



Cabinet Office

Community Life Web Survey Technical Report 2015-16



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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Contents

1. Introduction	4
2. Sampling	10
3. Questionnaire.....	12
4. Fieldwork.....	17
5. Data Processing.....	24
6. Weighting	27
7. Standard errors	32
8. Data user guide.....	58
9. Appendices	61

1. Introduction

This technical report covers the Community Life Web Survey in 2015-16. If you are interested in reading the technical report for the Community Life Face-to-face survey (the Official Statistic), this is also published on the Gov.Uk website.

1.1 Background to the Survey

The Community Life Survey was carried out by TNS BMRB in 2012-13, 2013-14, 2014-15 and 2015-16, on behalf of the Cabinet Office, to provide an Official Statistic 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), so 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.¹

The face-to-face survey is effective in providing a robust and nationally representative Official Statistic, however, this method 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

1

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/316056/Community_Life_Survey_2012-13_Technical_Report.pdf

outputs for the survey going forward. This work was carried out in parallel to the face-to-face survey.

1.2 Survey Development Work 2012 – Large Scale Test

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 rose 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 demographic 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 that 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 2013². Following the development work, the testing of the web alternative continued into the 2013-14 survey year, alongside a face-to-face survey with a reduced sample size. 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

2

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 were unable to see them. 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 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 re-contacted 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 are now published³.

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,

3

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/466921/Investigating_the_the_viability_of_moving_from_a_face-to-face_to_an_online_postal_mode_FINAL.pdf

with approximately 8,000 interviews completed over the four quarters of fieldwork (c. 2,000 a quarter)⁴.

The survey retained the random probability approach used in the face-to-face-survey, and used the Postal Address File (PAF) held by the Post Office as its sample source. Selected addresses were sent a letter, informing them about the 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 household⁵.

1.4 Web Survey Design – 2014-15

The design of the web survey changed in 2014-15. This decision was taken following an experiment conducted alongside the 2013-14 survey. Analysis on the main 2013-14 survey showed a significant proportion of interviews were being completed by the incorrect adult in the household. This issue nullified the value of conducting a random selection of an adult within each household, as in many cases the instructions were not followed. As a result, an experiment was conducted, whereby addresses were still randomly selected as before, but rather than inviting one adult, up to four adults aged 16+, were invited to complete the survey.

When compared with the single adult design, the experiment found that the 'all adults' approach produced a similar response rate and level of data quality, whilst also producing a more balanced sample profile. Given the potential to earn up to £40 per household, there is a risk that one adult will complete multiple questionnaires rather than just one for additional incentives. Evidence is currently limited, but assessment of the stage 3 data suggested that this happens, but at a low level, as evidenced by an implausibly high response rate in four-adult households and more rapid questionnaire completion. TNS BMRB believes that the high level of non-compliance under the standard design is a more significant problem

⁴ See section 4 for full details on the fieldwork process

⁵ 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.

than a small number of cases where one adult completes multiple questionnaires under the 'all adults' design.

As a result of the findings of this experiment, a decision was made to progress with this methodology for the 2014-15 web survey. The 2014-15 survey contacted 7,137 addresses with invitations to take part in the survey, with 2,000 interviews completed over the course of the year (c.667 per quarter). Aside from the change to inviting four adults to take part, all other elements of the survey remained the same. Addresses were randomly selected using the PAF. Advance letters were sent inviting them to complete the survey online, and four sets of login details were provided. In households where all residents had not yet completed the survey, two reminder letters were sent in two week intervals. Postal versions of the questionnaire were also provided to addresses on request.

1.5 Web Survey Design – 2015-16

The design of the 2015-16 web survey remained largely the same as 2014-15. The only major change to the design was the inclusion of two postal questionnaires in a targeted 50% of second reminder mailing packs.

Although the impact on the response rate of including paper questionnaires in the final mailing pack is linear – and does not appear to differ based on area characteristics – it is possible to even up the response rates between types of area through selective allocation. With that in mind the majority of households sampled in deprived areas were given these paper questionnaires but no households in the least deprived areas were given them. The remainder were distributed to yield an optimal respondent balance with respect to the Index of Multiple Deprivation. Postal questionnaires were also still available on request to all.

Invitations for the 2015-16 survey were sent out to 7,800 addresses, with 2,233 web interviews, and 1,023 postal questionnaires completed over the course of the year.

2. Sampling

2.1 Summary

A random sample of 7,800 addresses was drawn from the adult population resident in private households in England. The online survey design is intended to be compatible with the face-to-face survey design in most respects.

Addresses were sampled with equal probability and then systematically allocated to one of three remaining quarters in 2015/16. The sample selected for each quarter was also systematically allocated to one of two batches, to spread fieldwork over the quarter.

2.2 Stage One

The Postcode Address File (PAF)⁶ was used as the address source for the Community Life Survey.

The PAF was filtered to exclude addresses for businesses or other organisations or communal establishments. The remaining addresses were stratified by quintile of the (local LSOA) 2010 index of Multiple Deprivation. Within each of the five strata, the addresses were sorted by region and then - within region - by (local LSOA) address density. Finally, the addresses were listed alphanumerically within each postcode before the sample was drawn.

The sample fractions varied between strata to maximise the likelihood of a balanced responding sample. These sample fractions ranged from 1 in 2,578 to 1 in 3,359. In total, 7,800 addresses were sampled across the strata.

2.3 Stage Two

A letter was sent to each sampled address inviting *all* resident individuals aged 16+ to complete the survey⁷. For practical reasons, only four serial numbers were allocated to each sampled address but residents could ask for additional serial numbers if necessary. A URL link was provided, along with unique login details, which enabled each person to access the survey. A postal questionnaire option was also available upon request.

⁶ This excludes addresses that receive more than 25 postal items a day.

⁷ 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.

Two reminders were sent to all addresses. For a subset of addresses the second reminder included two paper questionnaires to encourage response. *Every* address in the two most deprived strata (i.e. where the local LSOA's index of multiple deprivation is in the top 40%) was meant to receive these paper questionnaires but *no* address in the two least deprived strata was meant to receive them. A random 60% of addresses in the middle quintile were meant to receive the paper questionnaires.

Unfortunately, a processing error in quarter 2 resulted in the reverse plan being implemented for that quarter only. Once the error was identified, a *third* reminder - including paper questionnaires - was sent to all addresses in the top two IMD quintiles that were meant to have received paper questionnaires but had not done so due to the processing error. Consequently, there are no negative implications for sample quality.

Table 2.1 Intended and actual paper questionnaire distribution

IMD quintile	Sampled addresses	Intended to be given paper questionnaires in 2nd reminder	Actually given paper questionnaires in 2 nd /3 rd reminder (% in 2nd column)	
Highest	1,612	1,612	1,612	100%
2nd highest	1,394	1,394	1,394	100%
Middle	1,482	894	785	53%
2nd lowest	1,790	0	596	33%
Lowest	1,522	0	508	33%
All	<i>7,800</i>	<i>3,900</i>	<i>4,895</i>	<i>63%</i>

3. Questionnaire

3.1 Questionnaire development

The Community Life Web Survey's aim is to test and demonstrate the viability of an online alternative to the current 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 been the main focus of the questionnaire development process.

Prior to the 2015-16 face-to-face survey, a small number of changes were made to the questionnaire to reflect policy priorities and to ensure the survey continued to be relevant. These changes were also made to the 2015-16 web survey, and consisted mainly of small changes to the wording of questions.

A set of more substantial changes were made to the questionnaire ahead of the 2013-14 survey, full details of which are outlined in the 2013-14 face-to-face technical report⁸.

3.2 Web Questionnaire Content 2015-16

Following the questionnaire development process, the final Community Life Web Survey 2015-16 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

8

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/364511/Community_life_2013-14_Technical_report.pdf

decisions affecting both their local area and Britain and 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 wordings of the questions in the postal version were kept very similar⁹ to those used in the web questionnaire.

⁹ 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.

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 with the knowledge that they would be read out by an interviewer, so these needed to change 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.

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
- Been a school governor
- Been a volunteer Special Constable
- Been a magistrate
- None of the above

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'¹⁰, 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. 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

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

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 around the 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.

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 2015-16 was conducted between July 2015 and March 2016, with sample issued on a quarterly basis. As the survey began in July no sample was issued during quarter 1. During quarters 2, 3 and 4 the sample was split into 2 batches, the first of which began at the start of the quarter, whilst the second began midway through the quarter. 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 survey¹¹. Fieldwork does not always begin on the same date each quarter. This is because letters are always timed to arrive on a Friday, to maximise responses over the weekend.

Quarter 2: 10th July – 30th September 2015

Quarter 3: 9th October – 31st December 2015

Quarter 4: 15th January – 31st March 2016

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 some respondents at the second reminder stage, and also 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 that invited up to four people in their household to take part in the survey. The letter provided information on how to access the survey online and respondents were directed to www.commlife.co.uk to complete the survey. Four sets of 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.

¹¹ The fieldwork periods are longer than 6 weeks to 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.

The letter also informed the resident(s) 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. As outlined above, roughly half of these second reminder letters also contained two paper versions of the questionnaire. For this half of the sample, the text on the second reminder letter was altered slightly to highlight the presence of the postal questionnaire in the envelope. 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 2015-16 survey year are outlined below in Table 1.

Table 1: Letter dispatch dates

Quarter	Batch	Initial Letter	1st Reminder Letter	2 nd Reminder Letter
Quarter 2	Batch 1	8 th July 2015	22 nd July 2015	5 th August 2015
	Batch 2	12 th August 2015	26 th August 2015	9 th September 2015
Quarter 3	Batch 1	7 th October 2015	21 st October 2015	4 th November 2015
	Batch 2	11 th November 2015	25 th November 2015	9 th December 2015
Quarter 4	Batch 1	13 th January 2016	27 th January 2016	10 th February 2016

	Batch 2	8 th February 2016	24 th February 2016	9 th March 2016
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Copies of the web letters used during 2015-16 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 Fieldwork Figures

The next section outlines the fieldwork figures and response rates achieved on the 2015-16 survey. Figures from the web survey are outlined first, followed by the postal figures, and then both modes combined together.

4.3.1 Web Fieldwork

When discussing fieldwork figures in this section, response rates are referred to in three different ways. These are as follows;

- **Household response rate** – This is the percentage of households contacted as part of the survey in which at least one interview was completed.
- **Within household response rate** – This is the estimated response rate amongst all adults living within a household where at least one person completed the survey.
- **Person level response rate** – This is the estimated response rate amongst all adults that were eligible to complete the survey.

The target number of interviews required on the web survey over the 2015-16 survey year was 2,100 interviews, equating to 700 interviews per quarter. In total 7,800 addresses were sampled, from which 2,233 interviews were achieved. At least one interview was completed in 1,451 households, which represented a **household response rate of 18.6%**.

The average household size reported by respondents was 2.34 adults. When multiplied by the number of cooperating households, this indicated a potential total of 3,395 respondents across all cooperating households. The limit of four questionnaires per household reduced the maximum possible number of completed questionnaires within cooperating households to 3,312, and means an effective **within-household response rate of 67.4%**.

Using the comparable face-to-face interview data to estimate the number of adults in the sampled addresses, the total number of eligible adults sampled was 14,430. Web interviews were completed with 2,233 people, indicating a **person level response rate of 15.5%**.

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 residential and were therefore ineligible to complete the survey. Once ineligible (or deadwood¹²) addresses are accounted for, the final web **household response rate falls somewhere between 20.3% and 20.5%**, whilst the **person level response rate was somewhere between 16.8% and 17.2%**.

¹² 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.

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	Household Response Rate (excluding deadwood)	Within-household response rate	Person-level response rate (excluding deadwood)
Quarter 2	2,600	703	19.1% - 19.5%	67.9%	15.9% - 16.2%
Quarter 3	2600	758	20.1% - 20.5%	68. 2%	17.1% - 17.5%
Quarter 4	2600	772	21.6% - 22.1%	65.8%	17.4% - 17.8%
Total	7,800	2,233	20.3% - 20.5%	67.4%	16.8% - 17.2%

4.3.2 Postal Fieldwork

Over the course of the 2015-16 survey year requests were received for a postal questionnaire from 141 respondents, spread across 106 households. This represented around 2.0% of the overall sampled households. Postal questionnaires were returned by 97 respondents, a response rate of 68.8% 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.

Table 3: Number of Postal Questionnaires returned by quarter

Quarter	Returned Postal questionnaires
Quarter 2	513
Quarter 3	258
Quarter 4	252
Total	1023

4.3.3 Combined Fieldwork Figures

By combining the 2,233 completed web surveys and 1,023 returned postal questionnaires, the total number of interviews completed for the 2015-16 survey stands at 3,256 interviews. The combined **household response rate, including web and postal interviews, therefore reached 27.3%**. The **overall person-level response rate was 22.6%**. After accounting for deadwood addresses, **the overall household response rate lies between 29.7% and 30.3%**, whilst the **overall person-level response rate lies between 24.5% and 25.1%**¹³. The **overall within-household response rate was 70.7%**.

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	Household response rate (excluding deadwood)	Within-household response rate	Person-level response rate (excluding deadwood)
Quarter 2	2,600	1,216	33.2% - 33.9%	72.4%	27.5% - 28.1%
Quarter 3	2,600	1,016	27.5 -	70.2%	23.0% -

¹³ The person-level response offers the most direct comparison with the previous face-to-face survey response rate.

			28.1%		23.5%
Quarter 4	2,600	1,024	28.5% - 29.1%	69.0%	23.1% - 23.7%
Total	7,800	3,256	29.7% - 30.3%	70.7%	24.5% - 25.1

4.4 Incentive system

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

4.4.1 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.

4.4.2 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.

4.5 Survey length

The median completion length was 34.9 minutes¹⁴. This is based on full surveys and does not include partial completions.

¹⁴ 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 for 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
- Inner city PSU indicator
- Police Force Area
- ACORN classification
- ONS ward classification
- Health board
- Primary Care Organisation
- LSOA area
- ONS district level classification

- Output area classification
- Index of Multiple Deprivation for England (2015)
- 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 2015-16 web survey will be made available to download through the University of Essex Data Archive in the autumn (<http://discover.ukdataservice.ac.uk/>).

5.6 Data Quality

With interview-based surveys we have confidence that almost all the data is collected in a controlled manner and from the right individual.

With most self-completion survey methods, there is no interviewer to do this work so it must be accomplished via other methods. With that in mind a programme of post-fieldwork validation was implemented in 2015-16.

This led to the development of an algorithm based upon a more generic understanding of measurement error in a self-completion context.

The algorithm utilises relevant classic indicators of proxy/careless completion including (i) inconsistencies in household data when multiple completed questionnaires have been received from the same household, (ii) use of the same email address by multiple respondents when providing the necessary details to receive the incentive, (iii) suspiciously short completion times, and (iv) excessive missing data rates.

Other indicators such as flat-lining through question sets with the same response codes were not included as the questionnaire uses very few grid style questions.

This approach led us to remove c.4% of cases from the 2015-16 Community Life survey, a rate that seems low enough for us to be largely confident of the data's veracity.

Telephone back-checking was also conducted as a further check on data quality. A proportion (10%) of respondents were re-contacted by telephone to check that the named person completed the questionnaire and (if so) to confirm a few characteristics that ought to be known only to the individual. This sample comprised (i) a small random sample of all cases, plus (ii) any case identified by the second form of validation as potentially invalid.

Ultimately this method did not prove very effective as a check on data quality. Respondents could only be included in the back-checks if they had agreed to be re-contacted during their interview, meaning it was not possible to re-contact a large proportion of respondents. As you might expect cases flagged in the post-fieldwork validation were less likely to agree to be re-contacted. As a result we will not be proposing to use telephone back-checking as a data quality measure for the web survey in future years.

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.

6.2 Step one

Step one was to construct a simple model of questionnaire completion probability, based on geo-demographic data attached to the sample frame.

Questionnaire completion probability is simply the proportion of issued serial numbers that result in a completed questionnaire. It is not the same as the 'response rate' because only a minority of sampled addresses will contain the same number of adults eligible for the survey as the number of issued serial numbers (4). Because we have no information for non-responding addresses, we cannot calculate the response rate for different subsets of the sample (although we can estimate it fairly well at the national level using external data). Nevertheless, the questionnaire completion rate ought to be very strongly correlated with the unknown response rate and may be used as a proxy for the purposes of weighting the data.

TNS BMRB used a generalised linear model (with a poisson link function¹⁵) to estimate the *expected* number of completed questionnaires per address as a function of (i) 2010 index of multiple deprivation, and (ii) region. The expected number of completed questionnaires (q_i) was then attached to every responding case.

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

$$w_1 = ((0.9*1.9)/q_i)/p_i$$

p_i = sampling probability of address i

¹⁵ A poisson link function is the most suitable link function when the dependent variable is a count as it constrains the model so that no expected (predicted) count can be below zero. However, an identity link function would do just as well here, given the objective is simply to estimate differences in the expected number of completed questionnaires per subgroup (as defined by IMD and region), not provide an accurate prediction per address.

q_i = *expected* number of completed questionnaires from address *i*
(unrounded)
0.9 = expected proportion of sampled addresses that are residential
(estimated from contemporary face-to-face interview surveys)
1.9 = mean number of adults per household in England (known from e.g.
the Census)

Note that the value 0.9×1.9 in the numerator is merely a scaling factor and could be replaced with any uniform value without affecting the accuracy of the weight.

6.3 Step two

The base weight w_1 was further modified to compensate for sampling a maximum of four individuals at each sampled address:

$$w_2 = w_1 * (\max((N_e/4), 1))$$

N_e = number of resident adults at address *e*

6.4 Step three

TNS BMRB used the Stata script *calibrate* (John D'Souza, 2009) to calibrate the base-weight sample to population totals. A bounded linear regression¹⁶ model was used (D'Souza recommendation) in this instance.

The population totals were drawn from the ONS mid-2014 population estimates for England (for gender, age and region), the 2015 ONS Annual Population Survey (for highest level of education crossed by age and for ethnic group) and 2011 Census (for housing tenure and household size). These sources were selected as the most reliable for the variables in question.

¹⁶ A bounded linear regression model will produce calibration weights that are constrained to specified minimum and maximum values. In this case, the calibration weight could not be smaller than one third of the base weight (w_2) or larger than three times the base weight. Bounded calibration weighting eliminates the risk that very small or very large weights (or even negative weights) will be generated (as they might be for a 'best fit' model).

Table 6.1: Population per age band based on ONS mid-2014 population estimates.

Age band	Mid-2014 Population total
16 to 19	2,603,775
20 to 24	3,606,417
25 to 29	3,718,382
30 to 34	3,707,209
35 to 39	3,396,004
40 to 44	3,707,404
45 to 49	3,918,363
50 to 54	3,717,288
55 to 59	3,186,581
60 to 64	2,913,931
65 to 69	2,975,461
70 to 74	2,187,412
75+	4,374,835

Table 6.2: Population by age band and gender based on ONS mid-2014 population estimates

Age band	Mid-2014 Population total	
	Males	Females
16-24	3,174,670	3,035,522
25-34	3,705,510	3,720,081
35-44	3,533,203	3,570,205
45-54	3,775,061	3,860,590
55-64	3,002,233	3,098,279
65-74	2,487,171	2,675,702
75+	1,819,507	2,555,328

Table 6.3: Population within region based on ONS mid-2014 population estimates

Region	Mid-2014 Population total 16+
North East	2,154,854
North West	5,790,512
Yorkshire & Humberside	4,347,165
East Midlands	3,782,353

West Midlands	4,599,064
East	4,875,281
London	6,806,412
South East	7,184,102
South West	4,473,319

Table 6.4: Highest educational level crossed by age (25-64 only) based on ONS 2015 Annual Population Survey estimates, scaled to mid-2014 population totals

Age group	Degree	No degree
25-29	1,490,323	2,228,059
30-39	2,830,106	4,273,107
40-49	2,407,494	5,218,273
50-64	2,310,189	7,507,611

Table 6.5: Housing tenure based on Census 2011, scaled to mid-2014 population totals

Housing tenure	Population total aged 16+
Living in property owned outright	11,210,874
Living in property owned with mortgage	17,314,723
Living in property with other tenure	15,487,465

Table 6.6: Household size based on Census 2011, scaled to mid-2014 population totals

Household size (all residents)	Population total aged 16+
1	6,955,471
2+	37,057,591

Table 6.7: Ethnic group based on ONS 2015 Annual Population Survey estimates, scaled to mid-2014 population totals

Ethnic group	Population total aged 16+
White	37,944,980
Indian	1,317,260
Pakistani/Bangladeshi	1,231,291
Black	1,408,974
Other	2,110,557

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.

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 that 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. For example, the sample has been drawn at random from the Postcode Address File which covers all private addresses in England. This approach ensures that efforts have been made, as far as is possible, to avoid leaving out any part of the population from the survey.

7.2.2 Random error

Random error is always present to some extent in survey measurement. If a survey is repeated multiple times minor differences will be present each time due to chance, as a variety of factors can influence the outcome. Over multiple repeats of the same survey these errors will average to zero. 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 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 10.1: Participation in civic engagement and voluntary activities

Characteristic	Population	Percent (%)	Unweighted base	Standard error	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		3	105	0.4	1.26
Civic consultation		2	33	0.3	1.61

Informal volunteering		29	985	1.0	1.25
Formal volunteering		21	754	0.9	1.26
Any volunteering		39	1,356	1.1	1.27
Those taking part at least once the last year in:					
Civic participation		33	1,110	1.0	1.27
Civic consultation		16	564	0.8	1.23
Civic activism		9	299	0.7	1.30
Informal volunteering		54	1,824	1.1	1.26
Formal volunteering		37	1,270	1.1	1.28
Employer Volunteering		5	115	0.6	1.27
Any volunteering		65	2,174	1.1	1.27

Table 10.2: Participation in civic engagement and formal volunteering at least once in the last year, by sex, age, ethnicity and disability

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number

Civic Participation	Male	33	1,495	1.5	1.21
	Female	34	1,750	1.3	1.15
	16-25	32	290	3.5	1.28
	26-34	34	369	3.0	1.21
	35-49	36	717	2.2	1.20
	50-64	36	890	1.9	1.19
	65-74	34	610	2.3	1.20
	75+	20	362	2.2	1.06
	Ethnic minority groups	34	266	3.6	1.24
	White	33	2,964	1.1	1.23
	LTLI/Disability* ¹⁷	40	499	2.6	1.17
	No LTLI/Disability*	35	1,707	1.5	1.28
Civic consultation	Male	15	1,495	1.1	1.18
	Female	17	1,750	1.0	1.11
	16-25	9	290	2.1	1.21
	26-34	12	369	1.9	1.09
	35-49	17	717	1.6	1.15
	50-64	20	890	1.7	1.26
	65-74	19	610	1.7	1.09
	75+	15	362	1.9	1.04

¹⁷ All LTI/Disability calculations based on web only data

	Ethnic minority groups	14	266	2.8	1.32
	White	16	2,964	0.8	1.17
	LTLI/Disability*	19	499	2.1	1.16
	No LTLI/Disability*	16	1,707	1.1	1.23
Civic Activism	Male	9	1,495	1.0	1.35
	Female	9	1,750	0.8	1.15
	16-25	7	290	2.1	1.35
	26-34	7	369	1.7	1.26
	35-49	9	717	1.2	1.14
	50-64	12	890	1.5	1.41
	65-74	10	610	1.3	1.07
	75+	7	362	1.4	1.04
	Ethnic minority groups	13	266	2.7	1.32
	White	9	2,964	0.6	1.22
	LTLI/Disability*	9	499	1.8	1.41
	No LTLI/Disability*	10	1,707	0.9	1.22
Formal volunteering	Male	34	1,495	1.4	1.21
	Female	40	1,750	1.4	1.17

	16-25	35	290	3.3	1.18
	26-34	30	369	2.9	1.20
	35-49	42	717	2.3	1.23
	50-64	39	890	1.9	1.19
	65-74	39	610	2.2	1.13
	75+	35	362	2.7	1.07
	Ethnic minority groups	41	266	3.7	1.22
	White	37	2,964	1.1	1.25
	LTLI/Disability*	38	499	2.6	1.22
	No LTLI/Disability*	41	1,707	1.6	1.30
Any civic engagement or formal volunteering	Male	53	1,495	1.6	1.23
	Female	58	1,750	1.4	1.20
	16-25	51	290	3.7	1.26
	26-34	53	369	3.3	1.26
	35-49	59	717	2.3	1.25
	50-64	58	890	1.9	1.17
	65-74	57	610	2.4	1.19
	75+	46	362	2.8	1.06
	Ethnic minority groups	56	266	3.7	1.23

	White	55	2,964	1.1	1.26
	LTLI/Disability*	62	499	2.6	1.21
	No LTLI/Disability*	58	1,707	1.5	1.30

Table 10.3: Informal or formal volunteering within the last month and the last 12 months broken down by age, ethnicity, employment status and region

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
At least once a month					
Informal volunteering	16-25	29	290	3.2	1.22
	26-34	25	369	2.6	1.16
	35-49	23	717	1.7	1.12
	50-64	31	890	1.9	1.20
	65-74	38	610	2.2	1.11
	75+	34	362	2.6	1.04
	Ethnic minority groups	32	266	3.7	1.31
	White	28	2,964	1.0	1.18
	In employment *	26	1,355	1.5	1.24

	Unemployed *	44	52	8.4	1.21
	Economically inactive*	36	826	2.1	1.23
	North East	26	170	4.1	1.23
	North West	28	374	2.6	1.11
	Yorkshire and Humberside	33	305	3.6	1.32
	East Midlands	21	331	2.5	1.09
	West Midlands	30	347	2.8	1.14
	East of England	25	413	2.3	1.09
	London	27	339	3.4	1.41
	South East	34	615	2.3	1.21
	South West	32	362	2.8	1.16
Formal volunteering	16-25	22	290	2.9	1.18
	26-34	16	369	2.3	1.21
	35-49	19	717	1.7	1.18
	50-64	23	890	1.7	1.19
	65-74	28	610	2.0	1.13
	75+	22	362	2.3	1.07
	Ethnic minority groups	24	266	3.3	1.27
	White	21	2,964	0.9	1.21

	In employment	22	1,355	1.4	1.23
	Unemployed	27	52	8.4	1.37
	Economically inactive	25	826	1.8	1.21
	North East	17	170	3.1	1.08
	North West	16	374	2.4	1.25
	Yorkshire and Humberside	17	305	2.2	1.00
	East Midlands	15	331	2.3	1.18
	West Midlands	25	347	3.1	1.34
	East of England	26	413	2.6	1.18
	London	22	339	2.9	1.30
	South East	23	615	2.2	1.27
	South West	24	362	2.7	1.22
At least once in the last year					
Informal volunteering	16-25	52	290	3.2	1.09
	26-34	49	369	3.2	1.24
	35-49	53	717	2.2	1.17
	50-64	57	890	2.0	1.19
	65-74	62	610	2.3	1.15
	75+	53	362	2.7	1.04

	Ethnic minority groups	55	266	3.8	1.25
	White	54	2,964	1.1	1.22
	In employment	54	1,355	1.6	1.21
	Unemployed	71	52	7.4	1.17
	Economically inactive	58	826	2.1	1.24
	North East	47	170	4.7	1.23
	North West	52	374	3.1	1.19
	Yorkshire and Humberside	55	305	3.7	1.29
	East Midlands	46	331	3.1	1.12
	West Midlands	51	347	3.4	1.27
	East of England	53	413	3.4	1.19
	London	55	339	3.4	1.26
	South East	60	615	2.4	1.20
	South West	59	362	3.4	1.31
Formal volunteering	16-25	35	290	3.3	1.18
	26-34	30	369	2.9	1.20
	35-49	42	717	2.3	1.23
	50-64	39	890	1.9	1.19
	65-74	39	610	2.2	1.13

	75+	35	362	2.7	1.07
	Ethnic minority groups	41	266	3.7	1.22
	White	37	2,964	1.1	1.25
	In employment	42	1,355	1.7	1.29
	Unemployed	39	52	8.3	1.22
	Economically inactive	38	826	2.1	1.22
	North East	36	170	4.4	1.21
	North West	31	374	3.0	1.25
	Yorkshire and Humberside	33	305	3.2	1.20
	East Midlands	33	331	3.0	1.17
	West Midlands	41	347	3.4	1.30
	East of England	44	413	3.0	1.21
	London	37	339	3.3	1.26
	South East	40	615	2.7	1.37
	South West	39	362	3.2	1.26

Table 10.4: Any volunteering in the last year broken down by sex, age and region

Characteristic	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Any volunteering at least once in last year					
	Male	62	1,495	1.5	1.21
	Female	68	1,750	1.3	1.15
	16-24	65	290	3.1	1.11
	25-34	59	369	3.1	1.22
	35-49	69	717	2.1	1.19
	50-64	67	890	1.8	1.17
	65-74	69	610	2.1	1.13
	75+	61	362	2.8	1.08
	North East	64	170	4.3	1.16
	North West	63	374	3.1	1.22
	Yorkshire and the Humber	63	305	3.5	1.28
	East Midlands	56	331	3.3	1.20
	West Midlands	63	347	3.4	1.30
	East of England	70	413	2.8	1.22

	London	66	339	3.2	1.25
	South East	71	615	2.2	1.21
	South West	68	362	3.4	1.37

Table 10.5: Whether gave to charity in the last four weeks, broken down by sex, age, ethnicity and region

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Gave to charity in the last 4 weeks					
	Male	70	1,473	1.5	1.29
	Female	82	1,724	1.2	1.26
	16-24	60	255	3.7	1.19
	25-34	70	400	2.7	1.17
	35-49	76	708	2.0	1.23
	50-64	84	883	1.5	1.17
	65-74	85	602	1.8	1.26
	75+	83	344	2.2	1.10
	Ethnic minority group	76	262	3.3	1.25
	White	76	2,922	1.1	1.38
	North East	76	167	4.4	1.33
	North West	73	366	3.6	1.56
	Yorkshire and the	75	303	3.0	1.23

	Humber				
	East Midlands	74	323	3.1	1.28
	West Midlands	76	344	3.0	1.30
	East of England	80	405	2.6	1.31
	London	73	335	3.3	1.34
	South East	78	607	2.3	1.34
	South West	83	358	2.6	1.31

Table 10.6: Banded amount given to charity in the four weeks prior to interview

Characteristic	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Banded amount given to charity					
	£0-£4	18	363	1.0	1.20
	£5-£9	18	347	1.0	1.15
	£10-£19	26	494	1.1	1.16
	£20-£49	25	512	1.1	1.16
	Over £50	13	270	0.9	1.18

Table 10.7: Whether aware of or involved in social action broken down by sex and age

Characteristic	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Aware of social action* ¹⁸					
	Male	35	1,027	1.8	1.22
	Female	40	1,154	1.8	1.23
	16-24	28	203	4.5	1.41
	25-34	27	293	3.1	1.18
	35-49	39	539	2.5	1.19
	50-64	43	636	2.5	1.27
	65-74	44	365	3.0	1.14
	75+	47	136	4.8	1.12
	All	38	2,172	1.4	1.31
Involved in social action					
	Male	16	1,489	1.3	1.31
	Female	15	1,734	1.0	1.18
	16-24	15	254	3.4	1.54
	25-34	13	397	2.1	1.26
	35-49	17	715	1.6	1.16
	50-64	18	888	1.6	1.21

¹⁸ Based on web only data

	65-74	17	607	1.7	1.11
	75+	13	355	1.8	1.03
	All	16	3,216	0.9	1.41

Table 10.8: The extent to which people agree that people in their neighbourhood pull together to improve the area

Characteristic	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether agree or disagree that people in this neighbourhood pull together to improve the neighbourhood					
	Definitely agree	14	454	0.7	1.18
	Tend to agree	49	1,524	1.2	1.28
	Tend to disagree	25	727	1.0	1.24
	Definitely disagree	12	336	0.8	1.34
	Agree	63	1,978	1.2	1.33
	Disagree	37	1,063	1.2	1.33

Table 10.9: Whether chat to neighbours at least once a month by age, sex ethnicity and region

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
People who chat to their neighbours more than once a month					
	Male	74	1,164	1.5	1.31
	Female	76	1,344	1.2	1.22
	16-24	53	132	3.9	1.27
	25-34	66	253	3.0	1.27
	35-49	77	540	1.9	1.23
	50-64	80	718	1.7	1.26
	65-74	90	549	1.4	1.12
	75+	86	310	2.0	1.08
	Minority ethnic group	71	182	3.4	1.23
	White	76	2,316	1.1	1.38
	North East	75	136	4.5	1.37
	North West	76	294	3.0	1.37
	Yorkshire and the Humber	78	247	3.7	1.55
	East Midlands	75	258	3.1	1.31

	West Midlands	77	267	3.1	1.34
	East of England	73	309	2.8	1.28
	London	67	230	3.4	1.32
	South East	78	488	2.3	1.35
	South West	77	287	3.2	1.343

Table 10.10: Whether people feel they belong strongly to their neighbourhood or Britain

Characteristic	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether feel they belong strongly to Britain* ¹⁹					
	Very/fairly strongly	85	1,919	1.0	1.39
	Not very strongly	12	244	0.9	1.34
	Not at all strongly	3	58	0.5	1.28
Whether feel they belong strongly to their neighbourhood	Very/fairly strongly	60	1,990	1.2	1.34
	Not very strongly	30	939	1.0	1.27

¹⁹ Based on web only data

	Not at all strongly	10	302	0.7	1.30
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Table 10.11: Whether people feel they belong strongly to their neighbourhood or Britain by sex, age and ethnicity

Characteristic	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Strongly belong to Britain*					
	Male	85	1,050	1.4	1.30
	Female	85	1,171	1.2	1.19
	16-24	79	212	3.2	1.15
	25-34	80	298	2.9	1.24
	35-49	83	551	2.1	1.31
	50-64	86	647	1.8	1.31
	65-74	93	369	1.6	1.22
	75+	97	135	1.4	0.98
	Ethnic minority group	88	209	2.5	1.10
	White	85	2,002	1.1	1.41
Strongly belong to local neighbourhood					
	Male	59	1,487	1.6	1.24

	Female	61	1,744	1.4	1.21
	16-24	50	256	3.7	1.18
	25-34	47	400	3.0	1.22
	35-49	61	714	2.2	1.20
	50-64	63	887	2.0	1.24
	65-74	68	608	2.3	1.21
	75+	76	360	2.5	1.10
	Ethnic minority group	61	264	3.5	1.16
	White	60	2,952	1.2	1.35

Table 10.12: Satisfaction with local area Characteristics

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Satisfaction with local area					
	Very/fairly satisfied	80	2,677	0.9	1.33
	Neither satisfied nor dissatisfied	13	377	0.7	1.27
	Very/Fairly dissatisfied	7	194	0.6	1.35

Table 10.13: Community cohesion by sex, age, ethnicity and region

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Agree that people from different backgrounds get on well together in the local area					
	Male	80	1,326	1.3	1.16
	Female	80	1,594	1.2	1.18
	16-24	76	232	3.1	1.08
	25-34	74	361	2.8	1.23
	35-49	81	639	1.7	1.12
	50-64	80	800	1.8	1.27
	65-74	83	577	1.8	1.16
	75+	90	328	1.8	1.04
	Ethnic minority group	85	254	2.6	1.18
	White	80	2,654	1.0	1.26
	North East	75	154	4.8	1.37
	North West	74	328	3.0	1.24
	Yorkshire and the Humber	82	273	2.8	1.21

	East Midlands	76	300	3.1	1.25
	West Midlands	80	324	2.8	1.28
	East of England	79	354	2.7	1.26
	London	81	326	2.7	1.24
	South East	84	562	1.8	1.19
	South West	85	310	2.5	1.20

Table 10.14: Whether people feel able to influence decision affecting their local area

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Able to influence decision affecting their local area					
	Yes able to influence decisions	28	855	1.1	1.35

Table 10.15: Whether able to influence decisions affecting their local area by sex, age and ethnicity

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Able to					

influence decisions affect their local area					
	Male	29	1,464	1.5	1.29
	Female	27	1,702	1.3	1.18
	16-24	26	249	3.6	1.32
	25-34	23	387	2.7	1.27
	35-49	33	701	2.1	1.19
	50-64	30	876	2.0	1.26
	65-74	26	597	2.1	1.18
	75+	23	350	2.5	1.10
	Ethnic minority group	46	257	3.9	1.26
	White	25	2,896	1.0	1.25

Table 10.16: How important it is to be able to influence decisions affecting their local area

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
How important it is to be able to influence decisions affecting the local area					
	Important	58	1,875	1.1	1.25
	Not	42	1,344	1.1	1.25

	important				
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Table 10.17: Whether people would like to be more involved in decisions made by their local council

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether would like to be more involved in decision made by the local council* ²⁰					
	Yes	49	1,044	1.3	1.24
	No	41	909	1.3	1.25
	Depends on the issue	10	231	0.8	1.24

Table 10.18: How often people feel lonely

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
How often feel lonely					
	Often/always	5	159	0.5	1.18
	Some of the time	15	470	0.8	1.27

²⁰ Based on web only data

	Occasionally	23	721	0.9	1.20
	Hardly ever	33	1,097	1.0	1.22
	Never	25	764	1.0	1.35

Table 10.19: Whether people borrow things and exchange favours with their neighbours

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number
Whether people borrow things and exchange favours with neighbours* ²¹					
	Definitely agree	13	302	0.9	1.20
	Tend to agree	30	692	1.3	1.29
	Tend to disagree	26	585	1.2	1.29
	Definitely disagree	31	646	1.3	1.36

Table 10.20: Whether people think their area has got better or worse over the last two years

Characteristics	Population	Percent (%)	Unweighted base	Standard error	Design factor (deft)
		Percentage	Number	Percentage	Number

²¹ Based on web only data

Whether are has got better or worse over the last two years					
	The area has got better	13	382	0.9	1.44
	The area has got worse	19	586	1.0	1.42
	The area has not changed much	59	2,039	1.2	1.35

8. Data user guide

This chapter provides a user guide for those conducting analysis of the Community Life Survey dataset. The dataset will be made 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 3,256 interviews.

8.1.1 Quarters

The dataset contains data from fieldwork between 10th July 2015 and 31st March 2016 broken down into four quarters. To perform analysis on an individual quarter use the variable 'Quarter' and select the appropriate:

Quarter 2: 10th July – 30th September 2015

Quarter 3: 10th October – 31st December 2015

Quarter 4: 15th January – 31st March 2016

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) 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 Mode of completion

Roughly two thirds of interviews were completed online, versus one third completed by paper questionnaire. The paper questionnaire was shorter than the online survey, only containing roughly 50% of the questions. Data users should be aware that some questions which only appeared in the web survey will have a smaller base size as a result. A variable titled 'Mode' is included in the data, which indicates whether each interview was completed online or by post.

The two versions of the questionnaire can be viewed in Appendix A and B.

8.4 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.

8.5 Weighting

To analyse the data at the individual level SRCaliW should be used to weight the data. Eight sets of weights are included within the dataset. Table 11 below details the separate weight variables and their use.

Table 11: Weights used on the 2015-16 survey

Weight	Description
SRCaliW	Scaled individual weight for combined web and postal sample for the entire survey year

RespondentCalibrationWeight	Individual weight for combined web and postal sample for the entire survey year.
SRCaliiww	Scaled individual weight for web sample for the entire survey year
RespondentCalibrationWeight_Web	Individual weight for combined web sample for the entire year
StandardisedAddressSamplingWeight	Address sampling weight
StandardisedBaseWeight	Respondent base weight for calibration
WithinHouseholdDesignWeight	Household design weight
StandardisedBaseWeight_Web	Respondent base weight for calibration – web survey only

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 2015-16 Web Questionnaire



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Table of Contents

SECTION 1: DEMOGRAPHICS..... 3
SECTION 2: IDENTITY AND SOCIAL NETWORKS 7
SECTION 3: YOUR COMMUNITY 11
SECTION 4: CIVIC ENGAGEMENT 16
SECTION 5: VOLUNTEERING..... 20
SECTION 6: SOCIAL ACTION 31
SECTION 7: SUBJECTIVE WELLBEING..... 35
SECTION 8: DEMOGRAPHICS PART 2..... 36

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

MARS **[ASK ALL]**

What is your marital status?

1. single, that is, never married and never registered a same-sex civil partnership
2. married
3. separated, but still legally married
4. divorced
5. widowed
6. in a registered same-sex civil partnership
7. separated, but still legally in a same-sex civil partnership
8. formerly in a same-sex civil partnership which is now legally dissolved
9. surviving partner from a same-sex civil partnership

LIVE **[ASK IF MORE THAN ONE ADULT IN HOUSEHOLD AND MARS = 1 OR 3 OR 4 OR 5
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 [ASK ALWAYS]

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]

SHOWCARD 22

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.

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
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) (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 Health groups (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. Red Cross, 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.)		
Any other activities (SPECIFY)		

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

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

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

FUnPd [ASK IF YES AT ANY OF FGROU PA-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. Getting other people involved
- D. Organising or helping to run an activity or event
- E. Visiting people
- F. Befriending or mentoring people
- G. Giving advice/information/counselling
- H. Secretarial, admin or clerical work

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- I. Providing transport/driving
- J. Representing
- K. Campaigning
- L. Other practical help (eg helping out at school, shopping)
- M. Any other help
- None of the above

FUnOfft [ASK IF YES AT ANY OF FGROUPE-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)?

- 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-A-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-A-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
- O. National Citizen Service
- P. Other internet/organisational website
- Q. Other way (specify)

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**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
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 FGROUPE-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**?

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, approximately how many days have you spent doing this kind of thing in the last 12 months?

1. Less than a day
2. One day
3. Two days
4. Three days
5. Four days
6. Five or more days

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 (FGROUPA-P ALL = NO) OR (FUNPD = NONE) OR (FUNOFT = LESS OFTEN OR DON'T KNOW)]

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

(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
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
- 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
- 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. Knowing that my money is going to be spent locally

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- C. Receiving letter/ email of thanks from the charity or organisation
- D. Receiving information from the charity or organisation explaining what has been done with my donation
- E. Being asked by the charity or organisation to increase my donation
- F. Confidence that the charity or organisation uses the money efficiently
- G. Being able to give money by tax efficient methods (e.g. Gift Aid, giving via self assessment)
- H. More generous tax relief (e.g. tax relief on the values of gifts of shares, land or buildings given to charities)
- I. Being asked by a friend or family member
- J. If I had more money
- K. If payroll giving became available to me
- L. If the charity helped me or someone close 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 got more people involved
- F. I contributed specialist skills
- G. I donated money
- H. I offered non-monetary donations or contributions
- I. I campaigned
- J. I helped raise awareness locally
- K. I helped organise a petition
- L. I signed a petition
- M. I offered other practical support
- N. 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
- 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 (includes those who are on Housing Benefit or Local Housing Allowance)
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. No religion
2. Christian
3. Buddhist
4. Hindu
5. Jewish

6. Muslim
7. Sikh
8. Any other religion

RelAct **[ASK IF NOT RELIG=1]**

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

Sld **[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 6th 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 249
3. 250 to 499
4. 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 249
3. 250 to 499
4. 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)

QFraud (ASK ALWAYS)

The Community Life Survey is conducted on behalf of the Cabinet Office. The quality of the data is very important so please read the statement below and tick the box underneath to confirm you are ready to submit.

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

TICK BOX

→ **TIMING POINT 10**

Appendix B: Community Life Postal Questionnaire



The Community Life Survey

2015-16

Who should complete the questionnaire?


Please make sure that the survey is completed only by a member of your household aged 16+0We 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

 Survey helpline during office hours (9am-5pm): 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 ☒

1	2	3	4	5	6	7	8	9	10+
<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 ☒

0	1	2	3	4	5	6	7	8	9	10+
<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 <input type="checkbox"/> | 50 to 54 <input type="checkbox"/> |
| 20 to 24 <input type="checkbox"/> | 55 to 59 <input type="checkbox"/> |
| 25 to 29 <input type="checkbox"/> | 60 to 64 <input type="checkbox"/> |
| 30 to 34 <input type="checkbox"/> | 65 to 69 <input type="checkbox"/> |
| 35 to 39 <input type="checkbox"/> | 70 to 74 <input type="checkbox"/> |
| 40 to 44 <input type="checkbox"/> | 75 to 79 <input type="checkbox"/> |
| 45 to 49 <input type="checkbox"/> | 80 or over <input type="checkbox"/> |

Q5 Thinking about all the people living in your household, how many are older than you?

Please cross one box only ☒

- | | | | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10+ |
| <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"/> |

Q6 Are you....

Please cross one box only ☒

- Single, that is, never married and never registered a same-sex civil partnership
- Married
- Separated, but still legally married
- Divorced
- Widowed
- In a registered same-sex civil partnership
- Separated, but still legally in a same-sex civil partnership
- Formerly in a same sex civil partnership which is now legally dissolved
- Surviving partner from a same-sex civil partnership

+

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

+ + +
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
- Getting other people involved
- 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

+ + +
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**

+

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

£ . p

Don't know

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
- Knowing that my money is going to be spent locally
- 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
- If the charity helped me or someone close 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

+ + +
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		
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"/>	

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 (includes those who are on Housing Benefit or Local Housing Allowance)
- 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:

+

+

+

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

Please cross one box only ☒

WHITE		MIXED	
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"/>
ASIAN OR ASIAN BRITISH		BLACK OR BLACK BRITISH	
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"/>	OTHER ETHNIC GROUP	
		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 ☒

No religion	<input type="checkbox"/>
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"/>

+

+

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 Letters, Reminder Web Letter with Postal Questionnaire and Postal Letter



HM Government



1 Horse Guards Road,
London, SW1A 2HQ

The Resident(s)
Street name
Town
County/Country
Postcode

00 Month 20XX

The Community Life Survey

Have your say

Dear Sir/Madam,

This is an invitation for up to four adults in your household 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.

Up to four people in your household aged 16 or over can take part in the survey. To fill in the questionnaire **online** please go to **www.commlife.co.uk** and log in using the reference number and password details provided below. Each set of login details can only be used once, so each participant will need to log in using a different reference number and password.

Person 1	Person 2	Person 3	Person 4
Ref No: 123456	Ref No: 123456	Ref No: 123456	Ref No: 123456
Password: XXXXX	Password: XXXXX	Password: XXXXX	Password: XXXXX

The closing date for the survey is **[DATE]**.

The survey can be completed 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, or anyone in your household, are unable to complete the survey online and require a postal version of the questionnaire please use the contact details in the box below.

Each person who completes the survey will receive a £10 shopping voucher to thank them for their time.

Thank you in advance for your help.

Yours faithfully,

Katie Green
Social Researcher
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 between 9am-5pm on Monday to Friday, via the email address or information line below.

✉ Communitylifesurvey@tns-bmr.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 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 research 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.

More information about the survey is available online at <https://www.gov.uk/government/collections/community-life-survey>



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 or household 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.



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.



What do you need to do?

Up to four people aged 16 or over in your household simply need to go to www.commlife.co.uk, enter one of the reference numbers and associated password provided and complete the questionnaire by the date shown on the front of the letter. If more than one person in the household is completing the survey, please make sure each person uses different login details to access the survey. The survey is available to up to four adults at your address to ensure we hear from a variety of people across a range of households. 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

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Our records suggest that the survey has not yet been completed by all of the adults in your household. I apologise for troubling you again, but it would help us greatly if those who haven't taken part in the survey yet would now consider doing so.

Up to four people in your household aged 16 or over can take part in the survey. To fill in the questionnaire **online** please go to **www.commlife.co.uk** and log in using the reference number and password details provided below. Each set of login details can only be used once, so each participant will need to log in using a different reference number and password.

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1 Horse Guards Road,
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Street name
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00 Month 20XX

The Community Life Survey

Have your say

Dear Sir/Madam,

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In order to fully understand how people feel about their local community, we need as many people to take part in the survey as possible. I apologise for troubling you again, but it would therefore help us greatly if those who haven't taken part in the survey yet would now consider doing so.

Up to four people in your household aged 16 or over can take part in the survey. To fill in the questionnaire **online** please go to **www.commlife.co.uk** and log in using the reference number and password details provided below. Each set of login details can only be used once, so each participant will need to log in using a different reference number and password.

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Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX	Ref No: 123456 Password: XXXXX

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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 between 9am-5pm on Monday to Friday, via the email address or information line below.

✉ Communitylifesurvey@tns-bmr.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 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 research 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.

More information about the survey is available online at <https://www.gov.uk/government/collections/community-life-survey>



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 or household 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.



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.



What do you need to do?

Up to four people aged 16 or over in your household simply need to go to www.commlife.co.uk, enter one of the reference numbers and associated password provided and complete the questionnaire by the date shown on the front of the letter. If more than one person in the household is completing the survey, please make sure each person uses different login details to access the survey. The survey is available to up to four adults at your address to ensure we hear from a variety of people across a range of households. 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

The Community Life Survey

Have your say

Dear Sir/Madam,

We recently invited up to four adults in your household 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.

In order to fully understand how people feel about their local community, we need as many people to take part in the survey as possible. I apologise for troubling you again, but it would therefore help us greatly if those who haven't taken part in the survey yet would now consider doing so.

Up to four people in your household aged 16 or over can take part in the survey. To fill in the questionnaire **online** please go to **www.commlife.co.uk** and log in using the reference number and password details provided below. Each set of login details can only be used once, so each participant will need to log in using a different reference number and password.

Person 1	Person 2	Person 3	Person 4
Ref No: 123456	Ref No: 123456	Ref No: 123456	Ref No: 123456
Password: XXXXX	Password: XXXXX	Password: XXXXX	Password: XXXXX

The closing date for the survey is [DATE].

The survey can be completed 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.

We have also enclosed two paper copies of the questionnaire with pre-paid envelopes if you or any other adults in your household aged 16 or over are unable to take part online.

Each person who completes the survey will receive a £10 shopping voucher to thank them for their time.

Thank you in advance for your help.

Yours faithfully,

Katie Green
Social Researcher
Cabinet Office

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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.



What do you need to do?

Up to four people aged 16 or over in your household simply need to go to www.commlife.co.uk, enter one of the reference numbers and associated password provided and complete the questionnaire by the date shown on the front of the letter. If more than one person in the household is completing the survey, please make sure each person uses different login details to access the survey. The survey is available to up to four adults at your address to ensure we hear from a variety of people across a range of households. If you would prefer to complete a postal survey simply fill out one of the questionnaires 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.



How do I collect the voucher?

Online: 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

Postal: When the questionnaire has been completed please post this back to us in the pre-paid envelope enclosed. As a thank you for returning the completed survey we will post a £10 shopping voucher to your address within 5 working days. The voucher will be redeemable at a variety of major high street retailers.



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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- enabling people to play a more active role in their communities and society.

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HM Government



1 Horse Guards Road,
London, SW1A 2HQ

The Resident(s)
Street name
Town
County/Country
Postcode

00 Month 20XX

The Community Life Survey

Have your say

Dear Sir/Madam,

Thank you for requesting [a/X] paper version[s] of the Community Life Survey, an official Government study that allows your views to be heard on a range of issues affecting your neighbourhood.

Please find enclosed [a paper copy/X copies] of the questionnaire for completion, and [a] pre-paid [envelope(s)] to return the completed survey.

The closing date for the survey is **[DATE]**.

As a thank you we would like to offer a £10 shopping voucher to those completing and returning the survey by the closing date above. The voucher will be sent within five working days of the survey being received.

Thank you in advance for your help.

Yours faithfully,

Katie Green
Social Researcher
Cabinet Office

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Information line: 0800 158 2952



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What do you need to do?

Each person who requested a paper questionnaire in your household simply needs to fill out the 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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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 ensure your voice is heard.



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The information will also be used by local decision-makers, voluntary groups, local government and councils to understand and drive improvements in local communities.

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

Community Life 2015-16 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
ZPIinfl	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
Zmxvol1	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
Gemppar1	Employee participated in volunteering scheme
Zihlpmon	Informal help at least once a month
Zinfvol	Informal help in last 12 months
Zinfvol2	Informal help in last 12 months with missing values
Ihlphrs2	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
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