

**Dweud eich dweud**  
**Have your say**

Arolwg Cenedlaethol Cymru  
National Survey for Wales



Llywodraeth Cymru  
Welsh Government

[www.cymru.gov.uk](http://www.cymru.gov.uk)

# **National Survey for Wales**

## **2012**

### **Questionnaire**

# National Survey for Wales: Questionnaire for January to March 2012

## Contents

Topic	Question N <sup>o</sup>	Page N <sup>o</sup>
<a href="#"><u>Guide to the Questionnaire Format</u></a>		3
<a href="#"><u>Address Check</u></a>		4
<a href="#"><u>Interviewer Observational Variables</u></a>		5
<a href="#"><u>Household Selection</u></a>		7
<a href="#"><u>Respondent Selection</u></a>		9
<a href="#"><u>Household Information</u></a>		11
<a href="#"><u>Start of Respondent Interview</u></a> <i>Age, gender, marital status, household structure &amp; tenure</i>	Q1 - Q7	14
<a href="#"><u>Smoke alarms</u></a>	Q8, Q9	18
<a href="#"><u>Welsh language</u></a>	Q10 - Q12	19
<a href="#"><u>Wellbeing</u></a>	Q13 - Q17	21
<a href="#"><u>Access to local amenities:</u></a> <i>Greenspaces, bluespaces and local amenities</i>	Q18, Q19	23
<a href="#"><u>Community cohesion</u></a>	Q20 - Q25	27
<a href="#"><u>Education:</u></a> <i>Primary school</i> <i>Secondary school</i> <i>Parent aspirations and engagement</i>	Q26 - Q33 Q34 - Q41 Q42 - Q44	32
<a href="#"><u>Health demographic questions</u></a>	Q45 - Q47	42
<a href="#"><u>Health:</u></a> <i>Opinions on the NHS and local health services</i> <i>GP services</i> <i>Nurses at GP surgery</i> <i>A&amp;E</i> <i>Hospital services</i>	Q48, Q49 Q50 - Q58 Q59 - Q67 Q68 - Q72 Q73 - Q82	43
<a href="#"><u>Satisfaction with:</u></a> <i>Local authority services</i>	Q83 - Q86	59
<a href="#"><u>Welsh Government</u></a>	Q87, Q88	61
<a href="#"><u>Satisfaction with:</u></a> <i>Education system</i> <i>Health services</i> <i>Transport system</i>	Q89, Q90 Q91, Q92 Q93, Q94	62 63 64
<a href="#"><u>Demographic questions:</u></a> <i>Country of birth, nationality &amp; ethnicity</i> <i>Sexual orientation &amp; religion</i> <i>Qualifications</i> <i>Economic status</i> <i>National Statistic - Socio Economic Classification (NS-SEC)</i>	Q95, Q96, Q97 Q98, Q99 Q100 Q102 - Q108 Q109 - Q116	65
<a href="#"><u>Financial inclusion</u></a>	Q117 - Q118	72

<a href="#"><u>Internet use</u></a>	Q119 - Q125	73
<a href="#"><u>Public service communications</u></a>	Q130	76
<a href="#"><u>Recontact and data linkage</u></a>	Q131 - Q132	78

## Guide to the Questionnaire Format

Below is a guide of how to interpret the questionnaire format. All questions in the questionnaire follow a similar format.

### Example of question layout

'LongIII' is the variable name of the question and 'Q46' is the question number.

The wording of the question to be read out by the interviewer to the respondent will always be displayed in the below font (Arial, Bold and Size 10). Any text not in this font, but that appears in this section is an Interviewer Instruction or Note, which isn't read out to the respondent (see Q47 for example).

ASK ALL

**LongIII**  
**Q46**

**Do you have any long-standing illness, disability or infirmity? By long-standing I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time?**

SINGLE CODE ONLY

Yes	1	GO TO Q47 GO TO Q48
No	2	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	

All questions have a coding frame associated with them, which means that the computer only allows the interviewer to record certain answers. These are given positive numbers within the coding frame. In certain questions, you will see that the interviewer will be able to record 'Other' as an answer option.

The above is called 'routing'. This shows which respondents are asked which questions.

ASK IF 1 AT Q46

**LongIIILimit**  
**Q47**

**Does this illness or disability limit your activities in any way?** INTERVIEWER: IF RESPONDENT HAS MENTIONED MULTIPLE ILLNESSES OR DISABILITIES, ASK: **Do any of these illnesses or disabilities limit your activities in any way?**

SINGLE CODE ONLY

Yes	1	GO TO Q48
No	2	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Question not applicable	-8	

You will note that 'routing' also appear above each question. Again, this shows which respondents are asked which questions. You will note that at Q46 – everyone is required to answer the question. Whilst at Q47 – only those answering 'Yes' at Q46 are required to answer this.

This is to show whether the question can have more than one answer option. 'Single Code Only' means only one answer can be selected. 'Multicode' means that one or more answers can be selected.

These negative codes are used by the interviewer when the respondent refuses to answer the question or when the question isn't asked. In this case, those answering 'No' at Q46 will be recorded as -8 (Question not applicable) for Q47.

## Address Check

Please check that the details below are correct. If not, you should exit the script and select the correct serial number in the grid.

### AddressCheck

**Serial Number:**

Yes		1
No		2

---

**Address:**

Yes		1
No		2

---

### Police

**Name of police station registered at:**

ENTER NAME.

---

## Interviewer Observational Variables

### OBSIntro

**Do you wish to complete the observational section now?**

INTERVIEWER: YOU SHOULD ANSWER THESE QUESTIONS BEFORE MAKING CONTACT AT THE ADDRESS.

YOU SHOULD ONLY CODE 'NO' HERE IF YOU NEED TO CHECK DETAILS WITH SOMEONE AT THE ADDRESS FIRST (E.G. WHETHER ADDRESS IS RESIDENTIAL AND OCCUPIED).  
No

IF YES ASK OBS1-4. IF NO WILL BE ROUTED TO C1 AND C1 THESE QUESTIONS WILL BE ASKED LATER FOR ALL NON-DEADWOOD ADDRESSES.

### OBS1

**Which of these best describes the condition of residential properties in the area?**

CODE ONE ONLY

Mainly good	1
Mainly fair	2
Mainly bad	3
Mainly very bad	4
Unable to code	5

### OBS2

**Is the outside of the sampled house/flat in a better or worse condition than the others in this area?**

CODE ONE ONLY

Better	1
Worse	2
About the same	3
Unable to code	4

### OBS3

**SAMPLED DWELLING IS:**

CODE ONE ONLY

Detached	1
Semi-detached	2
Mid-terrace	3
End-of-terrace	4
Maisonette	5
Flat – purpose built	6
Flat – converted	7
Rooms, bedsitter	8
Caravan / mobile home / houseboat	9
Unable to code	10

### OBS4

**Are any of these physical barriers to entry present at the house/flat?**

CODE ALL THAT APPLY.

Locked common entrance	1
Locked gates	2

Security staff or gatekeeper	3
Entry phone access	4
None of these	5
Unable to code	6

**CONFIRM DETAILS BELOW WITH SOMEONE AT THE ADDRESS**

Address:

Correct	1
Incorrect	2

ASK ALL:

**C1 IS ADDRESS TRACEABLE, RESIDENTIAL AND OCCUPIED AS A MAIN RESIDENCE (ATTEMPT CONTACT AT ADDRESS IF NECESSARY)?**

Yes	1	GO TO C2
No	2	
UNABLE TO ESTABLISH	3	

**IF NO AT C1 INTERVIEWER GIVEN LIST OF INELIGIBLE OUTCOME CODES:**

Not yet built / under construction	1
Derelict / demolished	2
Vacant / empty housing unit	3
Non-residential address	4
Communal establishment / institution	5
Not main residence	6

**IF UNABLE TO ESTABLISH AT C1 INTERVIEWER IS SENT TO OUTCOME CODES AND ASKED TO CODE INTERIM OR FINAL OUTCOME:**

No contact at address (no selection done yet)	1
Contact made at address but need to call back (no selection done yet)	2
Inaccessible	3
Unable to locate address (21)	4

## Household Selection

IF YES AT C1: MAKE CONTACT WITH RESPONSIBLE ADULT AT ADDRESS.

**C2** **INTRODUCTION: Good morning/afternoon/evening. My name is [NAME] (SHOW ID CARD) from Kantar Operations working on behalf of TNS-BMRB. We are carrying out the National Survey for Wales for the Welsh Government.**

IF NECESSARY ASK: **Can I just check, is this house/bungalow/building occupied as a single dwelling or is it split up into dwelling units?** CODE NUMBER OF DWELLING UNITS. INCLUDE BOTH OCCUPIED AND UNOCCUPIED DWELLING UNITS:

ENTER NUMBER	1
Unable to establish	2

IF > 1 DWELLING AT C2:

**C3a**

LIST ALL DWELLING UNITS IN THE GRID BELOW IN FLAT/ROOM NUMBER ORDER OR FROM BOTTOM TO TOP OF BUILDING. LEFT TO RIGHT, FRONT TO BACK. 1 UNIQUE DWELLING UNIT DESCRIPTION PER TEXT BOX. INCLUDE BOTH OCCUPIED AND UNOCCUPIED DWELLING UNITS.

[INTERVIEWER LISTS DWELLING UNITS]. | 1

IF NUMBER ENTERED AT C2:

**Dwell**

YOU SHOULD CARRY OUT THE INTERVIEW AT [IF C2 = 1: THIS ADDRESS / IF C2 > 1 [NAME OF FLAT/HOUSE]].

IF > 1 DWELLING AT C2:

**C3b**

**IS SELECTED DWELLING RESIDENTIAL AND OCCUPIED AS A MAIN RESIDENCE (ATTEMPT CONTACT AT ADDRESS IF NECESSARY)?**

Yes	1
No	2
UNABLE TO ESTABLISH	3

IF NO AT C3b INTERVIEWER GIVEN LIST OF INELIGIBLE OUTCOME CODES:

Vacant / empty housing unit	1
Non-residential address	2
Not main residence	3

IF C2 = 1 OR C3b = YES:

**C3c**

**INTERVIEWER: REINTRODUCE SURVEY AT SELECTED ADDRESS IF NECESSARY AND ASK:**

**Can I just check, how many households live here? By 'household' I mean a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area.**

One	1
More than one	2
Unable to establish	3



IF C3bc = 'MORE THAN ONE':

**C3d** ENTER NUMBER OF HOUSEHOLDS LIVING HERE

ENTER NUMBER		1
Unable to establish		2

IF C3c = 'MORE THAN ONE' AND NUMBER ENTERED AT C3d:

**C3e** ALLOCATE A UNIQUE IDENTIFIER TO ALL HOUSEHOLDS (E.G. NUMBER OR LETTER) AND LIST IN THE GRID BELOW. ANY ORDER IS FINE.

[INTERVIEWER LISTS HOUSEHOLDS]		1
--------------------------------	--	---

**C3f** YOU SHOULD CARRY OUT THE INTERVIEW AT [NAME OF SELECTED HOUSEHOLD].

IF UNABLE TO ESTABLISH AT C3c OR C3d INTERVIEWER IS SENT TO OUTCOME CODES AND ASKED TO CODE INTERIM OR FINAL OUTCOME:

No contact at address (no selection done yet)		1
Contact made at address but need to call back (no selection done yet)		2
Refused all information		3
Inaccessible		4
Unable to locate address		5
No contact with anyone at address		6
Contact made but not with a responsible resident		7

IF C3c = 'ONE' OR NUMBER ENTERED AT C3d:

**C4** INTERVIEWER: REINTRODUCE SURVEY AT SELECTED ADDRESS IF APPLICABLE. CONFIRM ADDRESS IS MAIN RESIDENCE: IF NOT GO BACK TO TRACEABLE/RESIDENTIAL QUESTION; IF MAIN RESIDENCE, ASK: For this study we are only interviewing people aged 16 or over. Including yourself, how many people aged 16 or over live in this household? By 'household' I mean a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area. .

INCLUDE:

PEOPLE WHO NORMALLY LIVE AT ADDRESS WHO ARE AWAY FOR UNDER 6 MONTHS.

BOARDERS AND LODGERS LIVING AS PART OF HOUSEHOLD.

EXCLUDE:

PEOPLE AGED 16+ WHO LIVE ELSEWHERE TO STUDY OR WORK BUT WHO COME HOME FOR HOLIDAYS.

SPOUSES WHO ARE SEPARATED AND NO LONGER RESIDENT.

PEOPLE AWAY CONTINUOUSLY FOR 6 MONTHS OR MORE. CODE NUMBER OF ELIGIBLE PERSONS.

ENTER NUMBER		1
UNABLE TO ESTABLISH		2

## Respondent Selection

IF > 1 AT C4:

**C5** LIST ALL ELIGIBLE PERSONS IN THE GRID BELOW (THEY DO NOT NEED TO BE IN ANY PARTICULAR ORDER).

VERIFY THAT ALL ELIGIBLE PERSONS HAVE BEEN LISTED BELOW BEFORE CONTINUING. 1 UNIQUE PERSON NAME PER TEXT BOX.

[INTERVIEWER LISTS NAMES].

---

IF NUMBER ENTERED AT C4:

**C5aConfirm** You should carry out the interview with [NAME OF SELECTED PERSON].

CONFIRM SELECTED RESPONDENT'S FULL NAME

ENTER NAME

UNABLE TO ESTABLISH

---

IF UNABLE TO ESTABLISH NAME INTERVIEWER IS SENT TO OUTCOME CODES AND ASKED TO CODE INTERIM OR FINAL OUTCOME:

No contact at address (no selection done yet)

Contact made at address but need to call back  
(no selection done yet)

Refused all information

---

IF UNABLE TO ESTABLISH AT C6 INTERVIEWER IS SENT TO OUTCOME CODES AND ASKED TO CODE INTERIM OR FINAL OUTCOME:

No contact at address (respondent selection  
already done) 1

Contact made at address but no contact with  
selected respondent 2

Refused all information 3

---

IF PERSON SELECTED (I.E. NUMBER ENTERED AT C4 AND NAME ENTERED):

**C5b** Is [NAME] aged 16 or 17 AND living with parents/guardians?

Yes 1

No 2

Unable to establish 3

---

IF YES AT C5b:

**C5c** PARENTAL/GUARDIAN PERMISSION WILL NEED TO BE OBTAINED BEFORE PROCEEDING WITH INTERVIEW WITH SELECTED RESPONDENT. HAS PARENTAL CONSENT BEEN GAINED ON THIS VISIT?

Yes 1

No 2

---

IF YES AT C5c:

**C5d PARENTAL PERMISSION GAINED.**

---

**FULL NAME OF PARENT/GUARDIAN GIVING CONSENT:**

[ENTER NAME]

---

**RELATIONSHIP TO RESPONDENT:**

Mother (natural/step/foster)	1
Father (natural/step/foster)	2
Other - specify	3

---

IF PARENTAL PERMISSION NOT GAINED (C5c = NO) ON THIS VISIT INTERVIEWER NEEDS TO CODE OUTCOME FROM THE FOLLOWING LIST (CANNOT PROCEED WITH INTERVIEW WITHOUT PERMISSION):

No contact at address (respondent selection already done)	1
Contact at address but no contact with parent of selected 16 or 17 year old	2
Contact with parent of selected 16 or 17 year old but need to call back	3
Parental permission required – permission refused	4

---

IF PERSON SELECTED (I.E. NUMBER ENTERED AT C4 AND NAME ENTERED):

**TELNO**

**ENTER A CONTACT NUMBER FOR SELECTED RESPONDENT.**

ENTER RESPONDENTS (MAIN) HOME TELEPHONE NUMBER IN FULL, STARTING WITH THE EXCHANGE NUMBER. USE NUMBERS ONLY. DO NOT USE THE EXCHANGE NAME. E.G. TYPE 01603457272 NOT GREENOCK 457272. DO NOT TYPE ANY SPACES OR DASHES. PLEASE REMEMBER TO TYPE IN THE NUMBER DIRECTLY AND IN FULL.

ENTER NUMBER	
NUMBER NOT GIVEN	2

## Household Information

IF PERSON SELECTED (I.E. NUMBER ENTERED AT C4 AND NAME ENTERED):

LANG

Would [NAME OF SELECTED RESPONDENT] like the interview to be conducted in English or Welsh?

English	1
Welsh	2
Other (specify)	3
Not applicable	4

IF ENGLISH PROCEED TO OUTCOME CODES.

IF WELSH (DISPLAY ON NEXT SCREEN):

CONTINUE IF YOU CAN SPEAK AND READ WELSH YOURSELF. IF YOU CANNOT SPEAK AND READ WELSH PLEASE SELECT INTERIM CODE (45) AND CONTACT THE OFFICE TO ARRANGE FOR THIS ADDRESS TO BE PASSED TO A WELSH SPEAKING INTERVIEWER.

IF OTHER (DISPLAY ON NEXT SCREEN):

USE A HOUSEHOLD TRANSLATOR IF POSSIBLE. IF NO TRANSLATOR IS AVAILABLE CODE AS UNPRODUCTIVE OUTCOME (CODE 67).

IF PERSON SELECTED AND PERMISSION GAINED (IF NECESSARY) INTERVIEWER NEEDS TO CODE FROM A LIST OF INTERIM/FINAL OUTCOMES:

Start interview now (70)	1	GO TO OBSIntro2 or OBSIntro3
No contact at address (respondent selection already done) (112)	2	
Contact at address but no contact with selected respondent (113)	3	
Contact with selected respondent but need to call back (114)	4	
Appointment made with selected respondent to conduct interview (62)	5	
Welsh language need identified (45)	6	
Refusal by selected person (52)		7
Refusal by proxy (53)	8	
Contact but no specific appointment (60)	9	
Broken appointment, no recontact (63)	10	
Ill at home during survey period (64)	11	
Away / in hospital throughout field period (65)	12	
Physical or learning disability / difficulty (66)		13
Language difficulties (67)	14	

IF OBSIntro = No

OBSIntro2

Do you wish to complete the observational section now?

Yes	1	GO TO OBS1
No	2	

IF OBSIntro = Yes

**OBSIntro3**

**Do you wish to update any of the Observational Information that you entered previously?**

Yes – need to change	1	GO TO OBS1
No – do not need to change	2	

---

**TIMESTAMP**

ASK ALL

**LangInt, LangIntOT**

**F** **Would you like the interview to be conducted in English or Welsh?**

English	1	GO TO Q1
Cymraeg	2	GO TO Q1
Other (please specify)	3	

---

IF LANGINT = OTHER

**Othlang**

**INTERVIEWER: ARE YOU USING A HOUSEHOLD TRANSLATOR FOR THIS INTERVIEW?**

Yes	1
No	2

---

IF OTHLANG = NO

**NoHHtran**

**INTERVIEWER: PLEASE RECORD WHO YOU ARE USING TO TRANSLATE THE QUESTIONNAIRE.**

OPEN RESPONSE

---

ASK ALL

I'd like to ask you some questions about the people in your household.

INTERVIEWER NOTE: If new contact/household, add: "by 'your household', I mean a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area".

ASK ALL

**NumCheck**

[IF ONLY ONE ADULT IN HOUSEHOLD: INTERVIEWER: IN THE CONTACT SHEET YOU RECORDED THAT THE RESPONDENT WAS THE ONLY PERSON IN THE HOUSEHOLD AGED 16+. PLEASE CHECK THIS IS CORRECT WITH THE RESPONDENT AND RECORD ANSWER BELOW.]

[IF > ONE ADULT IN HOUSEHOLD: INTERVIEWER: IN THE CONTACT SHEET YOU RECORDED THAT THERE WERE [NUMBER ENTERED IN CONTACT SHEET] PEOPLE IN THIS HOUSEHOLD AGED 16+. PLEASE CHECK THIS IS CORRECT WITH RESPONDENT AND RECORD ANSWER BELOW.]

[IF ONLY ONE ADULT IN HOUSEHOLD: Can I just confirm that you are the only person aged 16+ living in this household?]

[IF > ONE ADULT IN HOUSEHOLD: Can I just confirm that, including you, there are [X] people aged 16 or over living in this household?]

Number Correct	1
Number Incorrect	2

ASK IF 'NUMBER INCORRECT'

**NumNew**

**ASK OR RECORD CORRECT NUMBER OF ADULTS IN THE HOUSEHOLD.**

INTERVIEWER NOTE: If new contact/household, add: "by 'your household', I mean a group of people (not necessarily related) living at the same address who share cooking facilities and share a living room or sitting room or dining area".

ENTER NUMBER

ASK IF 'NUMBER INCORRECT'

**Reasinc**

INTERVIEWER: CODE REASON FOR DIFFERENCE IN NUMBER OF ADULTS AGED 16+ CODED HERE AND IN THE CONTACT SHEET.

Number has changed since contact sheet was completed	1
Error in contact sheet	2
Other (specify)	3

ASK IF Numcheck = 'NUMBER CORRECT'

**NameChk**

[IF ONLY ONE ADULT IN HOUSEHOLD: INTERVIEWER: LISTED BELOW IS THE NAME OF THE RESPONDENT ENTERED IN THE CONTACT SHEET. PLEASE CONFIRM WITH THE RESPONDENT WHETHER THIS IS CORRECT.]

[IF > ONE ADULT IN HOUSEHOLD: INTERVIEWER: LISTED BELOW ARE THE NAMES OF THE PEOPLE AGED 16+ IN THE HOUSEHOLD RECORDED IN THE CONTACT SHEET. PLEASE CONFIRM WITH THE RESPONDENT WHETHER THESE NAMES ARE CORRECT].

LIST OF NAMES [NOTE FOR SCRIPTING – (RESPONDENT) SHOULD BE LISTED AFTER THE NAME OF THE SELECTED RESPONDENT AND THEY SHOULD APPEAR FIRST.]

Names Correct	1
Names Incorrect	2

---

IF 'NAMES CORRECT' ASK NUMBER OF UNDER 16s IN HOUSEHOLD

IF 'NUMBER INCORRECT' OR 'NAMES INCORRECT' ASK NEWNAMES

**NewNames**

INTERVIEWER: PLEASE ENTER THE NAMES OF ALL THE PEOPLE AGED 16+ IN THE HOUSEHOLD BELOW. ENTER RESPONDENT FIRST.

[NOTE FOR SCRIPTING: THERE SHOULD BE A BOX FOR EACH PERSON AGED 16+ BASED ON THE NUMBER CONFIRMED AT NUMCHECK / ENTERED AT NUMNEW. THE FIRST BOX SHOULD IDEALLY HAVE 'RESPONDENT' NEXT TO IT].

[NOTE FOR SCRIPTING: ONCE ALL NAMES CONFIRMED ASK FOR NUMBER OF UNDER 16s IN HOUSEHOLD (i.e. the current Numpep)].

---

## Start of Respondent Interview

I'd like to ask you some questions about the people in your household. INTERVIEWER NOTE: If new contact/household, add: "by 'your household', I mean the people living here who share a living or sitting room, or who share at least one meal a day with you".

### TIMESTAMP

ASK ALL

NumPep

**Q1** [You've told me/I've been told] that [you are the only adult aged 16 or over in the household/there are [x] adults aged 16 or over in the household. INTERVIEWER CHECK: That the number of adults aged 16 and over is correct. How many under 16's are there living here?]

GO TO Q2

---

ASK ALL

**Q2** You've told me/I've been told that you and [insert name of person 2, person 3, etc from Qu E] lives here. Please can you tell me the names of each person under 16 in your household. IF NECESSARY: I only need this information to help me ask questions in the survey.

GO TO Q3

---

LOOP FOR ALL MEMBERS IN HOUSEHOLD

DtBirth

**Q3** What is your/[name]'s date of birth? IF DATE OF BIRTH NOT GIVEN. What was your/[name]'s age at your/[their] last birthday? CHECK: Based on what you have told me I make it that you/[name] are/is [age]. Is this correct?  
IF RESPONDENT REFUSES TO GIVE THEIR AGE, THEN GIVE YOUR BEST ESTIMATE.

GO TO Q4

---

LOOP FOR ALL MEMBERS IN HOUSEHOLD

Gender

**Q4** [Record respondent's gender/is [name] male or female?

ASK OR RECORD

Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

GO TO Q5A

---

### TIMESTAMP



This interview is completely voluntary. If we should come to any question that you don't want to answer, just let me know and we'll go on to the next question.

ASK ALL

MarStat

Q5a

What is your current legal marital status. Are you ...

READ OUT. CODE FIRST TO APPLY

Single, that is never married and never registered a same-sex civil partnership	1	GO TO Q5
Married and living with husband/wife	2	GO TO Q5
In a registered same-sex civil partnership and living with your partner	3	GO TO Q5
Separated, but still legally married	4	GO TO Q5
Divorced	5	GO TO Q5
Widowed	6	GO TO Q5
Separated, but still legally in a same-sex civil partnership (SPONTANEOUS ONLY)	7	GO TO Q5
Formerly a same-sex civil partner, the civil partnership now legally dissolved (SPONTANEOUS ONLY)	8	GO TO Q5
A surviving civil partner: his/her partner having since died (SPONTANEOUS ONLY)	9	GO TO Q5
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q5
Refused	-99	GO TO Q5

#### TIMESTAMP

RelResp

Q5

I would now like to ask how other people in your household are related to you. What is [name]'s relationship to you ...

\* INCLUDES SAME SEX COUPLES WHO ARE NOT IN A REGISTERED CIVIL PARTNERSHIP, TREAT RELATIVES OF COHABITING COUPLES AS THOUGH THE COUPLES WERE MARRIED. \*\* HALF BROTHERS/SISTERS SHOULD BE CODED WITH STEP BROTHERS/SISTERS. \*\*\*TREAT RELATIVES OF CIVIL PARTNERS AS THOUGH THE CIVIL PARTNERS WERE MARRIED. SINGLE CODE ONLY FOR EACH HOUSEHOLD MEMBER

Spouse	1	GO TO Q5b
Cohabiting partner*	2	GO TO Q5b
Son/daughter (incl. adopted)	3	GO TO Q5b
Step son/daughter	4	GO TO Q5b
Foster child	5	GO TO Q5b
Son-in-law/daughter-in-law	6	GO TO Q5b
Parent / guardian	7	GO TO Q5b
Step parent	8	GO TO Q5b
Foster parent	9	GO TO Q5b
Parent-in-law	10	GO TO Q5b
Brother or sister (incl. adopted)	11	GO TO Q5b
Step brother/sister**	12	GO TO Q5b
Foster brother/sister	13	GO TO Q5b
Brother-in-law/sister-in-law	14	GO TO Q5b
Grandchild	15	GO TO Q5b
Grandparent	16	GO TO Q5b
Other relation	17	GO TO Q5b
Other non-relative	18	GO TO Q5b
Civil partner***	19	GO TO Q5b

ASK IF ANY HOUSEHOLD MEMBERS AGED UNDER 20 WHERE RELATIONSHIP TO RESPONDENT IS NOT 3/4/5 AT Q5

**GrdChk**

**Q5b** Can I just check, are you the legal guardian of any of the following people in the household?

READ OUT

LIST OF NAMES	1	GO TO Q6
None of these	2	GO TO Q6
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q6
Refused	-99	GO TO Q6

ASK ALL

**Tenure**

**Q6** SHOWCARD 1 In which of these ways [do you/does your household] occupy this accommodation?

INTERVIEWER NOTE: We are interested in how the household occupies the accommodation rather than the individual. E.g. if respondent is living rent free in a household with a friend who rents the accommodation you should code 'rent it'. SINGLE CODE ONLY

A	Own it outright	1	GO TO Q8
B	Buying it with the help of a mortgage or loan	2	GO TO Q8
C	Pay part rent and part mortgage (shared ownership)	3	GO TO Q8
D	Rent it	4	GO TO Q7
E	Live here rent-free (including rent-free in relative's/friend's property; excluding squatting)	5	GO TO Q7
F	Squatting	6	GO TO Q8
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q8
	Refused	-99	GO TO Q8

ASK IF 4 OR 5 AT Q6

**HhLndLrd**

**Q7** SHOWCARD 2 Who is [your/your household's] landlord?  
CODE FIRST TO APPLY

A	The local authority / council	1	GO TO Q8
B	A housing association, charitable trust or Local Housing Company	2	GO TO Q8
C	Employer (organisation) of a household member	3	GO TO Q8
D	Another organisation	4	GO TO Q8
E	Relative/friend (before you lived here) of a household member	5	GO TO Q8
F	Employer (individual) of a household member	6	GO TO Q8
G	Another individual private landlord	7	GO TO Q8
	Question not applicable	-8	GO TO Q8
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q8
	Refused	-99	GO TO Q8

**TIMESTAMP**

## Smoke Alarms

Now I would like to ask you about smoke alarms.

ASK ALL

**SmkAlmNum**

**Q8** How many, if any, smoke alarms do you have in your home?

SINGLE CODE ONLY

One	1	GO TO Q9
Two	2	GO TO Q9
Three or more	3	GO TO Q9
None	4	GO TO Q10
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q10
Refused	-99	GO TO Q10

---

ASK IF 1, 2 OR 3 AT Q8

**SmkAlmWrk**

**Q9** How many, if any, of these alarms are working?

SINGLE CODE ONLY

One	1	GO TO Q10
Two	2	GO TO Q10
Three or more	3	GO TO Q10
None	4	GO TO Q10
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q10
Question not applicable	-8	GO TO Q10
Refused	-99	GO TO Q10

---

**TIMESTAMP**

## Welsh Language

I'd like to ask you about your Welsh language skills.

ASK ALL

**Q10** Can you...  
READ OUT EACH ONE

**WelUndSpk**  
Understand spoken Welsh

Yes	1
No	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

**WelSpk**  
Speak Welsh

Yes	1
No	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

**WelRead**  
Read Welsh

Yes	1
No	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

**WelWrite**  
Write Welsh

Yes	1
No	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

ASK IF 1 AT Q10B

**WelAbSpk**

**Q11** SHOWCARD 3 Which of these best describes your ability in spoken Welsh?  
SINGLE CODE ONLY

A	I'm fluent in Welsh	1	GO TO Q12
B	I can speak a fair amount of Welsh	2	GO TO Q12
C	I can only speak a little Welsh	3	GO TO Q12
D	I can say just a few words	4	GO TO Q12
	Question not applicable	-8	GO TO Q12
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q12
	Refused	-99	GO TO Q12

ASK IF 1 AT Q10B

**WelFrqSpk**

**Q12** Do you speak Welsh daily, weekly, less often, or never?

SINGLE CODE ONLY

Daily	1	GO TO Q13
Weekly	2	GO TO Q13
Less often	3	GO TO Q13
Never	4	GO TO Q13
Question not applicable	-8	GO TO Q13
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q13
Refused	-99	GO TO Q13

---

**TIMESTAMP**

## Wellbeing

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

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE

### WbSatLife

**Q13** Overall, how satisfied are you with your life nowadays?

Interviewer instruction: READ OUT IF NECESSARY 'where nought is 'not at all satisfied' and 10 is 'completely satisfied'

	0-10 scale		GO TO Q14
Don't know (SPONTANEOUS ONLY)	-9		GO TO Q14
	Refused	-99	GO TO Q14

---

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE

### WbLifeWrth

**Q14** Overall, to what extent do you feel that the things you do in your life are worthwhile?

Interviewer instruction: READ OUT IF NECESSARY 'where nought is 'not at all worthwhile' and 10 is 'completely worthwhile'

	0-10 scale		GO TO Q15
Don't know (SPONTANEOUS ONLY)	-9		GO TO Q15
	Refused	-99	GO TO Q15

---

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE

### WbHapYest

**Q15** Overall, how happy did you feel yesterday?

Interviewer instruction: READ OUT IF NECESSARY 'where nought is 'not at all happy' and 10 is 'completely happy'

	0-10 scale		GO TO Q16
Don't know (SPONTANEOUS ONLY)	-9		GO TO Q16
	Refused	-99	GO TO Q16

---

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE

### WbAnxYest

**Q16** On a scale where nought is 'not at all anxious' and 10 is 'completely anxious', overall, how anxious did you feel yesterday?

	0-10 scale		GO TO Q17
Don't know (SPONTANEOUS ONLY)	-9		GO TO Q17
	Refused	-99	GO TO Q17

---

**TIMESTAMP**

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE

**WbSat1, WbSat2, WbSat3, WbSat4, WbSat5, WbSat6, WbSat7, WbSat8**

**Q17 Overall, how satisfied are you with [insert from list below]?**

Interviewer instruction: READ OUT IF NECESSARY 'where nought is 'not at all satisfied' and 10 is 'completely satisfied'. IF NECESSARY: (If not working) And how satisfied are you with this?

your personal relationships;		GO TO Q18
your physical health;		GO TO Q18
your mental wellbeing;		GO TO Q18
your work situation;		GO TO Q18
your financial situation;		GO TO Q18
the area where you live;		GO TO Q18
the amount of time you have to do things you like doing;		GO TO Q18
the wellbeing of your children [if you have any]?		GO TO Q18
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q18
Refused	-99	GO TO Q18

---

**TIMESTAMP**

## Access to Local Amenities

ASK ALL

WbWikSpace

**Q18** SHOWCARD 4 Do you live within a ten-minute walk of a natural green or blue space, such as those listed on this card?

SINGLE CODE ONLY

Yes	1	GO TO Q19a
No	2	GO TO Q19a
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q19a
Refused	-99	GO TO Q19a

### Greenspaces

Countryside

Woodlands

Parks and gardens

Country parks

Green corridors (e.g river banks or roadside grass verges)

Outdoor sports facilities

Amenity greenspace (e.g public playing fields or football pitches etc)

Play areas

Allotments, community gardens and urban farms

Cemeteries and churchyards

### Bluespaces

River, lake or canal

Sea

## TIMESTAMP

**Q19a** Do you have the use of a car for activities such as visiting local shops or going to the doctor?

Yes	1	GO TO Q19b
No	2	GO TO Q19b
Don't know	-9	GO TO Q19b
Refused	-99	GO TO Q19b

## TIMESTAMP



ASK ALL

**Q19b** CORE SHOWCARD A **How easy or difficult is it be for you to get to and from the following types of facilities?**

RANDOMISE. READ OUT. SINGLE CODE ONLY FOR EACH. Interviewer instruction: IF NECESSARY READ OUT 'How easy or difficult is it for you to get to and from...?'

**WbGetTo1**

**Shopping facilities**

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

---

**WbGetTo2**

**Your dentist**

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	NA / Don't have a dentist	-8

---

**WbGetTo3**

**Public transport (e.g. bus stop, train station)**

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

---

**WbGetTo4**

**Recycling facilities**

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

---

**WbGetTo5**

**Civic amenity sites (e.g. local tip)**

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

---

**WbGetTo6**

**Library**

A	Very easy	1
---	-----------	---

B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

**WbGetTo7**

**Cultural or recreational facility (e.g. theatre, cinema, arts centre)**

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

**WbGetTo8**

**Local schools**

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

**WbGetTo9**

**A castle or other heritage site**

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

**WbGetTo10**

**Pharmacy or chemist**

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

**WbGetTo11**

**Your place of work**

A	Very easy	1	GO TO Q20
B	Fairly easy	2	GO TO Q20
C	Fairly difficult	3	GO TO Q20
D	Very difficult	4	GO TO Q20
	Not applicable	-8	GO TO Q20

Don't know (SPONTANEOUS ONLY) -9  
Refused -99

GO TO Q20  
GO TO Q20

---

**TIMESTAMP**

## Community Cohesion

I'm now going to ask you how you feel about your local area. When answering, please consider your local area to be the area within 15-20 minutes walking distance from your home.

ASK ALL

### LaRespCons

**Q20** CORE SHOWCARD B To what extent do you agree or disagree with the following statement? People in my local area treat each other with respect and consideration.

SINGLE CODE ONLY

A	Strongly agree	1	GO TO Q21
B	Tend to agree	2	GO TO Q21
C	Neither agree nor disagree	3	GO TO Q21
D	Tend to disagree	4	GO TO Q21
E	Strongly disagree	5	GO TO Q21
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q21
	Refused	-99	GO TO Q21

### TIMESTAMP

ASK ALL

**Q21** CORE SHOWCARD C How safe or unsafe would you feel if you were in the following situations?

SINGLE CODE FOR EACH. IF RESPONDENT DOESN'T DO THAT ACTIVITY INTERVIEWER TO ASK: How safe or unsafe would you feel if you had to?

### LaSafe1

**At home in the daylight**

A	Very safe	1
B	Fairly safe	2
C	Fairly unsafe	3
D	Very unsafe	4
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

### LaSafe2

**At home after dark**

A	Very safe	1
B	Fairly safe	2
C	Fairly unsafe	3
D	Very unsafe	4
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

### LaSafe3

**Walking in your local area in daylight**

A	Very safe	1
B	Fairly safe	2
C	Fairly unsafe	3
D	Very unsafe	4
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

### LaSafe4

**Walking in your local area after dark**

A	Very safe	1
---	-----------	---

B	Fairly safe	2
C	Fairly unsafe	3
D	Very unsafe	4
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

**LaSafe5**

**Walking in your nearest town or city centre in daylight**

A	Very safe	1
B	Fairly safe	2
C	Fairly unsafe	3
D	Very unsafe	4
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

**LaSafe6**

**Walking in your nearest town or city centre after dark**

A	Very safe	1
B	Fairly safe	2
C	Fairly unsafe	3
D	Very unsafe	4
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

**LaSafe7**

**Travelling by public transport in daylight**

A	Very safe	1
B	Fairly safe	2
C	Fairly unsafe	3
D	Very unsafe	4
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

**LaSafe8**

**Travelling by public transport after dark**

A	Very safe	1	GO TO Q22
B	Fairly safe	2	GO TO Q22
C	Fairly unsafe	3	GO TO Q22
D	Very unsafe	4	GO TO Q22
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q22
	Refused	-99	GO TO Q22

**TIMESTAMP**

ASK ALL

**Q22**

**CORE SHOWCARD B To what extent do you agree or disagree with each of the following statements? My local area is...**

SINGLE CODE FOR EACH

**LaWelMain**

**Well maintained**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

---

**LaFreeLitt**

**Free from litter and rubbish**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

---

**LaFreeGraf**

**Free from graffiti and vandalism**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

---

**LaSfeChild**

**Safe for children to play outside**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

---

**LaFreeTraf****Free from heavy traffic**

A	Strongly agree	1	GO TO Q23
B	Tend to agree	2	GO TO Q23
C	Neither agree nor disagree	3	GO TO Q23
D	Tend to disagree	4	GO TO Q23
E	Strongly disagree	5	GO TO Q23
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q23
	Refused	-99	GO TO Q23

---

**TIMESTAMP**

ASK ALL

**LaHipNeigh**

**Q23** CORE SHOWCARD B **To what extent do you agree or disagree that people in this neighbourhood are willing to help their neighbours?**  
SINGLE CODE ONLY

A	Strongly agree	1	GO TO Q24
B	Tend to agree	2	GO TO Q24
C	Neither agree nor disagree	3	GO TO Q24
D	Tend to disagree	4	GO TO Q24
E	Strongly disagree	5	GO TO Q24
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q24
	Refused	-99	GO TO Q24

---

**TIMESTAMP**

In the next question we are interested in finding out if you have experienced any harassment or discrimination.

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE

DcrimExp1, DcrimExp2, DcrimExp3, DcrimExp4, DcrimExp5, DcrimExp6, DcrimExp7, DcrimExp8, DcrimExp9, DcrimExp10, DcrimExp11, DcrimExp12, DcrimExpNone, DcrimExpOth, DcrimExpOT, DcrimExpDK, DcrimExpRef

**Q24** SHOWCARD 5 In the last 12 months have you personally experienced discrimination, harassment or abuse for any of these reasons? Please just tell me the letter next to the reasons that apply.

MULTICODE. CAPI TO ONLY HAVE LETTERS FOR PRIVACY

A	Your accent	1	
B	Your ethnicity	2	
C	Your age	3	
D	Your language	4	
E	Your colour	5	IF MORE THAN
F	Your nationality	6	ONE REASON
G	Your mental ill health	7	GIVEN GO TO
H	Any other health problem or disability	8	Q25, ELSE GO TO
I	Your sex	9	Q26
J	Your religious belief or faith	10	
K	Your sexual orientation	11	
L	Where you live	12	
M	Other (please specify only if you wish to)	13	
N	I have not experienced this	14	GO TO Q26
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q26
	Refused	-99	GO TO Q26

**TIMESTAMP**

IF MORE THAN ONE REASON GIVEN AT Q24

DcrimReas

**Q25** SHOWCARD 6 Which of these do you feel was the main reason? Again, please just tell me the letter.

SINGLE CODE ONLY

A	Your accent	1	GO TO Q26
B	Your ethnicity	2	GO TO Q26
C	Your age	3	GO TO Q26
D	Your language	4	GO TO Q26
E	Your colour	5	GO TO Q26
F	Your nationality	6	GO TO Q26
G	Your mental ill health	7	GO TO Q26
H	Any other health problem or disability	8	GO TO Q26
I	Your sex	9	GO TO Q26
J	Your religious belief or faith	10	GO TO Q26
K	Your sexual orientation	11	GO TO Q26
L	Where you live	12	GO TO Q26
M	Other (please specify only if you wish to)	13	GO TO Q26
N	Can't choose between them	14	GO TO Q26
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q26
	Refused	-99	GO TO Q26
	Question not applicable	-8	GO TO Q26

**TIMESTAMP**



## Education

ONLY ASK THIS MODULE (I.E. Q26-Q33) IF RESPONDENT IS PARENT/GUARDIAN OF CHILD IN HOUSEHOLD – IF Q5 = 3/4/5 OR ANY NAMES SELECTED AT Q5B AND CHILD IS AGED 4-12. IF THERE IS MORE THAN ONE CHILD IN THE HOUSEHOLD IN THIS AGE GROUP WHO SATISFIES THESE CONDITIONS THEN RANDOMLY SELECT CHILD.

INTERVIEWER: THE NEXT QUESTIONS ASK ABOUT A CHILD IN THE HOUSEHOLD. IF THE RESPONDENT IS NOT THE PARENT OF THIS CHILD, PLEASE USE APPROPRIATE LANGUAGE WHERE NECESSARY (E.G. 'YOUR GRANDCHILD/GRANDCHILDREN')

**I'd now like to ask you about primary schools. The computer has randomly chosen one of your children to think about when answering these questions. Please just think about [name] when answering. IF ONLY ONE CHILD THEN: I'd now like to ask you about primary schools. Please think about [name] when answering.**

### PsChildAtt

**Q26** Has [name] attended a primary school in Wales in the last 12 months?

SINGLE CODE ONLY

Yes	1	GO TO Q27
No	2	GO TO Q34
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q34
Refused	-99	GO TO Q34
Section not applicable	-88	GO TO Q34

ASK IF 1 AT Q26

### PsFeePay

**Q27** Was this a private fee-paying school?

SINGLE CODE ONLY

Yes	1	GO TO Q34
No	2	GO TO Q28
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q34
Refused	-99	GO TO Q34
Question not applicable	-8	GO TO Q34
Section not applicable	-88	GO TO Q34

ASK IF 2 AT Q27

### PsSchSat

**Q28** CORE SHOWCARD D Thinking about the last 12 months, how satisfied or dissatisfied are you with [name]'s primary school? INTERVIEWER INSTRUCTION: If the child has moved primary school in the last 12 months, ask about the most recent primary school.

SINGLE CODE ONLY

A	Very satisfied	1	GO TO Q29
B	Fairly satisfied	2	GO TO Q29
C	Neither satisfied nor dissatisfied	3	GO TO Q29
D	Fairly dissatisfied	4	GO TO Q29
E	Very dissatisfied	5	GO TO Q29
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q29
	Refused	-99	GO TO Q29
	Question not applicable	-8	GO TO Q29
	Section not applicable	-88	GO TO Q29

ASK IF 2 AT Q27

**Q29** To what extent do you agree or disagree with each of the following statements about your overall experience of [name]'s primary school?  
READ OUT STATEMENTS. SINGLE CODE ONLY FOR EACH

**PsMeetTea**

**CORE SHOWCARD B** When I've wanted to meet with [name]'s teachers I have been able to meet with them within a reasonable period of time.

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8
	Section not applicable	-88

---

**PsChldProg**

**CORE SHOWCARD B** I'm kept informed as much as I want to be about [name]'s progress, for example, through parents' evenings or school reports.

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8
	Section not applicable	-88

---

**PsInvolDec**

**CORE SHOWCARD B** I'm involved as much as I want to be in decisions about my child's education.

A	Strongly agree	1	GO TO Q30
B	Tend to agree	2	GO TO Q30
C	Neither agree nor disagree	3	GO TO Q30
D	Tend to disagree	4	GO TO Q30
E	Strongly disagree	5	GO TO Q30
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q30
	Refused	-99	GO TO Q30
	Question not applicable	-8	GO TO Q30
	Section not applicable	-88	GO TO Q30

---

ASK IF 2 AT Q27

**PsSchPerf**

**Q30** Do you feel you are kept informed about the performance of [name]'s primary school?

SINGLE CODE ONLY

Yes	1	GO TO Q31
No	2	GO TO Q31
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q31
Refused	-99	GO TO Q31
Question not applicable	-8	GO TO Q31
Section not applicable	-88	GO TO Q31

**TIMESTAMP**

ASK IF 2 AT Q27

**PsSchRun**

**Q31** Do you wish to participate in making decisions about the running of [name]'s primary school, for example, by being a school governor or being on a parent-teacher group?

SINGLE CODE ONLY

Yes – I already participate	1	GO TO Q34
Yes – I wish to participate	2	GO TO Q32
No	3	GO TO Q32
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q34
Refused	-99	GO TO Q34
Question not applicable	-8	GO TO Q34
Section not applicable	-88	GO TO Q34

ASK IF 2 OR 3 AT Q31

**PsKnowPart**

**Q32** SHOWCARD 7 How much do you feel you know about how to participate in making decisions about the running of [name]'s primary school?

SINGLE CODE ONLY

A	A great deal	1	GO TO Q33
B	A fair amount	2	GO TO Q33
C	Not very much	3	GO TO Q33
D	Nothing at all	4	GO TO Q33
Don't know/No opinion (SPONTANEOUS ONLY)		-9	GO TO Q33
	Refused	-99	GO TO Q33
	Question not applicable	-8	GO TO Q33
	Section not applicable	-88	GO TO Q33

ASK IF 2 OR 3 AT Q31

**PsOppPart**

**Q33** CORE SHOWCARD B To what extent do you agree or disagree with the following statement? I have an opportunity to participate in making decisions about the running of [name]'s primary school.

SINGLE CODE ONLY

A	Strongly agree	1	GO TO Q34
B	Tend to agree	2	GO TO Q34
C	Neither agree nor disagree	3	GO TO Q34
D	Tend to disagree	4	GO TO Q34
E	Strongly disagree	5	GO TO Q34
Don't know/No opinion (SPONTANEOUS ONLY)		-9	GO TO Q34
	Refused	-99	GO TO Q34
	Question not applicable	-8	GO TO Q34
	Section not applicable	-88	GO TO Q34

**TIMESTAMP**

ONLY ASK THIS MODULE (I.E. Q34-Q41) IF RESPONDENT IS PARENT/GUARDIAN OF CHILD IN HOUSEHOLD – IF Q5 = 3/4/5 OR ANY NAMES SELECTED AT Q5B AND CHILD IS AGED 11-19. IF THERE IS MORE THAN ONE CHILD IN THE HOUSEHOLD IN THIS AGE GROUP WHO SATISFIES THESE CONDITIONS THEN RANDOMLY SELECT CHILD.

INTERVIEWER: THE NEXT QUESTIONS ASK ABOUT A CHILD. IN THE HOUSEHOLD. IF THE RESPONDENT IS NOT THE PARENT OF THIS CHILD, PLEASE USE APPROPRIATE LANGUAGE WHERE NECESSARY (E.G. 'YOUR GRANDCHILD/GRANDCHILDREN')

I'd now like to ask you about secondary schools. "The computer has randomly chosen one of your children for you to think about when answering these questions. Please just think about [name] when answering." IF ONLY ONE CHILD THEN: I'd now like to ask you about secondary schools. Please think about [name] when answering.

**SsChildAtt**

**Q34** Has [name] attended a secondary school in Wales in the last 12 months?

SINGLE CODE ONLY

Yes	1	GO TO Q35
No	2	GO TO Q42
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q42
Refused	-99	GO TO Q42
Section not applicable	-88	GO TO Q42

ASK IF 1 AT Q34

**SsFeePay**

**Q35** Was this a private fee-paying school?

SINGLE CODE ONLY

Yes	1	GO TO Q42
No	2	GO TO Q36
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q42
Refused	-99	GO TO Q42
Question not applicable	-8	GO TO Q42
Section not applicable	-88	GO TO Q42

ASK IF 2 AT Q35

**SsSchSat**

**Q36** CORE SHOWCARD D Thinking about the last 12 months, how satisfied or dissatisfied are you with [name]'s secondary school?

INTERVIEWER INSTRUCTION: If the child has moved school in the last 12 months, ask about the most recent school.

SINGLE CODE ONLY

A	Very satisfied	1	GO TO Q37
B	Fairly satisfied	2	GO TO Q37
C	Neither satisfied nor dissatisfied	3	GO TO Q37
D	Fairly dissatisfied	4	GO TO Q37
E	Very dissatisfied	5	GO TO Q37
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q37
	Refused	-99	GO TO Q37
	Question not applicable	-8	GO TO Q37
	Section not applicable	-88	GO TO Q37

ASK IF 2 AT Q35

**Q37** To what extent do you agree or disagree with each of the following statements about your overall experience of [name]'s secondary school?  
READ OUT STATEMENTS. SINGLE CODE ONLY FOR EACH

**SsMeetTea**

**CORE SHOWCARD B** When I've wanted to meet with [name]'s teachers I have been able to meet with them within a reasonable period of time.  
SINGLE CODE ONLY

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8
	Section not applicable	-88

**SsChldProg**

**CORE SHOWCARD B** I'm kept informed as much as I want to be about my child's progress, for example, through parents' evenings or school reports.

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8
	Section not applicable	-88

**SsInvolDec**

**CORE SHOWCARD B** I'm involved as much as I want to be in decisions about [name]'s education.  
SINGLE CODE ONLY

A	Strongly agree	1	GO TO Q38
B	Tend to agree	2	GO TO Q38
C	Neither agree nor disagree	3	GO TO Q38
D	Tend to disagree	4	GO TO Q38
E	Strongly disagree	5	GO TO Q38
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q38
	Refused	-99	GO TO Q38
	Question not applicable	-8	GO TO Q38
	Section not applicable	-88	GO TO Q38

ASK IF 2 AT Q35

**SsSchPerf**

**Q38** Do you feel you are kept informed about the performance of [name]'s secondary school?

SINGLE CODE ONLY

Yes	1	GO TO Q39
No	2	GO TO Q39
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q39
Refused	-99	GO TO Q39
Question not applicable	-8	GO TO Q39
Section not applicable	-88	GO TO Q39

---

**TIMESTAMP**

ASK IF 2 AT Q35

**SsSchRun**

**Q39** Do you wish to participate in making decisions about the running of [name]'s secondary school, for example, by being a school governor or being on a parent-teacher group?

SINGLE CODE ONLY

Yes – I already participate	1	GO TO Q42
Yes – I wish to participate	2	GO TO Q40
No	3	GO TO Q40
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q42
Refused	-99	GO TO Q42
Question not applicable	-8	GO TO Q42
Section not applicable	-88	GO TO Q42

---

ASK IF 2 OR 3 AT Q39

**SsKnowPart**

**Q40** SHOWCARD 7 How much do you feel you know about how to participate in making decisions about the running of [name]'s secondary school?

SINGLE CODE ONLY

A	A great deal	1	GO TO Q41
B	A fair amount	2	GO TO Q41
C	Not very much	3	GO TO Q41
D	Nothing at all	4	GO TO Q41
Don't know/No opinion (SPONTANEOUS ONLY)		-9	GO TO Q41
	Refused	-99	GO TO Q41
	Question not applicable	-8	GO TO Q41
	Section not applicable	-88	GO TO Q41

---

ASK IF 2 OR 3 AT Q39

**SsOppPart**

**Q41** CORE SHOWCARD B **To what extent do you agree or disagree with the following statement? I have an opportunity to participate in making decisions about the running of [name]'s secondary school.**  
SINGLE CODE ONLY

A	Strongly agree	1	GO TO Q42
B	Tend to agree	2	GO TO Q42
C	Neither agree nor disagree	3	GO TO Q42
D	Tend to disagree	4	GO TO Q42
E	Strongly disagree	5	GO TO Q42
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q42
	Refused	-99	GO TO Q42
	Question not applicable	-8	GO TO Q42
	Section not applicable	-88	GO TO Q42

---

**TIMESTAMP**

ASK Q42 IF RESPONDENT IS PARENT/GUARDIAN OF CHILD IN HOUSEHOLD – IF Q5 = 3/4/5 OR ANY NAMES SELECTED AT Q5B AND CHILD IS AGED 11 TO 15 YEARS OLD. ASKED IN RELATION TO THE ELDEST CHILD IN THAT AGE RANGE

ASK IF CHILD AGED 11-15.

**EdAspsChld**

**Q42** SHOWCARD 8 **When [name] reaches 16 and can leave school, what would you like [him/her] to do?**

INTERVIEWER INSTRUCTION: If respondent chooses more than one option ask them to pick their main or preferred option. SINGLE CODE ONLY

A	Continue in full time education	1	GO TO Q43
B	Go on a training course or start an apprenticeship	2	GO TO Q43
C	Get a full-time paid job (either as an employee or self-employed)	3	GO TO Q43
D	Work, unpaid, in the family business full-time	4	GO TO Q43
E	Work, unpaid, as a volunteer full-time	5	GO TO Q43
F	Start a family	6	GO TO Q43
G	Join the armed forces	7	GO TO Q43
H	Other (please specify)	8	GO TO Q43
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q43
	None of these things (SPONTANEOUS ONLY)	10	GO TO Q43
	It's my child's decision/it's up to my child (SPONTANEOUS ONLY)	11	GO TO Q43
	Refused	-99	GO TO Q43
	Section not applicable	-88	GO TO Q43

---

**TIMESTAMP**

ONLY ASK Q43 (+ TEXT SCREEN BEFORE) IF RESPONDENT IS PARENT/GUARDIAN OF CHILD IN HOUSEHOLD – IF Q5 = 3/4/5 OR ANY NAMES SELECTED AT QBA AND CHILD IS AGED 3-7. IF THERE IS MORE THAN ONE CHILD IN THE HOUSEHOLD WHO SATISFIES THESE CONDITIONS THEN RANDOMLY SELECT ONE.

ASK IF CHILD AGED 3-17.

**I'd like to ask you about activities you may do with your [child/children].**

ASK IF CHILD AGED 3-7.

**Q43** SHOWCARD 9 [Name] has been chosen at random. Thinking about [name], how often do you...**IF ONLY ONE CHILD THEN: [Name] has been chosen at random. Thinking about [name], how often do you...**  
SINGLE CODE FOR EACH

**EdFrqA1**

**Look at books or read stories to [him/her].**

A	Every day	1
B	Several times a week	2
C	Once or twice a week	3
D	Once or twice a month	4
E	Less often	5
F	Not at all	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	Section not applicable	-88

**EdFrqA2**

**Help [him/her] to recognise or learn about letters, numbers or shapes.**

A	Every day	1
B	Several times a week	2
C	Once or twice a week	3
D	Once or twice a month	4
E	Less often	5
F	Not at all	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	Section not applicable	-88

**EdFrqA3**

**Help [him/her] to read or write.**

A	Every day	1
B	Several times a week	2
C	Once or twice a week	3
D	Once or twice a month	4
E	Less often	5
F	Not at all	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	Section not applicable	-88

**EdFrqA4**

**Help [him/her] with school work.**



A	Every day	1	GO TO Q44
B	Several times a week	2	GO TO Q44
C	Once or twice a week	3	GO TO Q44
D	Once or twice a month	4	GO TO Q44
E	Less often	5	GO TO Q44
F	Not at all	6	GO TO Q44
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q44
	Refused	-99	GO TO Q44
	Not applicable	-8	GO TO Q44
	Section not applicable	-88	GO TO Q44

**I'd like to ask you about activities you may do with your [older child/older children] to help [him/her/them] to learn new things.**

ONLY ASK Q44 (+ TEXT SCREEN BEFORE) IF RESPONDENT IS PARENT/GUARDIAN OF CHILD IN HOUSEHOLD – IF Q5 = 3/4/5 OR ANY NAMES SELECTED AT Q5B AND CHILD IS AGED 8-17. IF THERE IS MORE THAN ONE CHILD IN THE HOUSEHOLD WHO MEETS THESE CONDITIONS THEN RANDOMLY SELECT ONE

ASK IF CHILD AGED 8-17.

**Q44** SHOWCARD 9 [Name] has been chosen at random. Thinking about [name], how often do you...**IF ONLY ONE CHILD THEN: [Name] has been chosen at random. Thinking about [name], how often do you...**  
SINGLE CODE FOR EACH

**EdFrqB1**

**Discuss the news or a documentary with [him/her].**

A	Every day	1
B	Several times a week	2
C	Once or twice a week	3
D	Once or twice a month	4
E	Less often	5
F	Not at all	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	Section not applicable	-88

**EdFrqB2**

**Help [him/her] to read or consult books, magazines or newspapers.**

A	Every day	1
B	Several times a week	2
C	Once or twice a week	3
D	Once or twice a month	4
E	Less often	5
F	Not at all	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	Section not applicable	-88

**EdFrqB3****Help [him/her] to look up or consult information on a computer or the internet.**

A	Every day	1
B	Several times a week	2
C	Once or twice a week	3
D	Once or twice a month	4
E	Less often	5
F	Not at all	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99
	Section not applicable	-88

**EdFrqB4****Support [him/her] with school work.**

A	Every day	1	GO TO Q45
B	Several times a week	2	GO TO Q45
C	Once or twice a week	3	GO TO Q45
D	Once or twice a month	4	GO TO Q45
E	Less often	5	GO TO Q45
F	Not at all	6	GO TO Q45
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q45
	Refused	-99	GO TO Q45
	Section not applicable	-88	GO TO Q45

**TIMESTAMP**

## Health Demographic Questions

I'd now like to ask you about your health.

ASK ALL

**GenHealth**

**Q45** How is your health in general; is it...

READ OUT. SINGLE CODE ONLY

A	Very good	1	GO TO Q46
B	Good	2	GO TO Q46
C	Fair	3	GO TO Q46
D	Bad	4	GO TO Q46
E	Very bad	5	GO TO Q46
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q46
	Refused	-99	GO TO Q46

This question asks you about any health conditions, illnesses or impairments you may have.

ASK ALL

**LongIII**

**Q46** Do you have any physical or mental illnesses lasting or expected to last for 12 months or more?

SINGLE CODE ONLY

	Yes	1	GO TO Q47
	No	2	GO TO Q48
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q48
	Refused	-99	GO TO Q48

This question asks about whether your health condition or illness currently affects your ability to carry-out normal day-to-day activities, either a lot or a little or not at all. In answering this question, you should consider whether you are affected whilst receiving any treatment or medication for your condition or illness and/or using any devices such as a hearing aid, for example.

ASK IF 1 AT Q46

**LongIIILimit**

**Q47** Does your condition or illness reduce your ability to carry-out day-to-day activities?

INTERVIEWER INSTRUCTION: IF RESPONDENT HAS MENTIONED MULTIPLE ILLNESSES OR DISABILITIES, ASK: Do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?

IF 'YES' ASK: Is that a little or a lot?

SINGLE CODE ONLY

	Yes, a lot	1	GO TO Q48
	Yes, a little	2	GO TO Q48
	Not at all	3	GO TO Q48
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q48
	Refused	-99	GO TO Q48
	Question not applicable	-8	GO TO Q48

**TIMESTAMP**



## Health

The next set of questions is about health services. I'm NOT going to ask you any questions about medical conditions. I'll only ask your opinion about health services. Please only think about the NHS when answering these questions and not private health services.

ASK ALL

NhsBestSer

**48** CORE SHOWCARD B Please tell me to what extent you agree or disagree with the following statement. The NHS is one of the best health services in the world.  
SINGLE CODE ONLY

A	Strongly agree	1	GO TO Q49
B	Tend to agree	2	GO TO Q49
C	Neither agree nor disagree	3	GO TO Q49
D	Tend to disagree	4	GO TO Q49
E	Strongly disagree	5	GO TO Q49
	Don't know/No opinon (SPONTANEOUS ONLY)	-9	GO TO Q49
	Refused	-99	GO TO Q49

---

### TIMESTAMP

I'm now going to ask you some questions about your local health services. By local health services, I mean services such as GPs and NHS hospitals in your area.

ASK ALL

**Q49** CORE SHOWCARD B Please tell me to what extent you agree or disagree with each of the following statements about your local health services.  
READ OUT STATEMENTS. SINGLE CODE ONLY FOR EACH

NhsKptInf

**I am kept informed about how well my local health services are performing.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinon (SPONTANEOUS ONLY)	-9
	Refused	-99

---

NhsPerfInf

**I would like more information on how my local health services are performing.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinon (SPONTANEOUS ONLY)	-9
	Refused	-99

---

**NhsInfDecs****I can influence decisions affecting my local health services.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinon (SPONTANEOUS ONLY)	-9
	Refused	-99

**NhsMrInvol****I would like to be more involved in the decisions my local health services make.**

A	Strongly agree	1	GO TO Q50
B	Tend to agree	2	GO TO Q50
C	Neither agree nor disagree	3	GO TO Q50
D	Tend to disagree	4	GO TO Q50
E	Strongly disagree	5	GO TO Q50
	Don't know/No opinon (SPONTANEOUS ONLY)	-9	GO TO Q50
	Refused	-99	GO TO Q50

**TIMESTAMP****As I mentioned earlier please think about the NHS when answering these questions, and not private health services.**

ASK ALL

**GpSeenDr****Q50** Thinking about the last 12 months, have you seen a GP/family doctor about your own health?

IF NO INTERVIEWER TO ASK: Was this because you didn't need to or because you wanted to but couldn't? SINGLE CODE ONLY.

	Yes	1	GO TO Q51
	No - I didn't need to	2	GO TO Q59
	No - I wanted to but couldn't	3	GO TO Q58
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q59
	Refused	-99	GO TO Q59

**I'm now going to ask you some questions about the last time you saw a GP/family doctor about your own health.**

ASK IF 1 AT Q50

**GpAppoint****Q51** Did you make that appointment for yourself?

INTERVIEWER NOTE: If an appointment was made, but not by the respondent, code 'no'. SINGLE CODE ONLY

	Yes	1	GO TO Q52
	No	2	GO TO Q54
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q54
	Refused	-99	GO TO Q54
	Question not applicable	-8	GO TO Q54

ASK IF 1 AT Q51

**GpAppEase**

**Q52** CORE SHOWCARD A **How easy or difficult was it to get an appointment at a time that was convenient to you?**

SINGLE CODE ONLY

A	Very easy	1	GO TO Q54
B	Fairly easy	2	GO TO Q54
C	Fairly difficult	3	GO TO Q53
D	Very difficult	4	GO TO Q53
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q54
	Refused	-99	GO TO Q54
	Question not applicable	-8	GO TO Q54

---

ASK IF 3 OR 4 AT Q52

**GpAppDif1, GpAppDif2, GpAppDif3, GpAppDif4, GpAppDif5, GpAppDif6, GpAppDif7, GpAppDif8, GpAppDifOth, GpAppDifOT, GpAppDifQna, GpAppDifSna, GpAppDifDk, GpAppDifRef**

**Q53** **Why would you say it was difficult to get an appointment at a time that was convenient to you?**

MULTICODE

	Long wait for appointment	1	GO TO Q54
	Appointments not available on the same day	2	GO TO Q54
	Appointments not available at convenient times (e.g. evenings/weekends)	3	GO TO Q54
	Needed to make early morning phone call to get appointment	4	GO TO Q54
	Could not book appointment with doctor of choice	5	GO TO Q54
	Difficulty getting through to make the appointment	6	GO TO Q54
	Unable to book appointment far enough in advance	7	GO TO Q54
	Reception made it difficult	8	GO TO Q54
	Other (please specify)	9	GO TO Q54
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q54
	Refused	-99	GO TO Q54
	Question not applicable	-8	GO TO Q54

---

ASK IF 1 AT Q50

**GpTrvEase**

**Q54** SHOWCARD 10 **How easy or difficult was it for you to get to and from the GP/family doctor's surgery?**

SINGLE CODE ONLY

A	Very easy	1	GO TO Q56
B	Fairly easy	2	GO TO Q56
C	Fairly difficult	3	GO TO Q55
D	Very difficult	4	GO TO Q55
E	I was visited at home	5	GO TO Q56
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q56
	Refused	-99	GO TO Q56
	Question not applicable	-8	GO TO Q56

---

ASK IF 3 OR 4 AT Q54

**GpTrvDif1, GpTrvDif2, GpTrvDif3, GpTrvDif4, GpTrvDif5, GpTrvDif6, GpTrvDifOth, GpTrvDifOT, GpTrvDifQna, GpTrvDifSna, GpTrvDifDk, GpTrvDifRef**

**Q55** Why would you say it was difficult? Interviewer to probe: 'Any other reason?'

MULTICODE

Do not drive / do not have access to car	1	GO TO Q56
Rely on friends / family	2	GO TO Q56
Distance	3	GO TO Q56
Poor public transport service	4	GO TO Q56
Health or mobility issues	5	GO TO Q56
Parking problems	6	GO TO Q56
Other (please specify)	7	GO TO Q56
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q56
Refused	-99	GO TO Q56
Question not applicable	-8	GO TO Q56

---

ASK IF 1 AT Q50

**Q56** CORE SHOWCARD B Thinking about the last time you saw a GP/family doctor for your own health, to what extent do you agree or disagree with each of the following statements:

READ OUT STATEMENTS. SINGLE CODE ONLY FOR EACH

**GpKnewInfo**

**At the start of the appointment, the GP/family doctor knew all the relevant information about me and my medical history.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8

---

**GpInfoNeed**

**I, or my carer, was given all the information I needed.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8

---



**GpDigResp****I was treated with dignity and respect.**

A	Strongly agree	1	GO TO Q57
B	Tend to agree	2	GO TO Q57
C	Neither agree nor disagree	3	GO TO Q57
D	Tend to disagree	4	GO TO Q57
E	Strongly disagree	5	GO TO Q57
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q57
	Refused	-99	GO TO Q57
	Question not applicable	-8	GO TO Q57

ASK IF 1 AT Q50

**GpOverSat****Q57** CORE SHOWCARD D Overall, how satisfied or dissatisfied were you with the care you received?

SINGLE CODE ONLY

A	Very satisfied	1	GO TO Q59
B	Fairly satisfied	2	GO TO Q59
C	Neither satisfied nor dissatisfied	3	GO TO Q59
D	Fairly dissatisfied	4	GO TO Q59
E	Very dissatisfied	5	GO TO Q59
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q59
	Refused	-99	GO TO Q59
	Question not applicable	-8	GO TO Q59

ASK IF 3 AT Q50

**GpXSeeDr1, GpXSeeDr2, GpXSeeDr3, GpXSeeDr4, GpXSeeDr5, GpXSeeDr6, GpXSeeDr7, GpXSeeDr8, GpXSeeDr9, GpXSeeDr10, GpXSeeDrOth, GpXSeeDrOT, GpXSeeDrQna, GpXSeeDrSna, GpXSeeDrDk, GpXSeeDrRef****Q58** Why were you unable to see a GP/family doctor?

MULTICODE

	Long wait for appointment	1	GO TO Q59
	Appointments not available on the same day	2	GO TO Q59
	Appointments not available at convenient times (e.g. evenings / weekends)	3	GO TO Q59
	Needed to make early morning phone call to get appointment	4	GO TO Q59
	Could not book appointment with doctor of choice	5	GO TO Q59
	Difficulty getting through to make the appointment	6	GO TO Q59
	Unable to book appointment far enough in advance	7	GO TO Q59
	Reception unwilling to give appointment	8	GO TO Q59
	Unable to travel to surgery (health reason)	9	GO TO Q59
	Unable to get home visit	10	GO TO Q59
	Other (please specify)	11	GO TO Q59
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q59
	Refused	-99	GO TO Q59
	Question not applicable	-8	GO TO Q59

**TIMESTAMP**

ASK ALL

**NrsSeenNrs**

**Q59** Thinking about the last 12 months, have you seen a nurse at your GP surgery for your own health?

IF NO INTERVIEWER TO ASK: Was this because you didn't need to or because you wanted to but couldn't? SINGLE CODE ONLY

Yes	1	GO TO Q60
No - I didn't need to	2	GO TO Q68
No - I wanted to but couldn't	3	GO TO Q67
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q68
Refused	-99	GO TO Q68

---

I'm now going to ask you some questions about the last time you saw a nurse at your GP surgery about your own health.

ASK IF 1 AT Q59

**NrsAppoint**

**Q60** Did you make that appointment for yourself?

INTERVIEWER NOTE: If an appointment was made, but not by the respondent, code 'no'. SINGLE CODE ONLY

Yes	1	GO TO Q61
No	2	GO TO Q63
Don't know/can't remember (SPONTANEOUS ONLY)	-9	GO TO Q63
Refused	-99	GO TO Q63
Question not applicable	-8	GO TO Q63

---

ASK IF 1 AT Q60

**NrsAppEase**

**Q61** CORE SHOWCARD A How easy or difficult was it to get an appointment at a time that was convenient to you?

SINGLE CODE ONLY

A	Very easy	1	GO TO Q63
B	Fairly easy	2	GO TO Q63
C	Fairly difficult	3	GO TO Q62
D	Very difficult	4	GO TO Q62
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q63
	Refused	-99	GO TO Q63
	Question not applicable	-8	GO TO Q63

---

ASK IF 3 OR 4 AT Q61

**NrsAppDif1, NrsAppDif2, NrsAppDif3, NrsAppDif4, NrsAppDif5, NrsAppDif6, NrsAppDif7, NrsAppDifOth, NrsAppDifOT, NrsAppDifQna, NrsAppDifSna, NrsAppDifDk, NrsAppDifRef**

**Q62** Why would you say it was difficult to get an appointment at a time that was convenient to you?

MULTICODE

Long wait for appointment	1	GO TO Q63
Appointments not available on the same day	2	GO TO Q63
Appointments not available at convenient times (e.g. evenings / weekends)	3	GO TO Q63
Needed to make early morning phone call to get appointment	4	GO TO Q63
Difficulty getting through to make the appointment	5	GO TO Q63
Unable to book appointment far enough in advance	6	GO TO Q63
Reception made it difficult	7	GO TO Q63
Other (please specify)	8	GO TO Q63
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q63
Refused	-99	GO TO Q63
Question not applicable	-8	GO TO Q63

ASK IF 1 AT Q59

**NrsTrvEase**

**Q63** CORE SHOWCARD A How easy or difficult was it for you to get to and from your appointment with the nurse?

SINGLE CODE ONLY

A	Very easy	1	GO TO Q65
B	Fairly easy	2	GO TO Q65
C	Fairly difficult	3	GO TO Q64
D	Very difficult	4	GO TO Q64
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q65
	Refused	-99	GO TO Q65
	Question not applicable	-8	GO TO Q65

ASK IF 3 OR 4 AT Q63

**NrsTrvDif1, NrsTrvDif2, NrsTrvDif3, NrsTrvDif4, NrsTrvDif5, NrsTrvDif6, NrsTrvDifOth, NrsTrvDifOT, NrsTrvDifQna, NrsTrvDifSna, NrsTrvDifDk, NrsTrvDifRef**

**Q64** Why would you say it was difficult? Interviewer to probe: 'Any other reason?'

Interviewer to probe: 'Any other reason?'. MULTICODE

Do not drive / do not have access to car	1	GO TO Q65
Rely on friends / family	2	GO TO Q65
Distance	3	GO TO Q65
Poor public transport service	4	GO TO Q65
Health or mobility issues	5	GO TO Q65
Parking problems	6	GO TO Q65
Other (please specify)	7	GO TO Q65
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q65
Refused	-99	GO TO Q65
Question not applicable	-8	GO TO Q65

ASK IF 1 AT Q59

**Q65**

**CORE SHOWCARD B Thinking about the last time you saw a nurse at your GP surgery for your own health, to what extent do you agree or disagree with each of the following statements:**

READ OUT STATEMENTS. SINGLE CODE ONLY FOR EACH

**NrsKnewInf**

**At the start of the appointment, the nurse knew all the relevant information about me and my medical history.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8

**NrsInfNeed**

**I, or my carer, was given all the information I needed.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8

**NrsDigResp**

**I was treated with dignity and respect.**

A	Strongly agree	1	GO TO Q66
B	Tend to agree	2	GO TO Q66
C	Neither agree nor disagree	3	GO TO Q66
D	Tend to disagree	4	GO TO Q66
E	Strongly disagree	5	GO TO Q66
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q66
	Refused	-99	GO TO Q66
	Question not applicable	-8	GO TO Q66

ASK IF 1 AT Q59

**NrsOverSat**

**Q66** CORE SHOWCARD D Overall, how satisfied or dissatisfied were you with the care you received?

SINGLE CODE ONLY

A	Very satisfied	1	GO TO Q68
B	Fairly satisfied	2	GO TO Q68
C	Neither satisfied nor dissatisfied	3	GO TO Q68
D	Fairly dissatisfied	4	GO TO Q68
E	Very dissatisfied	5	GO TO Q68
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q68
	Refused	-99	GO TO Q68
	Question not applicable	-8	GO TO Q68

ASK IF 3 AT Q59

**NrsXSeeNrs1, NrsXSeeNrs2, NrsXSeeNrs3, NrsXSeeNrs4, NrsXSeeNrs5, NrsXSeeNrs6, NrsXSeeNrs7, NrsXSeeNrs8, NrsXSeeNrs9, NrsXSeeNrs10, NrsXSeeNrsOth, NrsXSeeNrsOT, NrsXSeeNrsQna, NrsXSeeNrsSna, NrsXSeeNrsDk, NrsXSeeNrsRef**

**Q67** Why were you unable to see a nurse at your GP surgery?

MULTICODE

	Long wait for appointment	1	GO TO Q68
	Appointments not available on the same day	2	GO TO Q68
	Appointments not available at convenient times (e.g. evenings / weekends)	3	GO TO Q68
	Needed to make early morning phone call to get appointment	4	GO TO Q68
	Nurse only available at certain times	5	GO TO Q68
	Difficulty getting through to make the appointment	6	GO TO Q68
	Unable to book appointment far enough in advance	7	GO TO Q68
	Reception unwilling to give appointment	8	GO TO Q68
	Unable to travel to surgery (health reason)	9	0
	Had to go to another surgery / hospital	10	GO TO Q68
	Other (please specify)	11	GO TO Q68
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q68
	Refused	-99	GO TO Q68
	Question not applicable	-8	GO TO Q68

**TIMESTAMP**

ASK ALL  
**AeAttend**

**Q68** Thinking about the last 12 months, have you attended Casualty/A&E as a patient?  
SINGLE CODE ONLY

Yes	1	GO TO Q69a
No	2	GO TO Q73
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q73
Refused	-99	GO TO Q73

ASK IF 1 AT Q68

**AeAmbul**

**Q69a** Did you travel to Casualty/A&E by ambulance?  
SINGLE CODE ONLY

Yes	1	GO TO Q69
No	2	GO TO Q69
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q69
Refused	-99	GO TO Q69

ASK IF 1 AT Q68

**AeTrvEase**

**Q69** CORE SHOWCARD A Thinking about the last time you attended Casualty/A&E as a patient, how easy or difficult was it for you to get to there?  
SINGLE CODE ONLY

A	Very easy	1	GO TO Q71
B	Fairly easy	2	GO TO Q71
C	Fairly difficult	3	GO TO Q70
D	Very difficult	4	GO TO Q70
	Don't know/Can't remember (SPONTANEOUS ONLY)	5	GO TO Q71
	Refused	-99	GO TO Q71
	Question not applicable	-8	GO TO Q71

ASK IF 3 OR 4 AT Q69

**AeTrvDif1, AeTrvDif2, AeTrvDif3, AeTrvDif4, AeTrvDif5, AeTrvDif6, AeTrvDif7, AeTrvDif8, AeTrvDifOth, AeTrvDifDk, AeTrvDifRef, AeTrvDifQna**

**Q70** Why would you say it was difficult? Interviewer to probe: 'Any other reason?'  
MULTICODE

Do not drive / do not have access to car	1	GO TO Q71
Rely on friends / family	2	GO TO Q71
Distance	3	GO TO Q71
Poor public transport service	4	GO TO Q71
Health or mobility issues	5	GO TO Q71
Parking problems	6	GO TO Q71
Difficulty getting an ambulance	7	GO TO Q71
Ambulance took a long time to arrive	8	GO TO Q71
Other (please specify)	9	GO TO Q71
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q71
Refused	-99	GO TO Q71
Question not applicable	-8	GO TO Q71

ASK IF 1 AT Q68

**Q71** CORE SHOWCARD B **Thinking about the last time you attended Casualty/A&E as a patient, to what extent do you agree or disagree with each of the following statements:**

READ OUT STATEMENTS. SINGLE CODE ONLY FOR EACH

**AeInfNeed**

**I, or my carer, was given all the information I needed.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8

**AeDigResp**

**I was treated with dignity and respect.**

A	Strongly agree	1	GO TO Q72
B	Tend to agree	2	GO TO Q72
C	Neither agree nor disagree	3	GO TO Q72
D	Tend to disagree	4	GO TO Q72
E	Strongly disagree	5	GO TO Q72
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q72
	Refused	-99	GO TO Q72
	Question not applicable	-8	GO TO Q72

ASK IF 1 AT Q68

**AeOverSat**

**Q72** CORE SHOWCARD D **Overall, how satisfied or dissatisfied were you with the care you received?**

SINGLE CODE ONLY

A	Very satisfied	1	GO TO Q73
B	Fairly satisfied	2	GO TO Q73
C	Neither satisfied nor dissatisfied	3	GO TO Q73
D	Fairly dissatisfied	4	GO TO Q73
E	Very dissatisfied	5	GO TO Q73
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q73
	Refused	-99	GO TO Q73
	Question not applicable	-8	GO TO Q73

**TIMESTAMP**

ASK ALL

**HspHadApp**

**Q73** Thinking about the last 12 months, have you had an appointment at an NHS hospital?

IF NO INTERVIEWER TO ASK: Was this because you didn't need an appointment or because you wanted one but couldn't get one? SINGLE CODE ONLY

Yes	1	GO TO Q74
No - I didn't need one	2	GO TO Q83
No - I wanted an appointment but couldn't get one	3	GO TO Q82
No - I have an appointment arranged	4	GO TO Q75
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q83
Refused	-99	GO TO Q83

I'm now going to ask you some questions about the last time you had an appointment at an NHS hospital.

ASK IF 1 AT Q73

**HspPatType**

**Q74** Was that as an outpatient, day patient or an inpatient? An outpatient is a patient at a hospital who is not admitted to a hospital bed. A day patient is admitted to a hospital bed but does not need an overnight stay. An inpatient stays at the hospital overnight. An inpatient stays at the hospital overnight.

SINGLE CODE ONLY

Outpatient	1	GO TO Q75
Day patient	2	GO TO Q75
Inpatient	3	GO TO Q75
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q75
Refused	-99	GO TO Q75
Question not applicable	-8	GO TO Q75

ASK IF 1 OR 4 AT Q73

**HspAppConv**

**Q75** [Was/Is] the date and time of your appointment convenient for you?

SINGLE CODE ONLY

Yes	1	GO TO Q77
No	2	GO TO Q76
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q77
Refused	-99	GO TO Q77
Question not applicable	-8	GO TO Q77

ASK IF 2 AT Q75

**HspAppDif1, HspAppDif2, HspAppDif3, HspAppDif4, HspAppDif5, HspAppDif6, HspAppDif7, HspAppDifOth, HspAppDifOT, HspAppDifDk, HspAppDifRef, HspAppDifQna**

**Q76** Why was the date or time of the appointment not convenient?

MULTICODE

Difficulty taking time off work / education	1	GO TO Q77
Difficulty getting to the hospital	2	GO TO Q77
Appointment time too early	3	GO TO Q77
Difficulty dealing with childcare	4	GO TO Q77
Long wait for appointment / waiting list	5	GO TO Q77
Long wait to be seen when at the appointment	6	GO TO Q77
Already had plans	7	GO TO Q77
Other (please specify)	-9	GO TO Q77
Don't know (spontaneous only)	-9	GO TO Q77
Refused	-99	GO TO Q77
Question not applicable	-8	GO TO Q77

ASK IF 1 OR 4 AT Q73

**HspAppChag**

**Q77** Did you have an opportunity to change your appointment?

SINGLE CODE ONLY



Yes	1	GO TO Q78
No	2	GO TO Q78
Don't know/Can't remember (SPONTANEOUS ONLY)	3	GO TO Q78
Refused	-99	GO TO Q78
Question not applicable	-8	GO TO Q78

ASK IF 1 AT Q73

**HspTrvEase**

**Q78** CORE SHOWCARD A **How easy or difficult was it for you to get to and from the hospital?**

SINGLE CODE ONLY

A	Very easy	1	GO TO Q80
B	Fairly easy	2	GO TO Q80
C	Fairly difficult	3	GO TO Q79
D	Very difficult	4	GO TO Q79
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q80
	Refused	-99	GO TO Q80
	Question not applicable	-8	GO TO Q80

ASK IF 3 OR 4 AT Q78

**HspTrvDif1, HspTrvDif2, HspTrvDif3, HspTrvDif4, HspTrvDif5, HspTrvDif6, HspTrvDif7, HspTrvDif8, HspTrvDifOth, HspTrvDifOT, HspTrvDifQna, HspTrvDifSna, HspTrvDifDk, HspTrvDifRef**

**Q79** **Why would you say it was difficult? Interviewer to probe: 'Any other reason?'**

MULTICODE

	Do not drive / do not have access to car	1	GO TO Q80
	Rely on friends / family	2	GO TO Q80
	Distance	3	GO TO Q80
	Poor public transport service	4	GO TO Q80
	Health or mobility issues	5	GO TO Q80
	Parking problems	6	GO TO Q80
	Difficulty getting an ambulance / patient transport service	7	GO TO Q80
	Appointment time	8	GO TO Q80
	Other (please specify)	9	GO TO Q80
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q80
	Refused	-99	GO TO Q80
	Question not applicable	-8	GO TO Q80

ASK IF 1 AT Q73

**Q80**

**CORE SHOWCARD B Thinking about the last time you had an appointment at an NHS hospital, to what extent do you agree or disagree with each of the following statements:**

READ OUT STATEMENTS. SINGLE CODE ONLY FOR EACH

**HspKnewInf**

**At the start of the appointment, the health professional knew all the relevant information about me and my medical history.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8

**HspInfNeed**

**I, or my carer, was given all the information I needed.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9
	Refused	-99
	Question not applicable	-8

**HspDigResp**

**I was treated with dignity and respect.**

A	Strongly agree	1	GO TO Q81
B	Tend to agree	2	GO TO Q81
C	Neither agree nor disagree	3	GO TO Q81
D	Tend to disagree	4	GO TO Q81
E	Strongly disagree	5	GO TO Q81
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q81
	Refused	-99	GO TO Q81
	Question not applicable	-8	GO TO Q81

ASK IF 1 AT Q73

**HspOverSat**

**Q81** CORE SHOWCARD D Overall, how satisfied or dissatisfied were you with the care you received?

SINGLE CODE ONLY

A	Very satisfied	1	GO TO Q83
B	Fairly satisfied	2	GO TO Q83
C	Neither satisfied nor dissatisfied	3	GO TO Q83
D	Fairly dissatisfied	4	GO TO Q83
E	Very dissatisfied	5	GO TO Q83
	Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO Q83
	Refused	-99	GO TO Q83
	Question not applicable	-8	GO TO Q83

---

ASK IF 3 AT Q73

**HspXApp1, HspXApp2, HspXApp3, HspXApp4, HspXApp5, HspXApp6, HspXAppOth, HspXAppOT, HspXAppQna, HspXAppSna, HspXAppDk, HspXAppRef**

**Q82** Why were you unable to have a hospital appointment?

MULTICODE

Long wait for appointment / waiting lists	1	GO TO Q83
Appointments not available at convenient times/days (e.g. evenings / weekends)	2	GO TO Q83
Difficulty getting to the hospital	3	GO TO Q83
No appointments available	4	GO TO Q83
Appointment was delayed	5	GO TO Q83
Difficulty getting referred	6	GO TO Q83
Other (please specify)	7	GO TO Q83
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q83
Refused	-99	GO TO Q83
Question not applicable	-8	GO TO Q83

---

**TIMESTAMP**

## Satisfaction With Local Authority Services

I'm now going to ask you a few questions about the services provided by [name of local authority]. [name of local authority] runs services including street lighting, road maintenance, parks and leisure facilities, housing, refuse collection, and recycling.

ASK ALL

**UaQualServ**

**Q83** CORE SHOWCARD B To what extent do you agree or disagree with the following statement: my council provides high quality services.

A	Strongly agree	1	GO TO Q84
B	Tend to agree	2	GO TO Q84
C	Neither agree nor disagree	3	GO TO Q84
D	Tend to disagree	4	GO TO Q84
E	Strongly disagree	5	GO TO Q84
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q84
	Refused	-99	GO TO Q84

**TIMESTAMP**

ASK ALL

**UaServOpen**

**Q84** What, if anything do you think should be done to improve the services provided by your council?

PLEASE SPECIFY. IF NECESSARY: 'Remember your council runs services including street lighting, road maintenance, parks and leisure facilities, housing, refuse collection, and recycling.'

	Nothing	2	GO TO Q85
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q85
	Refused	-99	GO TO Q85

**TIMESTAMP**

ASK ALL

**UaServInf1, UaServInf2, UaServInf3, UaServInf4, UaServInf5, UaServInf6, UaServInf7, UaServInf8, UaServInf9, UaServInfOth, UaServInfOT, UaServInfDk, UaServInfRef**

**Q85** SHOWCARD 11 Thinking about your council and the public services it provides, where do you get information about these services from?

MULTICODE			
A	Not obtained information	1	GO TO Q86
B	I go in person	2	GO TO Q86
C	Word of mouth/recommendation	3	GO TO Q86
D	Telephone	4	GO TO Q86
E	Letter	5	GO TO Q86
F	E-mail	6	GO TO Q86
G	The Internet / Website	7	GO TO Q86
H	Leaflet	8	GO TO Q86
I	Newspaper/local paper	9	GO TO Q86
J	Council newsletter/magazine/paper	10	GO TO Q86
K	One Stop Shop	11	GO TO Q86
L	Other (please specify)	12	GO TO Q86
	Don't know (spontaneous only)	-9	
	Refused	-99	GO TO Q86

**TIMESTAMP**

ASK ALL

**Q86** CORE SHOWCARD B I am going to read out four statements which might be used to describe things [name of local authority] does. For each of these please tell me to what extent you agree or disagree that it applies to [name of local authority].

**UaComPerf****My council is good at letting local people know how well it is performing.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

**UaPerfInfo****I would like more information on how my council is performing.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

**UaInfDecs****I can influence decisions affecting my local area.**

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
	Refused	-99

**UaMreInvol****I would like to be more involved in the decisions my council makes that affect my local area.**

A	Strongly agree	1	GO TO Q87
B	Tend to agree	2	GO TO Q87
C	Neither agree nor disagree	3	GO TO Q87
D	Tend to disagree	4	GO TO Q87
E	Strongly disagree	5	GO TO Q87
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	GO TO Q87
	Refused	-99	GO TO Q87

**TIMESTAMP**

## Welsh Government

The next section of questions is about the Welsh Government.

ASK ALL

WgOverSat

**Q87** SHOWCARD 12 For this question I'd like you to give an answer on a scale of nought to ten, where nought is 'extremely dissatisfied' and 10 is 'extremely satisfied'. Now thinking about the Welsh Government, how satisfied are you with the way it is doing its job?

SINGLE CODE ONLY

	0-10 scale		GO TO Q88
Don't know (SPONTANEOUS ONLY)		-9	GO TO Q88
	Refused	-99	GO TO Q88

ASK ALL

WgSeeHear

**Q88** SHOWCARD 13 How much would you say you've seen or heard about the work of the Welsh Government over the last 12 months?

SINGLE CODE ONLY

A	A great deal	1	SPLIT SAMPLE TO Q89/Q91/Q93
B	A fair amount	2	SPLIT SAMPLE TO Q89/Q91/Q93
C	Just a little	3	SPLIT SAMPLE TO Q89/Q91/Q93
D	Seen or heard about their work but know nothing about it	4	SPLIT SAMPLE TO Q89/Q91/Q93
E	Not seen or heard of anything about their work	5	SPLIT SAMPLE TO Q89/Q91/Q93
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	SPLIT SAMPLE TO Q89/Q91/Q93
	Refused	-99	SPLIT SAMPLE TO Q89/Q91/Q93

TIMESTAMP

## Satisfaction With Education System

ASK ALL IN SUBSAMPLE 1

The Welsh Government is interested in your views about education in Wales. When answering these questions please consider all aspects of the education system, from nursery schools through to universities as well as adult education courses. For this question I'd like you to give an answer on a scale of nought to ten, where nought is 'extremely bad' and ten is 'extremely good'.

EdOverSat

**Q89** SHOWCARD 14 Please say what you think overall about the state of education in Wales nowadays?

SINGLE CODE ONLY. REMINDER: Answer is to be given on a scale of nought to ten, where nought is 'extremely bad' and ten is 'extremely good'.

	0-10 scale		GO TO Q90
Don't know (SPONTANEOUS ONLY)	-9		GO TO Q90
	Refused	-99	GO TO Q90
	Section not applicable	-88	GO TO Q90

---

### TIMESTAMP

ASK ALL IN SUBSAMPLE 1

EdSatOpen

**Q90** What, if anything, do you think should be done to improve the education system in Wales?

PLEASE SPECIFY. IF NECESSARY: 'Remember education covers nursery schools through to universities as well as adult education courses.'

	Nothing	2	GO TO Q95
Don't know (SPONTANEOUS ONLY)	-9		GO TO Q95
	Refused	-99	GO TO Q95
	Section not applicable	-88	GO TO Q95

---

### TIMESTAMP

## Satisfaction With Health Services

ASK ALL IN SUBSAMPLE 2

The Welsh Government is interested in your views about health services in Wales. When answering these questions please think about all aspects of NHS services, from GPs to pharmacies, NHS dentists and opticians, community health services, and hospitals. For this question I'd like you to give an answer on a scale of nought to ten, where nought is 'extremely bad' and ten is 'extremely good'.

### HlthOverSat

**Q91** SHOWCARD 14 Please say what you think overall about the state of health services in Wales nowadays?

SINGLE CODE ONLY. REMINDER: Answer is to be given on a scale of nought to ten, where nought is 'extremely bad' and ten is 'extremely good'.

0-10 scale		GO TO Q92
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q92
Refused	-99	GO TO Q92
Section not applicable	-88	GO TO Q92

---

### TIMESTAMP

ASK ALL IN SUBSAMPLE 2

### HlthSatOpen

**Q92** What, if anything, do you think should be done to improve the health service in Wales?

PLEASE SPECIFY. IF NECESSARY: 'Remember health covers GPs to pharmacies, NHS dentists and opticians, community health services, and hospitals.'

Nothing	2	GO TO Q95
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q95
Refused	-99	GO TO Q95
Section not applicable	-88	GO TO Q95

---

### TIMESTAMP



## Satisfaction with Transport System

ASK ALL IN SUBSAMPLE 3

The Welsh Government is interested in your views about transport in Wales. When answering these questions please think about all aspects of transport – from roads, rail and bus services to cycling and walking. For this question I'd like you to give an answer on a scale of nought to ten, where nought is 'extremely bad' and ten is 'extremely good'.

### TransOverSat

**Q93** SHOWCARD 14 Please say what you think overall about the state of the transport system in Wales nowadays?

REMINDER: Answer is to be given on a scale of nought to ten, where nought is 'extremely bad' and ten is 'extremely good'. SINGLE CODE ONLY.

0-10 scale		GO TO Q94
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q94
Refused	-99	GO TO Q94
Section not applicable	-88	GO TO Q94

---

### TIMESTAMP

ASK ALL IN SUBSAMPLE 3

### TransSatOpen

**Q94** What, if anything, do you think should be done to improve the transport system in Wales?

PLEASE SPECIFY. IF NECESSARY: 'Remember transport covers roads, rail and bus services to cycling and walking.'

		GO TO Q95
Nothing	2	GO TO Q95
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q95
Refused	-99	GO TO Q95
Section not applicable	-88	GO TO Q95

---

### TIMESTAMP

## Demographic Questions

I am going to ask you some questions which are about YOU personally.

ASK ALL

CountBirth

**Q95** In which country were you born?

SINGLE CODE ONLY

Wales	1	GO TO Q96
England	2	GO TO Q96
Scotland	3	GO TO Q96
Northern Ireland	4	GO TO Q96
UK	5	GO TO Q96
Republic of Ireland	6	GO TO Q96
Other (please specify)	7	GO TO Q96
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q96
Refused	-99	GO TO Q96

---

## TIMESTAMP

ASK ALL

NatIdWel, NatIdEng, NatIdScot, NatIdNI, NatIdBrit, NatIdOth, NatIdOT, NatIdDk, NatIdRef

**Q96** SHOWCARD 15 How would you describe your national identity? Please choose all that apply.

MULTICODE

A	Welsh	1	GO TO Q97
B	English	2	GO TO Q97
C	Scottish	3	GO TO Q97
D	Northern Irish	4	GO TO Q97
E	British	5	GO TO Q97
F	Other please describe	6	GO TO Q97
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q97
	Refused	-99	GO TO Q97

---

ASK ALL

**Ethnicity, EthnWhOT, EthnMxOT, EthnAsOT, EthnBlkOT, EthnOthOT, EthnDk, EthnRef**

**Q97** SHOWCARD 16 **What is your ethnic group? Choose one option that best describes your ethnic group or background.**

SINGLE CODE ONLY

A	Welsh / English / Scottish / Northern Irish / British	1	GO TO Q98
B	Irish	2	GO TO Q98
C	Gypsy or Irish Traveller	3	GO TO Q98
D	Any other White background, please describe	4	GO TO Q98
E	White and Black Caribbean	5	GO TO Q98
F	White and Black African	6	GO TO Q98
G	White and Asian	7	GO TO Q98
H	Any other Mixed / multiple ethnic background, please describe	8	GO TO Q98
I	Indian	9	GO TO Q98
J	Pakistani	10	GO TO Q98
K	Bangladeshi	11	GO TO Q98
L	Chinese	12	GO TO Q98
M	Any other Asian background, please describe	13	GO TO Q98
N	African	14	GO TO Q98
O	Caribbean	15	GO TO Q98
P	Any other Black / African / Caribbean background, please describe	16	GO TO Q98
Q	Arab	17	GO TO Q98
R	Any other ethnic group, please describe	18	GO TO Q98
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q98
	Refused	-99	GO TO Q98

---

**TIMESTAMP**

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE

**SexOrient**

**Q98** SHOWCARD 17 **Which of the options on this card best describes how you think of yourself? Please just read out the letter next to the description.**

CAPI TO ONLY HAVE LETTERS FOR PRIVACY. SINGLE CODE ONLY

A	Heterosexual or straight	1	GO TO Q99
B	Gay or lesbian	2	GO TO Q99
C	Bisexual	3	GO TO Q99
D	Other	4	GO TO Q99
	Refused (SPONTANEOUS ONLY)	5	GO TO Q99
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q99
	Refused	-99	GO TO Q99

---

**TIMESTAMP**

ASK ALL

**Religion**

**Q99** SHOWCARD 18 **What is your religion?**  
SINGLE CODE ONLY

A	No religion	1	GO TO Q100
B	Christian (all denominations)	2	GO TO Q100
C	Buddhist	3	GO TO Q100
D	Hindu	4	GO TO Q100
E	Jewish	5	GO TO Q100
F	Muslim	6	GO TO Q100
G	Sikh	7	GO TO Q100
H	Any other religion, please describe	8	GO TO Q100
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q100
	Refused	-99	GO TO Q100

**TIMESTAMP**

ASK ALL

**Quals**

**Q100** SHOWCARD 19 **Please look at this card and tell me which of these qualifications you have. Please read out the letter next to the qualifications which apply.**  
INTERVIEWER NOTE: IF UK QUALIFICATION IS NOT LISTED, SELECT ITS NEAREST EQUIVALENT. IF QUALIFICATIONS GAINED OUTSIDE THE UK, SELECT 'FOREIGN QUALIFICATIONS' AND THE NEAREST UK EQUIVALENTS (IF KNOWN).  
CODE ALL THAT APPLY

A	1 - 4 O levels / CSEs / GCSEs (any grades), Entry Level, Foundation Diploma	1	GO TO Q102
B	NVQ Level 1, Foundation GNVQ, Basic Skills	2	GO TO Q102
C	5+ O levels (passes) / CSEs (grade 1) / GCSEs (grades A*- C), School Certificate, 1 A level / 2 - 3 AS levels / VCEs, Welsh Baccalaureate Intermediate Diploma	3	GO TO Q102
D	NVQ Level 2, Intermediate GNVQ, City and Guilds Craft, BTEC First / General Diploma, RSA Diploma	4	GO TO Q102
E	Apprenticeship	5	GO TO Q102
F	2+ A levels / VCEs, 4+ AS levels, Higher School Certificate, Progression / Welsh Baccalaureate Advanced Diploma	6	GO TO Q102
G	NVQ Level 3, Advanced GNVQ, City and Guilds Advanced Craft, ONC, OND, BTEC National, RSA Advanced Diploma	7	GO TO Q102
H	Degree (for example BA, BSc), Higher degree (for example MA, PhD, PGCE)	8	GO TO Q102
I	NVQ Level 4 - 5, HNC, HND, RSA Higher Diploma, BTEC Higher Level	9	GO TO Q102
J	Professional qualifications (for example teaching, nursing, accountancy)	10	GO TO Q102
K	Other vocational / work-related qualifications	11	GO TO Q102
L	Foreign qualifications	12	GO TO Q102
M	No qualifications	13	GO TO Q102
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q102
	Refused	-99	GO TO Q102

**TIMESTAMP**

ASK ALL  
EconStat

**Q102** SHOWCARD 20 In the last week (that is the 7 days ending Sunday the [date]) were you doing any of the following, even if only for one hour:

CODE ALL THAT APPLY

Working as an employee (or temporarily away)	1	GO TO Q108
On a Government sponsored training scheme (or temporarily away)	2	GO TO Q106
Self employed or freelance (or temporarily away)	3	GO TO Q108
Working unpaid for your own family's business (or temporarily away)	4	GO TO Q103
Doing any other kind of paid work	5	GO TO Q108
Not working	6	GO TO Q103
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q117
Refused	-99	GO TO Q117

---

ASK IF (4 OR 6 AT Q102) AND (NOT 1, 2, 3 OR 5 AT Q102)

LkingWk

**Q103** Thinking of the 4 weeks ending Sunday the [Reference Day], were you actively looking for any kind of paid work or for a place on a government scheme at any time in those 4 weeks?

SINGLE CODE ONLY

Yes	1	GO TO Q105
No	2	GO TO Q104
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q106
Refused	-99	GO TO Q106
Question not applicable	-8	GO TO Q106

---

ASK IF (4 OR 6 AT Q102) AND (NOT 1, 2, 3 OR 5 AT Q102) AND (2 AT Q103)

WaitJob

**Q104** Were you waiting to take up a job that you had already obtained?

SINGLE CODE ONLY

Yes	1	GO TO Q105
No	2	GO TO Q106
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q106
Refused	-99	GO TO Q106
Question not applicable	-8	GO TO Q106

---

ASK IF (4 OR 6 AT Q102) AND (NOT 1, 2, 3 OR 5 AT Q102) AND (1 AT Q103 OR 1 AT Q104)

JbStart

**Q105** If a job or place on a government scheme had been available in the week ending Sunday the [date], would you have been able to start within 2 weeks?

SINGLE CODE ONLY

Yes	1	GO TO Q106
No	2	GO TO Q106
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q106
Refused	-99	GO TO Q106
Question not applicable	-8	GO TO Q106

---

ASK IF (2, 4 OR 6 AT Q102) AND (NOT 1, 3 OR 5 AT Q102)

**PaidJob**

**Q106** Have you ever had a paid job, apart from casual or holiday work?  
SINGLE CODE ONLY

Yes	1	GO TO Q107
No	2	GO TO Q117
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q117
Refused	-99	GO TO Q117
Question not applicable	-8	GO TO Q117

ASK IF 1 AT Q106

**PaidJobTm**

**Q107** SHOWCARD 21 How long ago did you last have a paid job?  
SINGLE CODE ONLY

A	Within past 12 months	1	GO TO Q108
B	1 year, less than 5 years	2	GO TO Q108
C	5 years, less than 10 years	3	GO TO Q108
D	10 years or more	4	GO TO Q108
E	Can't say	5	GO TO Q108
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q108
	Refused	-99	GO TO Q108
	Question not applicable	-8	GO TO Q108

**TIMESTAMP**

ASK IF (1, 3 OR 5 AT Q102) OR (1 AT Q106)

**Q108** What did the firm/ organisation you worked for mainly make or do (at the place where you worked)?

DESCRIBE FULLY - PROBE MANUFACTURING OR PROCESSING OR DISTRIBUTING ETC, AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE OR RETAIL ETC, IT SHOULD BE NOTED THAT INFORMATION ON INDUSTRY IS NECESSARY TO DISTINGUISH BETWEEN SOME OCCUPATIONS AT THE DETAILED LEVEL.

SPACE TO WRITE ANSWER

GO TO Q109

ASK IF (1, 3 OR 5 AT Q102) OR (1 AT Q106)

**Q109** What was your (main) job? Interviewer Instruction: If respondent was working last Sunday add, "in the week ending Sunday the XX?"

SPACE TO WRITE ANSWER

GO TO Q110

ASK IF (1, 3 OR 5 AT Q102) OR (1 AT Q106)

**Q110** What did you mainly do in your job?

CHECK SPECIAL QUALIFICATIONS/TRAINING NEEDED TO DO THE JOB

SPACE TO WRITE ANSWER

GO TO Q111

ASK IF (1, 3 OR 5 AT Q102) OR (1 AT Q106)

**Employstat**

**Q111** Were you working as an employee or were you self-employed?

THE DIVISION BETWEEN EMPLOYEES AND SELF-EMPLOYED IS BASED ON RESPONDENTS' OWN ASSESSMENT OF THEIR EMPLOYMENT STATUS IN THEIR MAIN JOB.

Employee	1	GO TO Q112
Self-employed	2	GO TO Q114
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q116
Refused	-99	GO TO Q116
Question not applicable	-8	GO TO Q116

ASK IF 1 AT Q111

**FormResp**

**Q112** In your job, did you have formal responsibility for supervising the work of other employees?

DO NOT INCLUDE PEOPLE WHO ONLY SUPERVISE: CHILDREN (E.G. TEACHERS, NANNIES, CHILDMINDERS); ANIMALS; OR BUILDINGS, (E.G. CARETAKERS, SECURITY GUARDS)

Yes	1	GO TO Q113
No	2	GO TO Q113
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q113
Refused	-99	GO TO Q113
Question not applicable	-8	GO TO Q113

ASK IF 1 AT Q111

**NumEmpld**

**Q113** How many people worked for your employer at the place where you worked?

Were there...

1 to 24	1	
25 to 499	2	IF 1, 3 OR 5 AT
or 500 or more employees	3	Q102 GO TO
Don't know (SPONTANEOUS ONLY)	-9	Q116, ELSE GO
Refused	-99	TO Q117
Question not applicable	-8	

ASK IF 2 AT Q111

**Employees**

**Q114** Were you working on your own or did you have employees?

ASK OR RECORD

On own/with partner(s) but no employees	1	IF 1, 3 OR 5 AT
		Q102 GO TO
		Q116, ELSE GO
		TO Q117
With employees	2	GO TO Q115
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q116
Refused	-99	GO TO Q116
Question not applicable	-8	GO TO Q116

ASK IF 2 AT Q114

**NumEmpees**

**Q115** How many people did you employ at the place where you worked?

Were there...

1 to 24	1	IF 1, 3 OR 5 AT
25 to 499	2	Q102 GO TO
or 500 or more employees	3	Q116, ELSE GO
		TO Q117
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q116
Refused	-99	GO TO Q116
Question not applicable	-8	GO TO Q116

---

ASK IF 1, 3 OR 5 AT Q102

**WkingEdu**

**Q116** People who are working can also be full-time students. May I check, at present are you enrolled on any full-time education course?

SINGLE CODE ONLY

Yes	1	GO TO Q117
No	2	GO TO Q117
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q117
Refused	-99	GO TO Q117
Question not applicable	-8	GO TO Q117

---

**TIMESTAMP**



## Financial Inclusion

The next couple of questions I'm going to ask are about finances.

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE

### FinBilCred

**Q117** SHOWCARD 22 Which one of the statements on this card best describes how well you are keeping up with your bills and credit commitments at the moment? Please just read out the letter that applies.

CAPI TO ONLY HAVE LETTERS FOR PRIVACY. SINGLE CODE ONLY

A	Keeping up with all bills and commitments without any difficulties	1	GO TO Q118
B	Keeping up with all bills and commitments but it is a struggle from time to time	2	GO TO Q118
C	Keeping up with all bills and commitments but it is a constant struggle	3	GO TO Q118
D	Falling behind with some bills or credit commitments	4	GO TO Q118
E	Having real financial problems and have fallen behind with many bills or credit commitments	5	GO TO Q118
F	Have no bills	6	GO TO Q118
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q118
	Refused	-99	GO TO Q118

ASK ALL EXCEPT THOSE USING OTHER LANGUAGE

### FinDebtAdv

**Q118** In the last 12 months have you used the services of any organisation which provides advice and support for people having problems with debt?

SINGLE CODE ONLY

Yes	1	GO TO Q119
No	2	GO TO Q119
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q119
Refused	-99	GO TO Q119

**TIMESTAMP**

## Internet Use

I'd now like to ask you a few questions about using the internet.

ASK ALL

**IntHhHave**

**Q119** [Do you/Does your household] have access to the internet at home?

SINGLE CODE ONLY

Yes	1	GO TO Q120
No	2	GO TO Q120
Don't know	-9	GO TO Q120
Refused	-99	GO TO Q120

### TIMESTAMP

ASK ALL

**IntPersUse**

**Q120** Do you personally use the internet at home, work or elsewhere?

SINGLE CODE ONLY

Yes	1	GO TO Q123
No	2	GO TO Q121
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q128
Refused	-99	GO TO Q128

### TIMESTAMP

ASK IF 2 AT Q120

**IntEverUse**

**Q121** Have you ever used the internet anywhere in the past?

SINGLE CODE ONLY

Yes	1	GO TO Q122
No	2	GO TO Q122
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q122
Refused	-99	GO TO Q122
Question not applicable	-8	GO TO Q122

### TIMESTAMP

ASK IF 2 AT Q120

**IntXUse1, IntXUse2, IntXUse3, IntXUse4, IntXUse5, IntXUse6, IntXUse7, IntXUseOth, IntXUseOT, IntXUseQna, IntXUseDk, IntXUseRef**

**Q122** Why don't you currently use the internet? Interviewer Instruction: If respondent states that they haven't got a computer or internet access, probe for reason.

MULTICODE

Don't want to use the internet	1	
Don't need to use the internet	2	
Equipment cost is too high	3	
Access cost is too high	4	IF 1 AT Q121 GO TO Q123, ELSE GO TO Q128
Lack of skills	5	
Privacy/security concerns	6	
Health problems make it difficult	7	
Other (please specify)	8	
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q128
Refused	-99	GO TO Q128
Question not applicable	-8	GO TO Q128

### TIMESTAMP

ASK IF 1 AT Q120 OR 1 AT Q121

**IntUse1, IntUse2, IntUse3, IntUse4, IntUse5, IntUseOth, IntUseOT, IntUseQna, IntUseDk, IntUseRef**

**Q123** SHOWCARD 23 Thinking about the last three months, in which, if any, of these places have you used the internet?

MULTICODE			
A	At your home	1	GO TO Q124
B	At another person's home	2	GO TO Q124
C	At place of work (other than home)	3	GO TO Q124
D	At place of education (other than home)	4	GO TO Q124
E	In another public place e.g. library, community centre, internet café	5	GO TO Q124
F	At other places (please specify)	6	GO TO Q124
G	Not used the internet in the last 3 months	7	GO TO Q124
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q124
	Refused	-99	GO TO Q124
	Question not applicable	-8	GO TO Q124

**TIMESTAMP**

ASK IF 1 AT Q120 OR 1 AT Q121

IntDev1, IntDev2, IntDev3, IntDev4, IntDev5, IntDev6, IntDev7, IntDevOth, IntDevOT, IntDevQna, IntDevDk, IntDevRef

**Q124** SHOWCARD 24 Which of these [have you used/do you use] to access the internet?

MULTICODE			
A	Desktop computer	1	GO TO Q125
B	Laptop at home or in work	2	GO TO Q125
C	Laptop away from home or work	3	GO TO Q125
D	Mobile phone or smartphone	4	GO TO Q125
E	Handheld computer (e.g. tablet, iPad, palmtop)	5	GO TO Q125
F	Games console	6	GO TO Q125
G	Digital TV	7	GO TO Q125
H	Other (please specify)	8	GO TO Q125
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q125
	Refused	-99	GO TO Q125
	Question not applicable	-8	GO TO Q125

**TIMESTAMP**

ASK IF 1 AT Q120 OR 1 AT Q121

**IntAct1, IntAct2, IntAct3, IntAct4, IntAct5, IntAct6, IntAct7, IntAct8, IntAct9, IntAct10, IntAct11, IntAct12, IntAct13, IntAct14, IntActQna, IntActDk, IntActRef**

**Q125** SHOWCARD 25 Which of these activities have you used the Internet for?

MULTICODE			
A	E-mail	1	GO TO Q126
B	Telephoning over the internet / video conferencing	2	GO TO Q126
C	Chat rooms, message boards, social networking sites (e.g. Facebook or Twitter) or blogging	3	GO TO Q126
D	Finding information about health, government or public services	4	GO TO Q126
E	Finding information related to schoolwork or an education course	5	GO TO Q126
F	Finding information about other goods or services (including holidays, flights, houses)	6	GO TO Q126
G	Listening to the radio or watching TV programmes	7	GO TO Q126
H	Playing or downloading music, games, books or other software	8	GO TO Q126
I	Reading or downloading on-line news (including newspapers or sports news)	9	GO TO Q126
J	Buying or ordering tickets, goods or services (excluding shares and financial services)	10	GO TO Q126
K	Personal banking, financial and investment activities	11	GO TO Q126
L	Selling goods or services (e.g. through on-line auctions)	12	GO TO Q126
M	Looking for jobs or work	13	GO TO Q126
N	General browsing	14	GO TO Q126
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q126
	Refused	-99	GO TO Q126
	Question not applicable	-8	GO TO Q126

**TIMESTAMP**

## Public Service Communications

ASK IF 1 AT Q120 OR 1 AT Q121

### IntGovWeb

**Q126** SHOWCARD 26 On this card are examples of government websites or websites of public services. Have you visited any of these or similar websites for personal purposes in the last 12 months?

Yes	1	GO TO Q128
No	2	GO TO Q127
Don't know/ Can't remember (SPONTANEOUS ONLY)	3	GO TO Q128
Refused	-99	GO TO Q128
Question not applicable	-8	GO TO Q128

Welsh Government  
 National Assembly for Wales  
 NHS Direct Wales  
 HM Revenue and Customs  
 Met Office  
 Local Authority/Council websites  
 Job Centre Plus/Careers Wales  
 Directgov  
 DVLA (Driver and Vehicle Licensing Agency)  
 Traveline Cymru/ Transport Wales  
 School/College websites  
 Visit Wales/ local tourism sites

### TIMESTAMP

ASK IF 2 AT Q126

### IntXGovWeb

**Q127** SHOWCARD 27 Which of these reasons best explains why you have not visited these types of websites in the last 12 months?

SINGLE CODE ONLY

A	Concerned about personal details being shared between government departments	1	GO TO Q128
B	Concerned about identity theft	2	GO TO Q128
C	Online services are difficult to use	3	GO TO Q128
D	No benefits over the way I currently deal with government	4	GO TO Q128
E	Difficult to find the government services I need online	5	GO TO Q128
F	Inconvenient to register for online services	6	GO TO Q128
G	Services relevant to me are not available online	7	GO TO Q128
H	Online services only provide information	8	GO TO Q128
I	No need	9	GO TO Q128
J	I prefer to access government services in other ways (e.g. by telephone or in person)	10	GO TO Q128
K	Other (please specify)	11	GO TO Q128
L	Not used the internet in the last 12 months	12	GO TO Q128
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q128
	Refused	-99	GO TO Q128
	Question not applicable	-8	GO TO Q128

### TIMESTAMP

ASK ALL

UaSerDeal1, UaSerDeal2, UaSerDeal3, UaSerDeal4, UaSerDeal5, UaSerDeal6, UaSerDeal7,  
 UaSerDeal8, UaSerDeal9, UaSerDeal10, UaSerDealOth, UaSerDealOT, UaSerDealDk,  
 UaSerDealRef

**Q128** SHOWCARD 28 If you wanted to contact or use public services for personal purposes, in which of these ways would you prefer to do this, assuming all the ways were available to you?

MULTICODE			
A	By telephone	1	GO TO Q129
B	By post	2	GO TO Q129
C	By e-mail	3	GO TO Q129
D	In-person visit to the office	4	GO TO Q129
E	Visiting the Post Office	5	GO TO Q129
F	Computerised information point or kiosk in a public place	6	GO TO Q129
G	Interactive television in your home	7	GO TO Q129
H	Internet at home	8	GO TO Q129
I	Internet elsewhere (e.g. in a library or at work)	9	GO TO Q129
J	Text messaging on a mobile phone or using the Internet through your mobile phone	10	GO TO Q129
K	Other (please specify)	11	GO TO Q129
	Don't know (SPONTANEOUS ONLY)	-9	GO TO Q129
	Refused	-99	GO TO Q129

**TIMESTAMP**

## Recontact and Linkage

ASK ALL

**Q129** The Welsh Government, or a research company employed by them, may invite you to take part in further research based on some of the responses you have given today. This could be face-to-face, by telephone or as part of a focus group. This would involve [TNS-BMRB / BEAUFORT RESEARCH] passing your details to the Welsh Government together with your responses to the survey. If you are re-contacted, there will be no obligation to take part. Would you be willing to be re-contacted?

Yes	1	GO TO Q130
No	2	GO TO Q130
Refused	-99	GO TO Q130

---

### TIMESTAMP

ASK ALL

**Q130** There is ANOTHER way you can help us that would make your survey answers even more useful. The Welsh Government would like to be able to link your survey answers to information that the NHS and other public organisations hold about you. For example - your GP, hospital and education records.

Your information will only be used for research purposes and your personal details will be kept completely confidential. If you don't want us to link your data, that's absolutely fine, your survey answers will still be valuable without being linked to other records.

INTERVIEWER TO SHOW RESPONDENT DATA LINKAGE SHOWCARD

Please take a look at this card – this will explain what the Welsh Government are asking. Please take your time to read this and ask me any questions you have.

IF REQUIRED, PLEASE GIVE THE RESPONDENT ADDITIONAL INFORMATION AS DETAILED ON THE FLOWCHART AND LEAFLET TO HELP THEM UNDERSTAND THE REQUEST. ENSURE THAT THE RESPONDENT UNDERSTANDS THE REQUEST SO THAT THEIR CONSENT IS GIVEN.

Do you agree for us to link your survey answers with other information held about you?

Yes	1	GO TO Q131
No	2	END OF SURVEY
Don't Know	-9	GO TO Q131
Refused	-99	GO TO Q131

---

### TIMESTAMP

ASK IF 1 AT Q130

**Q131** Thank you for agreeing. To help us do this, can you please give me your full name?

CHECK AGAINST NAME ENTERED BELOW AND REVISE IF NECESSARY.

Enter Name		GO TO Q131
Refused	-99	END OF SURVEY

ASK IF DOB GIVEN

**Q132** Can I just confirm that your date of birth is [DD/MM/YYYY]?

Yes	1	GO TO Q134
No	2	GO TO Q133
Refused	-99	END OF SURVEY

---

ASK IF DOB NOT GIVEN

**Q133** What is your date of birth?

Refused	-99	END OF SURVEY
---------	-----	---------------

---

**TIMESTAMP**

ASK IF 1 AT Q132 OR DOB GIVEN AT Q133

**Q134** Thank you for agreeing.

INTERVIEWER TO HAND RESPONDENT DATA LINKAGE LEAFLET. Here's a leaflet to give you more information about linking your data. It also tells you what to do if you change your mind after I have left.



## Interviewer Check Information

(This information is collected to enable the research company to contact the respondent to validate the responses recorded by the interviewer)

**classIntro**

**I just need to finish by confirming a few details with you. This is in case we need to get in touch to check any of the questions I have recorded.**

ASK ALL

**namePage**

**First could you tell me your name please?**  
MAKE SURE FULL NAME IS ENTERED HERE.  
CONFIRM/ENTER NAME [WILL BE PRE-POPULATED BASED ON EARLIER RESPONSE].

ASK ALL

**addPage1**

**Now enter respondents FULL ADDRESS.**  
ENTER ADDRESS [WILL BE PRE-POPULATED BASED ON THE SAMPLE].

ASK ALL

**FTELEPH**

**And what is your telephone number please?**  
ENTER RESPONDENTS (MAIN) HOME TELEPHONE NUMBER IN FULL, STARTING WITH THE EXCHANGE NUMBER. USE NUMBERS ONLY. DO NOT USE THE EXCHANGE NAME. E.G. TYPE 01603457272 NOT GREENOCK 457272. DO NOT TYPE ANY SPACES OR DASHES. PLEASE REMEMBER TO TYPE IN THE NUMBER DIRECTLY AND IN FULL.  
ENTER NUMBER  
NUMBER NOT GIVEN | 2

ASK ALL

**decPage**

**THANK RESPONDENT AND CLOSE. I would just like to confirm that my name is [NAME] working for [Kantar Operations on behalf of TNS-BMRB / Beaufort Research]. All your replies will be treated in the strictest confidence.**

INTERVIEWER:

Signify that this interview is a true record and has been conducted within the Market Research Society Code of Conduct by typing in your interviewer number below.

YOU MUST ENTER YOUR FULL INTERVIEWER NUMBER AT THIS QUESTION (EVEN IF YOU HAVE TAKEN OVER SOMEONE ELSE'S ASSIGNMENT)

ENTER NUMBER  
RE-ENTER NUMBER

ASK ALL

Tips ENTER ANY RELEVANT NOTES BELOW

**END OF SURVEY**