27
	North East	80	462	2.3	1.26
	North West	80	1245	1.4	1.26
	Yorkshire and the Humber	79	936	1.7	1.25

	East Midlands	80	800	1.8	1.28
	West Midlands	83	922	1.5	1.21
	East of England	82	1208	1.3	1.20
	London	83	1136	1.4	1.28
	South East	83	1768	1.2	1.30
	South West	84	1131	1.5	1.35

**Table 8.14: Whether people feel able to influence decision affecting their local area**

Characteristics	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Able to influence decision affecting their local area					
	Yes able to influence decisions	26	2593	0.6	1.29

**Table 8.15: Whether able to influence decisions affecting their local area by sex, age and ethnicity**

Characteristics	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Able to influence decisions affect their local area					
	Male	29	4675	0.9	1.38
	Female	24	5230	0.7	1.18
	16-24	24	448	2.4	1.18
	25-34	25	1239	1.4	1.18
	35-49	28	2514	1.0	1.12
	50-64	26	2803	0.9	1.13
	65-74	25	1809	1.1	1.11
	75+	26	1050	1.6	1.15
	Ethnic minority group	40	800	2.2	1.27
	White	24	9017	0.6	1.28

**Table 8.16: How important it is to be able to influence decisions affecting their local area**

Characteristics	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
How important it is to be able to influence decisions affecting the local area					
	Important	62	6455	0.6	1.31
	Not important	38	3633	0.6	1.31

**Table 8.17: Whether people would like to be more involved in decisions made by their local council**

Characteristics	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether would like to be more involved in decision made by the local council*					
	Yes	51	4763	0.7	1.28

	No	38	3300	0.7	1.30
	Depends on the issue	11	1072	0.4	1.21

**Table 8.18: How often people feel lonely**

Characteristics	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
How often feel lonely					
	Often/always	5	554	0.3	1.36
	Some of the time	16	1647	0.5	1.35
	Occasionally	24	2338	0.6	1.31
	Hardly ever	33	3250	0.6	1.29
	Never	23	2334	0.5	1.25



**Table 8.19: Whether people borrow things and exchange favours with their neighbours**

Characteristics	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether people borrow things and exchange favours with neighbours*					
	Definitely agree	13	1355	0.4	1.16
	Tend to agree	29	2701	0.6	1.31
	Tend to disagree	26	2515	0.6	1.24
	Definitely disagree	31	2785	0.6	1.31

**Table 8.20: Whether people think their area has got better or worse over the last two years**

Characteristics	Population	Percentage	Unweighted base	Standard error of p	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether are has got better or worse over the last two years					
	The area has got better	12	1018	0.4	1.34
	The area has got worse	20	1894	0.5	1.25
	The area has not changed much	68	6568	0.6	1.28

## 8. Data user guide

This chapter provides a user guide for those conducting analysis of the Community Life Survey dataset. The dataset is available on the UK Data Archive in SPSS format, and the guide assumes that analysis will be conducted in SPSS.

### 8.1 Selecting cases for analysis

The sample consists of an unweighted base of 10,215 interviews.

#### 8.1.1 Quarters

The dataset contains data from fieldwork between 12th June 2013 and 31<sup>st</sup> March 2014 broken down into four quarters. To perform analysis on an individual quarter use the variable 'Quarter' and select the appropriate:

Quarter 1: 12<sup>th</sup> June to 31<sup>st</sup> July 2013

Quarter 2: 17<sup>th</sup> July to 30<sup>th</sup> September 2013

Quarter 3: 9<sup>th</sup> October to 31<sup>st</sup> December 2013

Quarter 4: 15<sup>th</sup> January to 31<sup>st</sup> March 2014

For example to look at Quarter 4 data only within the SPSS file, select data, select cases, filter if Quarter=4 and then run crosstabs and frequencies as normal.

### 8.2 Variables

The dataset is ordered in the following way:

1. Unique serial number
2. Demographic information such as number of adults in the household, age, gender, marital status, and information on children under the age of 16 living in the household
3. The survey question responses in the same order as the questions appear in the questionnaire (please see Appendix A for the questionnaire)
4. Derived variables (please see Appendix D for a full list)
5. Geo-demographic files
6. Weight variables

Any queries on published variables should be sent to ([communitylife@cabinetoffice.gov.uk](mailto:communitylife@cabinetoffice.gov.uk)) in the first instance.

Variables are named exactly to match the questionnaire names. Where the respondent was able to give multiple answers to one question (a multiple response question), the question has been represented in the dataset by a number of variables, one for each possible answer, which are coded as yes or no, depending on whether the respondent chose this response or not. This aids analysis as it avoids the need to recode each multiple response question.

### 8.3 Missing Values

For the majority of variables, 'Don't know' and 'Prefer not to say' responses are set as missing values within the dataset. In situations where the respondent was not asked the question, either due to the question being added in a later quarter or removed in a previous quarter or due to routing within the questionnaire, responses are also set as missing values. All missing values are labelled appropriately to distinguish between the different responses.

### 8.4 Weighting

To analyse the data at the individual level SRCaliW should be used to weight the data. Six sets of weights are included within the dataset. Household weights were only created for the web survey responses, as the postal questionnaire did not collect detailed household information. Table 9 below details the separate weight variables and their use.

**Table 9: Weights used on the 2013-14 survey**

Weight	Description
SRCalIW	Scaled individual weight for combined web and postal sample for the entire survey year
RespondentCalibrationWeight_combined	Individual weight for combined web and postal sample for the entire survey year.
SHCaliw	Scaled household weight for the web sample for the entire survey year

HouseholdCalibrationWeight_webonly	Household weight for the web sample for the entire survey year
SRCaliiww	Scaled individual weight for web sample for the entire survey year
RespondentCalibrationWeight_webonly	Individual weight for combined web sample for the entire year
RespondentDesignWeight	Combined respondent design weight for the entire year

## **9. Appendices**

Appendix A: Community Life Web Survey Questionnaire

Appendix B: Community Life Postal Questionnaire

Appendix C: Advance Web Letter, Reminder Web Letter and Postal Letter

Appendix D: List of derived variables created for the Community Life Survey

## Appendix A: Community Life Web Survey Questionnaire

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# Community Life Survey 2013-14 Questionnaire



Cabinet Office

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CONFIDENTIAL



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## SECTION 1: DEMOGRAPHICS

### → TIMING POINT 1

#### INTRO [ASK ALL]

Thank you for choosing to take part in the Community Life Survey.  
If for any questions you do not feel you can provide an answer please select the next button (>>) to reveal more options.

#### INTRO2 [ASK ALL]

The first section of the survey will ask you a few questions about your household.  
By 'your household' we are referring to a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area.

The information is used to understand the experiences of different groups, but the statistics produced will not identify your or anyone in your household.

#### NUMADULTS [ASK ALL]

How many adults aged 16+ are currently living in your household?

1...10

#### NAMADULT [ASK ALL]

What are the first names of the adults currently aged 16 or over in your household?

If you do not wish to enter names, please give an initial or other title for each person which you will recognise at later questions.

ENTER NAMES

#### SEX [ASK ALL]

[Names from NAMADULT pulled through]

What is the gender of each adult in your household?

1. Male
2. Female

#### AGEIF [ASK ALL]

[Names from NAMADULT pulled through]

How old are each of the adults in your household?

16..99

**AGEIF2**            **[ASK IF AGEIF = DK OR REF]**

[Names from NAMADULT pulled through]

Which of the following age bands does each adult in the household come under?

1. 16 to 19
2. 20 to 24
3. 25 to 29
4. 30 to 34
5. 35 to 39
6. 40 to 44
7. 45 to 49
8. 50 to 54
9. 55 to 59
10. 60 to 64
11. 65 to 69
12. 70 to 74
13. 75 to 79
14. 80 or over

**MONTH**            **[ASK ALL]**

[Names from NAMADULT pulled through]

Please enter the birthday month of all of the adults aged 16+ in your household.

Jan...Dec

**MARS**            **[ASK ALL]**

What is your marital status?

1. Single, that is, never married and never registered a same-sex civil partnership
2. Married and living with [husband/wife]
3. In a same-sex civil partnership and living with your partner
4. Separated, but still legally married
5. Divorced
6. Widowed
7. Separated, but still legally in a same-sex civil partnership
8. Formerly a same sex civil partner, the civil partnership now legally dissolved
9. A surviving civil partner: his/her partner having since died

**LIVE**                    **[ASK IF MORE THAN ONE ADULT IN HOUSEHOLD AND MARS = 1 OR 4 OR 5 OR 6  
OR 7 OR 8 OR 9 OR DK/REF]**

Are you living with someone in this household as a couple?

1. Yes
2. No

**NCHIL**

How many children under 16 live in your household?

0..10

**CAGE2**                **[ASK IF NCHIL>0]**

**(IF ONE CHILD)**

How old are they?

0...15

**(IF 2+ CHILDREN)**

You said that there are (x) children in this household. Please enter their ages starting with the oldest child.

[Set up as a grid, age in the sequence below dependent on how many children live in the household, a space to be provided to type in age.]

Oldest child

Second oldest child

Third oldest child

**BCAGE2**              **[ASK IF CAGE 2=DK/REF]**

**(IF ONE CHILD)**

Which age band applies to the child in your household?

**(IF 2+ CHILDREN)**

You said that there are (x) children in this household. Please select the age band which applies to each child, starting with the oldest child.

[Set up as a grid with drop down boxes in the sequence below, dependent on how many children live in the household.]

Oldest child

Second oldest child

Third oldest child

1. 0 - 4
2. 5 – 10
3. 11 – 15

**REL**                    **[ASK IF MORE THAN ONE PERSON IN THE HOUSEHOLD]**

Using the list below, please select all of the people you live with. Please include everyone you live with including adults and children.

Please select all that apply.

1. A husband, wife, civil partner or other cohabiting partner
2. Son or daughter(s) – including adopted/step/foster
3. Brother or sister(s) – including adopted/step/foster
4. Another relative(s)
5. Non-relative(s)

**[CHECK ON AGAINST NUMBER OF PEOPLE IN THE HOUSEHOLD AFTER THIS QUESTION]**

**DIntro1**                **[ASK ALL]**

Moving on to employment.

Do you currently have a paid job?

1. Yes
2. No

**DWorkA1**             **[ASK IF DWORKA = 1]**

Are you working as an employee or are you self-employed?

1. Employee
2. Self-employed

**DWorkA2**             **[ASK IF SELF-EMPLOYED AT DWORKA1]**

Have you become self-employed in the last 12 months?

(If you were previously self-employed, and have returned to self-employment in the last 12 months, please select Yes.)

1. Yes
2. No

**IntIntro**              **[ASK ALWAYS]**

Now some questions about using the internet.

**IntUseB**            **[ASK ALWAYS]**

In what ways do you use the internet, if at all?

1. For work only
2. For personal reasons only
3. For both
4. Or not at all

**IntOft**            **[ASK IF INTUSEB = 1/2/3]**

How often do you access the internet?

1. More than once a day
2. Once a day
3. 2-3 times per week
4. About once a week
5. About once a fortnight
6. About once a month
7. About once every 2-3 months
8. About once every six months
9. Less often

## SECTION 2: IDENTITY AND SOCIAL NETWORKS

### → TIMING POINT 2

#### **SIntro6** [ASK ALWAYS]

Now some questions about your friends.

#### **SRace** [ASK ALL]

What proportion of your friends are of the same **ethnic group** as you?

If you do not feel you can answer this question please select >> to reveal more options.

1. All the same
2. More than a half
3. About a half
4. Less than a half
5. Don't have any friends

#### **SFaith** [ASK IF (NOT SRACE=5 (DON'T HAVE ANY FRIENDS))]

What proportion of your friends are of the same **religious group** as you?

If you do not feel you can answer this question please select >> to reveal more options.

1. All the same
2. More than a half
3. About a half
4. Or less than a half
5. Not part of any faith group

#### **Sage** [ASK IF (NOT SRACE=5 (DON'T HAVE ANY FRIENDS))]

What proportion of your friends are of the same **age group** as you?

1. All the same
2. More than a half
3. About a half
4. Or less than a half

#### **SEduc** [ASK IF (NOT SRACE=5 (DON'T HAVE ANY FRIENDS))]

What proportion of your friends have a similar level **of education** to you?

1. All the same
2. More than a half
3. About a half
4. Or less than a half

**FamIntro [ASK ALWAYS]**

The next few questions are about how often you personally contact your family members and friends. Please do not include any people who you live with.

**FrndRel1-4**

(Please do not include any people you live with).

How often do you...

	More than once a day	Once a day	2-3 times per week	About once a week	About once a fortnight	About once a month	Less often than once a month	Never
Meet up in person with family members or friends								
Speak on the phone or video or audio call via the internet with family members or friends								
Email or write to family members or friends								
Exchange text messages or instant messages with family members or friends								

**FrndSat1-2 [ASK ALL]**

How much do you agree or disagree with the following statements?

	Definitely agree	Tend to agree	Tend to disagree	Definitely disagree	Not applicable – I would not seek company or to socialise
If I needed help, there are people who would be there for me					
If I wanted company or to socialise, there are people I can call on					



**Counton1 [ASK ALL]**

Is there anyone who you can really count on to listen to you when you need to talk?

1. Yes, one person
2. Yes, more than one person
3. No one

**Comoft2 [ASK ALL]**

How often do you feel that you lack companionship?

1. Hardly ever
2. Some of the time
3. Often

## SECTION 3: YOUR COMMUNITY

### → TIMING POINT 3

#### **SIntro2** [ASK ALWAYS]

Moving on, the next set of questions focuses on a number of different places.

#### **SBeNeigh** [ASK ALWAYS]

First, how strongly do you feel you belong to your **immediate neighbourhood**?

1. Very strongly
2. Fairly strongly
3. Not very strongly
4. Not at all strongly

#### **SBeGB** [ASK ALWAYS]

How strongly do you feel you belong to **Britain**?

1. Very strongly
2. Fairly strongly
3. Not very strongly
4. Not at all strongly

#### **SIntro3** [ASK ALWAYS]

The next few questions will focus on your immediate neighbourhood.

#### **SLive** [ASK ALWAYS]

Roughly how many years have you lived in your current neighbourhood?  
Answer must be in the range from 0 up to 120: \_\_\_\_

#### **SchatN** [ASK ALWAYS]

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

1. On most days
2. Once or twice a week
3. Once or twice a month
4. Less than once a month
5. Never
6. Don't have any neighbours

**NBarr** [ASK IF SChatN=3/4/5]

Why would you say you don't chat to your neighbours more often?

Please select all that apply.

- A. Prefer to keep myself to myself
- B. Don't have time
- C. Prefer to choose my friends/ have enough friends already
- D. Neighbours speak different language/have different culture
- E. Don't trust/get on with my neighbours
- F. Have no need to speak to neighbours
- G. Don't feel I know my neighbours well enough
- H. Nothing in common with my neighbours
- I. I'm new to the area
- J. Don't see neighbours very often
- K. Have an illness/disability that prevents me from going out much
- L. People just don't speak to each other round here
- M. Other (specify)

**SFavN** [ASK IF NOT SChatN = 6]

How strongly do you agree or disagree with the following statement:

I borrow things and exchange favours with my neighbours.

- 1. Definitely agree
- 2. Tend to agree
- 3. Tend to disagree
- 4. Definitely disagree

**NIntro** [ASK IF NOT SChatN = 6]

**NComfort1** [ASK IF NOT SChatN = 6]

How comfortable would you be asking a neighbour to keep a set of keys to your home for emergencies, for example if you were locked out?

- 1. Very comfortable
- 2. Fairly comfortable
- 3. Fairly uncomfortable
- 4. Very uncomfortable

**NComfort2** [ASK IF HAVE CHILDREN AGED < 11 AND NOT IF SChatN = 6]

How comfortable would you be asking a neighbour to mind your child(ren) for half an hour?

- 1. Very comfortable
- 2. Fairly comfortable
- 3. Fairly uncomfortable

4. Very uncomfortable

**NComfort3** [ASK IF NOT SchatN = 6]

If you were ill and at home on your own, and needed someone to collect a few shopping essentials, how comfortable would you feel asking a neighbour to do this for you?

1. Very comfortable
2. Fairly comfortable
3. Fairly uncomfortable
4. Very uncomfortable

**SPull** [ASK ALWAYS]

To what extent would you agree or disagree that people in your neighbourhood pull together to improve the neighbourhood?

If you do not feel you can answer this question please select >> to reveal more options.

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree
5. Nothing needs improving

**STrust** [ASK ALWAYS]

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

If you do not feel you can answer this question please select >> to reveal more options.

1. **Many** of the people can be trusted
2. **Some of the people** can be trusted
3. A **few of the people** can be trusted
4. None of the people can be trusted
5. Just moved here

**SIntro5** [ASK ALWAYS]

The next few questions refer to your wider local area. Please think of the area within 15-20 minutes walking distance from your home.

**Slocsat** [ASK ALWAYS]

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied

5. Very dissatisfied

**STogeth [ASK ALWAYS]**

To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?

If you do not feel you can answer this question please select >> to reveal more options.

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree
5. There are too few people in the local area
6. People in this area are all of the same background

**BetWors [ASK ALL]**

On the whole, do you think that over the past two years this area has got better or worse to live in or would you say things haven't changed much?

1. The area has got better
2. The area has got worse
3. The area has not changed much
4. Have lived here less than 2 years

**Assets [ASK ALL]**

As far as you know, which of the following services or amenities are provided in your local area, by which we mean within 15-20 minutes walking distance from your home.

Please select all that apply.

- A. A general/grocery shop
- B. A pub
- C. A park
- D. A library
- E. A community centre/hall
- F. A sports centre/ facility/ club
- G. A youth club/centre/ facility
- H. A health centre/GP practice
- I. Chemist
- J. Post Office
- K. Primary school
- L. Secondary school
- M. A church/place of worship
- N. Public transport links (for example a train station or bus route)

- O. None of the above

**SatAsset**      **[ASK ALL]**

Generally, how satisfied are you with the local services and amenities in your local area?

- 1. Very satisfied
- 2. Fairly satisfied
- 3. Neither satisfied nor dissatisfied
- 4. Fairly dissatisfied
- 5. Very dissatisfied

## SECTION 4: CIVIC ENGAGEMENT

### → TIMING POINT 4

#### **PIntro1** [ASK ALWAYS]

Now thinking about whether you can influence political decisions and local affairs.

#### **CivPart** [ASK ALWAYS]

In the last 12 months, that is since [DATE ONE YEAR AGO], have you done any of the following?

Please select all that apply.

1. Contacted a local official such as local councillor, MP, government official, mayor, or public official working for the local council of Greater London Assembly (Please do not include any contact for personal reasons e.g. housing repairs or contact through work)
2. Attended a public meeting or rally, taken part in a public demonstration or protest
3. Signed a paper petition or an online/e-petition
4. None of the above

#### **Partoft** [ASK IF NOT ((NONE IN CIVPART))]

And over the last 12 months, how often have you done [this kind of thing/all of the things you've just mentioned]?

This includes:

[LIST THINGS MENTIONED]

1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

#### **CivConsult** [ASK ALL]

In the last 12 months, that is since [DATE ONE YEAR AGO], have you done any of the following?

Please select all that apply.

1. Taken part in a consultation about local services or problems in your local area through completing a paper or online questionnaire
2. Taken part in a consultation about local services or problems in your local area through attending a public meeting
3. Taken part in a consultation about local services or problems in your local area through being involved in a face-to-face or online group
4. None of these

**Conoft [ASK IF NOT ((NONE IN CIVCONSULT)**

And over the last 12 months, how often have you done [this kind of thing/**all** of the things you've just mentioned]?

This includes:

[LIST THINGS MENTIONED]

1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

**CivAct1 [ASK ALL AGED 18 AND OVER]**

In the last 12 months, that is since [DATE ONE YEAR AGO] have you done any of the things listed below? Please include any activities you have already mentioned. Please do not include any activities related to your job.

Please select all that apply.

1. Been a local councillor (for local authority, town or parish)
2. Been a school governor
3. Been a volunteer Special Constable
4. Been a Magistrate
5. None of the above

**CivAct2 [ASK ALWAYS]**

And again in the last 12 months, that is since [DATE ONE YEAR AGO] have you been a member of any of the following groups? Please include online groups and any activities you have already mentioned. Please do not include any activities related to your job.

Please select all that apply.

1. A group making decisions on local health services
2. A decision making group set up to regenerate the local area
3. A decision making group set up to tackle local crime problems
4. A tenants' group decision making committee
5. A group making decisions on local education services
6. A group making decisions on local services for young people
7. Another group making decisions on services in the local community
8. None of these

**PIntro2 [ASK ALWAYS]**

Now thinking about whether you can influence decisions.



**PAffLoc**            **[ASK ALWAYS]**

[\*]Firstly, do you agree or disagree that you **personally** can influence decisions affecting your local area?

1. Definitely agree
2. Tend to agree
3. Tend to disagree
4. Definitely disagree

**PIinfl**            **[ASK ALWAYS]**

How important is it for you personally to feel that you **can** influence decisions in your local area?

1. Very important
2. Quite important
3. Not very important
4. Not at all important

**PCSat**            **[ASK ALWAYS]**

Generally speaking, would you like to be more involved in the decisions your Council makes which affect your local area?

If you do not feel you can answer this question in general please select next (>>) to reveal more options.

1. Yes
2. No
3. Depends on the issue

**PIfHow**

If you wanted to influence decisions in your local area **how** would you go about it?

Please select all that apply.

- A. Contact the council /a council official
- B. Contact my councillor
- C. Contact my MP
- D. Contact my assembly member (for London)
- E. Sign a paper petition
- F. Sign an e-petition/online petition
- G. Organise a paper petition
- H. Organise an e-petition/online petition
- I. Attend a council meeting
- J. Attend a public meeting

- K. Contact local media or journalists
- L. Organise a group (e.g. campaign/action group)
- M. Other (specify)  
Wouldn't do anything

**PifEas [ASK ALWAYS]**

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Which, if any, of these might make it easier for **you** to influence decisions in your local area?

Please select all that apply. If you do not feel you can answer this question please select >> to reveal more options.

1. If I had more time
2. If the council got in touch with me and asked me
3. If I could give my opinion online /by email
4. If I knew what issues were being considered
5. If it was easy to contact my local councillor
6. If I knew who my local councillor was
7. If I could get involved in a group (not online) making decisions about issues affecting my local area/neighbourhood
8. If I could get involved in an online group making decisions about issues affecting my local area/neighbourhood
9. Something else (specify)
10. Nothing

**LocVote [ASK IF AGED > 17]**

Thinking about the last time there was a local government election, did you vote?

Please exclude election of local police and crime commissioners.

1. Yes
2. No
3. Not eligible to vote

## SECTION 5: VOLUNTEERING

### → TIMING POINT 5

**FIntro1 [ASK ALWAYS]**

For this section please think about any **groups, clubs or organisations** that you've been involved with during the last 12 months.

**FGroupIntro [ASK ALWAYS]**

For each of the following types of groups, clubs or organisations, please state whether you have been involved with any of these during the last 12 months.

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That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. Please **exclude** giving money or anything that was a requirement of your job.

**FGroupA-FGroupP [ASK ALL]**

Please select 'Yes' if you have been involved with any of these groups, clubs or organisations in the last 12 months.

	Yes	No
<b>Children's education/schools</b> (e.g. Parent Teacher Associations, Education pressure group, Pre-school play group, School governor, Going to or helping at fairs/fetes, Helping in school, Running pupils' clubs, Mentoring, Fund-raising)		
<b>Youth/children's activities (outside school)</b> (e.g. National Citizen Service, Youth clubs, Sports clubs, Hobby or cultural groups for children etc.)		
<b>Education for adults</b> (e.g. Evening classes or daytime classes - attending or teaching, Mentoring, Cultural groups, Students Union, College governor, Education pressure group etc.)		
<b>Sport/exercise (taking part, coaching or going to watch)</b> (Any sports clubs or groups e.g. football, swimming, fishing, golf, keep-fit, riding, hiking etc, Supporter clubs)		
<b>Religion</b> (e.g. Attending a place of worship (church, chapel, mosque, temple, synagogue etc.) to worship, to help out, to receive religious teaching etc., Attending faith-based groups, Saturday/Sunday School)		
<b>Politics</b> (e.g. Membership of, or involvement with, political groups, Serving as local councillor)		
<b>The elderly</b> (e.g. Involved with organisations e.g. Age UK etc., Pensioner's clubs, Local groups for visiting, transporting or representing the elderly)		
<b>Health, Disability and Social welfare Health groups</b> (e.g. medical research charities, hospital visiting etc., Disability groups e.g. MENCAP, Social welfare e.g. Oxfam, NSPCC, Samaritans, Citizens Advice Bureau or Volunteer Bureau, Offering respite care, Self-help groups e.g. Alcoholics Anonymous, Gingerbread, Weightwatchers etc.)		
<b>Safety, First Aid</b> (e.g. Red Cross, St. Johns Ambulance, Life Saving, RNLI, Mountain Rescue, Helping after a disaster etc.)		
<b>The environment, animals</b> (e.g. National organisations e.g. Greenpeace, National Trust, RSPCA etc., Local conservation groups, Preservation societies)		
<b>Justice and Human Rights</b> (e.g. Special Constable, Magistrate, legal advice centre, Victim Support, Prison visiting or aftercare, Justice and peace groups, Community or race relations, Gay & lesbian groups, National organisations e.g. Amnesty International, Liberty, Stonewall etc.)		
<b>Local community or neighbourhood groups</b> (e.g. Tenants' / Residents' Association; Neighbourhood Watch; community group; local		

pressure group; token/voucher scheme etc.)		
<b>Citizens' Groups</b> (e.g. Rotary Club, Lion's Club, Women's Institute (WI), Freemasons etc.)		
<b>Hobbies, Recreation/Arts/Social clubs</b> (e. g. Clubs or groups for the Arts - theatres, museums, amateur dramatics, orchestras etc., Hobby or cultural groups - e.g. wine club, computer games, local history etc., Social club, Pub quiz team, Working Men's Club)		
<b>Trade union activity</b> (e. g. Membership of, or involvement with, trade union.)		
<b>Any other activities (SPECIFY)</b>		

**FInfo [ASK IF YES AT ANY OF A-P AT FGROUPEP]**

You will now be asked about your involvement with the groups, clubs and organisations you've just selected.

This includes: [List groups selected at FGROUPEP - main titles only]

**FUnPd [ASK IF YES AT ANY OF FGROUPEP-A-P]**

In the last 12 months, that is, since [DATE ONE YEAR AGO], have you given **unpaid** help to **[the group, club or organisation/any of the groups, clubs or organisations]** you've just selected in any of the following ways?

Please select all that apply.

- A. Raising or handling money/taking part in sponsored events
- B. Leading a group/member of a committee
- C. Organising or helping to run an activity or event
- D. Visiting people
- E. Befriending or mentoring people
- F. Giving advice/information/counselling
- G. Secretarial, admin or clerical work
- H. Providing transport/driving
- I. Representing
- J. Campaigning
- K. Other practical help (eg helping out at school, shopping)
- L. Any other help
- None of the above

**FUnOf [ASK IF YES AT ANY OF FGROUPEP-A-P AND AT LEAST ONE OF CODES A-L SELECTED AT FUnPd]**

Over the last 12 months, how often have you done something to help [this/these] group(s), club(s) or organisation(s)?

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1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

**FUnHrs** [ASK IF YES AT ANY OF FGROUPE-P AND AT LEAST ONE OF CODES A-L SELECTED  
AT FUnPd]

Now just thinking about the past **4 weeks**. Approximately how many **hours** have you spent helping this/these] group(s), club(s) or organisation(s) in the past 4 weeks? If you are not sure please provide your best estimate.

\_\_\_\_\_

**FIndGpA** [ASK IF YES AT ANY OF FGROUPE-P AND AT LEAST ONE OF CODES A-L SELECTED  
AT FUnPd]

How did you find out about opportunities to give unpaid help to [this/these groups(s), club(s) or organisation(s)?

Please select all that apply.

- A. Through previously using services provided by the group
- B. From someone else already involved in the group
- C. From a friend not involved in the group/by word of mouth
- D. Place of worship
- E. School, college, university
- F. Doctor's surgery / Community Centre / Library
- G. Promotional events/volunteer fair
- H. Local events
- I. Local newspaper
- J. National newspaper
- K. TV or radio (local or national)
- L. Volunteer bureau or centre
- M. Employer's volunteering scheme
- N. [www.do-it.org.uk](http://www.do-it.org.uk)
- O. National Citizen Service
- P. Other internet/organisational website
- Q. Other way (specify)

**MxFVol2** [ASK IF YES AT ANY OF FGROUPE-P AND AT LEAST ONE OF CODES A-L SELECTED  
AT FUnPd]

Now thinking about the unpaid help you've given as part of a group, club or organisation in the last 12 months, have you mixed with any people who are different to you in terms of the following types of characteristics?

Please select all that apply.

1. People of different age groups
2. People of different ethnic groups or religions

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3. People with a different social or educational background
4. People who live in different neighbourhoods
5. None of these

**MxFVol3** [ASK ALL EXCEPT THOSE SAYING 'NONE OF THESE' AT MxFVol2]

Still thinking about the unpaid help you've given as part of a group, club or organisation in the last 12 months, how often have you mixed with the people you have just mentioned? Please think about all of the people you mix with as part of this activity.

1. Daily
2. Weekly
3. Monthly
4. At least once a year
5. Less often than once a year

**VolBen** [ASK IF (YES AT ANY OF FGROUPA-P AND AT LEAST ONE OF CODES A-L SELECTED AT FUnPd)]

People do unpaid work or give help to all kinds of groups for all kinds of reasons. Thinking about all the groups, clubs or organisations you have helped over the last 12 months, did you start helping them for any of the following reasons?

Pick the reasons that were most important to you. You can choose up to five reasons.

1. I wanted to improve things/help people
2. I wanted to meet people/make friends
3. The cause was really important to me
4. My friends/family did it
5. It was connected with the needs of my family/friends
6. I felt there was a need in my community
7. I thought it would give me a chance to learn new skills
8. I thought it would give me a chance to use my existing skills
9. It helps me get on in my career;
10. It's part of my religious belief to help people
11. It's part of my philosophy of life to help people
12. It gave me a chance to get a recognised qualification
13. I had spare time to do it
14. I felt there was no one else to do it
15. None of these

**EIntro** [ASK IF DWORKA1 = EMPLOYEE]

Now onto some questions about employment volunteering.

**GEmpVol2** [ASK IF DWORKA1 = EMPLOYEE]

Some employers have schemes for employees to help with community projects, voluntary or charity organisations, or to give money. Have **you** participated in any activities of this sort that were encouraged by your employer, in the **last 12 months**?

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1. Yes - helping only
2. Yes - giving only
3. Yes - BOTH helping AND giving
4. No

**GOften** [ASK IF GEmpVol2 = 1 OR 3]

Thinking about the help you have given that was encouraged by your employer, about how often have you done this kind of thing **over the last 12 months?**

1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

**BVLon** IF ( FGROUPE-P ALL = NO) OR (FUNPD = NONE)]

*If yes at least one of FGroupA-P AND none at funpd use this text:*

**(1)** You've said that during the last 12 months you have not done any of the following things for any groups, clubs or organisations. Have you done any of these things – **unpaid** – for a group, club or organisation' **in the last five years?** Please select all that apply.

*If no at ALL OF FGROUPE-P use this text:*

**(2)** You said earlier that you have not been involved with any groups, clubs or organisations in the last 12 months. Have you done any of the following things - **unpaid** - for a group, club or organisation **in the last five years?** Please select all that apply.

- (A) Raising or handling money/taking part in sponsored events
- (B) Leading the group/member of a committee
- (C) Organising or helping to run an activity or event
- (D) Visiting people
- (E) Befriending or mentoring people
- (F) Giving advice/information/counselling
- (G) Secretarial, admin or clerical work
- (H) Providing transport/driving
- (I) Representing
- (J) Campaigning
- (K) Other practical help (eg helping out at school, shopping)
- (L) Any other help
- None of the above

**VYFreq** [ASK IF ANY OF CODES A-L SELECTED AT BVLon]

Thinking about the unpaid help you have given to any group, club or organisation in the past, on average how frequently did you do this?

1. At least once a week
2. Less than once a week but at least once a month
3. Less frequently than once a month
4. It was a one-off occasion

**VYStop [ASK IF ANY OF CODES A-L SELECTED AT BVLon]**

What would you say were the main reasons for stopping your involvement with giving unpaid help to any groups, clubs or organisations?

Please select all that apply.

- A. Not enough time - due to changing home/work circumstances
- B. Not enough time – getting involved took up too much time
- C. Group/club/organisation finished/closed
- D. Moved away from area
- E. Due to health problems or old age
- F. Group/club/organisation wasn't relevant to me anymore
- G. Lost interest
- H. It was a one-off activity or event
- I. Felt I had done my bit/ someone else's turn to get involved
- J. Got involved in another activity instead
- K. Didn't get asked to do the things I'd like to
- L. Felt the group/club/organisation was badly organised
- M. Felt my efforts weren't always appreciated
- N. It was too bureaucratic/ too much concern about risk and liability
- O. Activity linked to my school/college/university/job I have now left
- P. Other reason (specify)

**BVHelp [ASK IF (FGROUPA-P ALL = NO) OR (FUNPD = NONE) OR (FUNOFT = LESS OFTEN OR DON'T KNOW)]**

*If FUnoFT=Less often use this text:*

**1)** You said earlier that you help group(s)/ club(s)/organisation(s) occasionally, that is less than once a month. Do you ever feel that you would like to spend any more time helping groups, clubs or organisations, or not?

*If FUnoFT= Don't Know use this text:*

**(2)** You said earlier that you help group(s)/club(s)/organisation(s). Do you ever feel that you would like to spend any more time helping groups, clubs or organisations, or not?

*Otherwise, use this text:*

**(3)** Do you ever feel that you would like to spend any time helping groups, clubs or organisations, or not?

- 1. Yes
- 2. No

**VBarr ASK IF (BVHELP= 1) OR (BVHELP= DON'T KNOW)]**

*If never volunteered formally ((FGroup A-P ALL = NO OR FunPd= None) AND BVLONG = NONE) use this text:*



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**(1)** Listed below are some reasons people have given about why they don't give unpaid help to groups, clubs or organisations. Which, if any, of these are reasons why you don't give unpaid help to groups, clubs or organisations?

*If former formal volunteer (BVLon= A-L) use this text:*

**(2)** Listed below are some reasons people have given about why they don't give unpaid help to groups, clubs or organisations. Which, if any, of these are reasons why you have not given unpaid help to groups, clubs or organisations in the last 12 months?

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

**(3)** Listed below are some reasons people have given about why they don't give unpaid help to groups, clubs or organisations. Which, if any, of these are reasons why you don't give unpaid help to groups, clubs or organisations more regularly?

Please select all that apply.

- A. I have work commitments
- B. I have to look after children/the home
- C. I have to look after someone who is elderly or ill
- D. I have to study
- E. I do other things with my spare time
- F. I'm not the right age
- G. I don't know any groups that need help
- H. I haven't heard about opportunities to give help/ I couldn't find opportunities
- I. I'm new to the area
- J. I have never thought about it
- K. I have an illness or disability that I feel prevents me from getting involved
- L. It is not my responsibility
- M. Other reason (specify)

**IIntro1 [ASK ALWAYS]**

The next section will ask you about any unpaid help you **as an individual** may have given to other people, that is apart from any help given through a group, club or organisation. This could be help for a friend, neighbour or someone else **but not a relative**.

**IHlp [ASK ALWAYS]**

In the last 12 months, that is, since [DATE ONE YEAR AGO], have you done any of these things, **unpaid**, for someone who was **not a relative**?

Please select all that apply.

1. Keeping in touch with someone who has difficulty getting out and about (visiting in person, telephoning or e-mailing)
2. Doing shopping, collecting pension or paying bills
3. Cooking, cleaning, laundry, gardening or other routine household jobs
4. Decorating, or doing any kind of home or car repairs

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5. Babysitting or caring for children
6. Sitting with or providing personal care (e.g. washing, dressing) for someone who is sick or frail
7. Looking after a property or a pet for someone who is away
8. Giving advice
9. Writing letters or filling in forms
10. Representing someone (for example talking to a council department or to a doctor)
11. Transporting or escorting someone (for example to a hospital or on an outing)
12. Anything else
13. No help given in last 12 months

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

Over the past 12 months, that is, since [DATE ONE YEAR AGO], about how often have you done [this kind of thing/all the things you have mentioned]?

This includes:  
(LIST RESPONSES GIVEN AT IHLP)

1. At least once a week
2. Less than once a week but at least once a month
3. Less often than once a month

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

Now just thinking about the **past 4 weeks**. Approximately how many **hours** have you spent doing [this kind of thing/all the things you have mentioned] in the past 4 weeks? If you are not sure please provide your best estimate.

Answer must be in the range from 0 up to 999: \_\_\_\_\_

**GIntro1**                    **[ASK ALWAYS]**

Now some questions about the ways in which people can give to charity.

**GGroup**                    **[ASK ALL]**

**In the past 4 weeks**, have you given any money to charity in any of the following ways or through any other method? Please **exclude** donating goods or prizes.

Please select all that apply.

**Donations**

- A. Money to collecting tins (e.g. door-to-door, in the street, in a pub, at work, on a shop counter, etc.)
- B. Collection at church, mosque or other place of worship

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- C. Collections using a charity envelope/cheque in the post
- D. Covenant or debit from salary, payroll giving
- E. Donation – via direct debit, standing order
- F. Giving to people begging on the street
- G. Donation – in person or on phone (excluding online or via text message)
- H. Donation – online/via website
- I. Donation - by text message
- J. Donation - via an ATM/cash machine

**Purchases/fundraising**

- K. Buying raffle tickets (NOT national or health lottery)
- L. Buying goods from a charity shop, catalogue or online
- M. Making a purchase where the price includes a charitable donation/or where you can add a charitable donation to the purchase
- N. Buying tickets or spending money at fundraising events (e.g. charity dinners, fetes, jumble sales)

**Sponsorship**

- O. Sponsorship (not online)
- P. Sponsorship (online)

**Other**

- Q. Other method of giving (excluding donating goods or prizes) (specify)
- R. Did not give to charity

**GivAmt**                    **[ASK IF NOT GGROUP= DID NOT GIVE TO CHARITY AND NOT DK OR REF]**

About how much in total have you given to charity **in the last 4 weeks?**

Please enter the amount to the nearest pound. If you are not sure please provide your best estimate.

\_\_\_\_\_

**Caus4w**                    **[ASK IF NOT GGROUP= DID NOT GIVE TO CHARITY AND NOT DK OR REF]**

To which, if any, of these types of cause have you given money in the **past 4 weeks?**

Please select all that apply.

- A. Schools, colleges, universities or other education
- B. Children or young people (outside school)
- C. Sports/exercise
- D. Religion/Place of Worship
- E. The elderly
- F. Overseas Aid / Disaster Relief
- G. Medical Research
- H. Hospitals and Hospices
- I. Physical/ Mental Healthcare/Disabled people (including blind or deaf people)
- J. Social Welfare
- K. Conservation, the environment and heritage
- L. Animal Welfare

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- M. The arts and museums
- N. Hobbies / Recreation/ Social clubs
- O. Other (specify)
- None of these

**CausLN [ASK IF NOT GGROUP= DID NOT GIVE TO CHARITY AND NOT DK OR REF]**

Thinking of all the causes you have given money to in the last four weeks, were these donations for local charities or national or international charities, or have you given to both in the past 4 weeks?

- 1. Local
- 2. National or international
- 3. Both

**TEUse2 [ASK ALWAYS]**

The following list contains some things that people have said would encourage them to give to charity. Would any of these things encourage you to start giving to charity or to increase the amount you currently give?

Please select all that apply.

- A. Having more information about the different charities or organisations that I could support.
- B. Receiving letter/ email of thanks from the charity or organisation.
- C. Receiving information from the charity or organisation explaining what has been done with my donation.
- D. Being asked by the charity or organisation to increase my donation.
- E. Confidence that the charity or organisation uses the money efficiently.
- F. Being able to give money by tax efficient methods (e.g. Gift Aid, giving via self assessment).
- G. More generous tax relief (e.g. tax relief on the values of gifts of shares, land or buildings given to charities)
- H. Being asked by a friend or family member.
- I. If I had more money.
- J. If payroll giving became available to me.
- None of these

## SECTION 6: SOCIAL ACTION

### → TIMING POINT 6a

#### SAIntro [ASK ALL]

Now some questions about getting involved in your local area.

#### LocAtt [ASK ALL]

To what extent do you agree or disagree with the following statement?

When people in this area get involved in their local community, they really can change the way that their area is run.

1. Definitely agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Definitely disagree

#### LocInvNew [ASK ALL]

Have you **personally** been involved in helping out with any of these types of activity in your local area in the **last 12 months**? Please only include unpaid involvement. Do not select any activities where you only signed a petition but took no further action.

[DISPLAY ON SCREEN]: In the last 12 months I have been involved in...

- A. Trying to set up a new service or amenity to help local residents
  - B. Trying to stop the closure of a local service or amenity
  - C. Trying to stop something happening in my local area
  - D. **Running** local services on a **voluntary** basis (e.g. childcare, youth services, parks and community centres)
  - E. Organising a community event such as a street party
  - F. Another issue affecting my local area (SPECIFY)
- None of these

#### LocPeopNew [ASK IF NOT ALL CODES A-F SELECTED AT LocInvNew]

Have you been aware of any **other** local people being involved in any of these activities over the last 12 months – even if you were not involved personally?

[LIST FILTERED TO EXCLUDES ANY RESPONSES SELECTED AT LOCINVNEW]

[DISPLAY ON SCREEN]: In the last 12 months, I have been aware of other local people getting involved in...

- A. Trying to set up a new service or amenity to help local residents
- B. Trying to stop the closure of a local service or amenity

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- C. Trying to stop something happening in my local area
- D. **Running** local services on a **voluntary** basis (e.g. childcare, youth services, parks and community centres)
- E. Organising a community event such as a street party
- F. Another issue affecting my local area (SPECIFY)  
None of these

**LocIntro** [IF ANY CODED AT LocInvNew ]

For the next few questions please think about [IF 1 CODED AT LOCINVNEW: the activity or issue / IF >1 CODED AT LOCINVNEW: all of the activities or issues] you have been personally involved with in the last 12 months. So that is [TEXT SUB AS APPLICABLE]:

- trying to set up a new service or amenity
- trying to stop the closure of a service or amenity
- trying to stop something happening in your local area
- running local services on a voluntary basis
- organising a community event such as a street party
- another issue affecting your local area

**LocAct** [IF ANY CODED AT LocInvNew ]

In the last 12 months, in what ways have you been involved in [this activity or issue / these activities or issues]?

Please select all that apply.

- A. I started up the activity (solely or jointly)
- B. I managed the activity (solely or jointly)
- C. I participated in a discussion on this issue/event (online or in person)
- D. I helped fundraise
- E. I contributed specialist skills
- F. I donated money
- G. I offered non-monetary donations or contributions
- H. I campaigned
- I. I helped raise awareness locally
- J. I helped organise a petition
- K. I signed a petition
- L. I offered other practical support
- M. Other (specify)

**LocOf** [IF ANY CODED AT LocInvNew ]

On how many occasions in the last 12 months have you spent time helping with [this activity or issue / all of these activities or issues]?

- 1. On one occasion only
- 2. On 2 or 3 occasions
- 3. On four or five occasions

4. Or more frequently

**LocHow [IF ANY CODED AT LocInvNew ]**

How did you find out how to get involved with [this activity or issue / these activities or issues]?

Please select all that apply.

- A. I was the person/one of the people who started the action
- B. I was asked to get involved by someone I already knew
- C. I was asked to get involved by someone I hadn't previously known
- D. I saw a leaflet/poster /flyer
- E. I read about it in the local newspaper
- F. Via a local community/ neighbourhood/ residents group
- G. Via an online forum or social network site
- H. Other (specify)

**LocMot [IF ANY CODED AT LocInvNew ]**

People get involved with activities and issues like this for all sorts of reasons. Thinking about [the local issue or activity / all of the local issues or activities] you have been involved in over the last 12 months, did you do this for any of the reasons listed below?

Pick the reasons that were most important to you. Please select all that apply.

- 1. I wanted to serve my community/felt it was my responsibility
- 2. I wanted to improve local services/not happy with existing provision
- 3. I wanted to resolve an issue
- 4. My political beliefs
- 5. An earlier positive experience of getting involved
- 6. I was asked to get involved
- 7. I wanted to have my say
- 8. I wanted to meet people / make friends
- 9. It was connected with the needs of my family / friends
- 10. I thought it would give me a chance to learn new skills / use my existing skills
- 11. I thought it would help my career
- 12. I had spare time to do it
- 13. Because I wanted an interest outside of work
- 14. Other (please specify)

**LocWant [ASK IF ANY OF CODES A-F SELECTED AT LocPeopNew AND LocInvNew = NONE OF THESE]**

You said that you had been aware of **other** local people in your area getting involved with:

[ONLY DISPLAY ANSWERS SELECTED AT LocPeopNew]

- trying to set up a new service or amenity
- trying to stop the closure of a service or amenity

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- trying to stop something happening in your local area
- running local services on a voluntary basis
- organising a community event such as a street party
- another issue affecting your local area

Would you **like** to have been involved in [this local issue / any of these local issues]?

1. Yes
2. No

**LocBarr1** [ASK IF LocWant = ASK IF ANY OF CODES A-F SELECTED AT LocPeopNew AND  
LocInvNew = NONE OF THESE]

IF YES AT LocWant: Why didn't you get involved in this [this local issue or activity / any of these local issues or activities]?

IF NO At LocWant: Why didn't you want to get involved in [this local issue or activity / any of these local issues or activities]?

Please select all that apply.

1. I don't have time
2. I do other voluntary activities
3. Was not asked to get involved
4. Have never thought about it
5. Did not know how to get involved
6. Due to illness or disability
7. Don't feel it's my responsibility
8. Did not feel I could make a difference
9. Don't have the right skills
10. Not confident enough
11. Don't know people in my area well enough
12. I don't get on with people in my local area
13. Didn't agree with the issue or feel strongly enough about it
14. Red tape/ bureaucracy/legal barriers
15. Just not interested
16. Other reason (specify)



## SECTION 7: SUBJECTIVE WELLBEING

### → TIMING POINT 7

#### **Wellintro** [ASK ALWAYS]

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

#### **WellB1** [ASK ALWAYS]

On a scale of 0-10, where 0 is not at all satisfied and 10 is completely satisfied, overall, how satisfied are you with your life nowadays?  
(SCALE: 0 (Not at all satisfied) to 10 (completely satisfied))

#### **WellB2** [ASK ALWAYS]

On a scale of 0-10, where 0 is not at all happy and 10 is completely happy, overall, how happy did you feel yesterday?  
(SCALE: 0 (not at all happy) to 10 (completely happy))

#### **WellB3** [ASK ALWAYS]

On a scale of 0-10, where 0 is not at all anxious and 10 is completely anxious, overall, how anxious did you feel yesterday?  
(SCALE: 0 (not at all anxious) to 10 (completely anxious))

#### **WellB4** [ASK ALWAYS]

On a scale of 0-10, where 0 is not at all worthwhile and 10 is completely worthwhile, overall, to what extent do you feel the things you do in your life are worthwhile?  
(SCALE: 0 (not at all worthwhile) to 10 (completely worthwhile))

#### **LonOft** [ASK ALWAYS]

How often do you feel lonely?

- A. Often/always
- B. Some of the time
- C. Occasionally
- D. Hardly ever
- E. Never

## SECTION 8: DEMOGRAPHICS PART 2

### → TIMING POINT 8

#### [ASK ALWAYS]

Now some questions about your circumstances.

#### **HTen1** [ASK ALWAYS]

In which of these ways do you occupy your accommodation?

1. Own it outright
2. Buying it with the help of a mortgage or loan
3. Pay part rent and part mortgage (shared ownership)
4. Rent it
5. Live here rent-free (including rent-free in relative's /friend's property; excluding squatting)
6. Occupy it in some other way (specify)

#### **HLLord** [ASK IF (HTEN1 = 4 OR 5)]

Who is the landlord for your accommodation?

Please select the first one that applies.

1. The local authority /council /New Town Development / Scottish Homes
2. A housing association, charitable trust or Local Housing Company
3. Employer (organisation) of a household member
4. Another organisation
5. Relative /friend (before you lived here) of a household member
6. Employer (individual) of a household member
7. Another individual private landlord

#### **Ethnic** [ASK ALWAYS]

Which one of the following best describes your ethnic group or background?

Please select one option.

#### **WHITE**

1. English/Welsh/Scottish/Northern Irish/British
2. Irish
3. Gypsy or Irish Traveller
4. Any other White background (specify)

#### **MIXED**

5. White and Black Caribbean
6. White and Black African

7. White and Asian
8. Any other mixed/multiple ethnic background (specify)

**ASIAN OR ASIAN BRITISH**

9. Indian
10. Pakistani
11. Bangladeshi
12. Chinese
13. Any other Asian/Asian British background (specify)

**BLACK OR BLACK BRITISH**

14. African
15. Caribbean
16. Any other Black/Black British background (specify)

**OTHER ETHNIC GROUP**

17. Arab
18. Any other ethnic group (specify)

**SMain [ASK ALWAYS]**

Which language do you speak most often at home? If you speak English and another language equally please select both of these codes. Otherwise please choose your main language.

1. English
2. Other language

**SGood [ASK IF SMain NE =1]**

In day-to-day life, how good are you at speaking English when you need to? For example to have a conversation on the telephone or talk to a professional such as a teacher or a doctor?

1. Very good
2. Fairly good
3. Below average
4. Poor

**RIintr4 [ASK ALWAYS]**

Now onto some questions about your beliefs.

**Relig [ASK ALWAYS]**

What is your religion even if you are not currently practising?

1. Christian
2. Buddhist
3. Hindu
4. Jewish
5. Muslim

6. Sikh
7. Any other religion
8. No religion at all

**RelAct**                    **[ASK IF NOT RELIG=8]**

Do you consider that you are actively practising your religion?

1. Yes
2. No

**GHealth**                    **[ASK ALWAYS]**

How is your health in general?

1. Very good
2. Good
3. Fair
4. Bad
5. Very bad

**DIII**                         **[ASK ALWAYS]**

[\*]Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

1. Yes
2. No

**DIII2**                        **[ASK IF DIL1=1]**

[\*] Does your condition or illness/do any of your conditions or illnesses] reduce your ability to carry out day-to-day activities?

1. Yes – a lot
2. Yes –a little
3. No

**RCare**                       **[ASK ALWAYS]**

Do you have any caring responsibilities for a member of your immediate family or a close relative outside of your household who has any long-standing illness, disability or infirmity?

1. Yes
2. No

**RCareHrs**            **[ASK IF RCare=1]**

Including travelling time, about how long do you spend caring for this person in an average week?

1. 0-2 hours
2. 3-4 hours
3. 5-9 hours
4. 10-19 hours
5. 20-29 hours
6. 30 hours or more

**Sid**                    **[ASK ALL]**

Which of the following options best describes how you think of yourself?

We are asking this question because the government is responsible for helping reduce all forms of prejudice and discrimination in society.

1. Heterosexual/ Straight
2. Gay/ Lesbian
3. Bisexual
4. Other
5. Prefer not to say

### Employment Status

→ TIMING POINT 9

**EIntro1**            **[ASK ALWAYS]**

Moving on, some questions about your work and employment.

**Wrking**            **[ASK ALWAYS]**

Did you do any paid work in the 7 days ending Sunday the [date last Sunday], either as an employee or as self-employed?

1. Yes
2. No

**SchemeT**            **[ASK IF WRKING = (NO OR DK/REF)]**

Were you on a government scheme for employment training in that week (ending Sunday the [date last Sunday])?

1. Yes
2. No

**JbAway [ASK IF WRKING = NO AND (SCHEMET = NO OR SCHEMET = DK/REF)]**

Did you have a job or business you were away from?

1. Yes
2. No
3. I'm waiting to take up a new job/business already obtained

**OwnBus [ASK IF (JBAWAY = NO) OR (JBAWAY = WAITING) OR (JBAWAY = DK/REF)]**

Did you do any UNPAID work in that week for any business that you own?

1. Yes
2. No

**RelBus [ASK IF (OWNBUS = NO) OR (OWNBUS = DK/REF)]**

Did you do any unpaid work for a business that a relative owns?

1. Yes
2. No

**Looked [ASK IF (RELBUS = NO/DK/REF AND JBAWAY = NO/DK/REF)]**

Thinking of the FOUR WEEKS ending Sunday the [date last Sunday], were you looking for any kind of paid work or a place on a government training scheme at any time in those 4 weeks?

1. Yes
2. No

**StartJ [ASK IF ((LOOKED = YES) OR (JBAWAY = WAITING))]**

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

1. Yes
2. No

**LKTime [ASK IF ((LOOKED = YES) OR (LOOKED = WAIT)) OR (JBAWAY = WAITING)]**

How long have you been looking for paid work/a place on a government scheme?

1. Not yet started
2. Less than 1 month
3. 1 month but less than 3 months
4. 3 months but less than 6 months
5. 6 months but less than 12 months
6. 12 months or more

**Whynlk [ASK IF LOOKED = NO]**

What was the main reason you did not look for work in the last 4 weeks?

1. Student
2. Looking after the family/home
3. Temporarily sick or injured
4. Long-term sick or disabled
5. Retired from paid work
6. Other reason

**Whynsrt [ASK IF STARTJ = NO]**

What was the MAIN reason you would not have been able to start work within two weeks?

1. Student
2. Looking after the family/home
3. Temporarily sick or injured
4. Long-term sick or disabled
5. Retired from paid work
6. Other reason

**Infstud [ASK ALWAYS]**

Are you at present [at school or 6<sup>th</sup> form college] enrolled on any full-time or part-time education course excluding leisure classes?

Please include correspondence courses and open learning as well as other forms of full-time and part-time education course

1. Yes – full time student
2. Yes –part-time student
3. No

**EverWk [ASK IF NOT ( WRKING = YES OR SCHEMET = YES OR JBAWAY = YES OR OWNBUS = YES OR RELBUS = YES)]**

Have you EVER had a paid job, apart from casual or holiday work (or the job you are waiting to begin)?

1. Yes
2. No

**LeavWk [ASK IF EVERWK=1]**

When did you leave your last PAID job?

Please enter the month and year below.

**[ASK IF (WRKING = YES) OR (SCHEMET = YES) OR (JBAWAY = YES) OR (OWNBUS = YES) OR (RELBUS = YES) OR (EVERWK = YES)]**

**IndD**

What [does/did] the firm/organisation you [work/worked] for mainly make or do (at the place where you [work/worked])? Please provide as much detail as possible.  
DESCRIBE FULLY - PROBE MANUFACTURING or PROCESSING or DISTRIBUTING ETC. AND MAIN GOODS PRODUCED OR SERVICES PROVIDED, MATERIALS USED, WHOLESALE or RETAIL ETC.

**OcOrg**

Which of the following types of organisation on this card [do/did] you work for?

1. Private sector firm or company, including for example limited companies and PLCs
2. Nationalised industry or public corporation, including for example the Post Office and the BBC
3. Other public sector employer, including for example Central Government/Civil Service/Government Agencies, Local Authority/Local Educational Authority, Universities, Health Authority/NHS Hospitals/NHS Trusts/GP surgeries, Police/Armed Forces
4. Charity/Voluntary sector, including for example charitable companies, churches, trade unions
5. Other (specify )

**OccT**

What was your [main job in the week ending Sunday the [DATE]/your last main job]?

Please enter your full job title.

**OccD**

What [do/did] you mainly do in your job?  
Please give as much detail as possible, and include any special qualifications and training needed to do the job.

**Stat**

[Are/Were] you working as an employee or [are/were] you self-employed?

1. Employee
2. Self-employed

**SVise**

**[ASK IF STAT = 1]**

In your job, [do/did] you have formal responsibility for supervising the work of other employees?

1. Yes
2. No



**EmpNo** [ASK IF STAT = 1]

How many people [work/worked] for your employer at the place where you [work/worked]?

1. 1 to 24
2. 25 to 499
3. 500 or more

**Solo** [ASK IF STAT = 2]

[Are/Were] you working on your own or [do/did] you have employees?

1. On own/with partner(s) but no employees
2. With employees

**SENo** [ASK IF SOLO = 2]

How many people [do/did] you employ at the place where you [work/worked]?

1. 1 to 24
2. 25 to 499
3. 500 or more

**FtPtWk** [ASK IF (WRKING = YES) OR (SCHEMET = YES) OR (JBAWAY = YES) OR (OWNBUS = YES) OR (RELBUS = YES) OR (EVERWK = YES)]

In your (main) job [are/were] you working:

1. Full time (30+ hours a week)
2. Part time (less than 30 hours per week)

**Ifpqual** [ASK IF AGED < 70]

Do you have any qualifications from each of the following....

Please select all that apply.

1. From school, college or university
2. Connected with work
3. From government schemes
4. No qualifications

**Edqual** [ASK IF IFPQUAL = 1/2/3/DK/PREFER NOT TO SAY]

Starting from the top of this list, please look down the list of qualifications and select the first one you come to that you have passed.

1. Higher degree/postgraduate qualifications

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2. First degree (including BEd) Postgraduate Diplomas/ Certificates (including PGCE)  
Professional qualifications at Degree level (eg chartered accountant/ surveyor) NVQ/SVQ Level 4 or 5
3. Diplomas in higher education/ other HE qualification HNC/ HND/ BTEC higher Teaching qualifications for schools/ further education (below degree level) Nursing/ other medical qualifications (below degree level) RSA Higher Diploma
4. A/AS levels/ SCE higher/ Scottish Certificate 6th Year Studies NVQ/ SVQ/ GSVQ level 3/ GNVQ Advanced ONC/ OND/ BTEC National City and Guilds Advanced Craft/ Final level/ Part III RSA Advanced Diploma
5. Trade Apprenticeships
6. O level/ GCSE Grades A\*-C/ SCE Standard/ Ordinary Grades 1-3 NVQ/SVQ/ GSVQ level 2/ GNVQ intermediate BTEC/ SCOTVEC First/ General diploma City and Guilds Craft/ Ordinary level/ Part II/ RSA Diploma
7. O level/GCSE grade D-G/ SCE Standard/Ordinary grades below 3 NVQ/SVQ/ GSVQ level 1/ GNVQ foundation BTEC/ SCOTVEC First/ General certificate City and Guilds Part I/ RSA Stage I-III SCOTVEC modules/ Junior Certificate
8. Other qualifications including overseas

**[InclIntro] [ASK ALWAYS]**

The next questions are on income. It is important for us to know so we can understand how it influences people's behaviours and attitudes. Please remember that all the information collected is completely confidential and will only be used for the purposes of producing statistics.

**INCOMERP**

Please select the income group which represents [your personal/you and your husband's/wife's/ partner's combined] income in the last 12 months from all sources, before any deductions such as income tax or National Insurance?

	Annual	Monthly	Weekly
1.	C Under £2,500	Under £200	Under £50
2.	F £2,500 - £4,999	£200 - £399	£50 - £99
3.	H £5,000 - £9,999	£400 - £829	£100 - £199
4.	A £10,000 - £14,999	£830 - £1,249	£200 - £289
5.	G £15,000 - £19,999	£1,250 - £1,649	£290 - £389
6.	E £20,000 - £24,999	£1,650 - £2,099	£390 - £489
7.	B £25,000 - £29,999	£2,100 - £2,499	£490 - £579
8.	J £30,000 - £34,999	£2,500 - £2,899	£580 - £679
9.	M £35,000 - £39,999	£2,900 - £3,349	£680 - £769
10.	D £40,000 - £44,999	£3,350 - £3,749	£770 - £869
11.	N £45,000 - £49,999	£3,750 - £4,149	£870 - £969
12.	K £50,000 - £74,999	£4,150 - £6,249	£970 - £1,449
13.	I £75,000 - £99,999	£6,250 - £8,349	£1,450 - £1,929
14.	L £100,000 or more	£8,350 or more	£1,930 or more
15.	S no income	No income	No income

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**IncomeX** [ASK IF MAR = 2 OR 3 OR LIVE = 1 OR 3]

Please select the income group which represents your total PERSONAL income in the last 12 months, before any deductions for tax, etc. Please include income from earnings, self employment, benefits, pensions, and interest from savings.

Annual	Monthly	Weekly
1. C Under £2,500	Under £200	Under £50
2. F £2,500 - £4,999	£200 - £399	£50 - £99
3. H £5,000 - £9,999	£400 - £829	£100 - £199
4. A £10,000 - £14,999	£830 - £1,249	£200 - £289
5. G £15,000 - £19,999	£1,250 - £1,649	£290 - £389
6. E £20,000 - £24,999	£1,650 - £2,099	£390 - £489
7. B £25,000 - £29,999	£2,100 - £2,499	£490 - £579
8. J £30,000 - £34,999	£2,500 - £2,899	£580 - £679
9. M £35,000 - £39,999	£2,900 - £3,349	£680 - £769
10. D £40,000 - £44,999	£3,350 - £3,749	£770 - £869
11. N £45,000 - £49,999	£3,750 - £4,149	£870 - £969
12. K £50,000 - £74,999	£4,150 - £6,249	£970 - £1,449
13. I £75,000 - £99,999	£6,250 - £8,349	£1,450 - £1,929
14. L £100,000 or more	£8,350 or more	£1,930 or more
15. S no income	No income	No income

**FOLLOWUP** [ASK ALWAYS]

This survey is being carried out by TNS-BMRB, an independent social research company. Occasionally we need to speak to people more than once. If we need to come back to you with any questions relating to this survey or to help with other connected research, would you be willing to help us?

You can be assured that your name will never be passed to anyone outside our organisation without your permission.

1. Yes – willing to be re-contacted
2. No – not willing to be re-contacted

**FOLLOWP2** [ASK ALWAYS]

If follow up research relating to this survey was being carried out for the Cabinet Office, or a government department would you be willing for TNS-BMRB to pass your name, contact details and information from this survey to another research organisation so they could contact you?

Please note that you are not committing to take part in follow up research, only saying that you would be prepared to be contacted in relation to this.

1. Yes – willing for details to be passed on
2. No – not willing for details to be passed on

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**GiveTel [ASK IF FOLLOWUP = 1 OR FOLLOWUP2 = 1]**

Please enter your telephone number in case we want to contact you for any follow up research.

ENTER TELEPHONE NUMBER: \_\_\_\_\_

Prefer not to give my telephone number

**PEREMAIL [ASK IF FOLLOWUP = 1 OR FOLLOWUP2 = 1]**

Do you have a home or work email address that you access at least once a month?

1. Yes
2. No

**EMAIL [ASK IF ((FOLLOWUP = 1 OR FOLLOWUP2 = 1) AND PEREMAIL = 1)]**

Please enter your email address in case we want to contact you for any follow up research.

ENTER EMAIL ADDRESS

Prefer not to give my email address

**ASK IF > 1 ADULT AGED 16+ IN HOUSEHOLD**

**Qflw1.** Did you discuss any elements of the survey with any other household members either before or during the process of completing the survey?

1. Yes
2. No

**ASK IF Q1 = Yes**

**Qflw2.** What did you discuss with other members of your household? Please select all that apply.

1. The survey in general (e.g. what it is about, whether to complete it)
2. The broad content of the survey (e.g. what sort of issues it covers)
3. How to respond to specific questions in the survey
4. Other (please type in details of what else you discussed)

→ TIMING POINT 10

## Appendix B: Community Life Postal Questionnaire

- Postal Questionnaire – Last birthday
- Postal Questionnaire – Next birthday



# The Community Life Survey

## 2013-14

### Who should complete the questionnaire?

To make sure we hear from a random sample of adults we ask that the survey is completed only **by the person aged 16+ who has had the most recent birthday** in the household. We estimate the questionnaire should take about 30 minutes to complete.

### How do I fill out the questionnaire?

1. Most questions on the following pages can be answered by putting a cross in the box next to the answer that applies to you, like this:   
Or by writing in a number like this: 

1	0
---	---
2. Occasionally a question will ask you to “cross all that apply.” Please cross as many boxes as apply to you when you see this instruction.
3. Please try to answer every question. If you cannot remember, do not know, or the question does not apply to you then please cross the relevant box where shown or leave the question blank.
4. If you change your mind about an answer you have given, completely block out the box you have crossed like this, ■ and then put a cross in your preferred box.
5. Please use black or blue ink to complete the questionnaire.

### Where can you get more information?

 [Communitylifesurvey@tns-bmrb.co.uk](mailto:Communitylifesurvey@tns-bmrb.co.uk)

 Survey helpline: 0800 158 2952

Thank you for taking the time to complete this questionnaire.



## Section 1: About you

Thank you for taking part in the Community Life Survey. In this first section, we would like to find out a little about you and your household.

By 'your household' we are referring to a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area.

**Q1 How many adults aged 16 or over are currently living in your household?**

Please cross one box only ☒

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10+</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q2 How many children aged under 16 currently live in this household?**

Please cross one box only ☒

<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10+</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3 Are you Male or Female?**

Male

Female

**Q4 Can you tell me your age last birthday?**

→ IF AGE PROVIDED GO TO Q5

+

+

+

**Q4a Can you tell me which age band you are in?**

16 to 19

50 to 54

20 to 24

55 to 59

25 to 29

60 to 64

30 to 34

65 to 69

35 to 39

70 to 74

40 to 44

75 to 79

45 to 49

80 or over

**Q5 Thinking about all the people living in your household aged 16 or over, is your birthday the next birthday in the household?**

Yes

No

**Q6 Are you....**

*Please cross one box only ☒*

Single, that is, never married and never registered a same-sex civil partnership

Married and living with husband / wife

In a same-sex civil partnership and living with your partner

Separated, but still legally married

Divorced

Widowed

Separated, but still legally in a same-sex civil partnership

Formerly a same sex civil partner, the civil partnership now legally dissolved

A surviving civil partner: partner having since died

+

2

+



+

+

+

## Section 2: About your employment

**Q7** Did you do any paid work in the last 7 days, either as an employee or as self-employed?

Yes

No  → GO TO Q9

---

**Q8** Are you working as an employee or are you self-employed?

Employee

Self-employed

## Section 3: Using the internet

The next few questions relate to using the internet.

**Q9** In what ways do you use the internet, if at all?

For work only

For personal reasons only

For both

Not at all  → GO TO Q11

+

3

+

+ Q10 How often do you access the internet? + +

Please cross one box only ☒

- More than once a day
- Once a day
- 2-3 times per week
- About once a week
- About once a fortnight
- About once a month
- About once every 2-3 months
- About once every six months
- Less often

**Section 4: Identity and Social Networks**

The next few questions are about how often you personally contact your family members and friends. Please do not include any people who you live with.

Q11 How often do you...

Please cross one box only for each question ☒

	More than once a day	Once a day	2-3 times per week	About once a week	About once a fortnight	About once a month	Less often than once a month	Never
Meet up in person with family members or friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speak on the phone or video or audio call via the internet with family members or friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email or write to family members or friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exchange text messages or instant messages with family members or friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

+

+

+

**Q12 How much do you agree or disagree with the following statements...**

*Please cross one box only for each statement ☒*

	Definitely agree	Tend to agree	Tend to disagree	Definitely disagree
If I needed help, there are people who would be there for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I wanted company or to socialise, there are people I can call on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Section 5: About your community**

**Q13 How strongly do you feel you belong to your immediate neighbourhood?**

*Please cross one box only ☒*

- Very strongly
- Fairly strongly
- Not very strongly
- Not at all strongly

**Q14 Roughly how many years have you lived in your current neighbourhood?**

**Q15 How often do you chat to any of your neighbours, more than just to say hello?**

*Please cross one box only ☒*

- On most days
- Once or twice a week
- Once or twice a month
- Less than once a month
- Never

+

5

+

+ + +  
Q16 How comfortable would you be asking a neighbour to keep a set of keys to your home for emergencies, for example if you were locked out?

Please cross one box only ☒

- Very comfortable
  - Fairly comfortable
  - Fairly uncomfortable
  - Very uncomfortable
- 

Q17 If you were ill and at home on your own, and needed someone to collect a few shopping essentials, how comfortable would you feel asking a neighbour to do this for you?

Please cross one box only ☒

- Very comfortable
  - Fairly comfortable
  - Fairly uncomfortable
  - Very uncomfortable
- 

Q18 To what extent would you agree or disagree that people in your neighbourhood pull together to improve the neighbourhood?

Please cross one box only ☒

- Definitely agree
  - Tend to agree
  - Tend to disagree
  - Definitely disagree
- 

Q19 Thinking about the people who live in this neighbourhood, to what extent do you believe they can be trusted?

Please cross one box only ☒

- Many** of the people can be trusted
- Some** of the people can be trusted
- A **few** of the people can be trusted
- None** of the people can be trusted

The next few questions refer to your wider local area. Please think of the area within 15-20 minutes walking distance from your home.

**Q20 Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

Please cross one box only ☒

- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- 

**Q21 To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?**

Please cross one box only ☒

- Definitely agree
  - Tend to agree
  - Tend to disagree
  - Definitely disagree
- 

**Q22 On the whole, do you think that over the past two years this area has got better or worse to live in or would you say things haven't changed much?**

Please cross one box only ☒

- The area has got better
- The area has got worse
- The area has not changed much
- N/A - Have lived here less than 2 years

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Q23 Generally, how satisfied are you with the local services and amenities in your local area?

Please cross one box only ☒

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

### Section 6: Influencing political decisions and local affairs

Now thinking about whether you can influence political decisions and local affairs.

Q24 In the last 12 months, have you done any of the following?

Please cross all that apply ☒

- Contacted a local official such as a local councillor, MP, government official, mayor, or public official working for the local council or Greater London Assembly (Please do not include any contact for personal reasons e.g. housing repairs or contact through work)
- Attended a public meeting or rally, taken part in a public demonstration or protest
- Signed a paper petition or an online/e-petition
- None of the above

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Q25 In the last 12 months, have you done any of the following?

Please cross all that apply ☒

- Taken part in a consultation about local services or problems in your local area through completing a paper or online questionnaire
- Taken part in a consultation about local services or problems in your local area through attending a public meeting
- Taken part in a consultation about local services or problems in your local area through being involved in a face-to-face or online group
- None of these

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Now thinking about whether you can influence decisions.

**Q26 Do you agree or disagree that you personally can influence decisions affecting your local area?**

*Please cross one box only* ☒

Definitely agree

Tend to agree

Tend to disagree

Definitely disagree

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**Q27 How important is it for you personally to feel that you can influence decisions in your local area?**

*Please cross one box only* ☒

Very important

Quite important

Not very important

Not at all important

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## Section 7: Volunteering

In this section please think about any **groups, clubs or organisations** that you've been involved with during the last 12 months.

**Q28 Which, if any, of the following types of groups, clubs or organisations have you been involved with during the last 12 months?**

That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. Please **exclude** giving money or anything that was a requirement of your job.

Please cross all that apply

**Children's education/schools** (e.g. Parent teacher Associations Education pressure group, Pre-school play group, School governor, Going to or helping at fairs/fetes, Helping in school, Running pupils' clubs, Mentoring, Fund-raising)

**Youth/children's activities (outside school)** (e.g. National Citizen Service, Youth clubs, Sports clubs, Hobby or cultural groups for children etc.)

**Education for adults** (e.g. Evening classes or daytime classes - attending or teaching, Mentoring, Cultural groups, Students Union, College governor, Education pressure group etc.)

**Sport/exercise (taking part, coaching or going to watch)** (e.g. Any sports clubs or groups e.g. football, swimming, fishing, golf, keep-fit, riding, hiking etc, Supporter clubs)

**Religion** (e.g. Attending a place of worship (church, chapel, mosque, temple, synagogue etc.) to worship, to help out, to receive religious teaching etc., Attending faith-based groups, Saturday/Sunday School)

**Politics** (e.g. Membership of, or involvement with, political groups, Serving as local councillor)

**The elderly** (e.g. Involved with organisations e.g. Age UK etc., Pensioner's clubs, Local groups for visiting, transporting or representing the elderly)

**Health, Disability and Social welfare** (e.g. medical research charities, hospital visiting etc., Disability groups e.g. MENCAP, Social welfare e.g.

**Safety, First Aid** (e.g. St. Johns Ambulance, Life Saving, RNLI, Mountain Rescue, Helping after a disaster etc.)

**The environment, animals** (e.g. National organisations e.g. Greenpeace, National Trust, RSPCA etc., Local conservation groups, Preservation societies)

**Justice and Human Rights** (e.g. Special Constable, Magistrate, legal advice centre, Victim Support, Prison visiting or aftercare, Justice and peace groups, Community or race relations, Gay & lesbian groups, National organisations e.g. Amnesty International, Liberty, Stonewall etc.)

**Local community or neighbourhood groups** (e.g. Tenants' / Residents' Association; Neighbourhood Watch; community group; local pressure group; token/voucher scheme etc.)

**Citizens' Groups** (e.g. Rotary Club, Lion's Club, Women's Institute (WI), Freemasons etc.)

**Hobbies, Recreation/Arts/Social clubs** (e.g. Clubs or groups for the Arts - theatres, museums, amateur dramatics, orchestras etc., Hobby or cultural groups - e.g. wine club, computer games, local history etc., Social club, Pub quiz team, Working Men's Club)

**Trade union activity** (e.g. Membership of, or involvement with, trade union.)

**Other**



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Oxfam, NSPCC, Samaritans , Citizens Advice Bureau or Volunteer Bureau, Offering respite care, Self-help groups e.g. Alcoholics Anonymous, Gingerbread, Weightwatchers etc.)

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None of these

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→ GO TO Q32

**Q29 In the last 12 months, have you given unpaid help to the groups, clubs or organisations you've just selected in any of the following ways?**

*Please cross all that apply*

- Raising or handling money/taking part in sponsored events
- Leading a group/member of a committee
- Organising or helping to run an activity or event
- Visiting people
- Befriending or mentoring people
- Giving advice/information/counselling
- Secretarial, admin or clerical work
- Providing transport/driving
- Representing
- Campaigning
- Other practical help (eg helping out at school, shopping)
- Any other help
- None of the above  → GO TO Q32

**Q30 Over the last 12 months, how often have you done something to help any of these groups, clubs or organisations?**

*Please cross one box only*

- At least once a week
- Less than once a week but at least once a month
- Less often than once a month

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**Q31** People do unpaid work or give help to all kinds of groups for all kinds of reasons. Thinking about all the groups, clubs or organisations you have helped over the last 12 months, did you start helping them for any of the following reasons?

*Please cross the reasons that were most important to you . You can choose up to five reasons.*

- I wanted to improve things/help people
- I wanted to meet people/make friends
- The cause was really important to me
- My friends/family did it
- It was connected with the needs of my family/friends
- I felt there was a need in my community
- I thought it would give me a chance to learn new skills
- I thought it would give me a chance to use my existing skills
- It helps me get on in my career
- It's part of my religious belief to help people
- It's part of my philosophy of life to help people
- It gave me a chance to get a recognised qualification
- I had spare time to do it
- I felt there was no one else to do it
- None of these

**→ GO TO Q33**

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**Q32** The following list contains some reasons people have given about why they don't give unpaid help to groups, clubs or organisations.

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

Please cross all that apply ☒

I have work commitments

I have to look after children/the home

I have to look after someone who is elderly or ill

I have to study

I do other things with my spare time

I'm not the right age

I don't know any groups that need help

I haven't heard about opportunities to give help

I'm new to the area

I have never thought about it

I have an illness or disability that I feel prevents me from getting involved

It is not my responsibility

Other: Please cross the box and write in below

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The next few questions are about any unpaid help you **as an individual** may have given to other people, that is apart from any help given through a group, club or organisation. This could be help for a friend, neighbour or someone else **but not a relative**.

**Q33 In the last 12 months, have you done any of these things, unpaid, for someone who was not a relative?**

Please cross all that apply ☒

- Keeping in touch with someone who has difficulty getting out and about (visiting in person, telephoning or emailing)
- Doing shopping, collecting pension or paying bills
- Cooking, cleaning, laundry, gardening or other routine household jobs
- Decorating, or doing any kind of home or car repairs
- Babysitting or caring for children
- Sitting with or providing personal care (e.g. washing, dressing) for someone who is sick or frail
- Looking after a property or a pet for someone who is away
- Giving advice
- Writing letters or filling in forms
- Representing someone (for example talking to a council department or to a doctor)
- Transporting or escorting someone (for example to a hospital or on an outing)
- Anything else
- No help given in last 12 months  → **GO TO Q35**

**Q34 Over the past 12 months, about how often have you done any of the things you mentioned at the previous question?**

Please cross one box only ☒

- At least once a week
- Less than once a week but at least once a month
- Less often than once a month

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Now some questions about the ways in which people can give to charity.

**Q35** In the past 4 weeks, have you given any money to charity in any of the following ways shown below or through any other method? Please exclude donating goods or prizes.

Please cross all that apply

**Donations**

Money to collecting tins (e.g. door-to-door, in the street, in a pub, at work, on a shop counter, etc)

Collection at church, mosque or other place of worship

Collections using a charity envelope/cheque in the post

Covenant or debit from salary, payroll giving

Donation – via direct debit, standing order

Giving to people begging on the street

Donation – in person or on phone (excluding online or via text message)

Donation – online/via website

Donation – by text message

Donation – via an ATM/cash machine

**Purchases/fundraising**

Buying raffle tickets (NOT national or health lottery)

Buying goods from a charity shop, catalogue or online

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

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

**Sponsorship**

Sponsorship (not online)

Sponsorship (online)

**Other**

Other method of giving (excluding donating goods or prizes). Please cross the box and write in below:

Did not give to charity  → GO TO Q37

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Q36 About how much in total have you given to charity in the last 4 weeks? Please exclude buying goods.

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Don't know

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Q37 The following list contains some things that people have said would encourage them to give to charity. Would any of these things encourage you to start giving to charity or to increase the amount you currently give?

Please cross all that apply

- Having more information about the different charities or organisations that I could support
- Receiving letter/ email of thanks from the charity or organisation
- Receiving information from the charity or organisation explaining what has been done with my donation
- Being asked by the charity or organisation to increase my donation
- Confidence that the charity or organisation uses the money efficiently
- Being able to give money by tax efficient methods
- More generous tax relief
- Being asked by a friend or family member
- If I had more money
- If payroll giving became available to me
- None of these

## Section 8: Activities in your local community

Now moving onto some questions about activities in your local community.

**Q38** In the last 12 months have you done any of things listed below? Please include any activities you have already mentioned. Please do not include any activities related to your job.

Please cross all that apply ☒

Been a local councillor (for local authority, town or parish)

Been a school governor

Been a volunteer Special Constable

Been a magistrate

None of the above

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**Q39** And again in the last 12 months have you been a member of any of the following groups? Please include online groups and any activities you have already mentioned. Please do not include any activities related to your job.

Please cross all that apply ☒

A group making decisions on local health services

A decision making group set up to regenerate the local area

A decision making group set up to tackle local crime problems

A tenants' group decision making committee

A group making decisions on local education services

A group making decisions on local services for young people

Another group making decisions on services in the local community

None of these

## Section 9: Social Action

Now some questions about getting involved in your local area.

**Q40 To what extent do you agree or disagree with the following statement?**

**When people in this area get involved in their local community, they can really change the way that their area is run.**

Please cross one box only ☒

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree

**Q41 Have you personally been involved in helping out with any of the following types of activity in your local area in the last 12 months? Please only include unpaid involvement. Do not select any activities where you only signed a petition but took no action.**

Please cross all that apply ☒

- Trying to set up a new service or amenity to help local residents
- Trying to stop the closure of a local service or amenity
- Trying to stop something happening in my local area
- Running local services on a voluntary basis (e.g. childcare, youth services, parks and community centres)
- Organising a community event such as a street party
- Another issue affecting my local area
- None of these  → GO TO Q43

**Q42 On how many occasions in the last 12 months have you spent time helping with any of these types of activity?**

Please cross one box only ☒

- On one occasion only
- On two or three occasions
- On four or five occasions
- More frequently



Section 10: Wellbeing

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

Q43 On a scale of 0-10, where 0 is not at all satisfied and 10 is completely satisfied, overall, how satisfied are you with your life nowadays?

Please cross one box only ☒

Not at all satisfied											Completely satisfied	
	0	1	2	3	4	5	6	7	8	9	10	Prefer not to say
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q44 On a scale of 0-10, where 0 is not at all happy and 10 is completely happy, overall, how happy did you feel yesterday?

Please cross one box only ☒

Not at all happy											Completely happy	
	0	1	2	3	4	5	6	7	8	9	10	Prefer not to say
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q45 On a scale of 0-10, where 0 is not at all anxious and 10 is completely anxious, overall, how anxious did you feel yesterday?

Please cross one box only ☒

Not at all anxious											Completely anxious	
	0	1	2	3	4	5	6	7	8	9	10	Prefer not to say
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

+ + +  
**Q46** On a scale of 0-10, where 0 is not at all worthwhile and 10 is completely worthwhile, overall, to what extent do you feel the things you do in your life are worthwhile?

Please cross one box only ☒

Not at all worthwhile										Completely worthwhile		
<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	Prefer not to say	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Q47** How often do you feel lonely?

Please cross one box only ☒

- Often/always
- Some of the time
- Occasionally
- Hardly ever
- Never
- Prefer not to say

**Section 11: About you – Part two**

**Q48** In which of these ways do you occupy your accommodation?

Please cross one box only ☒

- Own it outright
- Buying it with the help of a mortgage or loan
- Pay part rent and part mortgage (shared ownership)
- Rent it
- Live here rent-free (including rent-free in relative's /friend's property; excluding squatting)
- Occupy it in some other way: Please cross the box and write in below:

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**Q49 Which one of the following best describes your ethnic group or background?**

*Please cross one box only ☒*

<b>WHITE</b>		<b>MIXED</b>	
English/Welsh/Scottish/Northern Irish/British	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>
Irish	<input type="checkbox"/>	White and Black Africa	<input type="checkbox"/>
Gypsy or Irish Traveller	<input type="checkbox"/>	White and Asian	<input type="checkbox"/>
Any other White background	<input type="checkbox"/>	Any other mixed/multiple ethnic background	<input type="checkbox"/>
<b>ASIAN OR ASIAN BRITISH</b>		<b>BLACK OR BLACK BRITISH</b>	
Indian	<input type="checkbox"/>	African	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>	Any other Black/Black British background	<input type="checkbox"/>
Chinese	<input type="checkbox"/>		
Any other Asian/Asian British background	<input type="checkbox"/>	<b>OTHER ETHNIC GROUP</b>	
		Arab	<input type="checkbox"/>
		Any other ethnic group	<input type="checkbox"/>

**Q50 What is your religion even if you are not currently practising?**

*Please cross one box only ☒*

Christian	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>
Hindu	<input type="checkbox"/>
Jewish	<input type="checkbox"/>
Muslim	<input type="checkbox"/>
Sikh	<input type="checkbox"/>
Any other religion	<input type="checkbox"/>
No religion at all	<input type="checkbox"/>

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**Q51 Starting from the top of this list, please look down the list of qualifications and select the first one you come to that you have passed.**

Please cross one box only ☒

Higher degree/postgraduate qualifications

First degree (including BEd) Postgraduate Diplomas/ Certificates (including PGCE)  
Professional qualifications at Degree level (eg chartered accountant/ surveyor) NVQ/SVQ Level 4 or 5

Diplomas in higher education/ other HE qualification HNC/ HND/ BTEC higher Teaching qualifications for schools/ further education (below degree level) Nursing/ other medical qualifications (below degree level) RSA Higher Diploma

A/AS levels/ SCE higher/ Scottish Certificate 6th Year Studies NVQ/ SVQ/ GSVQ level 3/ GNVQ Advanced ONC/ OND/ BTEC National City and Guilds Advanced Craft/ Final level/ Part III RSA Advanced Diploma

Trade Apprenticeships

O level/ GCSE Grades A\*-C/ SCE Standard/ Ordinary Grades 1-3 NVQ/SVQ/ GSVQ level 2/ GNVQ intermediate BTEC/ SCOTVEC First/ General diploma City and Guilds Craft/ Ordinary level/ Part II/ RSA Diploma

O level/GCSE grade D-G/ SCE Standard/Ordinary grades below 3 NVQ/SVQ/ GSVQ level 1/ GNVQ foundation BTEC/ SCOTVEC First/ General certificate City and Guilds Part I/ RSA Stage I-III SCOTVEC modules/ Junior Certificate

Other qualifications including overseas

No qualifications

**Q52 As a thank you for returning a completed version of this questionnaire, a £10 shopping voucher will be posted to your address within 5 working days.**

**In order for us to address the voucher to you personally, please enter your full name in the box below.**

ENTER FULL NAME:





# The Community Life Survey

## 2013-14

### Who should complete the questionnaire?

To make sure we hear from a random sample of adults we ask that the survey is completed only **by the person aged 16+ who has the next birthday** in the household. We estimate the questionnaire should take about 30 minutes to complete.

### How do I fill out the questionnaire?

1. Most questions on the following pages can be answered by putting a cross in the box next to the answer that applies to you, like this:   
Or by writing in a number like this: 

1	0
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2. Occasionally a question will ask you to “cross all that apply.” Please cross as many boxes as apply to you when you see this instruction.
3. Please try to answer every question. If you cannot remember, do not know, or the question does not apply to you then please cross the relevant box where shown or leave the question blank.
4. If you change your mind about an answer you have given, completely block out the box you have crossed like this, ■ and then put a cross in your preferred box.
5. Please use black or blue ink to complete the questionnaire.

### Where can you get more information?

 [Communitylifesurvey@tns-bmrb.co.uk](mailto:Communitylifesurvey@tns-bmrb.co.uk)

 Survey helpline: 0800 158 2952

Thank you for taking the time to complete this questionnaire.



## Section 1: About you

Thank you for taking part in the Community Life Survey. In this first section, we would like to find out a little about you and your household.

By 'your household' we are referring to a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area.

**Q1 How many adults aged 16 or over are currently living in your household?**

Please cross one box only ☒

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10+</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q2 How many children aged under 16 currently live in this household?**

Please cross one box only ☒

<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10+</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3 Are you Male or Female?**

Male

Female

**Q4 Can you tell me your age last birthday?**

→ IF AGE PROVIDED GO TO Q5

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**Q4a Can you tell me which age band you are in?**

16 to 19

50 to 54

20 to 24

55 to 59

25 to 29

60 to 64

30 to 34

65 to 69

35 to 39

70 to 74

40 to 44

75 to 79

45 to 49

80 or over

**Q5 Thinking about all the people living in your household aged 16 or over, was your birthday the last birthday in the household?**

Yes

No

**Q6 Are you....**

*Please cross one box only ☒*

Single, that is, never married and never registered a same-sex civil partnership

Married and living with husband / wife

In a same-sex civil partnership and living with your partner

Separated, but still legally married

Divorced

Widowed

Separated, but still legally in a same-sex civil partnership

Formerly a same sex civil partner, the civil partnership now legally dissolved

A surviving civil partner: partner having since died

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## Section 2: About your employment

**Q7** Did you do any paid work in the last 7 days, either as an employee or as self-employed?

Yes

No  → GO TO Q9

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**Q8** Are you working as an employee or are you self-employed?

Employee

Self-employed

## Section 3: Using the internet

The next few questions relate to using the internet.

**Q9** In what ways do you use the internet, if at all?

For work only

For personal reasons only

For both

Not at all  → GO TO Q11

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+ Q10 How often do you access the internet? + +

Please cross one box only ☒

- More than once a day
- Once a day
- 2-3 times per week
- About once a week
- About once a fortnight
- About once a month
- About once every 2-3 months
- About once every six months
- Less often

**Section 4: Identity and Social Networks**

The next few questions are about how often you personally contact your family members and friends. Please do not include any people who you live with.

Q11 How often do you...

Please cross one box only for each question ☒

	More than once a day	Once a day	2-3 times per week	About once a week	About once a fortnight	About once a month	Less often than once a month	Never
Meet up in person with family members or friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speak on the phone or video or audio call via the internet with family members or friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email or write to family members or friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exchange text messages or instant messages with family members or friends?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**Q12 How much do you agree or disagree with the following statements...**

*Please cross one box only for each statement ☒*

	Definitely agree	Tend to agree	Tend to disagree	Definitely disagree
If I needed help, there are people who would be there for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I wanted company or to socialise, there are people I can call on	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Section 5: About your community**

**Q13 How strongly do you feel you belong to your immediate neighbourhood?**

*Please cross one box only ☒*

- Very strongly
- Fairly strongly
- Not very strongly
- Not at all strongly

**Q14 Roughly how many years have you lived in your current neighbourhood?**

**Q15 How often do you chat to any of your neighbours, more than just to say hello?**

*Please cross one box only ☒*

- On most days
- Once or twice a week
- Once or twice a month
- Less than once a month
- Never

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+ + +  
Q16 How comfortable would you be asking a neighbour to keep a set of keys to your home for emergencies, for example if you were locked out?

Please cross one box only ☒

- Very comfortable
  - Fairly comfortable
  - Fairly uncomfortable
  - Very uncomfortable
- 

Q17 If you were ill and at home on your own, and needed someone to collect a few shopping essentials, how comfortable would you feel asking a neighbour to do this for you?

Please cross one box only ☒

- Very comfortable
  - Fairly comfortable
  - Fairly uncomfortable
  - Very uncomfortable
- 

Q18 To what extent would you agree or disagree that people in your neighbourhood pull together to improve the neighbourhood?

Please cross one box only ☒

- Definitely agree
  - Tend to agree
  - Tend to disagree
  - Definitely disagree
- 

Q19 Thinking about the people who live in this neighbourhood, to what extent do you believe they can be trusted?

Please cross one box only ☒

- Many** of the people can be trusted
- Some** of the people can be trusted
- A **few** of the people can be trusted
- None** of the people can be trusted

The next few questions refer to your wider local area. Please think of the area within 15-20 minutes walking distance from your home.

**Q20 Overall, how satisfied or dissatisfied are you with your local area as a place to live?**

Please cross one box only ☒

- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- 

**Q21 To what extent do you agree or disagree that this local area is a place where people from different backgrounds get on well together?**

Please cross one box only ☒

- Definitely agree
  - Tend to agree
  - Tend to disagree
  - Definitely disagree
- 

**Q22 On the whole, do you think that over the past two years this area has got better or worse to live in or would you say things haven't changed much?**

Please cross one box only ☒

- The area has got better
- The area has got worse
- The area has not changed much
- N/A - Have lived here less than 2 years

+ + +  
Q23 Generally, how satisfied are you with the local services and amenities in your local area?

Please cross one box only ☒

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

### Section 6: Influencing political decisions and local affairs

Now thinking about whether you can influence political decisions and local affairs.

Q24 In the last 12 months, have you done any of the following?

Please cross all that apply ☒

- Contacted a local official such as a local councillor, MP, government official, mayor, or public official working for the local council or Greater London Assembly (Please do not include any contact for personal reasons e.g. housing repairs or contact through work)
- Attended a public meeting or rally, taken part in a public demonstration or protest
- Signed a paper petition or an online/e-petition
- None of the above

---

Q25 In the last 12 months, have you done any of the following?

Please cross all that apply ☒

- Taken part in a consultation about local services or problems in your local area through completing a paper or online questionnaire
- Taken part in a consultation about local services or problems in your local area through attending a public meeting
- Taken part in a consultation about local services or problems in your local area through being involved in a face-to-face or online group
- None of these

+

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Now thinking about whether you can influence decisions.

**Q26 Do you agree or disagree that you personally can influence decisions affecting your local area?**

*Please cross one box only ☒*

Definitely agree

Tend to agree

Tend to disagree

Definitely disagree

---

**Q27 How important is it for you personally to feel that you can influence decisions in your local area?**

*Please cross one box only ☒*

Very important

Quite important

Not very important

Not at all important

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+ + +

## Section 7: Volunteering

In this section please think about any **groups, clubs or organisations** that you've been involved with during the last 12 months.

**Q28 Which, if any, of the following types of groups, clubs or organisations have you been involved with during the last 12 months?**

That's anything you've taken part in, supported, or that you've helped in any way, either on your own or with others. Please **exclude** giving money or anything that was a requirement of your job.

Please cross all that apply

**Children's education/schools** (e.g. Parent teacher Associations Education pressure group, Pre-school play group, School governor, Going to or helping at fairs/fetes, Helping in school, Running pupils' clubs, Mentoring, Fund-raising)

**Youth/children's activities (outside school)** (e.g. National Citizen Service, Youth clubs, Sports clubs, Hobby or cultural groups for children etc.)

**Education for adults** (e.g. Evening classes or daytime classes - attending or teaching, Mentoring, Cultural groups, Students Union, College governor, Education pressure group etc.)

**Sport/exercise (taking part, coaching or going to watch)** (e.g. Any sports clubs or groups e.g. football, swimming, fishing, golf, keep-fit, riding, hiking etc, Supporter clubs)

**Religion** (e.g. Attending a place of worship (church, chapel, mosque, temple, synagogue etc.) to worship, to help out, to receive religious teaching etc., Attending faith-based groups, Saturday/Sunday School)

**Politics** (e.g. Membership of, or involvement with, political groups, Serving as local councillor)

**The elderly** (e.g. Involved with organisations e.g. Age UK etc., Pensioner's clubs, Local groups for visiting, transporting or representing the elderly)

**Health, Disability and Social welfare** (e.g. medical research charities, hospital visiting etc., Disability groups e.g. MENCAP, Social welfare e.g. Oxfam, NSPCC, Samaritans, Citizens Advice Bureau or Volunteer Bureau, Offering respite care, Self-help groups e.g. Alcoholics Anonymous, Gingerbread, Weightwatchers etc.)

**Safety, First Aid** (e.g. St. Johns Ambulance, Life Saving, RNLI, Mountain Rescue, Helping after a disaster etc.)

**The environment, animals** (e.g. National organisations e.g. Greenpeace, National Trust, RSPCA etc., Local conservation groups, Preservation societies)

**Justice and Human Rights** (e.g. Special Constable, Magistrate, legal advice centre, Victim Support, Prison visiting or aftercare, Justice and peace groups, Community or race relations, Gay & lesbian groups, National organisations e.g. Amnesty International, Liberty, Stonewall etc.)

**Local community or neighbourhood groups** (e.g. Tenants' / Residents' Association; Neighbourhood Watch; community group; local pressure group; token/voucher scheme etc.)

**Citizens' Groups** (e.g. Rotary Club, Lion's Club, Women's Institute (WI), Freemasons etc.)

**Hobbies, Recreation/Arts/Social clubs** (e.g. Clubs or groups for the Arts - theatres, museums, amateur dramatics, orchestras etc., Hobby or cultural groups - e.g. wine club, computer games, local history etc., Social club, Pub quiz team, Working Men's Club)

**Trade union activity** (e.g. Membership of, or involvement with, trade union.)

**Other**

**None of these**

→ GO TO Q32



+ + +  
Q29 In the last 12 months, have you given unpaid help to the groups, clubs or organisations you've just selected in any of the following ways?

Please cross all that apply ☒

- Raising or handling money/taking part in sponsored events
- Leading a group/member of a committee
- Organising or helping to run an activity or event
- Visiting people
- Befriending or mentoring people
- Giving advice/information/counselling
- Secretarial, admin or clerical work
- Providing transport/driving
- Representing
- Campaigning
- Other practical help (eg helping out at school, shopping)
- Any other help
- None of the above  → GO TO Q32

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Q30 Over the last 12 months, how often have you done something to help any of these groups, clubs or organisations?

Please cross one box only ☒

- At least once a week
- Less than once a week but at least once a month
- Less often than once a month

+ + +  
**Q31** People do unpaid work or give help to all kinds of groups for all kinds of reasons. Thinking about all the groups, clubs or organisations you have helped over the last 12 months, did you start helping them for any of the following reasons?

*Please cross the reasons that were most important to you . You can choose up to five reasons.*

- I wanted to improve things/help people
- I wanted to meet people/make friends
- The cause was really important to me
- My friends/family did it
- It was connected with the needs of my family/friends
- I felt there was a need in my community
- I thought it would give me a chance to learn new skills
- I thought it would give me a chance to use my existing skills  → **GO TO Q33**
- It helps me get on in my career
- It's part of my religious belief to help people
- It's part of my philosophy of life to help people
- It gave me a chance to get a recognised qualification
- I had spare time to do it
- I felt there was no one else to do it
- None of these

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**Q32** The following list contains some reasons people have given about why they don't give unpaid help to groups, clubs or organisations.

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

Please cross all that apply ☒

I have work commitments

I have to look after children/the home

I have to look after someone who is elderly or ill

I have to study

I do other things with my spare time

I'm not the right age

I don't know any groups that need help

I haven't heard about opportunities to give help

I'm new to the area

I have never thought about it

I have an illness or disability that I feel prevents me from getting involved

It is not my responsibility

Other: Please cross the box and write in below

+

+

The next few questions are about any unpaid help you **as an individual** may have given to other people, that is apart from any help given through a group, club or organisation. This could be help for a friend, neighbour or someone else **but not a relative**.

**Q33 In the last 12 months, have you done any of these things, unpaid, for someone who was not a relative?**

Please cross all that apply ☒

- Keeping in touch with someone who has difficulty getting out and about (visiting in person, telephoning or emailing)
- Doing shopping, collecting pension or paying bills
- Cooking, cleaning, laundry, gardening or other routine household jobs
- Decorating, or doing any kind of home or car repairs
- Babysitting or caring for children
- Sitting with or providing personal care (e.g. washing, dressing) for someone who is sick or frail
- Looking after a property or a pet for someone who is away
- Giving advice
- Writing letters or filling in forms
- Representing someone (for example talking to a council department or to a doctor)
- Transporting or escorting someone (for example to a hospital or on an outing)
- Anything else
- No help given in last 12 months  → **GO TO Q35**

**Q34 Over the past 12 months, about how often have you done any of the things you mentioned at the previous question?**

Please cross one box only ☒

- At least once a week
- Less than once a week but at least once a month
- Less often than once a month

+

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Now some questions about the ways in which people can give to charity.

**Q35 In the past 4 weeks, have you given any money to charity in any of the following ways shown below or through any other method? Please exclude donating goods or prizes.**

*Please cross all that apply*

**Donations**

Money to collecting tins (e.g. door-to-door, in the street, in a pub, at work, on a shop counter, etc)

Collection at church, mosque or other place of worship

Collections using a charity envelope/cheque in the post

Covenant or debit from salary, payroll giving

Donation – via direct debit, standing order

Giving to people begging on the street

Donation – in person or on phone (excluding online or via text message)

Donation – online/via website

Donation – by text message

Donation – via an ATM/cash machine

**Purchases/fundraising**

Buying raffle tickets (NOT national or health lottery)

Buying goods from a charity shop, catalogue or online

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

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

**Sponsorship**

Sponsorship (not online)

Sponsorship (online)

**Other**

Other method of giving (excluding donating goods or prizes). Please cross the box and write in below:

Did not give to charity  → **GO TO Q37**

+

+

+ + +  
Q36 About how much in total have you given to charity in the last 4 weeks? Please exclude buying goods.

£  .  p

Don't know

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Q37 The following list contains some things that people have said would encourage them to give to charity. Would any of these things encourage you to start giving to charity or to increase the amount you currently give?

Please cross all that apply

- Having more information about the different charities or organisations that I could support
- Receiving letter/ email of thanks from the charity or organisation
- Receiving information from the charity or organisation explaining what has been done with my donation
- Being asked by the charity or organisation to increase my donation
- Confidence that the charity or organisation uses the money efficiently
- Being able to give money by tax efficient methods
- More generous tax relief
- Being asked by a friend or family member
- If I had more money
- If payroll giving became available to me
- None of these

## Section 8: Activities in your local community

Now moving onto some questions about activities in your local community.

**Q38** In the last 12 months have you done any of things listed below? Please include any activities you have already mentioned. Please do not include any activities related to your job.

Please cross all that apply ☒

Been a local councillor (for local authority, town or parish)

Been a school governor

Been a volunteer Special Constable

Been a magistrate

None of the above

**Q39** And again in the last 12 months have you been a member of any of the following groups? Please include online groups and any activities you have already mentioned. Please do not include any activities related to your job.

Please cross all that apply ☒

A group making decisions on local health services

A decision making group set up to regenerate the local area

A decision making group set up to tackle local crime problems

A tenants' group decision making committee

A group making decisions on local education services

A group making decisions on local services for young people

Another group making decisions on services in the local community

None of these

## Section 9: Social Action

Now some questions about getting involved in your local area.

**Q40 To what extent do you agree or disagree with the following statement?**

**When people in this area get involved in their local community, they can really change the way that their area is run.**

Please cross one box only ☒

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree

**Q41 Have you personally been involved in helping out with any of the following types of activity in your local area in the last 12 months? Please only include unpaid involvement. Do not select any activities where you only signed a petition but took no action.**

Please cross all that apply ☒

- Trying to set up a new service or amenity to help local residents
- Trying to stop the closure of a local service or amenity
- Trying to stop something happening in my local area
- Running local services on a voluntary basis (e.g. childcare, youth services, parks and community centres)
- Organising a community event such as a street party
- Another issue affecting my local area
- None of these  → GO TO Q43

**Q42 On how many occasions in the last 12 months have you spent time helping with any of these types of activity?**

Please cross one box only ☒

- On one occasion only
- On two or three occasions
- On four or five occasions
- More frequently



Section 10: Wellbeing

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

Q43 On a scale of 0-10, where 0 is not at all satisfied and 10 is completely satisfied, overall, how satisfied are you with your life nowadays?

Please cross one box only ☒

Not at all satisfied											Completely satisfied	
	0	1	2	3	4	5	6	7	8	9	10	Prefer not to say
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q44 On a scale of 0-10, where 0 is not at all happy and 10 is completely happy, overall, how happy did you feel yesterday?

Please cross one box only ☒

Not at all happy											Completely happy	
	0	1	2	3	4	5	6	7	8	9	10	Prefer not to say
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q45 On a scale of 0-10, where 0 is not at all anxious and 10 is completely anxious, overall, how anxious did you feel yesterday?

Please cross one box only ☒

Not at all anxious											Completely anxious	
	0	1	2	3	4	5	6	7	8	9	10	Prefer not to say
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

+ + +  
**Q46** On a scale of 0-10, where 0 is not at all worthwhile and 10 is completely worthwhile, overall, to what extent do you feel the things you do in your life are worthwhile?

Please cross one box only ☒

Not at all worthwhile										Completely worthwhile		
<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	Prefer not to say	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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**Q47** How often do you feel lonely?

Please cross one box only ☒

- Often/always
- Some of the time
- Occasionally
- Hardly ever
- Never
- Prefer not to say

**Section 11: About you – Part two**

**Q48** In which of these ways do you occupy your accommodation?

Please cross one box only ☒

- Own it outright
- Buying it with the help of a mortgage or loan
- Pay part rent and part mortgage (shared ownership)
- Rent it
- Live here rent-free (including rent-free in relative's /friend's property; excluding squatting)
- Occupy it in some other way: Please cross the box and write in below:

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**Q49 Which one of the following best describes your ethnic group or background?**

*Please cross one box only ☒*

<b>WHITE</b>		<b>MIXED</b>	
English/Welsh/Scottish/Northern Irish/British	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>
Irish	<input type="checkbox"/>	White and Black Africa	<input type="checkbox"/>
Gypsy or Irish Traveller	<input type="checkbox"/>	White and Asian	<input type="checkbox"/>
Any other White background	<input type="checkbox"/>	Any other mixed/multiple ethnic background	<input type="checkbox"/>
<b>ASIAN OR ASIAN BRITISH</b>		<b>BLACK OR BLACK BRITISH</b>	
Indian	<input type="checkbox"/>	African	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>	Any other Black/Black British background	<input type="checkbox"/>
Chinese	<input type="checkbox"/>		
Any other Asian/Asian British background	<input type="checkbox"/>	<b>OTHER ETHNIC GROUP</b>	
		Arab	<input type="checkbox"/>
		Any other ethnic group	<input type="checkbox"/>

**Q50 What is your religion even if you are not currently practising?**

*Please cross one box only ☒*

Christian	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>
Hindu	<input type="checkbox"/>
Jewish	<input type="checkbox"/>
Muslim	<input type="checkbox"/>
Sikh	<input type="checkbox"/>
Any other religion	<input type="checkbox"/>
No religion at all	<input type="checkbox"/>

+

+

**Q51 Starting from the top of this list, please look down the list of qualifications and select the first one you come to that you have passed.**

*Please cross one box only*

Higher degree/postgraduate qualifications

First degree (including BEd) Postgraduate Diplomas/ Certificates (including PGCE) Professional qualifications at Degree level (eg chartered accountant/ surveyor) NVQ/SVQ Level 4 or 5

Diplomas in higher education/ other HE qualification HNC/ HND/ BTEC higher Teaching qualifications for schools/ further education (below degree level) Nursing/ other medical qualifications (below degree level) RSA Higher Diploma

A/AS levels/ SCE higher/ Scottish Certificate 6th Year Studies NVQ/ SVQ/ GSVQ level 3/ GNVQ Advanced ONC/ OND/ BTEC National City and Guilds Advanced Craft/ Final level/ Part III RSA Advanced Diploma

Trade Apprenticeships

O level/ GCSE Grades A\*-C/ SCE Standard/ Ordinary Grades 1-3 NVQ/SVQ/ GSVQ level 2/ GNVQ intermediate BTEC/ SCOTVEC First/ General diploma City and Guilds Craft/ Ordinary level/ Part II/ RSA Diploma

O level/GCSE grade D-G/ SCE Standard/Ordinary grades below 3 NVQ/SVQ/ GSVQ level 1/ GNVQ foundation BTEC/ SCOTVEC First/ General certificate City and Guilds Part I/ RSA Stage I-III SCOTVEC modules/ Junior Certificate

Other qualifications including overseas

No qualifications

**Q52 As a thank you for returning a completed version of this questionnaire, a £10 shopping voucher will be posted to your address within 5 working days.**

**In order for us to address the voucher to you personally, please enter your full name in the box below.**

ENTER FULL NAME:



## Appendix C: Advance Web Letter, Reminder Web Letter and Postal Letter

- Advance Web Letter – Last birthday
- Advance Web Letter – Next birthday
- Reminder Web Letter – Last birthday
- Reminder Web Letter – Next birthday
- Postal Letter – Last birthday
- Postal Letter – Next birthday



HM Government



1 Horse Guards Road,  
London, SW1A 2HQ

The Resident(s)  
Street name  
Town  
County/Country  
Postcode

00 Month 20XX

Ref: xxxxxxx

## The Community Life Survey

### Have your say

Dear Sir/Madam,

**This is an invitation to take part in the Community Life Survey**, an official Government study that allows your views to be heard on a range of issues affecting your neighbourhood.

To fill in the questionnaire **online** please go to **www.commlife.co.uk** and enter the reference number and password provided below.

**Reference Number:**

**Password:**

The closing date for the survey is **[DATE]**.

You can complete the survey in any location with internet access and on a desktop computer, laptop or tablet. Please do not attempt to complete the survey on a mobile phone. If you are unable to complete the survey online and require a postal version of the questionnaire please use the contact details in the box below.

**The person who completes the survey will receive a £10 shopping voucher to thank them for their time.**

To make sure we hear the views of a range of people it is important that the survey is completed by **the person aged 16 or over who has had the most recent birthday** in the household.

Thank you in advance for your help.

Yours faithfully,

Rebecca Wyton  
Principal Research Officer  
Cabinet Office

This study is being carried out on behalf of the Government by TNS BMRB, an independent social research organisation. If you would like to talk to someone about the study or if you require a postal version of the questionnaire – please contact TNS BMRB at:

✉ [Communitylifesurvey@tns-bmrb.co.uk](mailto:Communitylifesurvey@tns-bmrb.co.uk)

☎ Information line: 0800 158 2952



### Why did we choose your address?

As it is not possible to ask everyone to take part in the survey, we select a sample of addresses to represent the entire country. Your address is one of these and was selected at random from a list of private addresses held by the Royal Mail.



### Who is conducting the survey?

The survey is being conducted on behalf of the Cabinet Office by **TNS BMRB**, an independent agency.

The Cabinet Office sits at the very centre of government and has the responsibility of making government work better. It works with all government departments to develop and co-ordinate policies and activities that will meet the country's needs.



### Why are my views important?

We need people from all age groups and backgrounds to take part. Your views are important to us as without them we may not have a representative picture of the communities that people live in.

Your address is one of only a small number selected in your local area and this is your opportunity to get your voice heard.



### Is this survey confidential?

**Yes.** The information that is collected will only be used for research purposes. Your name and address details are kept separate from your answers and will not be passed on to any other organisation.

No individual will be identifiable from the results. Your answers will be combined with others that take part in the survey. You will not receive any 'junk mail' as a result of taking part.



### What do you need to do?

The person aged 16 or over who has had the most recent birthday in your household simply needs to go to **[www.commlife.co.uk](http://www.commlife.co.uk)**, enter the reference number and password provided and complete the questionnaire by the date shown on the front of the letter. It can be completed in any location (e.g. home, work or at a library) and on a desktop computer, laptop or tablet. If you would like to take part but are unable to complete the survey online please contact the TNS BMRB Information Line and a paper version of the questionnaire will be sent to you. The paper questionnaire will be posted along with a pre-paid envelope to allow you to post it back to us at no extra cost.



### How do I collect the voucher?

Once you have completed the survey you will be directed to the perks website where you can use the survey login details to sign in and choose from a range of different £10 shopping vouchers.



### How will the information be used?

Information from this survey will help the Cabinet Office and wider government departments inform policies aimed at:

- building stronger communities
- enabling people to play a more active role in their communities and society.

The information will also be used by local decision-makers, voluntary groups, local government and councils to understand and drive improvements in local communities.





HM Government



1 Horse Guards Road,  
London, SW1A 2HQ

The Resident(s)  
Street name  
Town  
County/Country  
Postcode

00 Month 20XX

Ref: xxxxxxx

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To make sure we hear the views of a range of people it is important that the survey is completed by **the person aged 16 or over who has the next birthday** in the household.

Thank you in advance for your help.

Yours faithfully,

Rebecca Wyton  
Principal Research Officer  
Cabinet Office

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### What do you need to do?

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### How do I collect the voucher?

Once you have completed the survey you will be directed to the Perks website where you can use the survey login details to sign in and choose from a range of different £10 shopping vouchers.



### How will the information be used?

Information from this survey will help the Cabinet Office and wider government departments inform policies aimed at:

- building stronger communities
- enabling people to play a more active role in their communities and society.

The information will also be used by local decision-makers, voluntary groups, local government and councils to understand and drive improvements in local communities.



HM Government



1 Horse Guards Road,  
London, SW1A 2HQ

The Resident(s)  
Street name  
Town  
County/Country  
Postcode

00 Month 20XX

Ref: xxxxxxx

## The Community Life Survey

### Have your say

Dear Sir/Madam,

**We recently invited you to take part in the Community Life Survey**, an official Government study that allows your views to be heard on a range of issues affecting your neighbourhood.

Our records suggest that you have not yet completed the survey. I apologise for troubling you again, but it would help us greatly if you would consider taking part in the survey now.

To fill in the questionnaire **online** please go to **[www.commlife.co.uk](http://www.commlife.co.uk)** and enter the reference number and password provided below.

**Reference Number:**

**Password:**

The closing date for the survey is **[DATE]**.

You can complete the survey in any location with internet access and on a desktop computer, laptop or tablet. Please do not attempt to complete the survey on a mobile phone. If you are unable to complete the survey online and require a postal version of the questionnaire please use the contact details in the box below.

**The person who completes the survey will receive a £10 shopping voucher to thank them for their time.**

To make sure we hear the views of a range of people it is important that the survey is completed by **the person aged 16 or over who has had the most recent birthday** in the household.

Thank you in advance for your help.

Yours faithfully,

Rebecca Wyton  
Principal Research Officer  
Cabinet Office

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✉ [Communitylifesurvey@tns-bmrb.co.uk](mailto:Communitylifesurvey@tns-bmrb.co.uk)

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### Why did we choose your address?

As it is not possible to ask everyone to take part in the survey, we select a sample of addresses to represent the entire country. Your address is one of these and was selected at random from a list of private addresses held by the Royal Mail.



### Who is conducting the survey?

The survey is being conducted on behalf of the Cabinet Office by **TNS BMRB**, an independent agency.

The Cabinet Office sits at the very centre of government and has the responsibility of making government work better. It works with all government departments to develop and co-ordinate policies and activities that will meet the country's needs.



### Why are my views important?

We need people from all age groups and backgrounds to take part. Your views are important to us as without them we may not have a representative picture of the communities that people live in.

Your address is one of only a small number selected in your local area and this is your opportunity to get your voice heard.



### Is this survey confidential?

**Yes.** The information that is collected will only be used for research purposes. Your name and address details are kept separate from your answers and will not be passed on to any other organisation.

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### What do you need to do?

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### How do I collect the voucher?

Once you have completed the survey you will be directed to the perks website where you can use the survey login details to sign in and choose from a range of different £10 shopping vouchers.



### How will the information be used?

Information from this survey will help the Cabinet Office and wider government departments inform policies aimed at:

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### What do you need to do?

The person aged 16+ with has had the most recent birthday in your household simply needs to fill out the paper questionnaire provided and post it back in the pre-paid envelope enclosed, **by the date shown on the front of the letter**. Instructions on how to fill out the questionnaire are provided on the front page.





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Appendix D: List of derived variables created for the Community Life  
Web Survey

Community Life 2013-14 Derived Variables

<u>Variable Name</u>	<u>Description</u>
rnssec	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Operational Categories
rnssec8	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Analytic Categories - 8 groups
rnssec5	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Analytic Categories - 5 groups
rnssec3	Respondent Socio-Economic Classification (NS-SEC based on SOC2010): Analytic Categories - 3 groups
Rage3	Respondent age: 3 categories
Rage3E	Respondent age: 3 categories for Ethnicity categories
Rage4	Respondent age: 4 categories
R2age3	Respondent age2: 3 categories
Rage5	Respondent age: 5 categories
Rage6	Respondent age: 6 categories
R2age6	Respondent age2: 6 categories
R3age6	Respondent age (6 categories incl 25yrs in first)
Ragecat	Respondent age: 7 categories
Rage9	Respondent age: 9 categories
Age2564	Respondent age binary grouping (25-64)
Nadlt60X	Number of adults under 60 in household
Nadgt59	Number of adults 60 or over in household
Livharm1	Respondent marital status
Nslivarr	Respondent living arrangements
Ethnic2	Ethnic group 2 categories
Ethnic4a	Ethnic group 4 categories
Ethnic5a	Ethnic group 5 categories
Ethnic6	Ethnic group 6 categories

Ethnic11a	Ethnic group 11 categories
Rethage9a	Respondents Ethnic origin and age (excludes Mixed/Other)
RSxage12	Respondent sex and age -12 categories
RSexeth6a	Respondents sex and Ethnic group - excludes Mixed or Other
E11sex1	Sex within Ethnicity 11 categories
E5sex1	Sex within Ethnicity 10 categories
Xsmain1	English one of main languages
Relprac	Whether actively practising Religion
Actrel	Whether practising for each Religion
Actrel3	Whether practising Religion (3 groups)
RelBI	Respondent Religion Christian and no Religion compared to all minority Religions
Relig7	Respondent Religion 7 categories Jewish included in other
Relstat	Practice status for each Religion
E11Relig1	Ethno-Religious groups 11 categories
ZSBeGB	How strongly do you belong to Britain
ZSBeNeigh	How strongly do you belong to your neighbourhood
SLive5	How long lived in neighbourhood 5 categories
SLive7	How long lived in neighbourhood 7 categories
Zstogeth	Agree ('definitely' or 'tend to') that local area is place where people from different backgrounds get on well together
Zslocsat	How satisfied or dissatisfied with this local area as a place to live
Zcivpar1	Civic participation in last 12 months
Zcivpar3	Civic participation in last 12 months with missing values
Zcivmon1	Civic participation at least once a month
Zpconsul1	Any Civic consultation in past 12 months

Zcivcon1	Civic consultation at least once a month
ZPAffLoc	Can you influence decisions affecting area
ZPInfl	How important is it personally for you to be able to influence decisions in your local area
Zformon	Formal volunteering at least once a month
Zforvol2	Formal volunteering in last 12 months with missing values
Zmxfol1	Mixed at least once in the last 12 months with people from different ethnic groups, religious groups, age groups, social or educational backgrounds and those living in different neighbourhoods: formal volunteering
Zforvol	Formal volunteering in last 12 months
Funhrs2	Formal Volunteering hours-excluding large values
Zempvol1	Employer volunteering in last 12 months
Zempmon1	Employer volunteering at least once a month
Gemppar1	Employee participated in volunteering scheme
Zlhlpmo	Informal help at least once a month
Zinfol	Informal help in last 12 months
Zinfol2	Informal help in last 12 months with missing values
lhlphrs2	Informal Volunteering hours-excluding large values
Zinffor	Formal or informal volunteering in the last 12 months
Zinform	Formal or informal volunteering in the last month
Zanyvol	Formal or informal or employer volunteering in the last 12 months
Zanyvmo	Formal or informal or employer volunteering in the last month
GivAmtx	About how much (altogether) have you given to charity in the last 4 weeks
Givech1	Given money to charity in past 4 weeks (missing values coded as no)
Givech3	Given money to charity in past 4 weeks
GivAmtB	Amount given to charity (Banded)

GivAmtB2	Amount given to charity (Banded)
GivAmt2	Amount giving to charity excluding values over 300
ZSPull	To what extent would you agree or disagree that people in this neighbourhood pull together, SPull collapsed
N13	Whether been a councillor or been a member of a group making decisions in the last 12 months
ZCivact1	Any civic activism activities in past 12 months (CivAct1)
ZCivact2	Any civic activism activities in past 12 months (CivAct2)
ZCivren	Any civic activism in the past 12 months
Zcivren3	Any civic activism or consultation in the past 12 months
Zciveng1	Whether taken part in any civic engagement
ZEngFv1	Any civic engagement or formal volunteering in the last 12 months
Zdill	Limiting long-term illness/disability
Sid2	Respondent sexual identity 3 categories
Student	Full-time student
Zquals	Respondents (aged 16-69) Highest Qualification
Zquals1	Respondents Highest qualification all ages
Zqual2	No Formal Qualifications/ Formal Qualifications (taken from IfpQual)
Zvolgps	BME or no qualifications or limiting long term illness
ZIncomhh	Respondent and partners (if applicable) gross income 9 categories
ZIncomer	Respondent and partners (if applicable) gross income 9 categories
DVILO3a	Respondent economic status 3 categories
DVILO4a	Respondent economic status 4 categories
SOC10mg	SOC 2010 Major Groups
SOC10smg	SOC2010 Sub-Major Group
Zschatny	Whether chat to neighbours more than to just say hello

Zschatnf	Frequency of chatting to neighbours more than to just say hello
Zvyfreq	Frequency of previous unpaid help given to a group, club or organisation
ZSFavN	Agree ('definitely' or 'tend to') that they borrow things and exchange favours with neighbours
ZLocAtt	Whether agree or disagree that when people get involved in their local community they can really change the way an area is run
ZLocPeop1	Whether aware of local people getting involved in a local issue/activity
ZLocInv1	Whether been personally involved in helping out with local issue/activity
ZLocOft	Number of occasion in the last 12 months, have spent time helping with activity/issue in local area