Technical Report on the People's Panel Main Stage

Research Study Conducted for
The Cabinet Office



CABINET OFFICE
Office of Public Service

June - September
1998

TABLE OF CONTENTS

	Page Number
INTRODUCTION	**1**
SAMPLING	**2**
FIELD MATERIALS	**5**
QUESTIONNAIRE	**7**
RESPONSE RATES	**8**
WEIGHTING	**11**
APPENDICES	
Statistical Reliability	A1
Social Class Definitions	A3
Contact Sheet	
Questionnaire	

INTRODUCTION

Background

This report covers the methods used to recruit the **People's Panel** by MORI on behalf of the Service First Unit at the Cabinet Office. MORI was commissioned by the Cabinet Office to recruit 5,000 people across the UK to a panel, to provide a major research resource for the Government to investigate attitudes towards public services.

Report Layout

This report describes each stage of the survey, providing details on sampling, field materials, the recruitment process and response rates. Technical details are also accompanied by a brief discussion of the issues involved, and any problems encountered during the survey.

London
December 1998
© MORI/10970
Brian Gosschalk
Ben Page
Jessica Elgood
Gideon Skinner

SAMPLING

The sample was based on a two stage design; a random selection of 357 pairs of EDs, stratified by region; within each ED (Enumeration District), a systematic random sample of 15 addresses was taken from the Postal Address File (PAF) Small User File.

The main stages involved in selecting the sample are described below.

Stage 1: Select ED Sample Points

Within each Government region, MORI stratified all EDs with over 30 individuals by MOSAIC type. Pairs of EDs were then picked with a probability proportionate to their size, pro-rata to the overall population of each Standard region.

In Northern Ireland, the sample points were drawn by a sub-contractor, Business Geographics. Using the same process, 16 pairs of EDs, of 30 addresses per pair, were selected at random from the Small User PAF. A check was made on the profile of the sample, comparing it against the known profile of Northern Ireland in terms of sex, age and work status. 13 pairs of EDs were issued on 1st August, in order to avoid the marching season, and 3 were held back as replacements. Thus, the total sample in Northern Ireland consisted of **384** addresses.

Stage 2: Draw PAF Based Sample for Each ED

Within each ED that was sampled, a systematic random sample of 30 addresses from PAF within each pair. Thus, the main stage sample consisted of **10,260** addresses. To make fieldwork more practical, these were issued in two waves, the first on 20th June, and the second on 11th July. In addition, a further 2 randomly selected pairs were issued as an additional sample.

Each address was given a unique 6 digit identifier (address serial number), which has become the participants' Panel membership number.

At this stage, a check was made on the profile of the sample of EDs, comparing its geo-demographic profile, using **MOSAIC** lifestyle codes, with that of the universe (i.e. the total population of the United Kingdom) and in this respect there was sufficient similarity between the two for us to be confident that the sample EDs selected for the panel were broadly representative.

Booster Sample

The pilot had shown that, in common with our experience on other surveys of this type, it was likely to be particularly difficult to recruit young people to the panel. In order to combat this, a booster sample of 16-24 year olds was recruited. Interviewers were instructed to screen at addresses 4 doors away on either side of the core address. If more than one 16-24 year old was present, a Kish Grid was used to select one for interview.

Some 8% of Panel members were recruited in this way, and the age profile of the Panel is representative of the UK as a result.

Some 11% of addresses were invalid for the survey. A more detailed breakdown is given below.

Overall Breakdown of Invalid Outcome codes

	% of total
Property vacant - major internal work underway	0.5
Property vacant - dwelling boarded up	0.9
Property vacant - no longer used as a dwelling	0.5
Property vacant - new building	0.3
Property vacant - older property	2.9
Commercial property	1.8
Dwelling demolished	0.3
Dwelling derelict	0.2
Address untraceable/unable to locate	3.2
Other	0.9
Total	**11.5**

In total, there were 9,477 occupied addresses that were valid for survey.

FIELD MATERIALS

Interviewer Instructions

All interviewers were issued with a set of detailed interviewer instructions, covering all the points of the selection process and the questionnaire itself. They were also given a freephone number to call if they had any problems whilst they were out in the field.

Contact Sheets

As a result of the pilot debriefing, the contact sheets were redesigned to make them easier to use for the interviewers. Primarily, this involved moving the record of visits onto the front page, and transferring the Panel recruitment question (QA) from the main questionnaire to the contact sheet, so that the interviewers were only working with one item while making contact.

Interviewers used a Kish Grid to select respondents for membership within each household. The substitution rule was strictly enforced; interviewers were allowed to interview another member of the household only if the selected individual was unavailable after five calls (one of which had to be after 7pm during the week and one of which had to be at the weekend). Calls had to be at least a few days apart.

Contact Letters and Q&A Leaflet

A number of changes was made to the contact letter following the pilot debrief. First of all, it was only sent in advance to 37% of households in the sample. This was because it had been discovered in the pilot that a letter with a Government crest tended to deter some people from taking part, particularly those from social classes C2DE who tend to be more suspicious of Government per se.

However, the pilot suggested the letter had a positive impact amongst members of the middle classes, and the letter was accordingly sent out to sample points with selected MOSAIC codes. The letter was sent to those MOSAIC points defined as “High Income Families”, “Suburban Semis”, “Chattering Classes”, “Independent Elders”, “Mortgaged Families”, and “Gentrified Villages”, and “Rural Retirement Mix”, in OHMS envelopes. Interviewers in other areas carried a copy of the letter with them to give to the sampled individual at the point of contact.

Following negative reactions in the pilot, the Q&A leaflet was not sent out with the letter, rather the interviewers were given copies to be handed out to respondents where they saw fit, and to all those recruited to the Panel.

QUESTIONNAIRE

Length of Questionnaire

The average length of the questionnaire was 52 minutes. The length of various sections of the questionnaire can also be broken down, as the table below shows. However, it should be borne in mind that this does not include the initial householder selection and recruitment stage, which could add anything up to 5 minutes to the total.

	Minimum (mins)	Mean (mins)	Maximum (mins)
Introduction	0.1	2.8	100.9
Public Service	2.3	20.5	91.7
Health & Local Services	0.3	7.5	50.6
Community Involvement	0.1	0.9	41.5
Electronic Government	0.1	3.8	77.7
Demographics	2.1	16.2	108.8
Total	**9.0**	**51.7**	**175.5**

RESPONSE RATES

Reasons for Refusal

Interviewers were asked to record detailed reasons for refusal; overall some 38.3% refused to join the Panel.

Of the 3,628 refusals, the main reasons were as follows:

	Number	**%**
Never does surveys	268	2.8
Too busy	631	6.7
Not interested	1486	15.7
Too ill to take part	344	3.6
Away during fieldwork	247	2.6
Other	584	6.2
Inadequate English	68	0.7
Total	3628	38.3

This is a substantially lower percentage of refusals than in the pilot, although the relative proportion of the different reasons is approximately the same.

No contacts

We were unable to make contact after 5 calls at 1,219 addresses, 11.4% of the total sample.

Profile of the Sample

The overall response rate on the survey (those willing to be interviewed) was 49% (adjusted to take into account the effect of invalid addresses) - not including the success of the booster.

As the table on the next page shows, the profile of participants is much less heavily skewed by age and class than the pilot - the booster seemed to be particularly successful in increasing the numbers of 16-24 year olds, though the proportion of C2s and full time workers is still lower than the ideal.

It is worth noting, however, that corrective weighting (see page 11) makes very little difference (1-2% at most) to any response on the Panel survey.

WEIGHTING

The final data was rim-weighted to age within sex, social class, tenure, work status, Government Official Region, MOSAIC code, car ownership, and family composition. The table below gives the unweighted figures and the weights used:

	Unweighted %	Weighted %
Government Official Region		
Northern Ireland	3.0	2.6
Great Britain, of which:	97.0	97.4
Scotland	8.1	9.0
North East	4.8	4.6
NW/Merseyside	12.2	12.0
Yorks & Humber	9.9	8.8
East Midlands	7.0	7.3
West Midlands	8.0	9.2
Wales	2.6	5.1
Eastern	7.7	9.3
South West	9.4	8.6
Greater London	13.2	12.3
South East	17.3	13.8
The following weights were used for GB data only:		
Sex x Age		
Male, of which	43.5	48.4
16-24	14.6	15.1
25-34	15.8	21.1
35-54	34.4	33.7
55+	35.1	29.3
Female, of which	56.5	51.6
16-24	15.3	14.3
25-34	17.2	19.2
35-54	34.4	31.5
55+	33.1	35

Social Class		
AB	26.3	21.8
C1	26.8	27
C2	19.8	22.6
DE	27.1	28.6
Work Status		
Full-time	36.1	43.6
Part-time	14.1	9.9
Unemployed	4.5	4.1
Other	45.3	42.4
Tenure		
Owner-occupier	72.2	70.3
Council Tenant	14.8	21.2
Other	13.1	8.4
Car Ownership		
1	45.5	44.3
2	25.3	23.9
3+	7.2	7.5
None	21.9	24.3
Household composition		
Single person, no children	36.0	31.5
Single person, children in h/h	6.0	7.9
Couple, no children	35.4	35.7
Couple, children in h/h	22.6	24.9
MOSAIC		
1	9.2	11.2
2	13.1	11.7
3	11.3	13.9
4	14.2	14.8
5	4.3	5.7
6	5.7	8.3
7	7.8	9.8
8	3.7	4.6
9	4.3	5.0
10	5.2	5.1
11	6.7	8.0
12	0.1	0.3
99	14.4	1.5

The following weights were used for Northern Ireland data only:

Sex x Age		
Male, of which	37.5	47.9
16-24	14.0	21.0
25-34	15.8	20.8
35-54	35.1	32.2
55+	35.1	26.0
Female, of which	62.5	52.1
16-24	27.4	18.4
25-34	12.6	19.6
35-54	27.4	30.1
55+	32.6	31.9

Statistical Reliability

The respondents to the questionnaire are only samples of the total "population", so we cannot be certain that the figures obtained are exactly those we would have if everybody had been interviewed (the "true" values). We can, however, predict the variation between the sample results and the "true" values from a knowledge of the size of the samples on which the results are based and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range. The table below illustrates the predicted ranges for different sample sizes and percentage results at the "95% confidence interval":

Size of sample on which survey result is based	**Approximate sampling tolerances applicable to percentages at or near these levels**		
	10% or 90%	30% or 70%	50%
	±	±	±
100 interviews	6	9	10
200 interviews	4	6	7
500 interviews	3	4	4
1,000 interviews	2	3	3
2,500 interviews	1	2	2
5,000 interviews	1	1	1

For example, with a sample size of 5,064 where 30% give a particular answer, the chances are 19 in 20 that the "true" value (which would have been obtained if the whole population had been interviewed) will fall within the range of ±1 percentage points from the sample result.

When results are compared between separate groups within a sample, different results may be obtained. The difference may be "real," or it may occur by chance (because not everyone in the population has been interviewed). To test if the difference is a real one - i.e. if it is "statistically significant", we again have to know the size of the samples, the percentage giving a certain answer and the degree of confidence chosen. If we assume "95% confidence interval", the differences between the results of two separate groups must be greater than the values given in the table below:

Size of samples compared	Differences required for significance at or near these percentage levels		
	10% or 90%	30% or 70%	50%
	±	±	±
100 and 100	7	13	14
200 and 200	7	10	11
500 and 500	4	6	6
500 and 1,000	3	5	5
1,000 and 1,000	3	4	4
1,000 and 2,500	2	3	4
2,500 and 2,500	2	3	3
2,500 and 5,000	1	2	2
5,000 and 5,000	1	2	2

Social Class Definitions

A Professionals such as doctors, surgeons, solicitors or dentists; chartered people like architects; fully qualified people with a large degree of responsibility such as senior editors, senior civil servants, town clerks, senior business executives and managers, and high ranking grades of the Services.

B People with very responsible jobs such as university lecturers, hospital matrons, heads of local government departments, middle management in business, qualified scientists, bank managers, police inspectors, and upper grades of the Services.

C1 All others doing non-manual jobs; nurses, technicians, pharmacists, salesmen, publicans, people in clerical positions, police sergeants/constables, and middle ranks of the Services.

C2 Skilled manual workers/craftsmen who have served apprenticeships; foremen, manual workers with special qualifications such as long distance lorry drivers, security officers, and lower grades of Services.

D Semi-skilled and unskilled manual workers, including labourers and mates of occupations in the C2 grade and people serving apprenticeships; machine minders, farm labourers, bus and railway conductors, laboratory assistants, postmen, door-to-door and van salesmen.

E Those on lowest levels of subsistence including pensioners, casual workers, and others with minimum levels of income.

TABLE OF CONTENTS

Page Number

INTRODUCTION

Background 1

THE SAMPLE 3

THE CONTACT SHEETS

Front Page of Contact Sheet

1. Address Details 4
2. Address Serial Number 4
3. Whether or not this address has been sent a contact letter 5
4. Record of all Calls to the Address 5
5. Total Number of Calls to the Address 5
6. Household Selection 5

Page Two of Contact Sheet

7. Householder Selection 6

Page Three of Contact Sheet

8. Recruitment Question 8
9. Refuser Demographics 8

Page Four of Contact Sheet

10. Outcome of Valid Addresses 8
11. Outcome of Invalid Addresses 9
12. Dwelling Type 10

Definitions of Dwelling Types 11

THE CONTACT LETTER 13

THE 'QUESTION AND ANSWER' LEAFLET 13

RECRUITING PANEL MEMBERS

Introducing the Survey and Recruiting a Panel Member 14
Dealing with Refusals 15

YOUNG PERSONS BOOSTER

The Sample 17
The Contact Sheets 17
Selecting a Young Person 18

THE INTERVIEW 20

QUALITY CONTROL 25

USING CAPI

Hard Checks 26
Soft Checks 26

SURVEY ADMINISTRATION

Address Management 27
Return of Work 27
Return of your machine 27

INTRODUCTION TO THE PEOPLE'S PANEL

Background

The People's Panel is a large scale CAPI survey being conducted on behalf of the Cabinet Office. MORI has been commissioned to recruit 5,000 people to take part in regular research projects on behalf of the Government. It is the first time any Government has undertaken a survey such as this. Your role is vital in making the People's Panel a success.

The aim of the project is to set up a nationally representative panel of the general public. Once the panel has been recruited, it will then be available to Government departments or bodies to conduct further surveys into a range of subjects. For example, the Department of Health may be interested in finding out about public views of aspects of the Health service, and they will be able to use the Panel to conduct the research. In this way, they will be able to conduct research quickly, without the expense of conducting their own one-off studies.

Some of you may have taken part in the pilot survey we conducted in April- your feedback has been invaluable. We've redesigned the contact sheet and made other changes which should increase the response rate and make your life a little easier! Significant changes have been made since the pilot, so you must read these new instructions carefully.

This volume contains all the information you need to help you carry out the recruitment of the People's Panel. We hope you find it helpful, but should you have any queries or uncertainties about any aspect of the questionnaires or screening process, then please phone any of the following people:

• Suzie Faulkner	Field Director	0171 902 0066
• Adele Sanders	Field Controller	0171 902 0066
• Ben Page	Partner	0171 902 0331
• Jessica Elgood	Senior Research Executive	0171 902 0248
• Gideon Skinner	Research Executive	0171 902 0327

Contact Jessica or Gideon with questionnaire and survey queries, and Suzie or Adele will deal with Field and admin queries.

Helpline

There is a Freephone number which will reach the main MORI switchboard. This number is 0800 269 828 - use it whenever you are out and about and want to call in with queries, or to ask for advice. If a member of the public wants more information about the Panel, or what their membership of the Panel will involve, call us.

E-mail

There is also a special e-mail address for this project (peoples.panel@mori.com). If you or respondents have any queries, you can e-mail the project team members at this address.

THE SAMPLE

You have been issued with a random selection of addresses in a particular area. Most of you will find that they are grouped together in two local areas. Most of these will be ordinary houses or flats, but a few may be business addresses or even demolished - the sample is taken from the Postal Address File, which contains every address to which the Post Office deliver mail.

We cannot stress enough how important every single address you have is. In order for the survey to be successful, it is vital that we do everything we can to achieve interviews at as many addresses as possible.

For every contact sheet you have been issued with, you will need to identify the address selected, then select a householder to interview and conduct the interview.

THE CONTACT SHEETS

Following on from your feedback at the pilot stage, we have re-designed the contact sheets. The record for your calls is now on the front page, and the recruitment question is also on the contact sheet so that all the information to record before starting the CAPI interview is in this document.

Front Page of the Contact Sheet

The **Contact Sheet Front Page** covers:

INFORMATION PROVIDED TO YOU

1. Address details
2. Address Serial Number
3. Whether or not this address has been sent a letter

AREAS YOU WILL COMPLETE

4. Record of all calls to the address
5. Record of total calls made
6. Household selection.

Each of these are explained below:

1. Address Details

At the top of the Contact Sheet, there is a printed address with the best information we have for that property.

For each printed address you should find that there is only one household occupying the property. If this is not the case - that there are several households - please contact MORI straight away.

You can also record a contact 'phone number. This is for your purposes to help secure an appointment with a member of the household. During the interview itself, you will need to enter the 'phone number onto the CAPI machine.

2. Address Serial Number

This is the unique number for the address which you must enter when you start the CAPI interview at the property.

3. Whether or not this address has been sent a contact letter

This tells you whether each of the addresses in your sample point have been sent a contact letter in advance.

4. Record of all calls to the address

You are required to make a **minimum** of five calls at every property to achieve an interview. You must make at least one call during an evening (after 7pm), and one at the weekend. Please record the information as fully as possible here, including the days of the week and times of day when you did not find anyone in. This is very important to us as it will help other interviewers who may be working on subsequent Panel surveys with respondents at these addresses in the near future.

5. Total Number of Calls made

This will show the number of calls you have made at the dwelling, based on the contact record that you keep above at 3.

Please note that you must be very careful when seeking out an address that you do actually visit the exact address on the contact sheet; if the computer has picked an individual flat in a house or block you must go to that individual dwelling unit and check that address alone. Wherever we have chosen a particular flat in a building, and its address is printed under Address Details on the contact sheet, that flat alone is valid for the survey.

Please provide yourself with a detailed street map or, in rural areas, an ordnance survey map of the areas you will be working in (please claim for this as appropriate with a receipt). You may need this to locate some of the addresses. For example, in some cases, the town name given in the address details may be the **Post Town** for that address, but not necessarily the name of the village or area that the address **is located in**. Street maps with street names may help, as will asking people in the area.

6. Household Selection

You will need to check whether the address printed on the contact sheet is a single dwelling unit. More than nine times out of ten, it will be a single unit. A very few of the addresses may not be. For example, a single address may be a block of flats, or perhaps a house that has been converted into flats, rather than an individual flat or house. If your contact address is not a single dwelling unit, phone the office for advice immediately.

Page Two of the Contact Sheet

7. Householder Selection

IT IS CRUCIAL THAT YOU FOLLOW THESE INSTRUCTIONS CAREFULLY:

Once you have established exactly which is the property of the address on your contact sheet, you must now select an adult aged 16 or over for interview.

If there is only one adult aged 16+ living at the property, try to achieve an interview with this person.

Where you find several people in the household aged 16 or over you must list their initials/names and then select one of these people for interview using the Kish Grid. For example, if you have a household with two adults aged 16+, below is an illustration of how the Kish Grid would be used. Firstly, you list the names or initials of the adults aged 16+ in the boxes at QA3.

IF 2 OR MORE AT QA2 ASK QA3

QA3 **Please tell me the first name or initial of each of the adults.** LIST NAMES/INITIALS BELOW IN ALPHABETICAL ORDER

ADULT FIRST NAME	ADULT CODE NO.
John	1
Sue	2
	3
	4
	5

ADULT FIRST NAME	ADULT CODE NO.
	6
	7
	8
	9

Next, use the Kish Grid to select which of the two should be interviewed.

In this example, the address serial number is 999999 and there are two adults in the household. Therefore, taking the last digit of the address serial number, '9', from the left hand side of the Kish Grid, and the fact that there are 2 adults in the household along the top of the grid - the number on the Kish Grid where they intersect is '2'. This means that you must interview the individual listed at adult code no 2 in the table at QA3 - in this case Sue.

QA4 SELECT ADULT USING GRID. PLEASE RING

		NUMBER OF ADULTS								
		1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
	0	1	1	2	1	3	6	5	4	7
	1	1	2	3	4	1	1	6	5	9
LAST	**2**	1	1	1	3	4	3	3	1	4
DIGIT	**3**	1	2	2	1	5	4	7	6	8
OF	**4**	1	1	3	2	2	5	2	3	6
ADDRESS	**5**	1	2	1	4	3	2	1	7	2
SERIAL	**6**	1	1	2	3	1	6	4	2	1
NUMBER	**7**	1	2	3	1	4	1	5	8	3
	8	1	1	1	2	5	3	6	4	5
	9	1	2	2	4	2	4	3	5	7

Please write the adult code number - in this example '2' - in the box at the bottom of the second page of the contact sheet.

ENTER ADULT CODE NUMBER OF SELECTED PERSON ❑ AND ASK TO SPEAK TO THAT PERSON

If you are not clear about how to use it to select an adult member of the household for interview, please call Jessica Elgood or Gideon Skinner. **It is very important that you know how to use the Kish Grid properly.**

You must make up to 5 visits in an attempt to find and interview the selected person, but on the fifth visit, if the selected person is still not available you may interview any other adult aged 16 or over who is present at the time of the call. Every contact sheet returned to MORI must have the name and title of the respondent written on it.

Page 3 of the Contact Sheet

8. Recruitment Question

This is the most important question in the interview - it asks the respondent to become a member of the People's Panel. Please read out the recruitment question at QA5 exactly as it is written down.

If the respondent wants more information, then offer the 'Question and Answer' leaflet, or use some of the responses we have outlined below in order to help persuade them to take part. Please make sure you are very familiar with the leaflet so that you can answer their queries. As this is a Government project, they may be worried about confidentiality - please reassure them that no-one outside MORI will know they are a panel member. Again, as a Government project, they may think that they have to take part - they don't - but it is an important project, and urge them to take part. Please also point out that by joining there is no obligation to take part in any particular survey in the future - its up to them.

9. Refuser Demographics

If despite your best efforts the respondent refuses to take part, please complete the demographic details on page three. We realise that this can be awkward as the respondent has just refused to take part, but it is very important for us to know the profile of those unwilling to be Panel Members. If the respondent will not answer any demographic questions, then please try your best to make an estimation of basic demographics, for example sex, approximate age and, if possible, social class.

Page 4 of Contact Sheet

The last page of the Contact Sheet is **very** important as it is used for booking in as soon as the Contact Sheet is received back in the office. Please ensure the back page is fully completed, before returning the Address Contact Sheet to the office.

10. Outcome at valid addresses

Here you should record the outcome you achieved at all issued addresses which were valid for survey. 'Valid for survey' means the address is an occupied, permanent structure.

If the respondent refuses because their English is inadequate, please record what their mother-tongue language is. The contact sheet may then be re-issued to another MORI interviewer who speaks this language.

11. Outcome at invalid Addresses

If you find the property is empty, is solely used for business purposes, is derelict or demolished, or is a caravan, you should single code 1-0 here. Note that you should be very careful in choosing the most appropriate code if you find the property is vacant:

- **Code 1 - Property Vacant - major internal work underway**

This will include houses/flats that are being re-furbished with obvious signs of major work going on including areas of floorboards lifted or fittings such as WC's etc. missing or not connected up.

- **Code 2 - Property Vacant - dwelling boarded up**

Windows and/or doors on these properties will be secured against entry with metal or wooden boarding. These may be more likely to be found on large public housing estates.

- **Code 3 - Property no longer used as a dwelling**

These are properties originally built as houses or flats for domestic residential use but are now used as commercial premises, such as offices, doctors or dentists' surgeries etc. However these premises could quite possibly be returned to residential use.

- **Code 4 - Property vacant - new building**

These are new properties where there are no normal signs of occupation and no or very little furniture is present. The house/flat however seems suitable for immediate occupation if normal furnishings were present.

- **Code 5 - Property vacant - older building**

These are older properties where, again, there are no normal signs of occupation and no or very little furniture is present, and the house/flat however seems suitable for immediate occupation if normal furnishings were present.

- **Code 6 - Commercial property**

These are addresses where the property is wholly non-residential and commercial by original property design and current use. Examples may be garages, small industrial units, workshops or shops.

The sample addresses for the survey are drawn from the small user PAF (Postal Address File) and are normally expected to include a residential unit. Large commercial premises may therefore have a service flat/house on the premises and care should be taken to find out if the address issued refers to that property. (Small commercial premises may however be present on the small user PAF and these are not valid for interview).

However, please make sure where there are shops with flats above or houses attached that the address given may apply to the residential part of the building.

- **Code 7 - Dwelling demolished**

These will be residential plots where the dwelling has been demolished. There should be signs that a dwelling was present on the site with possibly some evidence of walls/foundations having been present or indications on adjoining properties, such as fireplaces in walls etc. indicating that a property was present on the site.

Do not use this code for unbuilt 'green field' sites.

- **Code 8 - Dwelling derelict**

This is a dwelling beyond economic repair; this will include roofs missing or collapsing, walls collapsing and/or internal areas exposed to weather and elements.

- **Code 9 - Address untraceable/unable to locate**

The address issued cannot be found. Check with local residents, Post Office etc. Do not waste a lot of time if you have other visits planned for the day in the area but follow up later with the electoral register or council tax register at libraries and seek help from the office where necessary.

- **Code 0 - Other**

These may be other properties such as church halls, Fire Stations, schools or other type of institutions that are **not** commercial premises and are **not** in buildings built for domestic residential use.

12. Dwelling type

We are asking you to record what type of property <u>all</u> the different addresses in the sample are, even if they are unoccupied. There are 9 different types we want you to classify properties into:

1) Detached house
2) Semi-detached house
3) Terraced house
4) Tenement (Scotland only)
5) Tower/slab block
6) Conversion (e.g. flats in a converted house)
7) Flat (purpose built)
8) Maisonette
9) Bungalow

Definitions of Dwelling Types:

- **Code 1 - Detached house**

A detached house has no other dwelling units adjoining any part of its own structure. Ideally you should be able to walk or see around the exterior of the house. Where this is not possible and houses almost connect there should be evidence of an air space between the houses.

- **Code 2 - Semi-detached house**

Semi-detached houses have only one other house attached. The two houses share one common party wall. The two dwellings taken together should also be detached from any others.

- **Code 3 - Terraced house**

A terraced house can be either **mid-terraced** (i.e. a house with other houses attached on both sides sharing common party walls with the two adjoining houses):

or

end-terraced - the end dwelling of a row of three or more houses.
It will share one common party wall with another house but will have an exposed gable end indicating one end of the terraced row.

- **Code 4 - Tenement (Scotland only)**

A tenement flat is a building of two or more floors containing a number of flats in the same block. A tenement flat will generally not be over 4 storeys in height and will have shared access i.e. a common stair in the block.

- **Code 5 - Tower/slab block**

These will include flats and maisonettes in a multi or tower type block with **five or more** storeys. Normally there will be a large number of flats in the same common block. Typical examples would be high rise flats in the major cities.

- **Code 6 - Conversion**

This covers all cases where a house or a former non-residential building (e.g. a warehouse) has been converted to provide two or more flats or units of accommodation. There may be obvious signs e.g. an added external stair or in the case of former older 'town houses', flats which are now split up into basement and other flats, providing separate accommodation units.

- **Code 7 - Flat purpose built**

These will include flats that are not in a multi or tower type block, but are still purpose built, i.e. not converted from an existing property.

- **Code 8 - Maisonette**

- **Code 9 - Bungalow**

This includes single storey properties, that may be either detached or semi-detached.

- **Code 0 - Other**

Please **only** use this code for any building or dwelling with **residential use** that ultimately you cannot fit into any of the above categories.

- **Code X - Not Applicable**

These will previously have been **coded 6, 7, 9, 0, or X** under Invalid Address i.e. Commercial property, Dwelling demolished, Address untraceable, Other.

This can also include things like church halls with part-time office use, public halls etc. which you will have previously written in at Invalid Address.

For Derelict dwellings, - code 8 at Invalid Address - if possible try to assign a Dwelling Type.

If you need help classifying a dwelling while you are in the field, please call the helpline as soon as possible.

THE CONTACT LETTER

A third of addresses have been sent a contact letter in advance. During the pilot, we found that certain types of people liked the letter and were encouraged to take part in the study by it. Others were deterred. As a result, only some people (generally those living at more middle-class addresses) have been sent the contact letter. You can check whether your addresses have been sent a letter by looking at the top of the front page of the contact sheet, which records whether or not a contact letter was sent to the property. A copy of the contact letter sent to these addresses is included in your pack.

We have included contact letters for the addresses in your sampling point that were not sent the letter in advance. If you call repeatedly at these addresses and make no contact, please post the contact letter through the door, and call back a couple of days later. Alternatively, if you make contact, you can give the letter to respondents if you feel it would help persuade them to take part in the study. Please use your discretion in how you use the contact letters - we know from the pilot that it deterred some people from taking part.

THE 'QUESTION AND ANSWER' LEAFLET

Your packs also include a 'Question and Answer' leaflet. This is designed to answer queries potential respondents might have about the study. Please read this thoroughly.

If you make contact, but the potential Panel Member has some queries, or misgivings, please hand them the Q&A leaflet to read. This may help persuade them to take part, in which case, carry on with the interview. Another approach is to leave the leaflet with them to consider, and then call back a couple of days later.

RECRUITING PANEL MEMBERS

Introducing the Survey and recruiting a Panel Member

It is **extremely** important that we minimize the number of refusals we receive. We know from other studies that careful explanation of the survey and its purpose will reduce the number of times people refuse to take part.

As mentioned already, we have taken a number of measures to reduce refusals. Some of the sample has been sent a letter of explanation which should have prepared them for your visit. Your pack will also contain a leaflet setting out some 'Questions and Answers' possible respondents might have about the panel. Please read both the letter and the 'Q&A' leaflet carefully before starting interviewing.

We know from the interviewer feedback we got from the pilot that success in recruiting Panel Members can be very dependent on how you, the interviewer, 'sell' the study to respondents. There are some key aspects that we want you to bear in mind when talking to potential Panel Members:

- it is an important study - the first time a national Government has undertaken an exercise such as this to understand what people think about public services
- it is not a political exercise - it is a study on behalf of the Government and not the Labour Party - all results will be published
- it is a Panel so we will want to re-contact them in the future - but this will only be every few months, the interviews will be shorter than this first interview, often conducted by telephone, and on a variety of subject matters
- they don't have to take part in any particular survey: its up to them
- if they say they are too busy - say MORI will fit in with them, and arrange a time at their convenience

If you come across a respondent who is very interested in the panel and asks detailed questions, please refer them to us. Furthermore, if the respondent is a journalist or a politician please recruit them to the panel as normal, but ring Jessica or Gideon to let us know.

Dealing with refusals

Please think carefully about how you will respond if someone initially refuses to become a panel member, and prepare yourself to persuade people to change their minds, perhaps by calling back a few days later.

Below we have listed some common reasons for refusal, and suggested some responses;

"I never do surveys"

⇒ Answer - *This survey is particularly important - it is the first time a Government has ever undertaken a project like this - please could you make an exception in this case? We need to make sure it is accurate by covering all types of people. It will only take 45 minutes, and I can come back to interview you at a time to suit you.*

"I'm too busy"

⇒ Answer - *I can call back when ever you like. Again, stress the importance of the survey and the need to include all types of people to make sure it is accurate. Make sure they realise how flexible we can be in fitting in with their schedule.*

"I'm going away on holiday"

⇒ Answer - *Arrange to call back when they return.*

"I'm moving home soon"

⇒ Answer - *If someone is about to move house/in the process of moving, try and find out when the new occupants will move in, and go back to interview them. If you want another copy of the letter and leaflet sent to anyone, please call MORI to let us know.*

"I'm worried about confidentiality"

⇒ Answer - *Reassure them that no-one outside of MORI will know they are taking part in the study. Their details will not be passed on to any government department.*

"I don't support the Labour Party, so why should I take part?"

⇒ Answer - *Reassure the respondent that this is a <u>Government</u> survey, not a <u>Labour Party</u> survey, and the results will not be used for any party political means. Its purpose is purely to improve service delivery, and all results will be published so it won't be used for anything secretive!*

We have to carefully monitor all refusals and in many cases, may re-issue a refusal to a supervisor to try and get an interview at a later date, so please do your best. If any interviewer has a very high level of refusal we will be contacting them to obtain more information on problems they might have had. This will also be taken into account when issuing more work.

YOUNG PERSONS BOOSTER

As you will know from other studies, young people are difficult to interview - they're often not interested, or they're just not at home. We found from the pilot that this was a particular problem with this project. For this reason, we are asking you to recruit a booster sample of **up to two** young people **aged 16 to 24** from your sample point.

The Sample

In the main sample, you have been provided with up to 32 pre-selected addresses from which to recruit Panel Members. At each of these addresses - whether you manage to recruit someone to the Peoples' Panel, or not - ask them if they know anyone aged 16 to 24 in any of the households up to two doors away on either side (i.e. four households in total, for each of the pre-selected addresses).

Contact the household identified and recruit a young person (aged 16-24) from any of those addresses. If one of these households contains more than one young person, you will need to select who it is that you should try and recruit. (This is explained below). You should not recruit more than one booster young person from any single household. Remember that these people will not have received a copy of the letter. In your packs you have 4 unaddressed copies of the contact letter that you can hand to the young people, or post through their door, to persuade them to take part.

The Contact Sheets

You must use the contact sheets labeled 'Young Persons Booster'. YOU ONLY NEED TO FILL IN THE CONTACT SHEETS FOR SUCCESSFUL INTERVIEWS - IF THE YOUNG PERSON REFUSES, YOU DO NOT NEED TO FILL IN A CONTACT SHEET. For this reason, certain parts of the contact sheet for the main sample have been left out. The contact sheets have an address serial number, but not an address - you must fill this in yourself.

There is a section to record your calls to the address. This is for your purposes only, to help keep track of contact with the young person you are trying to recruit. YOU ARE NOT REQUIRED TO MAKE FIVE CALLS to achieve an interview at booster addresses. Your aim is to recruit an extra two young people aged 16-24 to boost the sample, and you will achieve an additional payment for recruiting these young Panel Members. (These two are in addition to any young people you may have recruited at the pre-selected addresses).

Selecting a Young Person

If there is more than one person aged 16-24 in the household:

- use the Kish Grid in the normal way, **but only take down the names of any 16 to 24 year olds in the household on the grid at QA3**.
- list their names in the grid at QA3 in alphabetical order

Below is an example. It is based on three adults, Andrew, Anne and James, aged between 16 and 24, living in the same household:

YOUNG PERSON SELECTION EXAMPLE:

I need to speak to one of the adults who lives here aged 16 to 24. Can you tell me how many people aged 16 to 24 live here?

RECORD NO. OF 16-24 YEAR OLDS IN THIS ACCOMMODATION AS DEFINED ABOVE

QA2 No. of 16-24 year olds in this

0	3
(53)	(54)

(55)

One	1	SPEAK TO THIS YOUNG PERSON AND GO TO QA5
Two+	2	GO TO QA3

IF 2 OR MORE AT QA2 ASK QA3

QA3 **Please tell me the first name or initial of each of the adults aged 16-24.** LIST NAMES/INITIALS BELOW IN ALPHABETICAL ORDER

YOUNG PERSON FIRST NAME	Y.P. CODE NO.
Andrew	1
Anne	2
James	3
	4
	5

YOUNG PERSON FIRST NAME	Y.P. CODE NO.
	6
	7
	8
	9

In this example, the address serial number is 666666. The last digit of the address serial number is 6 (left axis), and there are 3 young people in this household (top axis), and these intersect at '2' on the Kish Grid. Looking at the grid at QA3, young person code number 2 means you should try and interview Anne first. **However, if Anne is not in, then try and interview**

James next, and finally Andrew if James is not in either - i.e. moving down the list in alphabetical order. Similarly, if the selected person refuses, try and interview the next young person listed in alphabetical order in the grid at QA3.

QA4 SELECT YOUNG PERSON USING GRID. PLEASE RING.

		NUMBER OF YOUNG PEOPLE								
		1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
	0	1	1	2	1	3	6	5	4	7
	1	1	2	3	4	1	1	6	5	9
LAST	**2**	1	1	1	3	4	3	3	1	4
DIGIT	**3**	1	2	2	1	5	4	7	6	8
OF	**4**	1	1	3	2	2	5	2	3	6
ADDRES	**5**	1	2	1	4	3	2	1	7	2
SERIAL	**6**	1	1	2	3	1	6	4	2	1
NUMBER	**7**	1	2	3	1	4	1	5	8	3
	8	1	1	1	2	5	3	6	4	5
	9	1	2	2	4	2	4	3	5	7

Please write the young person code number - in this example '2' - in the box at the bottom of the second page of the contact sheet.

ENTER YOUNG PERSON CODE NUMBER OF SELECTED PERSON ❑ AND ASK TO SPEAK TO THAT PERSON

(56)

INTERVIEWER NOTE: IF SELECTED YOUNG PERSON REFUSES, ASK TO SPEAK TO NEXT YOUNG PERSON ENTERED IN GRID AT QA3.

THE INTERVIEW

The interview should be about 40-45 minutes long on **average**. Please note the exact length of the interview on the bottom of page 4 of the contact sheet for all your completed interviews.

Please read this section carefully, as there are some quite complex sections in this questionnaire. (A paper copy of the questionnaire is included in your interview pack for you to look through as you read these notes). If you have any queries about any of the questions, please ask a member of the MORI team listed in the introduction for advice.

QB-QD establish information to help us contact panel members for further waves of panel research over the next twelve months, or so. This information will be vital to help us achieve good response rates when we re-contact them. Please record this as accurately as possible - it will help make your life easier when trying to interview Panel Members again. Be sure to record 'phone numbers accurately, with full area code.

QE-QG ask certain activism and demographic details of the respondent.

Public Service Section:

This section establishes respondents views of a range of public services, and organisations. The list of organisations used in this section are very long - make sure you are familiar with the full list - and encourage respondents to read the full list carefully.

Q1-Q2 ask what the respondent thinks are public services. Don't let the respondent see Showcard B before they have answered Q1.

Q3-Q30 ask how often respondents (or members of their household) use or benefit from public services. These are very important questions, as they are used to filter respondents for several of the following questions.

Q31 asks which services are most <u>important</u> to the respondent (not which ones they use most frequently). Encourage respondents to select only four or five - although they can choose more if they want.

Q32-Q73 ask **users** how satisfied they are with the services provided by organisations.

Q74 asks which organisations respondents have made a complaint to about the services that they provide. This can include contacting the organisation by 'phone, letter or in person.

Q75-Q113 ask how well informed the respondent feels about organisations that they use - for **each** organisation that doesn't tell them much about what they do, ask Q114 and use Showcard J, to find out what information they would like that organisation to provide.

Q115-Q116 ask how respondents currently get information, and what would be their preferred method.

Q117 needs the respondent to make a generalisation about the public sector versus the private sector as a whole.

Q118-Q119 asks about the image of public services.

Q120 again needs the respondent to think about their overall perception of public services.

Q121 asks about the respondent's views on information sharing between Government departments.

Health Section:

Q122-Q123 ask about health priorities, and the focus for Government health campaigns.

Q124-Q139 ask about issues relating to long-term care. Q127 asks about satisfaction with the way different long-term care providers work together. Q128-Q139 ask users of these services what their priorities are.

Q140 deals with issues about older people, but ask this question of everyone, regardless of age.

Q141-Q142 asks about ways of helping people to become good parents. This question is asked of all, not just those with children. If respondents need guidance, please clarify that we want their general opinions about being good parents.

Local Services Section:

Q143-Q149 ask respondents' opinions of the possible introduction of 'One Stop Shops', and 'One Stop Shop Call Centres'. Q143-146 refer to 'One Stop Shops', and Q147-149 ask about 'One Stop Shop Call Centres'. These are offices or telephone advice and information lines which the public would be able to contact to get advice and

information on a range of Government services in a single office - rather than having to contact each service separately as is now the case. Some people may already have experience of 'One Stop Shops' provided by their local Council. (Showcard X is not reversed).

Community Involvement Section:

Q150-Q151 ask what activities respondents are currently involved in, and how involved they feel with their community. 'Children's activities' includes any voluntary work parents may be involved in at their children's schools.

Electronic Government Section:

Q152-Q154 ask usage of electronic devices for getting information. If respondents are unsure what 'touchscreen' means, explain that this might be a kiosk, or a screen, where they actually touch the screen itself - rather than pressing buttons (like at a cash-dispenser) - in answer to questions, to get information. (Showcard CC is not reversed).

Q155-Q156 ask about the benefits and drawbacks of using the devices asked about at Q152-Q154. Respondents should comment - as far as they are able - about all of the devices, not just the ones they have used. There are some soft checks here, in case the respondent gives a benefit and a drawback that are diametrically opposed - but allow them to code these answers if they insist.

Q157 asks whether they think new technology will make dealing with Government easier.

Q158-Q163 ask the importance of a range of possible improvements to the telephone services provided by public services.

Demographics Section

Q164-Q170 ask a series of demographic details (sex, age, family relationships) about all members of the household. Q168, however, wants the marital status of the respondent only.

Q171-Q173 ask about the employment/training/education status of each member of the household. Please try and get as accurate data from the respondent as possible about the other household members. There are a number of checks on Q171, for example if

someone says they are working full-time *and* retired, so please be careful on this section. (Showcard HH is not reversed).

Q173 (how many hours worked) only applies to the respondent, if employed.

Q174-182 here you decide who the Head of Household (HoH) is, (not CIE), using the traditional definition (i.e. where the husband or father, if resident, is the HoH), and ask a series of questions about him/her - if he/she has ever been employed. Often it will be the respondent, but if it is not, please try and get as accurate data as possible.

Q183-Q184 ask details about the Chief Income Earner *if* the CIE is different to the HoH.

Q185 requires you to code the social class **for the Chief Income Earner only**, so please use either the details from Q184, or Q176-Q182 if the Chief Income Earner is the same as the Head of Household.

Q186-Q187 ask about illnesses the respondent - or other household members - have suffered from in the last 12 months. If necessary, reassure respondents of the confidentiality of the information they give us. Please be sensitive about how you ask this question.

Q188-189 ask about any limiting long-term health problems of members of the household. Again, please be sensitive in the way you ask these questions. (Showcard JJ is not reversed).

Q190 asks if the respondent only helps to provide long-term care for anyone, even if that person is only suffering from old age.

Q191 ask the ethnicity of the respondent (not the HoH, if it is not the same person). (Showcard KK is not reversed).

Q192 asks the total household income - not just that of the respondent - before tax, and other deductions. (Showcard LL is not reversed).

Q193-Q194 ask about what state benefits the household receives (not just the respondent). If the respondent knows that they, or a member of the household, receives benefits, but is unable to specify which ones, code 'Multiple Benefits'. Again, please be aware that

there are a number of edit checks on this question, for example if they claim Child Benefit but there is no child in the household.

Q195-Q198 ask about any employment or private pensions (not the state pension) that any members of the household may receive or pay into.

Q199-Q200 ask daily and Sunday newspaper readership.

QH-QJ ask further demographic details. QI is single code only unless the respondent is still studying, in which case you should the also code the highest qualification he/she has received so far. (Showcard PP is not reversed).

QK-QL ask about use of computers by the household. (Showcard QQ is not reversed). If the respondent say they have their own external e-mail address, please record it accurately (e.g. please check whether the address is in upper- or lower-case). For example, this project has an e-mail address which is peoples.panel@mori.com. As you can see e-mail addresses frequently use lower case lettering, and include the @ sign. The @ sign is on your keyboard, but you will need to use the SHIFT key to get it. Please double-check with the respondent to ensure that the address written down is correct.

QM asks you to record whether the respondent is part of the young persons booster.

QUALITY CONTROL

We will be examining the response rate achieved by each interviewer, because we have a high target response rate. Please be very careful, and check each day's work before sending it in.

Things to look for are:

- Be certain you have entered the correct address serial number at the start of the interview
- Interview length noted on contact sheet
- Codes used accurately, 'other' category used only where appropriate
- Contact sheet address information all correctly filled in
- Notes on difficult questions covered

USING CAPI

We are using CAPI machines for this project, as this should cut down on interview length in the long-run, and also there is complex routing that exists on some of the questions that would be very difficult to follow on paper.

CAPI also allows us to keep a close check on the profile of the sample recruited as the project is progressing.

Checks Your Machine Will Undertake On The Answers You Record:

Hard Checks

CAPI is programmed to check some of the answers you record for consistency and logic. For example, if a respondent tells you that they are younger than someone they say is their own child, the computer will make a 'hard check'; a screen will appear saying "WARNING", and telling you to go back to either of the questions that are inconsistent with each other. It will not let you past this point until you do this.

When you change one of the earlier responses, you may find that you then need to ask new questions as the routing has changed, but the CAPI programme will bring these up automatically for you.

Soft Checks

In these cases, the computer will not refuse to allow you to enter an answer but will flag up the fact that it may be unlikely. For example, if someone tells you that they are receiving Child Benefit but have previously said they do not have a child in the household, then the computer will flag this up with a "Consistency Check" screen. You then have a choice of either politely asking the respondent "Are you sure this is correct?", changing the data you entered (perhaps you coded wrongly by mistake) or ignoring it and carrying on.

When the soft checks come up on screen, please be sensitive and use your discretion. Do not, for example, query a same-sex living arrangement, as this may cause offense. The soft check on this question is solely for your own benefit, to check the data has been entered correctly.

SURVEY ADMINISTRATION

Address Management

Every day after every visit you must update your contact sheets on the progress you have made and the outcome of calls to individual addresses.

Return of Work

Please keep your area manager and Adele (in Field & Tab) regularly informed of your progress.

Please plug in your modem every night to update us on where you have got to on the survey and the addresses allocated to you. At the same time, we will be sending you regular e-mails letting you know how the survey is progressing and how many more interviews we need from you to meet our targets.

You must also post back the completed contact sheets for both successful and unsuccessful contacts at least every other day, as we need these to enter onto the database for up to date information on the progress of the survey, and also to use to authorise interviewer payments.

Return of your machine

You must keep all the packaging that we sent you with your computer, so that we are able to use it again when we have the machine collected from you by a courier company at the end of the project.

Thanks for your help. Please let us know if you have any queries about the survey that we can clarify, or if there is anything else you need to make your work on this project easier.

Ben Page
Jessica Elgood
Gideon Skinner
Suzie Faulkner
Adele Sanders

MORI /10970/3
(1-6)

PEOPLE'S PANEL CONTACT SHEET

OUO (7-11)

CARD 01 12,13

ADDRESS SERIAL NO.: (14-19)

Bar Code

ADDRESS DETAILS:

Letter sent:

TELEPHONE: (20)
Yes 1
No 2
Refused 3

Telephone no. incl. STD (21) (22) (23) (24) (25) (26) (27) (28) (29) (30) (31)

NAME/INITIALS/TITLE OF ADULT: Mr/Mrs/Miss/Ms .....

RECORD YOUR CALLS HERE:

DATE						DAY (1-7)	TIME (1-6)	OUTCOME
				9	8	(32)	(33)	
				9	8	(34)	(35)	
				9	8	(36)	(37)	
				9	8	(38)	(39)	
				9	8	(40)	(41)	
				9	8	(42)	(43)	
				9	8	(44)	(45)	
				9	8	(46)	(47)	
				9	8	(48)	(49)	

*DAY CODE:			*TIME CODE:		
	MON = 1	THU = 4		9am-11am = 1	3pm-5pm = 4
	TUES = 2	FRI = 5		11am-1pm = 2	5pm-7pm = 5
	WED = 3	SAT = 6		1pm-3pm = 3	7pm - 9pm = 6
		SUN = 7			

YOU MUST RECORD AT LEAST 5 ATTEMPTS TO CONTACT THE HOUSEHOLD BEFORE RETURNING THIS CONTACT SHEET AS A NON-CONTACT. ONE CALL MUST BE AFTER 7PM AND ONE MUST BE A WEEKEND.

TOTAL NUMBER OF CALLS: (50) (51)

HOUSEHOLD SELECTION:

Good morning/afternoon/evening. My name is . . . . . from MORI, the market research company. We are carrying out a survey on behalf of the Government, and we are interviewing people about their views of public services. REASSURE ABOUT CONFIDENTIALITY. SHOW LETTER IF NECESSARY

QA1 **Can I just check - how many households live in this house/flat? By a household I mean either one person living alone or a group of people (not necessarily related) living at the same address with common housekeeping - that is sharing at least one meal a day or sharing a living room or sitting room.** INCLUDE ADULTS & ANY CHILDREN. INCLUDE ANY LODGERS OR BOARDERS WHO LIVE IN SAME DWELLING UNIT.

(52)

One	1	GO TO HOUSEHOLDER SECTION
Two	2	RECORD DETAILS
Three	3	AND CALL MORI
Four	4	IMMEDIATELY FOR
Five+	5	FURTHER INSTRUCTIONS

(52)

HOUSEHOLDER SELECTION:

REPEAT INTRODUCTION IF NECESSARY

I need to speak to one of the adults who lives here (aged 16 or over). Can you tell me how many people aged 16 or over live here?

RECORD NO. OF ADULTS IN THIS ACCOMMODATION AS DEFINED ABOVE

QA2 No. of adults in this accommodation ☐☐ (53) (54)

(55)

One	1	SPEAK TO THIS PERSON AND GO TO QA5
Two+	2	GO TO QA3

IF 2 OR MORE AT QA2 ASK QA3

QA3 **Please tell me the first name or initial of each of the adults.** LIST NAMES/INITIALS BELOW IN ALPHABETICAL ORDER

ADULT FIRST NAME	ADULT CODE NO.
	1
	2
	3
	4
	5

ADULT FIRST NAME	ADULT CODE NO.
	6
	7
	8
	9

QA4 SELECT ADULT USING GRID. PLEASE RING.

		NUMBER OF ADULTS								
		1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
	0	1	1	2	1	3	6	5	4	7
	1	1	2	3	4	1	1	6	5	9
LAST	**2**	1	1	1	3	4	3	3	1	4
DIGIT	**3**	1	2	2	1	5	4	7	6	8
OF	**4**	1	1	3	2	2	5	2	3	6
ADDRESS	**5**	1	2	1	4	3	2	1	7	2
SERIAL	**6**	1	1	2	3	1	6	4	2	1
NUMBER	**7**	1	2	3	1	4	1	5	8	3
	8	1	1	1	2	5	3	6	4	5
	9	1	2	2	4	2	4	3	5	7

ENTER ADULT CODE NUMBER OF SELECTED PERSON ☐ AND ASK TO SPEAK TO THAT PERSON

(56)

INTERVIEWER NOTE: YOU MUST ATTEMPT TO INTERVIEW THE SELECTED PERSON. IF, HOWEVER, YOU HAVE BEEN UNABLE TO MAKE CONTACT AFTER FOUR CALL BACKS, YOU MAY INTERVIEW ONE OF THE OTHER ADULTS LISTED ABOVE. (NOTE THAT ONLY DIRECT REFUSALS ARE ACCEPTABLE, NOT PROXY REFUSALS FROM ANOTHER HOUSEHOLD MEMBER).

© ☐

Good morning/afternoon/evening. I'm from MORI, the Market Research company.

QA5 **MORI is setting up a national Panel of a wide range of people across the United Kingdom on behalf of the Government. Everyone on the Panel will be asked their views of public services from time to time. We need to have a good cross-section of all types of people and we would like you to be a member of the Panel. Your identity and individual responses will remain confidential to MORI. Will you agree to take part?** IF YES, CODE BELOW AND CONTINUE WITH INTERVIEW.

	(57)	
Yes, willing to become panel member	1	CONTINUE WITH MAIN INTERVIEW
No, not willing to become panel member	2	THANK RESPONDENT, COLLECT DEMOGRAPHICS BELOW, & CLOSE INTERVIEW

IF REFUSE TO BE PANEL MEMBER AT QA5 COMPLETE DEMOGRAPHICS BELOW:

Gender (58)

Male	1	
Female	2	(58)

WRITE IN & CODE EXACT AGE

Exact Age: [ ] [ ] (59) (60) (59-60)

16-24	1	
25-34	2	
35-44	3	
45-54	4	
55-59	5	
60-64	6	
65+	7	(61)

Occupation of Chief Income Earner
Position/rank/grade

Industry/type of company

Quals/degree/apprenticeship

Number of staff responsible for

REMEMBER TO PROBE FULLY FOR PENSION AND CODE FROM ABOVE

Class (62)

A	1	
B	2	
C1	3	
C2	4	
D	5	
E	6	(62)

Respondent is: (63)

Chief Income Earner	1	
Not Chief Income Earner	2	(63)

Marital status: (64)

Married	1	
Living together	2	
Single	3	
Widowed	4	
Divorced	5	
Separated	6	(64)

Working Status of Respondent (65)

Working - Full-time (30+ hrs)	1	
- Part-time (9-29 hrs)	2	
Unemployed - seeking work	3	
- not seeking work	4	
Not working - retired	5	
- looking after house/children	6	
- invalid/disabled	7	
Student	8	
Other	9	(65)

Tenure: (66)

Owned Outright	1	
Buying on mortgage	2	
Council leaseholder	3	
Rent from Council	4	
Rent from Housing Association	5	
Rent from New Town Development Corporation/Scottish Homes	6	
Rent from private landlord	7	
Other	8	(66)

© [ ]

CODE FINAL OUTCOME BELOW:

Valid address:	(67)
Successful complete interview	1
Refused to take part:	
Never does surveys	2
Too busy	3
Not interested	4
Too ill to take part	5
Away during fieldwork	6
No contact at h/hold after 5 calls (but dwelling occupied)	7
No contact at h/hold after 5 calls (unsure if dwelling occupied)	8
Other (CODE '9' & WRITE IN)	9
Inadequate English (CODE '0' AND SPECIFY)	0
	(67)

Invalid address:	(68)
Property vacant - major internal work underway	1
Property vacant - dwelling boarded up	2
Property vacant - no longer used as a dwelling	3
Property vacant - new building	4
Property vacant - older property	5
Commercial property	6
Dwelling demolished	7
Dwelling derelict	8
Address untraceable/unable to locate	9
Other (CODE '0' & WRITE IN)	0
	(68)

CODE DWELLING TYPE:	(69)
Detached house	1
Semi-detached house	2
Terraced house	3
Tenement (Scotland only)	4
Tower/slab block	5
Conversion	6
Flat purpose built	7
Maisonette	8
Bungalow	9
Other (CODE '0' & WRITE IN)	0
Not applicable	X (69)

INTERVIEWER: CODE

Interview conducted in English directly with respondent?

(70)

Yes 1

No ..... 2 CODE

CODE IF NO

Interview conducted by:

(71)

Mother tongue MORI interviewer 1

MORI interviewer + interpreter 2

MORI interviewer + household interpreter (CODE "3" & CIRCLE PERSON NUMBER FROM Q164) 3 (71)

PERSON NUMBER 2 3 4 5 6 (72)

Language used: WRITE IN

.....

Interviewer Declaration

I confirm that I have carried out this interview face-to-face with the above named person and that I asked all the relevant questions fully and recorded the answers in conformance with the survey specification and within the MRS Code of Conduct.

Signature:.....

Interviewer Name (CAPS): .....

Interviewer Number:

[ ][ ][ ][ ] / [ ]

(73) (74) (75) (76) (77)

Date of Interview:

Day Month Year

[ ][ ] / [ ][ ] / 1998

(78) (79) (80) (81)

Length of Interview:

[ ][ ][ ] minutes

(82) (83) (84)

© [ ]

MORI /10970/1 (1-6) Questionnaire No [ ][ ] Serial No ..... OUO (7-11)

PEOPLE'S PANEL MAIN STAGE - Final
Part A: Face-to-face

Name/Initial/Title: Mr/Mrs/Ms/Miss .....

Address: .....

.....

..... Full Postcode [ ][ ][ ][ ][ ][ ][ ] ()

Address Serial number: [ ][ ][ ][ ][ ][ ] ()

Sample point name: .....

Telephone in home: ()

Yes	1
No	2
Refused/Ex-directory	3

[ ][ ][ ][ ][ ][ ][ ][ ][ ][ ][ ] ()

QI SHOWCARD PP **Using this card, please tell me which, if any, is the highest educational or professional qualification you have obtained? Just read out the letter that applies** IF STILL STUDYING CODE '8' AND HIGHEST ACHIEVED SO FAR, OTHERWISE SINGLE CODE ONLY

D	GCSE/O-Level/CSE	1
G	Vocational quals (=NVQ1+2)	2
A	A-Level or equivalent (=NVQ3)	3
E	Bachelor Degree or equivalent (=NVQ4)	4
B	Masters/PhD or equivalent	5
F	Other	6
C	No formal qualifications	7
	Still studying	8
	Don't know	9

()

QJ **How many cars or light vans are there in your household?**

1 car or light van	1
2 cars/light vans	2
3+ cars/light vans	3
None	4

()

QK SHOWCARD QQ **Which of the following applies to you and your household?** MULTICODE OK

A	I/we have a personal computer (pc) at home with a modem	1
B	I/we have a personal computer (pc)at home without a modem	2
C	I personally use a personal computer or lap-top at work or at my place of study	3
D	I/we are connected to the Internet at home	4
E	I personally use the Internet at work or at my place of study	5
F	I have my own external e-mail address either at home, at work, or at my place of study	6
	None of these	7
	Don't know	8

()

ASK ALL WITH E-MAIL (CODE '6' AT QJ)

QL **E-mail address:**

..... ()-()

QM **Is respondent part of young persons booster?**

Yes	1
No	2

()

THIS FORM IS THE PROPERTY OF MARKET & OPINION RESEARCH INTERNATIONAL (MORI) LTD
95 SOUTHWARK STREET, LONDON SE1 0HX

QB **If s/he can, would you like the interviewer to call you to check when it is best to visit, or should he just visit and try and catch you in?** WRITE HOME PHONE NUMBER ON FRONT PAGE, AND WORK PHONE NUMBER BELOW, CLEARLY, USING FULL STD CODE.

Yes - Record Home Tel No. (& CODE '1')	1	
Yes - Record Work Tel No. (& CODE '2')	2	
No, no need	3	

QC **In general, when are the best times to contact you at home?** MULTICODE OK

	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Before 9am	1	1	1	1	1	1	1
9am-10am	2	2	2	2	2	2	2
10am-11am	3	3	3	3	3	3	3
11am-12pm	4	4	4	4	4	4	4
12pm-1pm	5	5	5	5	5	5	5
1pm-2pm	6	6	6	6	6	6	6
2pm-3pm	7	7	7	7	7	7	7
3pm-4pm	8	8	8	8	8	8	8
4pm-5pm	9	9	9	9	9	9	9
5pm-6pm	0	0	0	0	0	0	0
6pm-7pm	X	X	X	X	X	X	X
7pm-8pm	Y	Y	Y	Y	Y	Y	Y
8pm-9pm	1	1	1	1	1	1	1
9pm-10pm	2	2	2	2	2	2	2
Anytime							3
Shiftworker							4

QD **Can I just check, are you likely to move from here in the next few months?**

Yes	1	
		RECORD DETAILS
No	2	

QE SHOWCARD A (R) **Which of the things on this list, if any, have you done in the last two or three years? Just read out the letters.** MULTICODE OK.

A	Presented my views to a local Councillor	1
B	Presented my views to an MP	2
C	Written a letter to a newspaper	3
D	Urged someone outside my family to vote	4
E	Urged someone to get in touch with a local Councillor	5
F	Urged someone to get in touch with an MP	6
G	Made a speech before organisation/group	7
H	Been elected an officer of an organisation or club	8
I	Stood for public office	9
J	Taken an active part in a political campaign	0
K	Helped on fund raising drives	X
L	Used the law to enforce my rights	Y
M	Voted in a General Election	1
N	Voted in a local election	2
	None of these	3

QF **Tenure**

Owned outright	1	
Buying on mortgage	2	
Council leaseholder	3	
Rent from Council	4	
Rented from Housing Association	5	
Rent from New Town Development Corporation/Scottish Homes	6	
Rented from private landlord	7	
Other	8	()

QG **Do you currently hold a driving licence?**

Yes	1	
No	2	()

PUBLIC SERVICE

ASK ALL

Q1 **Thinking first about the words 'public services', what organisations do you think of when you hear the words 'public services'?** PROBE: **What else?** CODE BELOW. MULTICODE OK

Q2 SHOWCARD B (R) **Are there any (other) organisations or services on this card which you would consider to be public services? Just read out the numbers that apply.** CODE BELOW. MULTICODE OK

			Q1	Q2
Financial	1	High Street Banks/ Building Societies	1	1
	2	Inland Revenue	2	2
	3	National Savings Bank	3	3
Utilities	4	British Gas	4	4
	5	British Telecom	5	5
	6	Your Local Electricity Company	6	6
	7	The Post Office	7	7
	8	Local Water Services	8	8
Police and the Law	9	The Courts	9	9
	10	Immigration Service	0	0
	11	Police	X	X
	12	Fire and Emergency Services	Y	Y
Health	13	Your GP	1	1
	14	NHS Hospitals	2	2
Leisure	15	Leisure Centres	3	3
	16	Libraries	4	4
	17	Swimming pools	5	5
	18	Youth and Community Centres	6	6
Transport	19	Local Bus services	7	7
	20	Train companies	8	8
	21	London Underground	9	9
	22	DVLA (Driver and Vehicle Licensing Agency)	0	0
Education	23	Local Nursery Schools/Classes	X	X
	24	Local Primary Schools	Y	Y
	25	Local Secondary Schools	1	1
	26	Adult Education	2	2
	27	Colleges and Universities	3	3
Environment	28	Public Parks	4	4
	29	Recycling facilities	5	5
	30	Refuse collection	6	6
	31	Road and Pavement Maintenance	7	7
	32	Street lighting	8	8
	33	Street cleaning	9	9
Social Services	34	Department of Social Security (DSS Offices)	0	0
	35	Local Social Services (e.g. Social Workers)	X	X
	36	Benefits Agency	Y	Y
	37	Council Housing	1	1
	38	Home helps	2	2
	39	Residential care homes for disabled and elderly people	3	3
Local Council	40	Your Local Council	4	4
Other	41	Citizens Advice Bureaux	5	5
	42	British Embassies abroad	6	6
		Other (WRITE IN & CODE '7')	7	7
		All of them	8	8
		None of these	9	9
		Don't know	0	0

Q3-Q22 SHOWCARD C (R) **How frequently, if at all, do you or members of your household use or benefit from each of the following services?** READ OUT. ROTATE START. SINGLE CODE ONLY

		Every day	At least once a week	At least once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Don't know
Q3	**High Street Banks/ Building Societies**	1	2	3	4	5	6	7	8
Q4	**National Savings Bank**	1	2	3	4	5	6	7	8
Q5	**British Gas**	1	2	3	4	5	6	7	8
Q6	**British Telecom**	1	2	3	4	5	6	7	8
Q7	**The Post Office**	1	2	3	4	5	6	7	8
Q8	**Your GP**	1	2	3	4	5	6	7	8
Q9	**NHS Hospitals**	1	2	3	4	5	6	7	8
Q10	**Leisure Centres**	1	2	3	4	5	6	7	8
Q11	**Libraries**	1	2	3	4	5	6	7	8
Q12	**Swimming pools**	1	2	3	4	5	6	7	8
Q13	**Youth and Community Centres**	1	2	3	4	5	6	7	8
Q14	**Local Bus services**	1	2	3	4	5	6	7	8
Q15	**Train companies**	1	2	3	4	5	6	7	8
Q16	**London Underground**	1	2	3	4	5	6	7	8
Q17	**Local Nursery Schools/Classes**	1	2	3	4	5	6	7	8
Q18	**Adult Education**	1	2	3	4	5	6	7	8
Q19	**Public Parks**	1	2	3	4	5	6	7	8
Q20	**Recycling facilities**	1	2	3	4	5	6	7	8
Q21	**Home helps**	1	2	3	4	5	6	7	8
Q22	**Citizens Advice Bureaux**	1	2	3	4	5	6	7	8

Q23-Q29 SHOWCARD D (R) **How frequently, if at all, do you or members of your household have contact with each of the following services?** READ OUT. ROTATE START. SINGLE CODE ONLY

		Every day	At least once a week	At least once a month	Within the last 6 months	Within the last year	Longer ago	Never cont-acted	Don't know
Q23	**Inland Revenue**	1	2	3	4	5	6	7	8
Q24	**The Courts**	1	2	3	4	5	6	7	8
Q25	**Immigration Service**	1	2	3	4	5	6	7	8
Q26	**Department of Social Security (DSS Offices)**	1	2	3	4	5	6	7	8
Q27	**Local Social Services (e.g. Social Workers)**	1	2	3	4	5	6	7	8
Q28	**Benefits Agency**	1	2	3	4	5	6	7	8
Q29	**British Embassies abroad**	1	2	3	4	5	6	7	8

Q30 SHOWCARD E (R) **And which services on this card do you or members of your household use or benefit from?** MULTICODE OK

Local Primary Schools	1
Local Secondary Schools	2
Colleges and Universities	3
Residential care homes for disabled and elderly people	4
None of these	5
Don't know	6

Q31 SHOWCARD F (R) **Which four or five services on this card are the most important to you and members of your household? Just read out the numbers that apply.** MULTICODE OK

Financial	1	High Street Banks/ Building Societies	1
	2	Inland Revenue	2
	3	National Savings Bank	3
Utilities	4	British Gas	4
	5	British Telecom	5
	6	Your Local Electricity Company	6
	7	The Post Office	7
	8	Local Water Services	8
Police and the Law	9	The Courts	9
	10	Immigration Service	0
	11	Police	X
	12	Fire and Emergency Services	Y
Health	13	Your GP	1
	14	NHS Hospitals	2
Leisure	15	Leisure Centres	3
	16	Libraries	4
	17	Swimming pools	5
	18	Youth and Community Centres	6
Transport	19	Local Bus services	7
	20	Train companies	8
	21	London Underground	9
	22	DVLA (Driver and Vehicle Licensing Agency)	0
Education	23	Local Nursery Schools/Classes	X
	24	Local Primary Schools	Y
	25	Local Secondary Schools	1
	26	Adult Education	2
	27	Colleges and Universities	3
Environment	28	Public Parks	4
	29	Recycling facilities	5
	30	Refuse collection	6
	31	Road and Pavement Maintenance	7
	32	Street lighting	8
	33	Street cleaning	9
Social Services	34	Department of Social Security (DSS Offices)	0
	35	Local Social Services (e.g. Social Workers)	X
	36	Benefits Agency	Y
	37	Council Housing	1
	38	Home helps	2
	39	Residential care homes for disabled and elderly people	3
Local Council	40	Your Local Council	4
Other	41	Citizens Advice Bureaux	5
	42	British Embassies abroad	6
		Other (WRITE IN & CODE '7')	7
		None of these	8
		Don't know	9

ASK Q32, Q34-Q36, Q38, Q44-Q52, Q54, Q57, Q59-Q60, Q69, Q72 OF SERVICE USERS (CODES 1-5) ONLY AT Q3-Q22.
ASK Q33, Q40, Q41, Q65-67, Q73 OF THOSE WHO HAVE HAD CONTACT AT Q23-Q29.
ASK Q55-56, Q58, Q70 OF SERVICE USERS AT Q30
ASK Q53 OF THOSE WITH DRIVING LICENCE ONLY AT QG.
ASK Q68 OF COUNCIL TENANTS ONLY (CODE 4 AT QF).
ASK OTHERS OF ALL.

Q32 - Q73 SHOWCARD G (R) **I am going to read out a number of different types of services. Using this card, I would like you to tell me how satisfied or dissatisfied you are with the quality of each.** READ OUT. ROTATE ORDER. TICK START. SINGLE CODE ONLY

		Very satisfied	Fairly satisfied	Neither	Fairly dissat-isfied	Very dissat-isfied	Don't know
Q32	**High Street Banks/ Building Societies**	1	2	3	4	5	6
Q33	**Inland Revenue**	1	2	3	4	5	6
Q34	**National Savings Bank**	1	2	3	4	5	6
Q35	**British Gas**	1	2	3	4	5	6
Q36	**British Telecom**	1	2	3	4	5	6
Q37	**Your Local Electricity Company**	1	2	3	4	5	6
Q38	**The Post Office**	1	2	3	4	5	6
Q39	**Local Water Services**	1	2	3	4	5	6
Q40	**The Courts**	1	2	3	4	5	6
Q41	**Immigration Service**	1	2	3	4	5	6
Q42	**Police**	1	2	3	4	5	6
Q43	**Fire and Emergency Services**	1	2	3	4	5	6
Q44	**Your GP**	1	2	3	4	5	6
Q45	**NHS Hospitals**	1	2	3	4	5	6
Q46	**Leisure Centres**	1	2	3	4	5	6
Q47	**Libraries**	1	2	3	4	5	6
Q48	**Swimming pools**	1	2	3	4	5	6
Q49	**Youth and Community Centres**	1	2	3	4	5	6
Q50	**Local Bus services**	1	2	3	4	5	6
Q51	**Train companies**	1	2	3	4	5	6
Q52	**London Underground**	1	2	3	4	5	6
Q53	**DVLA (Driver and Vehicle Licensing Agency)**	1	2	3	4	5	6
Q54	**Local Nursery Schools/Classes**	1	2	3	4	5	6
Q55	**Local Primary Schools**	1	2	3	4	5	6
Q56	**Local Secondary Schools**	1	2	3	4	5	6
Q57	**Adult Education**	1	2	3	4	5	6
Q58	**Colleges and Universities**	1	2	3	4	5	6
Q59	**Public Parks**	1	2	3	4	5	6
Q60	**Recycling facilities**	1	2	3	4	5	6
Q61	**Refuse collection**	1	2	3	4	5	6
Q62	**Road and Pavement Maintenance**	1	2	3	4	5	6
Q63	**Street lighting**	1	2	3	4	5	6
Q64	**Street cleaning**	1	2	3	4	5	6
Q65	**Department of Social Security (DSS Offices)**	1	2	3	4	5	6
Q66	**Local Social Services (e.g. Social Workers)**	1	2	3	4	5	6
Q67	**Benefits Agency**	1	2	3	4	5	6
Q68	**Council Housing**	1	2	3	4	5	6
Q69	**Home helps**	1	2	3	4	5	6
Q70	**Residential care homes for disabled and elderly people**	1	2	3	4	5	6
Q71	**Your Local Council**	1	2	3	4	5	6
Q72	**Citizens Advice Bureaux**	1	2	3	4	5	6
Q73	**British Embassies abroad**	1	2	3	4	5	6

Q74 SHOWCARD H (R) **Which, if any, of the following organisations have you made a complaint to in the last year? Just read out the numbers that apply.** MULTICODE OK.

Financial	1	High Street Banks/ Building Societies	1
	2	Inland Revenue	2
	3	National Savings Bank	3
Utilities	4	British Gas	4
	5	British Telecom	5
	6	Your Local Electricity Company	6
	7	The Post Office	7
	8	Local Water Services	8
Police and the Law	9	The Courts	9
	10	Immigration Service	0
	11	Police	X
	12	Fire and Emergency Services	Y
Health	13	Your GP	1
	14	NHS Hospitals	2
Leisure	15	Leisure Centres	3
	16	Libraries	4
	17	Swimming pools	5
	18	Youth and Community Centres	6
Transport	19	Local Bus services	7
	20	Train companies	8
	21	London Underground	9
	22	DVLA (Driver and Vehicle Licensing Agency)	0
Education	23	Local Nursery Schools/Classes	X
	24	Local Primary Schools	Y
	25	Local Secondary Schools	1
	26	Adult Education	2
	27	Colleges and Universities	3
Environment	28	Public Parks	4
	29	Recycling facilities	5
	30	Refuse collection	6
	31	Road and Pavement Maintenance	7
	32	Street lighting	8
	33	Street cleaning	9
Social Services	34	Department of Social Security (DSS Offices)	0
	35	Local Social Services (e.g. Social Workers)	X
	36	Benefits Agency	Y
	37	Council Housing	1
	38	Home helps	2
	39	Residential care homes for disabled and elderly people	3
Local Council	40	Your Local Council	4
Other	41	Citizens Advice Bureaux	5
	42	British Embassies Abroad	6
		Other (WRITE IN & CODE '7')	7
		None of these	8
		Don't know	9

ASK Q75, Q77-Q79, Q81, Q87-Q95, Q97, Q100, Q102-Q103, Q109, Q111 OF SERVICE USERS ONLY (CODES 1 TO 5) AT Q3-Q22.
ASK Q76, Q83, Q84, Q105-Q107, Q113 OF THOSE WHO HAVE HAD CONTACT AT Q22-Q29.
ASK Q98-99, Q101, Q110 OF SERVICE USERS AT Q30
ASK Q96 OF THOSE WITH DRIVING LICENCE ONLY AT QG.
ASK Q108 OF COUNCIL TENANTS ONLY (CODE 4 AT QF).
ASK OTHERS OF ALL.

Q75 -113 SHOWCARD I (R) **Still thinking about the same organisations, how well informed do ... keep you about the services they provide ... ?** READ OUT. ROTATE ORDER. TICK START SINGLE CODE ONLY

		Very well inform-ed	Fairly well inform -ed	Gives me only a limited amount of inform -ation	Doesn't tell us much about what it does	No opinion /no answer	
Q75	**High Street Banks/ Building Societies**	1	2	3	4	5	
Q76	**Inland Revenue**	1	2	3	4	5	
Q77	**National Savings Bank**	1	2	3	4	5	
Q78	**British Gas**	1	2	3	4	5	
Q79	**British Telecom**	1	2	3	4	5	
Q80	**Your Local Electricity Company**	1	2	3	4	5	
Q81	**The Post Office**	1	2	3	4	5	
Q82	**Local Water Services**	1	2	3	4	5	
Q83	**The Courts**	1	2	3	4	5	
Q84	**Immigration Service**	1	2	3	4	5	
Q85	**Police**	1	2	3	4	5	
Q86	**Fire and Emergency Services**	1	2	3	4	5	
Q87	**Your GP**	1	2	3	4	5	
Q88	**NHS Hospitals**	1	2	3	4	5	
Q89	**Leisure Centres**	1	2	3	4	5	
Q90	**Libraries**	1	2	3	4	5	
Q91	**Swimming pools**	1	2	3	4	5	
Q92	**Youth and Community Centres**	1	2	3	4	5	
Q93	**Local Bus services**	1	2	3	4	5	
Q94	**Train companies**	1	2	3	4	5	
Q95	**London Underground**	1	2	3	4	5	
Q96	**DVLA (Driver and Vehicle Licensing Agency)**	1	2	3	4	5	
Q97	**Local Nursery Schools/Classes**	1	2	3	4	5	
Q98	**Local Primary Schools**	1	2	3	4	5	
Q99	**Local Secondary Schools**	1	2	3	4	5	
Q100	**Adult Education**	1	2	3	4	5	
Q101	**Colleges and Universities**	1	2	3	4	5	
Q102	**Public Parks**	1	2	3	4	5	
Q103	**Recycling facilities**	1	2	3	4	5	
Q104	**Refuse collection**	1	2	3	4	5	
Q105	**Department of Social Security (DSS Offices)**	1	2	3	4	5	
Q106	**Local Social Services (e.g. Social Workers)**	1	2	3	4	5	
Q107	**Benefits Agency**	1	2	3	4	5	
Q108	**Council Housing**	1	2	3	4	5	
Q109	**Home helps**	1	2	3	4	5	
Q110	**Residential care homes for disabled and elderly people**	1	2	3	4	5	
Q111	**Your Local Council**	1	2	3	4	5	
Q112	**Citizens Advice Bureaux**	1	2	3	4	5	
Q113	**British Embassies abroad**	1	2	3	4	5	

ASK Q114 FOR EACH SERVICE CODED '4' AT Q75-Q113. OTHERS GO TO Q115.

Q114 SHOWCARD J (R) **Which of these types of information would you most like them to provide? Just read out the letters that apply.** MULTICODE OK

A	How to obtain benefits/ services	1
B	Where services are based	2
C	Changes to services that will affect me	3
D	The cost of services	4
E	What my money is spent on	5
F	How to complain	6
G	All the services they provide	7
H	How they are progressing my case	8
I	Improvements planned for services	9
J	Facilities for people with special needs	0
K	Their standards of service	X
	Other (WRITE IN & CODE 'Y')	Y
	None of these	1
	Don't want any information from organisation	2
	Don't know	3

ASK ALL

Q115 SHOWCARD K (R) **How do you normally get information about the public services you use? Just read out the letters that apply.** MULTICODE OK

Q116 SHOWCARD K (R) AGAIN **And how would you <u>prefer</u> public services to give you information?** MULTICODE OK

		Q115 Normally get info	Q116 Prefer to get info
A	At a reception area/at an office	1	1
B	In a letter	2	2
C	At a meeting with a member of staff	3	3
D	When they visit me at home	4	4
E	By ringing a Freephone number	5	5
F	In a pamphlet/leaflet from a library or other public place	6	6
G	In a pamphlet/leaflet delivered to your home	7	7
H	Over the telephone	8	8
I	By fax	9	9
J	By e-mail	0	0
K	Via the Internet	X	X
L	From an electronic information point	Y	Y
M	Television	1	1
N	Ceefax/Teletext	2	2
O	Radio	3	3
P	National Newspapers	4	4
Q	Local Newspapers	5	5
R	By word of mouth from friends and family	6	6
S	By word of mouth from colleagues at work	7	7
	Other (WRITE IN & CODE '8')	8	8
	None of these	9	9
	Don't know	0	0

Q117 SHOWCARD L (R) **On balance, do you think that public sector organisations like local councils, schools or hospitals are better or worse at providing useful information to users than private sector companies like shops and banks, or is there no difference?** SINGLE CODE ONLY

Public sector better than private sector	1
Public sector worse than private sector	2
No real difference	3
Don't know/can't say	4

Q118 SHOWCARD M (R) **These are some words that people have used to describe public services (like schools or hospitals). Please read through the list, and read out the letters that you think apply.** MULTICODE OK

A	Bureaucratic	1
B	Efficient	2
C	Faceless	3
D	Friendly	4
E	Hardworking	5
F	Keen to help	6
G	Honest	7
H	Infuriating	8
I	Open	9
J	Unresponsive	0
K	Unaccountable	X
L	Good value for money	Y
M	Under-funded	1
	Others (WRITE IN & CODE '2')	2
	None of these	3
	Don't know	4

Q119 **Thinking generally about what you expect of public services, would you say that they ...** READ OUT. SINGLE CODE ONLY.

... greatly exceed your expectations	1
... slightly exceed your expectations	2
... are about what you expect	3
... fall slightly short of your expectations	4
... fall a long way short of your expectations	5
No expectations	6
Don't know	7

Q120 **On balance, do you think public services have got better or worse over the last five years, or do you think they have stayed the same?** SINGLE CODE ONLY

Better	1
Worse	2
Stayed the same	3
Don't know	4

Q121 SHOWCARD N (R) **Different Government organisations hold different types of information about individuals - for example, your national insurance number, driving licence details, and information about benefit claims and income tax.**

It has been suggested that Government services would be improved if Government organisations shared more of the information they hold about people. From this card, which two or three, if any, of these statements best describes your view of Government organisations sharing more information? MULTICODE OK.

A	It is unnecessary	1
B	It would save me time	2
C	I would want regular opportunities to check that the information was accurate	3
D	It would be useful in cutting down fraud	4
E	Government organisations know too much about me	5
F	It would help improve the way public services are delivered	6
G	I would be worried who had access to the information	7
H	It would save taxpayers' money	8
I	More sharing of information should be going on already	9
	Other (WRITE IN AND CODE '0')	0
	None of these	X
	Don't know	Y

HEALTH

Q122 SHOWCARD O (R) **From this card, which two or three aspects, if any, should be priorities to improve the country's health overall?** MULTICODE OK.

A	Air Pollution	1
B	Education	2
C	Access to Health Services	3
D	Housing	4
E	Poverty	5
F	Transport	6
G	Unemployment	7
H	Workplaces	8
	Other (WRITE IN & CODE '9')	9
	None of these	0
	Don't know	X

Q123 SHOWCARD P (R) **On this card is a list of health-related issues for possible Government campaigns. Which, two or three, if any, do you think are most important?** MULTICODE OK

A	Accidents	1
B	Alcohol misuse	2
C	Cancer	3
D	Dental Health	4
E	Drug misuse	5
F	Food Safety	6
G	Healthy Eating	7
H	Heart Disease and Stroke	8
I	HIV/AIDS	9
J	Mental Health	0
K	Smoking	X
L	Teenage Pregnancy	Y
	Other (WRITE IN & CODE '1')	1
	None of these	2
	Don't know	3

Q124 **Have you, or a member of your family, or someone you provide care for, received (or are currently receiving) assistance from the health service for a long term illness or disability?** SINGLE CODE ONLY

Q125 **And have you, or a member of your family or someone you provide care for, received (or are currently receiving) assistance from housing services for a long term illness or disability?** SINGLE CODE ONLY

Q126 **And have you, or a member of your family or someone you provide care for, received (or are currently receiving) assistance from social services for a long term illness or disability?** SINGLE CODE ONLY

	Health Q124	Housing Q125	Social Services Q126	
Yes, receiving	1	1	1	ASK
Yes, received	2	2	2	Q127
No	3	3	3	GO TO Q140

ASK IF YES (CODES 1 & 2) AT AT LEAST TWO FROM Q124-Q126. OTHERS GO TO Q128.

Q127 SHOWCARD Q (R) **How satisfied were you with the way these services worked together to meet your needs?** SINGLE CODE ONLY

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK Q128-139 IF YES (CODES 1 & 2) AT AT LEAST ONE FROM Q124-Q126

Q128 - Q139 SHOWCARD R (R) **I am going to read out a number of aspects of the help you may receive from the social services department, housing department or health services, if you become ill or disabled, or if you care for someone who is suffering a long term illness or disability. For each one, please tell me, from this card, how important each one is to you?** READ OUT. ALTERNATE ORDER OF START. SINGLE CODE ONLY.

		Very impor-tant	Fairly impor-tant	Not very impor-tant	Not at all impor-tant	Don't know
Q128	**A system of care which is easy to understand**	1	2	3	4	5
Q129	**Clear information about the services you are entitled to**	1	2	3	4	5
Q130	**Staff which you come into contact with are approachable and helpful**	1	2	3	4	5
Q131	**Respect for your privacy and dignity**	1	2	3	4	5
Q132	**To be involved in deciding the help that is best for you**	1	2	3	4	5
Q133	**Services close to where you or your family live**	1	2	3	4	5
Q134	**Someone that can be contacted around the clock (24 hours)**	1	2	3	4	5
Q135	**Having the same people dealing with you throughout**	1	2	3	4	5
Q136	**One point of contact for queries**	1	2	3	4	5
Q137	**Not having to wait too long to see someone about the type of assistance you need, or for any services it is agreed you require**	1	2	3	4	5
Q138	**Help and support for friends/family helping you**	1	2	3	4	5
Q139	**The services working well together**	1	2	3	4	5

ASK ALL

Q140 SHOWCARD S (R) **Here are some ways in which the Government could help older people who want to remain living in their own home to maintain a good quality of life. Which two or three, if any, do you think would be most important for the Government to do?** MULTICODE OK

A	Reduce VAT on fuel	1
B	Provide more home help/ personal care services	2
C	Provide more meals-on-wheels	3
D	Provide more district nurses	4
E	Provide aids and adaptations to older peoples homes	5
F	Provide more Dial-a-ride services	6
G	Increase subsidies for public transport for older people	7
H	Provide more day centres	8
I	Provide more financial support for carers	9
J	Provide more help with shopping	0
K	Reduce the number of forms to fill in	X
L	Improve the way in which the different agencies work together	Y
	Other (CODE '1' & WRITE IN)	1
	None of these	2
	Don't know	3

Q141 SHOWCARD T (R) **Which two or three are the best ways of helping people become good parents? Just read out the letters that apply.** MULTICODE OK

A	Discussing parenthood with friends before having children	1
B	The example of their own parents	2
C	Speaking to and sharing problems with other parents	3
D	Education or advice items on television about parenthood	4
E	By experience when they have children themselves	5
F	Advice from experts and advisors	6
G	Lessons at school about parenthood	7
H	Books about parenthood	8
I	Allowing parents more time off work when their baby is born	9
	Other (CODE '0' & WRITE IN)	0
	None of these	X
	Don't know	Y

Q142 SHOWCARD U (R) **Do you agree or disagree that the Government should encourage parents to take more responsibility for the actions of their children?** SINGLE CODE ONLY

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	6

LOCAL SERVICES SECTION

Q143 SHOWCARD V (R) **One Stop Shops are places that people can contact to get information and advice on a wide range of central and local Government services from a single office. On balance, do you support or oppose the introduction of One Stop Shops?** SINGLE CODE ONLY

Strongly support	1
Tend to support	2
Neither support nor oppose	3
Tend to oppose	4
Strongly oppose	5
Don't know	6

Q144 SHOWCARD W (R) **How likely is it that you or members of your household would use a One Stop Shop to receive information and advice?** SINGLE CODE ONLY

Certain to use	1
Very likely to use	2
Fairly likely to use	3
Fairly unlikely to use	4
Very unlikely to use	5
Certain not to use	6
Depends	7
Don't know	8

Q145 **If you were to use the 'One Stop Shops', can you tell me when you would be most likely to make contact with the office? Any other times?** PROBE. MULTICODE OK

Weekdays:	
8am-12pm	1
12-2pm	2
2-6pm	3
6-9pm	4
9pm-12am	5
12am-8am	6
Weekends:	
8am-12pm	7
12-2pm	8
2-6pm	9
6-9pm	0
9pm-12am	X
12am-8am	Y
Don't know	1
Will not be using One Stop Shop	2

Q146 SHOWCARD X **And again, if you were to use the 'One Stop Shops', how would you prefer to get in touch?** MULTICODE OK

In person	1
By 'phone	2
In writing	3
Internet/e-mail	4
Through someone else	5
Depends	6
Don't know	7
Will not be using the One Stop Shops	8

Q147 SHOWCARD Y (R) **It has also been suggested that the Government open One Stop Shop Call Centres. These would provide advice and information on a wide range of central and local Government services, 24 hours a day, by telephone. On balance, do you support or oppose the introduction of One Stop Shop Call Centres?** SINGLE CODE ONLY

Strongly support	1
Tend to support	2
Neither support nor oppose	3
Tend to oppose	4
Strongly oppose	5
Don't know	6

Q148 SHOWCARD Z (R) **How likely is it that you or members of your household would use a One Stop Shop Call Centre to receive information and advice?** SINGLE CODE ONLY

Certain to use	1
Very likely to use	2
Fairly likely to use	3
Fairly unlikely to use	4
Very unlikely to use	5
Certain not to use	6
Depends	7
Don't know	8

Q149 **If you were to use a One Stop Shop Call Centre, can you tell me when you would be most likely to 'phone the Call Centre? Any other times?** PROBE. MULTICODE OK

Weekdays:	
8am-12pm	1
12-2pm	2
2-6pm	3
6-9pm	4
9pm-12am	5
12am-8am	6
Weekends:	
8am-12pm	7
12-2pm	8
2-6pm	9
6-9pm	0
9pm-12am	X
12am-8am	Y
Don't know	1
Will not be using One Stop Shop Call Centre	2

COMMUNITY INVOLVEMENT

ASK ALL

Q150 SHOWCARD AA (R) **Which, if any, of these community/voluntary activities are you involved in? Just read out the letters.** MULTICODE OK

A	Playgroups or other children's activities	1
B	Residents organisations	2
C	Voluntary work with young people	3
D	Voluntary work with elderly people	4
E	Voluntary work with people with disabilities	5
F	Charity work	6
G	A school Governor	7
H	Activities in support of the environment	8
I	Animal Welfare	9
J	Anti-Crime or Victims Support	0
K	Arts or sports activities	X
L	Political Party	Y
M	Church activities	1
N	Elected Councillor	2
O	Special constables	3
P	Magistrates	4
Q	Trustee of a public body (e.g. Housing Association or an NHS Trust)	5
	Other (WRITE IN & CODE '6')	6
	None of these	7

Q151 SHOWCARD BB (R) **Overall, how involved do you feel in the local community?** SINGLE CODE ONLY

A great deal	1
A fair amount	2
Not very much	3
Not at all	4
Don't know	5

ELECTRONIC GOVERNMENT

Q152 SHOWCARD CC **Which, if any, of these devices have you used to get information, advice or to buy products, in the last twelve months?** MULTICODE OK

Q153 SHOWCARD CC AGAIN **And which, if any, of these devices would you be prepared to use to get information, advice, or to buy products?** MULTICODE OK

Q154 SHOWCARD CC AGAIN **If you were able to use these devices to deal with Government (to get information, apply for a benefit, pay taxes, order a licence etc.) which, if any, do you think you would use?** MULTICODE OK

	Q152	Q153	Q154
Touchscreen	1	1	1
Interactive TV	2	2	2
Personal computer with keyboard	3	3	3
Telephone services (advice lines, help lines, catalogue selling)	4	4	4
None of these	5	5	5
Don't know	6	6	6

Q155 SHOWCARD DD (R) **What, if anything, would be the benefits of being able to deal with Government electronically? Just read out the letters that apply.** MULTICODE OK

A	You would be dealt with more quickly	1
B	It would cost less to run	2
C	It would save me money	3
D	It would be simpler to use than the current system	4
E	Mistakes would be less likely to happen	5
F	You could deal with Government from more convenient locations	6
G	You could deal with Government at more convenient times (i.e. out of office hours)	7
H	You would have more choice of how to deal with Government departments	8
I	Your details would be more secure and confidential	9
J	There would be less chance of fraud	0
K	It would be an easier way of getting information	X
L	It would save me time	Y
	Other (CODE '1' & WRITE IN)	1
	None of these	2
	Don't know	3

Q156 SHOWCARD EE (R) **What, if anything, would be the drawbacks of being able to deal with Government electronically? Again, just read out the letters that apply.** MULTICODE OK

A	Your details may not be kept confidential or safe	1
B	There would be more chance of fraud	2
C	Problems with the equipment might cause errors	3
D	You might find it difficult to use	4
E	There would be no-one to help you with the process	5
F	It might make the whole process more complicated and lengthy	6
G	You might not be able to get to a kiosk or computer	7
H	You could only use it for basic things like getting information	8
I	It is too impersonal	9
J	It might be too public for sensitive issues	0
K	If it broke down it might lose your details	X
L	It will cost me more (i.e. phone bills, or modem link)	Y
	Other (CODE '1' & WRITE IN)	1
	None of these	2
	Don't know	3

Q157 SHOWCARD FF (R) **Do you agree or disagree that new technology will make it easier for you to deal with Government?** SINGLE CODE ONLY

Strongly agree	1
Tend to agree	2
Neither agree nor disagree	3
Tend to disagree	4
Strongly disagree	5
Don't know	6

Q158 - Q163 SHOWCARD GG (R) **I am going to read out a list of different improvements public services could make to how they deal with the public on the 'phone and I would like you to tell me, from this card, how important each one is to you.**
READ OUT. ALTERNATE ORDER. SINGLE CODE ONLY

		Very important	Fairly important	Not very important	Not at all important	Don't know
Q158	**Answering the telephone more quickly**	1	2	3	4	5
Q159	**Someone helpful answering**	1	2	3	4	5
Q160	**A system that allows you to leave a message on an answering machine for the person you are trying to contact**	1	2	3	4	5
Q161	**A system that gives you the 'phone extensions of people to speak to for particular problems**	1	2	3	4	5
Q162	**A system that tells you how long you have to wait when you are put on hold**	1	2	3	4	5
Q163	**A person answering rather than a recorded menu of options**	1	2	3	4	5

DEMOGRAPHICS

Q164 NUMBER OF PEOPLE IN HOUSEHOLD
How many people are there in this household, including yourself ?
INTERVIEWER CIRCLE. SINGLE CODE ONLY:

1	2	3	4	5	6	7+

Q165 **Please tell me their names**. INTERVIEWER RECORD FIRST NAMES OF HOUSEHOLD MEMBERS

HOH Member	First Name
1 (Respondent)	
2	
3	
4	
5	
6	
7	

()

ASK FOR ALL HOUSEHOLD MEMBERS

Q166 **Sex**

	Resp	**Household Member**				
	1	**2**	**3**	**4**	**5**	**6**
Male	1	1	1	1	1	1
Female	2	2	2	2	2	2

PLEASE USE LEADING ZEROS
FOR INFANTS UNDER 1 YEAR - PLEASE WRITE IN 01.

Q167 **Age last birthday**

Resp	Household Member					
1	2	3	4	5	6

Q168 **Marital status:** ()

Married	1
Living together	2
Single	3
Widowed	4
Divorced	5
Separated	6 ()

RELATIONSHIP TO RESPONDENT

Q169

	Household Member				
	2	3	4	5	6
Spouse/partner	1	1	1	1	1
Son or daughter (incl. step son/daughter)	2	2	2	2	2
Father or mother	3	3	3	3	3
Grandchild	4	4	4	4	4
Grandparent	5	5	5	5	5
Other relative	6	6	6	6	6
Unrelated	7	7	7	7	7

TIME SPENT AT ADDRESS

Q170 **How much time do you/they spend at this address?**

	Resp	Household Member				
	1	2	3	4	5	6
7 nights a week	1	1	1	1	1	1
Weekends only	2	2	2	2	2	2
Weekdays only	3	3	3	3	3	3
Certain periods of the year only	4	4	4	4	4	4

ASK FOR ALL HOUSEHOLD MEMBERS

Q171 EMPLOYMENT / TRAINING STATUS

SHOWCARD HH **Which of these best applies to you/them...? Just read out the numbers that apply.**

MULTICODE OK

		Resp	Household Member				
		1	**2**	**3**	**4**	**5**	**6**
	In employment						
1	Working for an employer full time (more than 30 hours a week)	1	1	1	1	1	1
2	Working for an employer part time (less than 30 hours but at least one hour a week)	2	2	2	2	2	2
3	Self-employed, employing other people	3	3	3	3	3	3
4	Self-employed but not employing other people	4	4	4	4	4	4
	In education/training						
5	On a Government employment or training scheme	5	5	5	5	5	5
6	At school or in other full time education	6	6	6	6	6	6
	Others						
7	Waiting to start a job he/she has already accepted	7	7	7	7	7	7
8	Unemployed - & claiming benefit/JSA - Job Seekers' Allowance	8	8	8	8	8	8
9	Unemployed and not claiming benefit	9	9	9	9	9	9
10	Unable to work because of a long term sickness or disability	0	0	0	0	0	0
11	Retired	X	X	X	X	X	X
12	Looking after the home or family	Y	Y	Y	Y	Y	Y
13	Child below school age	1	1	1	1	1	1
	Other (WRITE IN & CODE '2')	2	2	2	2	2	2
	Don't know	3	3	3	3	3	3

ASK IF UNEMPLOYED (CODES 8 OR 9 AT Q171) - OTHERS GO TO Q173.

Q172 **And how long have you/they been unemployed?** READ OUT

	Resp	Household Member				
	1	**2**	**3**	**4**	**5**	**6**
Less than 6 months	1	1	1	1	1	1
7-11 months	2	2	2	2	2	2
12-18 months	3	3	3	3	3	3
19-24 months	4	4	4	4	4	4
Over 2 years	5	5	5	5	5	5

ASK IF EMPLOYED (CODES 1 TO 4 AT Q169) - OTHERS GO TO Q174.

Q173 **How many hours per week do you usually work in your (main) job/business - please exclude meal breaks?**

WRITE IN EXACT FIGURE USING LEADING ZEROS [ ][ ]

Q174 INTERVIEWER: CIRCLE HEAD OF HOUSEHOLD ACCORDING TO TRADITIONAL DEFINITION SINGLE CODE ONLY

	Resp	Household Member				
HOH	1	2	3	4	5	6

ASK IF HOH NOT EMPLOYED (IE NOT CODES 1 TO 4 AT Q171), OTHERS GO TO Q176

Q175 **Has (HOH) ever had a paid job, apart from casual or holiday work?** IF YES ASK Q176, OTHERS GO TO Q183

Yes	1	GO TO Q176
No	2	GO TO Q183

()

IF HOH EVER HAD/CURRENTLY HAS JOB

Q176 **Can you please tell me about (HOH) (Present/last) job? What (is/was) the name or title of that job?** IF MORE THAN ONE JOB, ASK ABOUT THE ONE WORKED FOR GREATEST NUMBER OF HOURS PER WEEK. GIVE FULL JOB TITLE BY WHICH THE JOB IS KNOWN AS WELL AS RANK OR GRADE IF THE PERSON HAS ONE

(OUO)

Social Class

Q177 **What kind of work (does/did) (HOH) do in that job?** IF RELEVANT: **What materials or equipment (are/were) used?** PROBE FULLY. WRITE IN AND CODE '1'.

1

None/no answer X

Don't know Y

Q178 **What training and qualifications (are/were) needed for that job?** PROBE FULLY. WRITE IN AND CODE '1'

1

None/no answer X

Don't know		Y

Q179 **(Is/was) HOH . . .**

. . . an employee	1	ASK Q180
or self-employed	2	GO TO Q182
Don't know	3	ASK Q180

IF EMPLOYEE

Q180 **(Does/did) HOH supervise or have responsibility for the work of other people?**
IF YES: **How many?**

None	1
1-24	2
25+	3
Can't say	4

Q181 **How many people (are/were) employed at the place (HOH) worked from? (Is/was it . . .**
READ OUT

. . . under 10	1
10-24	2
or 25 or more	3
Can't say	4

IF SELF-EMPLOYED

Q182 **Does (did) HOH have any employees?** IF YES: **How many?**

Yes, 1-24	2
Yes, 25+	3
No, none	1
Can't say	4

Q183 INTERVIEWER: CIRCLE CHIEF INCOME EARNER ACCORDING TO STANDARD DEFINITION
SINGLE CODE ONLY

	Resp	Household Member				
CIE	1	2	3	4	5	6

IF CIE IS DIFFERENT FROM HOH, RECORD DETAILS OF CIE BELOW. OTHERS GO TO Q185

Q184 Occupation of Chief Income Earner

Position/rank/grade

Industry/type of company

Quals/degree/apprenticeship

Number of staff responsible for

REMEMBER TO PROBE FULLY FOR PENSION

CODE FROM ABOVE FROM CIE ONLY

Q185 Class from CIE ()

A	1	
B	2	
C1	3	
C2	4	
D	5	
E	6	()

ASK ALL

Q186 SHOWCARD II (R) **In the past 12 months, have you suffered from any of these? Please just read out the numbers that apply.** MULTICODE OK

Q187 SHOWCARD II (R) AGAIN **And in the past 12 months, has any member of your household suffered from any of these? Please just read out the numbers that apply.** ASK ABOUT EACH HOUSEHOLD MEMBER IN TURN. MULTICODE OK

		Q186	Q187				
		Resp	**Household Member**				
		1	**2**	**3**	**4**	**5**	**6**
	Chest conditions:						
1	Asthma	1	1	1	1	1	1
2	Bronchitis/bronchial pneumonia	2	2	2	2	2	2
3	Emphysema	3	3	3	3	3	3
4	Wheezing or whistling in the chest	4	4	4	4	4	4
5	Other chest condition	5	5	5	5	5	5
	Rheumatic conditions:						
6	Arthritis	6	6	6	6	6	6
7	Rheumatism	7	7	7	7	7	7
8	Low backache	8	8	8	8	8	8
9	Other joint condition	9	9	9	9	9	9
	Circulatory conditions:						
10	Heart attack	0	0	0	0	0	0
11	Angina	X	X	X	X	X	X
12	Stroke	Y	Y	Y	Y	Y	Y
13	High blood pressure	1	1	1	1	1	1
14	Varicose veins	2	2	2	2	2	2
15	Other circulatory condition	3	3	3	3	3	3
	Cancer:						
16	Breast cancer	4	4	4	4	4	4
17	Hodgkinson's disease	5	5	5	5	5	5
18	Leukaemia	6	6	6	6	6	6
19	Liver cancer	7	7	7	7	7	7
20	Lung cancer	8	8	8	8	8	8
21	Lymph cancer	9	9	9	9	9	9
22	Prostate cancer	0	0	0	0	0	0
23	Stomach cancer	X	X	X	X	X	X
24	Tumour	Y	Y	Y	Y	Y	Y
25	Other cancer	1	1	1	1	1	1
	Other health problems:						
26	Diabetes	2	2	2	2	2	2
27	Depression	3	3	3	3	3	3
28	Other mental health problems	4	4	4	4	4	4
29	Anaemia	5	5	5	5	5	5
30	Epilepsy	6	6	6	6	6	6
31	Thyroid problems	7	7	7	7	7	7
32	HIV/AIDS	8	8	8	8	8	8
33	Anxiety	9	9	9	9	9	9
34	Chronic Fatigue Syndrome	0	0	0	0	0	0
35	Sickle Cell Anaemia	X	X	X	X	X	X
36	Alcohol problem	Y	Y	Y	Y	Y	Y
37	Drug problem	1	1	1	1	1	1
38	Dementia/Alzheimer's	2	2	2	2	2	2
39	Flu	3	3	3	3	3	3
40	Common cold	4	4	4	4	4	4
41	Other health problems	5	5	5	5	5	5
	(WRITE IN & CODE '6')	6	6	6	6	6	6
	None of these	7	7	7	7	7	7
	Don't know	8	8	8	8	8	8

ASK ALL

Q188 **Do you or any other household members have any long-term illness, health problem or disability which limits your or their daily activities or the work you or they can do?** SINGLE CODE ONLY

	Resp	Household Member					
HOH	**1**	**2**	**3**	**4**	**5**	**6**	
Yes	1	1	1	1	1	1	GO TO Q189
No	2	2	2	2	2	2	GO TO Q190
Don't know	3	3	3	3	3	3	

ASK FOR ALL WHO HAVE A LONG-TERM ILLNESS/HEALTH PROBLEM/DISABILITY AT Q188

Q189 SHOWCARD JJ **Which of these, if any, limit your or their daily activities or the work you or they can do?** MULTICODE OK

		Resp	Household Member					
		1	**2**	**3**	**4**	**5**	**6**	
1	Breathlessness/chest pains	1	1	1	1	1	1	
2	Poor/restricted eye sight/blindness	2	2	2	2	2	2	
3	Speech problems/difficulty speaking	3	3	3	3	3	3	
4	Deafness/hearing problems	4	4	4	4	4	4	
5	Loss of/restricted use of legs or arms	5	5	5	5	5	5	
6	Mental difficulties/mental health problems	6	6	6	6	6	6	
	Other (WRITE IN AND CODE'7')	7	7	7	7	7	7	
	Don't know	8	8	8	8	8	8	()

ASK ALL

Q190 **Do you care for, or help to care for, a relative or friend who has a long-term limiting illness or disability, including problems due to old age?**

	Yes	1
	No	2

()

Q191 SHOWCARD KK **To which of the groups on this card do you consider <u>you</u> belong?**

White	1
Black - Caribbean	2
Black - African	3
Black other (WRITE IN & CODE '4')	4
Indian	5
Pakistani	6
Bangladeshi	7
Chinese	8
Any other ethnic group (WRITE IN & CODE '9')	9
Refused	0

Q192 SHOWCARD LL **Could you please give me the letter from this card for the group in which you would place your total household income from all sources, <u>before</u> tax and other deductions?** SINGLE CODE ONLY

G	Under £2,500	1
C	£2,500-£4,499	2
O	£4,500-£6,499	3
H	£6,500-£7,499	4
J	£7,500-£9,499	5
D	£9,500-£11,499	6
M	£11,500-£13,499	7
K	£13,500-£15,499	8
A	£15,500-£17,499	9
I	£17,500-£24,499	0

P	£24,500-£29,999	X
L	£30,000-£34,999	Y
B	£35,000-£39,999	1
F	£40,000-£44,999	2
N	£45,000-£49,999	3
E	£50,000 or over	4
	Refused	5
	Don't know	6

Q193 SHOWCARD MM (R) **I'd like to talk about income from sources other than work. Are you, or anyone in your household, receiving any of the things listed on the card?**

Yes	1	ASK Q194
No	2	GO TO Q195

IF YES AT Q193. OTHERS GO TO Q195

Q194 SHOWCARD MM (R) AGAIN **Does anyone in your household currently receive any of the following?** CODE ALL THAT APPLY BELOW. MULTICODE OK

01	Job Seekers Allowance (JSA)	1
02	Family Credit (FIS)	2
03	Statutory Sick Pay	3
04	Incapacity Benefit	4
05	Industrial injury/ disablement benefit	5
06	Invalid care allowance	6
07	Severe Disablement benefit	7
08	War Disablement pension	8
09	Attendance allowance	9
10	Income support	0
11	Disability Living Allowance: Care Component	X
12	Disability Living Allowance: Mobility Component	Y
13	Child Support	1
14	Child Benefit	2
15	One parent benefit	3
16	Widows benefit	4
17	Maternity Allowance	5
18	Widows Mother allowance	6
19	State Retirement Pension	7
20	Housing Benefit	8
21	Student Grant	9
	Other (WRITE IN & CODE '0')	0
	MULTIPLE BENEFITS	X
	Don't know	Y
	Refused	1

ASK ALL

Q195 **Does anyone in the household currently receive a pension from a former employer?** SINGLE CODE ONLY

Q196 **And does anyone in the household currently receive a private pension?** SINGLE CODE ONLY

	Q195 Pension from former e'er	Q196 Private pension
Yes	1	1
No	2	2
Don't know	3	3
Refused	4	4

Q197 **And does anyone in the household currently pay into a pension with their current employer?** SINGLE CODE ONLY

Q198 **And does anyone in the household currently pay into a private pension?** SINGLE CODE

	Q197 Pension with e'er	Q198 Private pension
Yes	1	1
No	2	2
Don't know	3	3
Refused	4	4

Q199 SHOWCARD NN (R) **Which, if any, of these do you read regularly, that is, three out of four issues?** MULTICODE OK

Belfast Telegraph	1
Daily Express	2
Daily Mail	3
Daily Mirror	4
Daily Record	5
Daily Sport	6
Daily Telegraph	7
Financial Times	8
Glasgow Herald	9
Irish Independent	0
Irish News	X
Irish Times	Y
The Guardian	1
The Independent	2
The Scotsman	3
The Star	4
The Sun	5
The Times	6
Belfast Newsletter	7
Daily Local Newspaper	8
Weekly Local Newspaper	9
None of these	0
Don't know	X

Q200 SHOWCARD OO (R) **And which, if any, of these do you read regularly, again, that is three out of four issues?** MULTICODE OK

News of the World	1
Sunday Express	2
Sunday Life	3
Sunday Mail (Scotland only)	4
Sunday Mirror	5
Sunday Post	6
Sunday Telegraph	7
The Mail on Sunday	8
The Observer	9
The Sunday People	0
The Sunday Times	X
Scotland on Sunday	Y
The Independent on Sunday	1
Sunday Sport	2
Sunday World	3
Local Sunday Newspaper	4
None of these	5
Don't know	6

THANK AND COMPLETE DEMOGRAPHICS QH TO QM

SHOWCARD A

A Presented my views to a local Councillor

B Presented my views to an MP

C Written a letter to a newspaper

D Urged someone outside my family to vote

E Urged someone to get in touch with a local Councillor

F Urged someone to get in touch with an MP

G Made a speech before organisation/group

H Been elected an officer of an organisation or club

I Stood for public office

J Taken an active part in a political campaign

K Helped on fund raising drives

L Used the law to enforce my rights

M Voted in a General Election

N Voted in a local election

SHOWCARD A (R)

N	**Voted in a local election**
M	**Voted in a General Election**
L	**Used the law to enforce my rights**
K	**Helped on fund raising drives**
J	**Taken an active part in a political campaign**
I	**Stood for public office**
H	**Been elected an officer of an organisation or club**
G	**Made a speech before organisation/group**
F	**Urged someone to get in touch with an MP**
E	**Urged someone to get in touch with a local Councillor**
D	**Urged someone outside my family to vote**
C	**Written a letter to a newspaper**
B	**Presented my views to an MP**
A	**Presented my views to a local Councillor**

SHOWCARD B

Financial	1	High Street Banks/ Building Societies
	2	Inland Revenue
	3	National Savings Bank
Utilities	4	British Gas
	5	British Telecom
	6	Your Local Electricity Company
	7	The Post Office
	8	Local Water Services
Police and the Law	9	The Courts
	10	Immigration Service
	11	Police
	12	Fire and Emergency Services
Health	13	Your GP
	14	NHS Hospitals
Leisure	15	Leisure Centres
	16	Libraries
	17	Swimming pools
	18	Youth and Community Centres
Transport	19	Local Bus services
	20	Train companies
	21	London Underground
	22	DVLA (Driver and Vehicle Licensing Agency)
Education	23	Local Nursery Schools/Classes
	24	Local Primary Schools
	25	Local Secondary Schools
	26	Adult Education
	27	Colleges and Universities
Environment	28	Public Parks
	29	Recycling facilities
	30	Refuse collection
	31	Road and Pavement Maintenance
	32	Street lighting
	33	Street cleaning
Social Services	34	Department of Social Security (DSS Offices)
	35	Local Social Services (e.g. Social Workers)
	36	Benefits Agency
	37	Council Housing
	38	Home helps
	39	Residential care homes for disabled and elderly people
Local Council	40	Your Local Council
Other	41	Citizens Advice Bureaux
	42	British Embassies abroad

SHOWCARD B (R)

Other	**42**	**British Embassies abroad**
	41	**Citizens Advice Bureaux**
Local Council	**40**	**Your Local Council**
Social Services	**39**	**Residential care homes for disabled and elderly people**
	38	**Home helps**
	37	**Council Housing**
	36	**Benefits Agency**
	35	**Local Social Services (e.g. Social Workers)**
	34	**Department of Social Security (DSS Offices)**
Environment	**33**	**Street cleaning**
	32	**Street lighting**
	31	**Road and Pavement Maintenance**
	30	**Refuse collection**
	29	**Recycling facilities**
	28	**Public Parks**
Education	**27**	**Colleges and Universities**
	26	**Adult Education**
	25	**Local Secondary Schools**
	24	**Local Primary Schools**
	23	**Local Nursery Schools/Classes**
Transport	**22**	**DVLA (Driver and Vehicle Licensing Agency)**
	21	**London Underground**
	20	**Train companies**
	19	**Local Bus services**
Leisure	**18**	**Youth and Community Centres**
	17	**Swimming pools**
	16	**Libraries**
	15	**Leisure Centres**
Health	**14**	**NHS Hospitals**
	13	**Your GP**
Police and the Law	**12**	**Fire and Emergency Services**
	11	**Police**
	10	**Immigration Service**
	9	**The Courts**
Utilities	**8**	**Local Water Services**
	7	**The Post Office**
	6	**Your Local Electricity Company**
	5	**British Telecom**
	4	**British Gas**
Financial	**3**	**National Savings Bank**
	2	**Inland Revenue**
	1	**High Street Banks/ Building Societies**

SHOWCARD C

Every day

At least once a week

At least once a month

Within the last 6 months

Within the last year

Longer ago

Never used

SHOWCARD C (R)

Never used

Longer ago

Within the last year

Within the last 6 months

At least once a month

At least once a week

Every day

SHOWCARD D

Every day

At least once a week

At least once a month

Within the last 6 months

Within the last year

Longer ago

Never contacted

SHOWCARD D (R)

Never contacted

Longer ago

Within the last year

Within the last 6 months

At least once a month

At least once a week

Every day

SHOWCARD E

Local Primary Schools

Local Secondary Schools

Colleges and Universities

Residential care homes for disabled and elderly people

SHOWCARD E (R)

Residential care homes for disabled and elderly people

Colleges and Universities

Local Secondary Schools

Local Primary Schools

SHOWCARD F

Financial	1	High Street Banks/ Building Societies
	2	Inland Revenue
	3	National Savings Bank
Utilities	4	British Gas
	5	British Telecom
	6	Your Local Electricity Company
	7	The Post Office
	8	Local Water Services
Police and the Law	9	The Courts
	10	Immigration Service
	11	Police
	12	Fire and Emergency Services
Health	13	Your GP
	14	NHS Hospitals
Leisure	15	Leisure Centres
	16	Libraries
	17	Swimming pools
	18	Youth and Community Centres
Transport	19	Local Bus services
	20	Train companies
	21	London Underground
	22	DVLA (Driver and Vehicle Licensing Agency)
Education	23	Local Nursery Schools/Classes
	24	Local Primary Schools
	25	Local Secondary Schools
	26	Adult Education
	27	Colleges and Universities
Environment	28	Public Parks
	29	Recycling facilities
	30	Refuse collection
	31	Road and Pavement Maintenance
	32	Street lighting
	33	Street cleaning
Social Services	34	Department of Social Security (DSS Offices)
	35	Local Social Services (e.g. Social Workers)
	36	Benefits Agency
	37	Council Housing
	38	Home helps
	39	Residential care homes for disabled and elderly people
Local Council	40	Your Local Council
Other	41	Citizens Advice Bureaux
	42	British Embassies abroad

SHOWCARD F (R)

Other	**42**	**British Embassies abroad**
	41	**Citizens Advice Bureaux**
Local Council	**40**	**Your Local Council**
Social Services	**39**	**Residential care homes for disabled and elderly people**
	38	**Home helps**
	37	**Council Housing**
	36	**Benefits Agency**
	35	**Local Social Services (e.g. Social Workers)**
	34	**Department of Social Security (DSS Offices)**
Environment	**33**	**Street cleaning**
	32	**Street lighting**
	31	**Road and Pavement Maintenance**
	30	**Refuse collection**
	29	**Recycling facilities**
	28	**Public Parks**
Education	**27**	**Colleges and Universities**
	26	**Adult Education**
	25	**Local Secondary Schools**
	24	**Local Primary Schools**
	23	**Local Nursery Schools/Classes**
Transport	**22**	**DVLA (Driver and Vehicle Licensing Agency)**
	21	**London Underground**
	20	**Train companies**
	19	**Local Bus services**
Leisure	**18**	**Youth and Community Centres**
	17	**Swimming pools**
	16	**Libraries**
	15	**Leisure Centres**
Health	**14**	**NHS Hospitals**
	13	**Your GP**
Police and the Law	**12**	**Fire and Emergency Services**
	11	**Police**
	10	**Immigration Service**
	9	**The Courts**
Utilities	**8**	**Local Water Services**
	7	**The Post Office**
	6	**Your Local Electricity Company**
	5	**British Telecom**
	4	**British Gas**
Financial	**3**	**National Savings Bank**
	2	**Inland Revenue**
	1	**High Street Banks/ Building Societies**

SHOWCARD G

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

SHOWCARD G (R)

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor dissatisfied

Fairly satisfied

Very satisfied

SHOWCARD H

Financial	1	High Street Banks/ Building Societies
	2	Inland Revenue
	3	National Savings Bank
Utilities	4	British Gas
	5	British Telecom
	6	Your Local Electricity Company
	7	The Post Office
	8	Local Water Services
Police and the Law	9	The Courts
	10	Immigration Service
	11	Police
	12	Fire and Emergency Services
Health	13	Your GP
	14	NHS Hospitals
Leisure	15	Leisure Centres
	16	Libraries
	17	Swimming pools
	18	Youth and Community Centres
Transport	19	Local Bus services
	20	Train companies
	21	London Underground
	22	DVLA (Driver and Vehicle Licensing Agency)
Education	23	Local Nursery Schools/Classes
	24	Local Primary Schools
	25	Local Secondary Schools
	26	Adult Education
	27	Colleges and Universities
Environment	28	Public Parks
	29	Recycling facilities
	30	Refuse collection
	31	Road and Pavement Maintenance
	32	Street lighting
	33	Street cleaning
Social Services	34	Department of Social Security (DSS Offices)
	35	Local Social Services (e.g. Social Workers)
	36	Benefits Agency
	37	Council Housing
	38	Home helps
	39	Residential care homes for disabled and elderly people
Local Council	40	Your Local Council
Other	41	Citizens Advice Bureaux
	42	British Embassies Abroad

SHOWCARD H (R)

Other	**42**	**British Embassies Abroad**
	41	**Citizens Advice Bureaux**
Local Council	**40**	**Your Local Council**
Social Services	**39**	**Residential care homes for disabled and elderly people**
	38	**Home helps**
	37	**Council Housing**
	36	**Benefits Agency**
	35	**Local Social Services (e.g. Social Workers)**
	34	**Department of Social Security (DSS Offices)**
Environment	**33**	**Street cleaning**
	32	**Street lighting**
	31	**Road and Pavement Maintenance**
	30	**Refuse collection**
	29	**Recycling facilities**
	28	**Public Parks**
Education	**27**	**Colleges and Universities**
	26	**Adult Education**
	25	**Local Secondary Schools**
	24	**Local Primary Schools**
	23	**Local Nursery Schools/Classes**
Transport	**22**	**DVLA (Driver and Vehicle Licensing Agency)**
	21	**London Underground**
	20	**Train companies**
	19	**Local Bus services**
Leisure	**18**	**Youth and Community Centres**
	17	**Swimming pools**
	16	**Libraries**
	15	**Leisure Centres**
Health	**14**	**NHS Hospitals**
	13	**Your GP**
Police and the Law	**12**	**Fire and Emergency Services**
	11	**Police**
	10	**Immigration Service**
	9	**The Courts**
Utilities	**8**	**Local Water Services**
	7	**The Post Office**
	6	**Your Local Electricity Company**
	5	**British Telecom**
	4	**British Gas**
Financial	**3**	**National Savings Bank**
	2	**Inland Revenue**
	1	**High Street Banks/ Building Societies**

SHOWCARD I

Very well informed

Fairly well informed

Gives me only a limited amount of information

Doesn't tell us much about what it does

SHOWCARD I (R)

Doesn’t tell us much about what it does

Gives me only a limited amount of information

Fairly well informed

Very well informed

SHOWCARD J

A How to obtain benefits/ services

B Where services are based

C Changes to services that will affect me

D The cost of services

E What my money is spent on

F How to complain

G All the services they provide

H How they are progressing my case

I Improvements planned for services

J Facilities for people with special needs

K Their standards of service

SHOWCARD J (R)

K **Their standards of service**

J **Facilities for people with special needs**

I **Improvements planned for services**

H **How they are progressing my case**

G **All the services they provide**

F **How to complain**

E **What my money is spent on**

D **The cost of services**

C **Changes to services that will affect me**

B **Where services are based**

A **How to obtain benefits/ services**

SHOWCARD K

A	**At a reception area/at an office**
B	**In a letter**
C	**At a meeting with a member of staff**
D	**When they visit me at home**
E	**By ringing a Freephone number**
F	**In a pamphlet/leaflet from a library or other public place**
G	**In a pamphlet/leaflet delivered to your home**
H	**Over the telephone**
I	**By fax**
J	**By e-mail**
K	**Via the Internet**
L	**From an electronic information point**
M	**Television**
N	**Ceefax/Teletext**
O	**Radio**
P	**National Newspapers**
Q	**Local Newspapers**
R	**By word of mouth from friends and family**
S	**By word of mouth from colleagues at work**

SHOWCARD K (R)

S	**By word of mouth from colleagues at work**
R	**By word of mouth from friends and family**
Q	**Local Newspapers**
P	**National Newspapers**
O	**Radio**
N	**Ceefax/Teletext**
M	**Television**
L	**From an electronic information point**
K	**Via the Internet**
J	**By e-mail**
I	**By fax**
H	**Over the telephone**
G	**In a pamphlet/leaflet delivered to your home**
F	**In a pamphlet/leaflet from a library or other public place**
E	**By ringing a Freephone number**
D	**When they visit me at home**
C	**At a meeting with a member of staff**
B	**In a letter**
A	**At a reception area/at an office**

SHOWCARD L

Public sector better than private sector

Public sector worse than private sector

No real difference

SHOWCARD L (R)

No real difference

Public sector worse than private sector

Public sector better than private sector

SHOWCARD M

A **Bureaucratic**

B **Efficient**

C **Faceless**

D **Friendly**

E **Hardworking**

F **Keen to help**

G **Honest**

H **Infuriating**

I **Open**

J **Unresponsive**

K **Unaccountable**

L **Good value for money**

M **Under-funded**

SHOWCARD M (R)

M Under-funded

L Good value for money

K Unaccountable

J Unresponsive

I Open

H Infuriating

G Honest

F Keen to help

E Hardworking

D Friendly

C Faceless

B Efficient

A Bureaucratic

SHOWCARD N

A **It is unnecessary**

B **It would save me time**

C **I would want regular opportunities to check that the information was accurate**

D **It would be useful in cutting down fraud**

E **Government organisations know too much about me**

F **It would help improve the way public services are delivered**

G **I would be worried who had access to the information**

H **It would save taxpayers' money**

I **More sharing of information should be going on already**

SHOWCARD N (R)

I More sharing of information should be going on already

H It would save taxpayers' money

G I would be worried who had access to the information

F It would help improve the way public services are delivered

E Government organisations know too much about me

D It would be useful in cutting down fraud

C I would want regular opportunities to check that the information was accurate

B It would save me time

A It is unnecessary

SHOWCARD O

A Air Pollution

B Education

C Access to Health Services

D Housing

E Poverty

F Transport

G Unemployment

H Workplaces

SHOWCARD O (R)

H Workplaces

G Unemployment

F Transport

E Poverty

D Housing

C Access to Health Services

B Education

A Air Pollution

SHOWCARD P

A Accidents

B Alcohol misuse

C Cancer

D Dental Health

E Drug misuse

F Food Safety

G Healthy Eating

H Heart Disease and Stroke

I HIV/AIDS

J Mental Health

K Smoking

L Teenage Pregnancy

SHOWCARD P (R)

L **Teenage Pregnancy**

K **Smoking**

J **Mental Health**

I **HIV/AIDS**

H **Heart Disease and Stroke**

G **Healthy Eating**

F **Food Safety**

E **Drug misuse**

D **Dental Health**

C **Cancer**

B **Alcohol misuse**

A **Accidents**

SHOWCARD Q

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

SHOWCARD Q (R)

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor dissatisfied

Fairly satisfied

Very satisfied

SHOWCARD R

Very important

Fairly important

Not very important

Not at all important

SHOWCARD R (R)

Not at all important

Not very important

Fairly important

Very important

SHOWCARD S

A Reduce VAT on fuel

B Provide more home help/ personal care services

C Provide more meals-on-wheels

D Provide more district nurses

E Provide aids and adaptations to older peoples homes

F Provide more Dial-a-ride services

G Increase subsidies for public transport for older people

H Provide more day centres

I Provide more financial support for carers

J Provide more help with shopping

K Reduce the number of forms to fill in

L Improve the way in which the different agencies work together

SHOWCARD S (R)

L **Improve the way in which the different agencies work together**

K **Reduce the number of forms to fill in**

J **Provide more help with shopping**

I **Provide more financial support for carers**

H **Provide more day centres**

G **Increase subsidies for public transport for older people**

F **Provide more Dial-a-ride services**

E **Provide aids and adaptations to older peoples homes**

D **Provide more district nurses**

C **Provide more meals-on-wheels**

B **Provide more home help/ personal care services**

A **Reduce VAT on fuel**

SHOWCARD T

A Discussing parenthood with friends before having children

B The example of their own parents

C Speaking to and sharing problems with other parents

D Education or advice items on television about parenthood

E By experience when they have children themselves

F Advice from experts and advisors

G Lessons at school about parenthood

H Books about parenthood

I Allowing parents more time off work when their baby is born

SHOWCARD T (R)

I Allowing parents more time off work when their baby is born

H Books about parenthood

G Lessons at school about parenthood

F Advice from experts and advisors

E By experience when they have children themselves

D Education or advice items on television about parenthood

C Speaking to and sharing problems with other parents

B The example of their own parents

A Discussing parenthood with friends before having children

SHOWCARD U

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

SHOWCARD U (R)

Strongly disagree

Tend to disagree

Neither agree nor disagree

Tend to agree

Strongly agree

SHOWCARD V

Strongly support

Tend to support

Neither support nor oppose

Tend to oppose

Strongly oppose

SHOWCARD V (R)

Strongly oppose

Tend to oppose

Neither support nor oppose

Tend to support

Strongly support

SHOWCARD W

Certain to use

Very likely to use

Fairly likely to use

Fairly unlikely to use

Very unlikely to use

Certain not to use

SHOWCARD W (R)

Certain not to use

Very unlikely to use

Fairly unlikely to use

Fairly likely to use

Very likely to use

Certain to use

SHOWCARD X

In person

By 'phone

In writing

Internet/e-mail

Through someone else

SHOWCARD Y

Strongly support

Tend to support

Neither support nor oppose

Tend to oppose

Strongly oppose

SHOWCARD Y (R)

Strongly oppose

Tend to oppose

Neither support nor oppose

Tend to support

Strongly support

SHOWCARD Z

Certain to use

Very likely to use

Fairly likely to use

Fairly unlikely to use

Very unlikely to use

Certain not to use

SHOWCARD Z (R)

Certain not to use

Very unlikely to use

Fairly unlikely to use

Fairly likely to use

Very likely to use

Certain to use

SHOWCARD AA

A Playgroups or other children's activities

B Residents organisations

C Voluntary work with young people

D Voluntary work with elderly people

E Voluntary work with people with disabilities

F Charity work

G A school Governor

H Activities in support of the environment

I Animal Welfare

J Anti-Crime or Victims Support

K Arts or sports activities

L Political Party

M Church activities

N Elected Councillor

O Special constables

P Magistrates

Q Trustee of a public body (e.g. Housing Association or an NHS Trust)

SHOWCARD AA (R)

Q	**Trustee of a public body (e.g. Housing Association or an NHS Trust)**
P	**Magistrates**
O	**Special constables**
N	**Elected Councillor**
M	**Church activities**
L	**Political Party**
K	**Arts or sports activities**
J	**Anti-Crime or Victims Support**
I	**Animal Welfare**
H	**Activities in support of the environment**
G	**A school Governor**
F	**Charity work**
E	**Voluntary work with people with disabilities**
D	**Voluntary work with elderly people**
C	**Voluntary work with young people**
B	**Residents organisations**
A	**Playgroups or other children's activities**

SHOWCARD BB

A great deal

A fair amount

Not very much

Not at all

SHOWCARD BB (R)

Not at all

Not very much

A fair amount

A great deal

SHOWCARD CC

Touchscreen

Interactive TV

Personal computer with keyboard

Telephone services (advice lines, help lines, catalogue selling)

SHOWCARD DD

A You would be dealt with more quickly

B It would cost less to run

C It would save me money

D It would be simpler to use than the current system

E Mistakes would be less likely to happen

F You could deal with Government from more convenient locations

G You could deal with Government at more convenient times (i.e. out of office hours)

H You would have more choice of how to deal with Government departments

I Your details would be more secure and confidential

J There would be less chance of fraud

K It would be an easier way of getting information

L It would save me time

SHOWCARD DD (R)

L It would save me time

K It would be an easier way of getting information

J There would be less chance of fraud

I Your details would be more secure and confidential

H You would have more choice of how to deal with Government departments

G You could deal with Government at more convenient times (i.e. out of office hours)

F You could deal with Government from more convenient locations

E Mistakes would be less likely to happen

D It would be simpler to use than the current system

C It would save me money

B It would cost less to run

A You would be dealt with more quickly

SHOWCARD EE

A Your details may not be kept confidential or safe

B There would be more chance of fraud

C Problems with the equipment might cause errors

D You might find it difficult to use

E There would be no-one to help you with the process

F It might make the whole process more complicated and lengthy

G You might not be able to get to a kiosk or computer

H You could only use it for basic things like getting information

I It is too impersonal

J It might be too public for sensitive issues

K If it broke down it might lose your details

L It will cost me more (i.e. phone bills, or modem link)

SHOWCARD EE (R)

L **It will cost me more (i.e. phone bills, or modem link)**

K **If it broke down it might lose your details**

J **It might be too public for sensitive issues**

I **It is too impersonal**

H **You could only use it for basic things like getting information**

G **You might not be able to get to a kiosk or computer**

F **It might make the whole process more complicated and lengthy**

E **There would be no-one to help you with the process**

D **You might find it difficult to use**

C **Problems with the equipment might cause errors**

B **There would be more chance of fraud**

A **Your details may not be kept confidential or safe**

SHOWCARD FF

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

SHOWCARD FF (R)

Strongly disagree

Tend to disagree

Neither agree nor disagree

Tend to agree

Strongly agree

SHOWCARD GG

Very important

Fairly important

Not very important

Not at all important

SHOWCARD GG (R)

Not at all important

Not very important

Fairly important

Very important

SHOWCARD HH

In employment

1 **Working for an employer full time (more than 30 hours a week)**

2 **Working for an employer part time (less than 30 hours but at least one hour a week)**

3 **Self-employed, employing other people**

4 **Self-employed but not employing other people**

In education/training

5 **On a Government employment or training scheme**

6 **At school or in other full time education**

Other

7 **Waiting to start a job he/she has already accepted**

8 **Unemployed - & claiming benefit/JSA - Job Seekers' Allowance**

9 **Unemployed and not claiming benefit**

10 **Unable to work because of a long term sickness or disability**

11 **Retired**

12 **Looking after the home or family**

13 **Child below school age**

SHOWCARD II

Chest conditions	1	Asthma
	2	Bronchitis/bronchial pneumonia
	3	Emphysema
	4	Wheezing or whistling in the chest
	5	Other chest condition
Rheumatic conditions	6	Arthritis
	7	Rheumatism
	8	Low backache
	9	Other joint condition
Circulatory conditions	10	Heart attack
	11	Angina
	12	Stroke
	13	High blood pressure
	14	Varicose veins
	15	Other circulatory condition
Cancer	16	Breast cancer
	17	Hodgkinson's disease
	18	Leukaemia
	19	Liver cancer
	20	Lung cancer
	21	Lymph cancer
	22	Prostate cancer
	23	Stomach cancer
	24	Tumour
	25	Other cancer
Other health problems	26	Diabetes
	27	Depression
	28	Other mental health problems
	29	Anaemia
	30	Epilepsy
	31	Thyroid problems
	32	HIV/AIDS
	33	Anxiety
	34	Chronic Fatigue Syndrome
	35	Sickle Cell Anaemia
	36	Alcohol problem
	37	Drug problem
	38	Dementia/Alzheimer's
	39	Flu
	40	Common cold
	41	Other health problems

SHOWCARD II (R)

Other health problems	**41**	**Other health problems**
	40	**Common cold**
	39	**Flu**
	38	**Dementia/Alzheimer's**
	37	**Drug problem**
	36	**Alcohol problem**
	35	**Sickle Cell Anaemia**
	34	**Chronic Fatigue Syndrome**
	33	**Anxiety**
	32	**HIV/AIDS**
	31	**Thyroid problems**
	30	**Epilepsy**
	29	**Anaemia**
	28	**Other mental health problems**
	27	**Depression**
	26	**Diabetes**
Cancer	**25**	**Other cancer**
	24	**Tumour**
	23	**Stomach cancer**
	22	**Prostate cancer**
	21	**Lymph cancer**
	20	**Lung cancer**
	19	**Liver cancer**
	18	**Leukaemia**
	17	**Hodgkinson's disease**
	16	**Breast cancer**
Circulatory conditions	**15**	**Other circulatory condition**
	14	**Varicose veins**
	13	**High blood pressure**
	12	**Stroke**
	11	**Angina**
	10	**Heart attack**
Rheumatic conditions	**9**	**Other joint condition**
	8	**Low backache**
	7	**Rheumatism**
	6	**Arthritis**
Chest conditions	**5**	**Other chest condition**
	4	**Wheezing or whistling in the chest**
	3	**Emphysema**
	2	**Bronchitis/bronchial pneumonia**
	1	**Asthma**

SHOWCARD JJ

1 Breathlessness/chest pains

2 Poor/restricted eye sight/blindness

3 Speech problems/difficulty speaking

4 Deafness/hearing problems

5 Loss of/restricted use of legs or arms

6 Mental difficulties/mental health problems

SHOWCARD KK

White

Black - Caribbean

Black - African

Black other

Indian

Pakistani

Bangladeshi

Chinese

Any other ethnic group

SHOWCARD LL

G	**Under £2,500**
C	**£2,500-£4,499**
O	**£4,500-£6,499**
H	**£6,500-£7,499**
J	**£7,500-£9,499**
D	**£9,500-£11,499**
M	**£11,500-£13,499**
K	**£13,500-£15,499**
A	**£15,500-£17,499**
I	**£17,500-£24,499**
P	**£24,500-£29,999**
L	**£30,000-£34,999**
B	**£35,000-£39,999**
F	**£40,000-£44,999**
N	**£45,000-£49,999**
E	**£50,000 or over**

SHOWCARD MM

01 Job Seekers Allowance (JSA)

02 Family Credit (FIS)

03 Statutory Sick Pay

04 Incapacity Benefit

05 Industrial injury/ disablement benefit

06 Invalid care allowance

07 Severe Disablement benefit

08 War Disablement pension

09 Attendance allowance

10 Income support

11 Disability Living Allowance: Care Component

12 Disability Living Allowance: Mobility Component

13 Child Support

14 Child Benefit

15 One parent benefit

16 Widows benefit

17 Maternity Allowance

18 Widows Mother allowance

19 State Retirement Pension

20 Housing Benefit

21 Student Grant

SHOWCARD MM (R)

21	Student Grant
20	Housing Benefit
19	State Retirement Pension
18	Widows Mother allowance
17	Maternity Allowance
16	Widows benefit
15	One parent benefit
14	Child Benefit
13	Child Support
12	Disability Living Allowance: Mobility Component
11	Disability Living Allowance: Care Component
10	Income support
09	Attendance allowance
08	War Disablement pension
07	Severe Disablement benefit
06	Invalid care allowance
05	Industrial injury/ disablement benefit
04	Incapacity Benefit
03	Statutory Sick Pay
02	Family Credit (FIS)
01	Job Seekers Allowance (JSA)

SHOWCARD NN

Belfast Telegraph

Daily Express

Daily Mail

Daily Mirror

Daily Record

Daily Sport

Daily Telegraph

Financial Times

Glasgow Herald

Irish Independent

Irish News

Irish Times

The Guardian

The Independent

The Scotsman

The Star

The Sun

The Times

Belfast Newsletter

Daily Local Newspaper

Weekly Local Newspaper

SHOWCARD NN (R)

Weekly Local Newspaper

Daily Local Newspaper

Belfast Newsletter

The Times

The Sun

The Star

The Scotsman

The Independent

The Guardian

Irish Times

Irish News

Irish Independent

Glasgow Herald

Financial Times

Daily Telegraph

Daily Sport

Daily Record

Daily Mirror

Daily Mail

Daily Express

Belfast Telegraph

SHOWCARD OO

News of the World

Sunday Express

Sunday Life

Sunday Mail (Scotland only)

Sunday Mirror

Sunday Post

Sunday Telegraph

The Mail on Sunday

The Observer

The Sunday People

The Sunday Times

Scotland on Sunday

The Independent on Sunday

Sunday Sport

Sunday World

Local Sunday Newspaper

SHOWCARD OO (R)

Local Sunday Newspaper

Sunday World

Sunday Sport

The Independent on Sunday

Scotland on Sunday

The Sunday Times

The Sunday People

The Observer

The Mail on Sunday

Sunday Telegraph

Sunday Post

Sunday Mirror

Sunday Mail (Scotland only)

Sunday Life

Sunday Express

News of the World

SHOWCARD PP

D GCSE/O-Level/CSE

G Vocational quals (=NVQ1+2)

A A-Level or equivalent (=NVQ3)

E Bachelor Degree or equivalent (=NVQ4)

B Masters/PhD or equivalent

F Other

C No formal qualifications

SHOWCARD QQ

A I/we have a personal computer (pc) at home with a modem

B I/we have a personal computer (pc)at home without a modem

C I personally use a personal computer or lap-top at work or at my place of study

D I/we are connected to the Internet at home

E I personally use the Internet at work or at my place of study

F I have my own external e-mail address either at home, at work, or at my place of study