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National Survey for Wales 2020-21 Technical Report

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National Survey for Wales 2020-21
Technical Report

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Views expressed in this report are those of the authors and not necessarily those of the Welsh Government

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Glossary

Term	Definition
Blaise	Statistics Netherland Blaise Enterprise 4.8
CATI	Computer assisted telephone interviewing
IM	Interviewer manager
LA	Local authority
National Survey	National Survey for Wales
ONS	Office for National Statistics
PAF	Royal Mail Postcode Address File
SIM	Survey Instruction Manual
SPSS	Statistical Package for the Social Science – IBM SPSS Statistics
WG	Welsh Government
WIMD	Welsh Index of Multiple Deprivation

1. Introduction and survey overview

- 1.1 The National Survey is a survey commissioned by the Welsh Government (WG) that has been carried out by the Office for National Statistics (ONS) since 2016. Since 2016 the National Survey has incorporated survey questions from three of WG's sponsored bodies (Natural Resources Wales, Sport Wales, Arts Council of Wales).

Overview of the 2020-21 National Survey

- 1.2 The National Survey had previously been conducted face-to-face with people aged 16 and over based on a randomly selected sample of residential addresses across Wales. Due to the coronavirus (COVID-19) pandemic there were changes to the sample, mode of collection, questionnaire content, data deliveries and results publications.
- 1.3 The fifth year of the National Survey, carried out by the Office for National Statistics (ONS), ran from 25 April 2020 to 31 March 2021, with collection starting later than usual due to the changes that needed to be implemented.
- 1.4 The survey mode changed from face-to-face collection to computer assisted telephone interviewing (CATI).
- 1.5 With uncertainties surrounding the response rates of a new telephone mode and effects of the coronavirus (COVID-19) pandemic, the sample for May (including the final week of April) to December 2020 was drawn from respondents who had previously completed the National Survey and said they would be willing to be re-contacted to take part in further research ("recontacts"). For January to March 2021 the sample reverted to the usual sample design, a randomly selected sample of residential addresses across Wales drawn from the Royal Mail Postcode Address File (PAF).
- 1.6 An online portal was used to obtain a telephone number for the January to March 2021 sampled addresses. The telephone number could also be provided via the telephone enquiry line or by email.
- 1.7 Knock to Nudge (KtN), visits to sampled addresses in order to secure a telephone interview at a later date, was introduced in January 2021 where a

telephone number had not been obtained or contact could not be made by telephone.

- 1.8 Telephone interviews were carried out by ONS Field interviewers.
- 1.9 The survey was adapted for telephone interviewing, with many modules removed and the remaining modules made more suitable for administering by telephone. Some questions and/or responses were adapted or added in relation to the coronavirus (COVID-19) pandemic.
- 1.10 The survey started in May 2020 with 21 topics. These topics included:
 - Smoking
 - Internet use and skills
 - Primary and secondary schools
 - Climate emergency views
 - Flood risk
 - Community cohesion and community safety
 - Wellbeing and loneliness
 - GP appointments
 - Social care services
 - Economic status, current work and fair work
 - Tenure
 - Universal credit
 - Finances
 - Food poverty
 - Armed forces
- 1.11 Changes were made to the modules included, as well as individual questions within modules in response to issues that arose during the year. The questionnaire changed on a monthly basis from May to September, then a quarterly survey was run for quarter 3 (October to December 2020) and quarter 4 (January to March 2021).
- 1.12 Between May and December 2020, the survey content ranged between 21 and 24 topics. The content for the January to March 2021 questionnaire

- increased to 46 topics, with the survey split into two sections, and respondents given the option to complete the interview in two parts.
- 1.13 Details about the modules included in the monthly and then quarterly questionnaires are published on the [WG website](#).
 - 1.14 For May to December 2020, the average (mean) duration of the telephone interview was 18.8 minutes (median 17.9 minutes). For January to March 2021, the average (mean) telephone interview length was 43.6 minutes (median 41.6 minutes).
 - 1.15 From May to December 2020 respondents received a £10 shopping voucher as a 'thank you' for taking part in the survey. The incentive was increased to £15 from January 2021.
 - 1.16 The survey questionnaire and all supporting materials were available as standard in both Welsh and English (pilot and mainstage survey).
 - 1.17 In total, the issued sample size for 2020-21 was 27,884. This was comprised of 18,569 recontacts for May to December 2020 and 9,315 PAF addresses issued for January to March 2021.
 - 1.18 In total, 15,799 telephone (full and partial) interviews took place, giving a response rate of 58.4%. The number of interviews achieved in each LA between May 2020 and March 2021 ranged from 370 in Merthyr Tydfil to 1,755 in Powys. The number of interviews per month was above the target of 1,000 for every month.

Structure of the report

- 1.19 This report is intended to provide a clear and accessible description of the approach taken to collecting and processing the data.
- 1.20 Following this introductory chapter, this report is divided into a further five chapters:
 - Chapter 2 ('Sampling') describes the process of selecting addresses for the survey.

- Chapter 3 ('Questionnaire content and development') looks at both the process of developing questions for topic areas to include in the survey, and the development and testing that was conducted on the survey questionnaire and its computer implementation.
- Chapter 4 ('Fieldwork') covers the process of preparing interviewers for fieldwork, fieldwork procedures, interview numbers, response rates, and interview timings.
- Chapter 5 ('Data processing and output') gives an overview of the process of how the datasets were prepared and finalised.
- Chapter 6 ('Weighting and non-response') describes the weighting process.

2. Sampling

Sample design May to December 2020

- 2.1 The National Survey is designed to be representative of all adults aged 16 or over living in private households in Wales. Prior to the coronavirus (COVID-19) pandemic, the annual sample was therefore set up as a stratified, single-stage random selection of addresses across Wales.
- 2.2 With uncertainties surrounding the response rates of a new telephone mode and effects of the coronavirus pandemic, the sample for 2020-21 was different from previous years. Much of the 2020-21 sample (May to December 2020) was drawn from respondents who had previously completed the National Survey and said they would be willing to be re-contacted to take part in further research ("recontacts"). Table 2.1 details which previous National Survey years and months were used for the May to December 2020 recontact sample.

Table 2.1 Previous National Survey years and months used for May to December 2020 sample

May 2020 sample	June 2020 sample	July 2020 sample	August 2020 sample	Sept 2020 sample	Oct to Dec 2020 sample
Recontacts from July to Dec 2019	50% of recontacts from April to June 2019, 50% of recontacts from Jan to March 2020	Other 50% of recontacts from April to June 2019, other 50% of recontacts from Jan to March 2020	Recontacts from Jan to March 2019	75% of recontacts from Sept to Dec 2018	Recontacts from Oct 2017 to Dec 2018

- 2.3 Due to the uncertainties around the expected response rate, a larger sample than usual was used for the first month of the 2020-21 survey (May 2020). The issued sample for May was all 4,252 respondents who took part in the face-to-face National Survey between July and December 2019 and agreed to be recontacted for future research. The achieved response rate for May 2020 was around three times what had been expected based on previous telephone recontact surveys, so the issued sample size for the subsequent months was reduced.
- 2.4 The issued sample for June (1,931 people) was comprised of half the respondents who were interviewed in the face-to-face National Survey between April to June 2019 and half of those interviewed between January to March 2020, and who agreed to be recontacted for future research.
- 2.5 The issued sample for July (1,913 people) was comprised of the other half of the respondents who were interviewed in the face-to-face National Survey between April to June 2019 and the other half of those interviewed between January to March 2020, and who agreed to be recontacted for future research.
- 2.6 The issued sample for August was all 1,932 respondents who took part in the National Survey from January to March 2019 and agreed to be recontacted for future research.

- 2.7 The issued sample for September (1,991 people) was 75% of the respondents who took part in the National Survey from September to December 2018 and agreed to be recontacted for future research.
- 2.8 The issued sample for October to December consisted of 6,550 respondents who took part in the National Survey from October 2017 to December 2018 and agreed to be recontacted for future research. The issued sample size for October was 1,971, 1,819 for November and 2,760 for December.

Sample design January to March 2021

- 2.9 For January to March 2021 the sample changed from using recontacts from previous National Surveys and reverted to the usual sample design. Prior to the start of the 2020-21 survey, a sample for the full 2020-21 survey year had been drawn, as usual, from the Royal Mail Small Users Postcode Address File (PAF)¹, whereby all residential addresses and types of dwellings were included in the sample selection process as long as they are listed as individual addresses². If included as individual addresses on the PAF, residential park homes and other dwellings were included in the sampling frame.
- 2.10 To select addresses for inclusion in the survey, the PAF was ordered by postcode and a systematic sample³ of addresses was selected from each LA using the target sample size in each LA. Addresses sampled within the last four years for any ONS social survey or for part of the 2016-17, 2017-18 or 2018-19 National Survey were excluded using the ONS Social Survey Used Address File, a list of addresses sampled for social surveys that are run by the ONS.⁴
- 2.11 Sampled addresses were then geographically clustered quarterly to ensure fieldwork was allocated effectively.

¹ More information on PAF licensing Centre can be found at the [Royal Mail website](#).

² Residential addresses means private households across Wales. It excludes institutional accommodation (e.g. care homes, halls of residence, prisons, hotels and B&Bs, and army bases). People in institutional accommodation are typically not included in social surveys.

³ Addresses are ordered by postcode, followed by randomly choosing a starting point in this list and subsequently selecting every nth address (depending on the required proportion within each LA).

⁴ The exact period for which addresses are excluded from re-selection varies from survey to survey.

- 2.12 The sample was stratified by LA using an allocation designed to ensure a minimum effective sample size was achieved in each LA, based on the estimated response rate, in order to provide sufficiently precise estimates at local health board level⁵. The minimum effective sample size was 250 in each LA apart from the following LAs: Powys (800) Merthyr Tydfil (350) Ceredigion, Isle of Anglesey and Flintshire (300 each). Population density and size at LA level were taken into consideration when drawing the sample, but some areas (e.g. small LAs) were oversampled in order to achieve samples large enough to ensure robust estimates.
- 2.13 A reserve sample, of the same size as the main sample, was also selected using the sample methodology, but was not used.
- 2.14 The sample was initially allocated using a proportionate allocation, meaning that the sample size in each LA is proportional to size based on the number of addresses in that LA. To ensure the minimum effective sample size in each LA, the allocation was then modified as follows:
- a) LAs where the minimum effective sample size was not likely to be achieved were identified.
 - b) In those LAs, the sample size was set to this minimum and the rest of the sample was allocated with probability proportional to size.
 - c) Steps (a) and (b) were conducted iteratively until the minimum effective sample size was achieved for all LAs.
- 2.15 The January, February and March samples drawn from the PAF were used for quarter 4, however the sample size needed was larger than that already selected for these months. The January and February samples were boosted using the sample that had been drawn for December 2020. The March sample was boosted using half of the sample that had been drawn for

⁵ The complex nature of the sample design must be taken into account when computing the potential range of sampling errors. The impact of the design is often represented by the 'design effect' statistic. For example, a design effect of 1.3 indicates that the actual sample size should be divided by 1.3 to obtain the statistically effective sample size. The statistically effective sample size is the equivalent simple random sample size that would yield the same magnitude of sampling errors. The design effect varies for each measure in the survey.

November 2020. In total the quarter 4 sample consisted of 9,315 addresses, 3,021 addresses for January, 3,018 for February and 3,276 for March.

2.16 Table 2.2 provides the issued sample sizes by LA for the survey months, monthly for May to September, and then quarterly (October to December and January to March) to align with the data deliveries.

Table 2.2: Issued sample size by local authority

Local Authority	May	June	July	Aug	Sept	Oct- Dec	Jan- Mar	Total
Blaenau Gwent	154	79	61	55	77	191	285	902
Bridgend	146	112	45	74	61	235	352	1,025
Caerphilly	179	71	88	94	141	328	429	1,330
Cardiff	277	135	175	142	184	523	881	2,317
Carmarthenshire	233	137	36	103	128	290	479	1,406
Ceredigion	149	40	70	53	82	175	285	854
Conwy	123	51	82	64	86	234	349	989
Denbighshire	158	22	117	49	24	220	261	851
Flintshire	208	102	81	65	67	303	375	1,201
Gwynedd	188	82	92	86	70	227	439	1,184
Isle of Anglesey	83	42	55	56	21	223	315	795
Merthyr Tydfil	136	61	40	52	43	115	287	734
Monmouthshire	132	50	76	80	97	249	278	962
Neath Port Talbot	196	98	66	76	36	279	414	1,165
Newport	147	105	65	84	101	296	352	1,150
Pembrokeshire	203	111	46	95	44	345	362	1,206
Powys	437	172	214	223	183	861	966	3,056
Rhondda Cynon Taf	304	80	192	104	145	348	636	1,809
Swansea	362	195	121	152	207	335	626	1,998
Torfaen	113	62	60	76	46	274	259	890
Vale of Glamorgan	150	68	44	76	78	272	329	1,017
Wrexham	174	56	87	73	70	227	356	1,043
Total (National)	4,252	1,931	1,913	1,932	1,991	6,550	9,315	27,884

Sample batching and allocation

2.17 For the recontacts sample, the quotas (address clusters) had previously been allocated (when the addresses were first sampled for the survey), so these

quotas remained unchanged. To differentiate the quotas from existing and previous quotas they were renumbered sequentially.

- 2.18 For the sample drawn from the PAF, this was divided into quotas (address clusters) and then allocated to months. The quotas were allocated based on their average WIMD⁶ score, ensuring that there was a mixture of high, low and medium scoring quotas within each quarter for each LA. It was deemed that the spread across LAs and WIMD scores would ensure that the quarterly sample is representative of the population. As not all areas are covered in each quarter, the quarterly sample is clustered.
- 2.19 The quotas were allocated by Interviewer Managers (IMs) to Field Interviewers who would then work to achieve response from these issued addresses across the month.
- 2.20 An average quota for May to December 2020 contained 22 cases. For quarter 4 the size of the quotas varied more, as the sample was boosted by differing amounts across quotas, resulting in quotas ranging from 3 to 39 cases.

Selection of dwelling units, households and individuals

- 2.21 For May to December 2020 the interviewer did not need to select an individual from a household to complete the survey because one adult (aged 16 and over) had previously been randomly selected to complete the survey. At the beginning of the interview the respondent's name and address were checked to ensure they were the correct person. If the respondent had moved house, the interview was still conducted if they still lived in Wales.
- 2.22 For January to March 2021, in circumstances where an interviewer found more than one household (e.g. two or more bedsits) at a sampled address, a household was randomly selected using a Kish Grid⁷ (Appendix A).

⁶ Welsh Index of Multiple Deprivation

⁷ A Kish Grid is a table of random numbers used in the process of randomly selecting residential units within a dwelling, see Appendix A.

- 2.23 If there was more than one person aged 16 and over resident at the address a respondent was randomly selected using the next birthday method. This method was introduced in January 2021; the recontact respondents for May to December 2020 had originally been selected using a Kish grid where more than one adult lived at the sampled household. The next birthday method is simpler to apply than a Kish grid; it is brief and less intrusive as it asks for less personal information about the household before the selected respondent has agreed to take part. It is therefore easier to carry out over the telephone. It is less effort for the household member and for the interviewer, making it quicker and easier to apply. Additionally, 90% of households are made up of 3 people or less, so it is likely that most people will know the birthdays of everyone else in the household. The next birthday method still ensures a representative sample by generating a random selection.
- 2.24 The next birthday method was adopted to make the process as straightforward as possible for respondents, to maximise response rates while still maintaining a random sample.
- 2.25 If the household member who the interviewer is talking to does not know the birthdays of everyone in the household, they were asked “out of the birthdays you know, who has the next birthday?”

3. Questionnaire content and development

Overview of the questionnaire

- 3.1 Due to the coronavirus (COVID-19) pandemic there were changes to the mode of collection, from face-to-face to telephone collection, and changes to the survey content for 2020-21.
- 3.2 A small scale pilot was run on the 2020-21 face-to-face questionnaire in January 2020, however this was conducted before the significant upheaval and subsequent questionnaire changes made due to the pandemic. A new telephone questionnaire was developed during the end of March and into April 2020. This version was not piloted due to time constraints.

Questionnaire content, development and changes

- 3.3 The 2020-21 pilot questionnaire formed the basis of the monthly and quarterly questionnaires that were carried out in 2020-21. The 2020-21 pilot questionnaire content was developed by WG and the three sponsored bodies. An annual questionnaire review and stakeholder consultation was carried out by WG to establish new policy needs and to determine the questionnaire content for the pilot 2020-21 questionnaire.
- 3.4 Due to the impact of the coronavirus (COVID-19) pandemic on the survey, many of the original modules that could not be asked over the telephone at the time were removed, decreasing the length of the survey to around 20 minutes for May to December 2020. Optimising the questions from face-to-face to telephone largely involved replacing showcards with prompted questions and adding additional introductions to questions for clarity, with some simplification of question wording. Previous self-completion face-to-face questions, like the wellbeing and loneliness modules, were moved to the middle of the questionnaire to allow the interviewer to establish a rapport before asking the questions and to avoid ending the interview on a sensitive topic.
- 3.5 New questions and response options specific to the coronavirus (COVID-19) pandemic were also added throughout the year, for example school support for parents to help with their child's learning, or whether the respondent thought they had coronavirus (COVID-19). A new question was also added at the end of the questionnaire to allow respondents to provide any extra feedback on how the coronavirus situation had affected them. Content was largely determined not just by policy needs in relation to the coronavirus (COVID-19) pandemic, but also by whether the questions were suitable for a telephone survey.
- 3.6 Given the exceptional circumstances, there was a delay in finalising the Welsh questionnaire, with the questionnaire not ready for the beginning of data collection but later in the month, at which point respondents who preferred a Welsh-language interview took part. For June 2020 both the

English and Welsh versions of the questionnaire were ready for the start of June data collection.

- 3.7 Between May and December 2020, the content was updated monthly, with the results also published monthly. Updating and reporting was then quarterly for October to December 2020 and January to March 2021. The main reason for monthly reporting was the initial need for very timely results to explore the impact of the pandemic. As the situation settled, it was decided that quarterly reporting (with the associated larger sample size that could be achieved) would then be the best approach.
- 3.8 Changing the survey from monthly to quarterly updating and reporting allowed additional time to optimise questions for telephone mode that could not be included when the survey was carried out monthly. Additional content was added in for the January to March questionnaire, increasing the number of modules and length of the survey. Due to the increased length and telephone mode, there were concerns that respondents might want to take a break halfway through the survey, so a new question was added which offered respondents the option to complete the second part at a later time or date. However, it was later discovered that even with the increased survey length, the large majority of respondents preferred to complete the survey in one sitting.
- 3.9 Changes were made to the modules and individual questions in response to issues that arose during the year. Between May and December 2020, the survey content ranged between 21 and 24 topics. For January to March 2021 this increased to 46 topics.
- 3.10 Details about the modules included in the monthly and then quarterly questionnaires are published on the [WG website](#). Questionnaires used throughout 2020-21 can be accessed through the [Monthly Question Viewer](#). Further information can be requested via the WG Surveys team.
- 3.11 The reasons for asking the particular questions including in the National Survey 2020-21 can be found in the [questionnaire guidance document](#) [Background to questions](#).

Questionnaire programming and testing

- 3.12 The questionnaire was scripted by ONS and administered using Statistics Netherlands Blaise Enterprise 4.8 (“Blaise”).
- 3.13 When programming the questionnaire script in Blaise, ONS included a number of soft and hard checks so that interviewers would be alerted to cases where a combination of answers would be unlikely or unfeasible. Where a combination of answers was unlikely, a soft check alerted the interviewer to the answers provided and asked them to double check the response before proceeding - but allowed them to proceed if this information was confirmed to be correct (e.g. interviewer enters a date of birth giving an age of 110 years). A hard check was triggered when it was apparent that the combination of answers provided was not possible (for example a son/daughter had been coded as being older than their mother/father). In these cases, the interviewer could not proceed through the rest of the questionnaire until this information had been corrected. These checks ensured that inconsistencies in the data would be dealt with at the interviewing stage improving the quality of the data.
- 3.14 To ensure that the final scripts for the monthly and quarterly surveys was running smoothly and was set up according to specification the following checks were conducted by ONS and WG:
- Question text – that this matched the questionnaire specification throughout.
 - Question routing – that the script had been programmed in accordance with the specified routing – this was tested by using a number of different household and response scenarios.
 - Question numbers/names – that these matched the numbers/names in the questionnaire specification where relevant.
 - Screen display – that questions were formatted according to ONS standard and displayed clearly avoiding any unnecessary scrolling for interviewers.

- Response lists – that these matched the questionnaire specification and were displayed clearly avoiding any unnecessary scrolling for interviewers.
- Interviewer instructions – that these were clear and matched the questionnaire specification.
- Text fill – that any questions or text within questions were being displayed correctly.
- Computer assisted telephone interviewing (CATI) checks – that all soft and hard checks in the CATI were being triggered when applicable.
- Script movement/reliability – that the script allowed interviewers to move forwards (and back, if they needed to amend the information entered) without loss of data or other errors.
- Language selection – that the data collection tool allowed interviewers to select a language at the beginning of the interview and remain in this language, and toggle between English and Welsh if required by the respondent.
- Translation – that the questionnaire flowed well in both Welsh and English.

3.15 Two raw SPSS⁸ data sets (.sav) were provided to WG in early and mid-May 2020 to check the frequencies at each question. These stages of checking were used to identify potential problems with the CATI script.

Welsh translation

3.16 WG provided a questionnaire specification that was translated into Welsh. The aim was to have a Welsh language version of the questionnaire that could be understood across all parts of Wales. The translated version was provided to ONS once the specification for the English version of the questionnaire was finalised. Where questions were taken from previous bilingual surveys, established translations were used for consistency and continuity purposes. For any new or amended questions, WG used certified translators ensuring that the same terminologies were used throughout the questionnaire. Both ONS and WG research teams had access to Welsh

⁸ Statistical Package for the Social Sciences. IBM SPSS Statistics

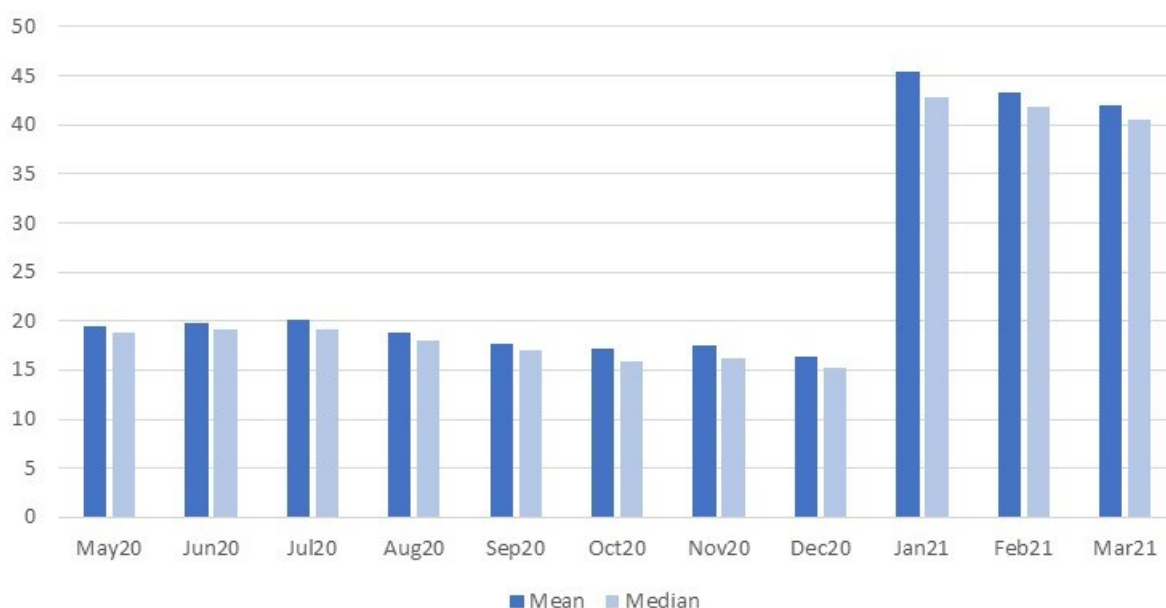
speakers for quality assurance of the translation, as well as minor clarifications and alterations.

- 3.17 ONS used the English questionnaire specification to set up the questionnaire routing. The Welsh text was later included in the relevant place holders within the script, with relevant adjustments made to text fills to accommodate Welsh grammatical differences. The English language and the Welsh language version of the CATI were tested independently.
- 3.18 Interviewers coded the respondent's preferred language at the start of the interview. The Blaise program allowed interviewers to toggle between English and Welsh for any question at any point throughout the questionnaire. This was intended to help in situations where respondents choosing to do the interview in one language but requiring an instant translation of a question or specific wording for anything that they may have had trouble understanding in the chosen interview language.
- 3.19 The questionnaire and advance materials were translated by the WG Translation Team. Further tweaks/small changes applied to either questionnaire or advance materials were made by both the WG and ONS teams.

Interview timings

- 3.20 Several timing points were included in the questionnaire to measure the length of each section. In addition, monitoring data was used to help estimate the total questionnaire length as well as length of individual questions where timing points were not accurate enough. Figure 3.1 shows the change in mean and median questionnaire length over the course of the survey year and the additional survey length in quarter 4, where the content was substantially longer, with respondents given the option to complete the interview in two parts.

Figure 3.1: Average interview length by survey month in minutes

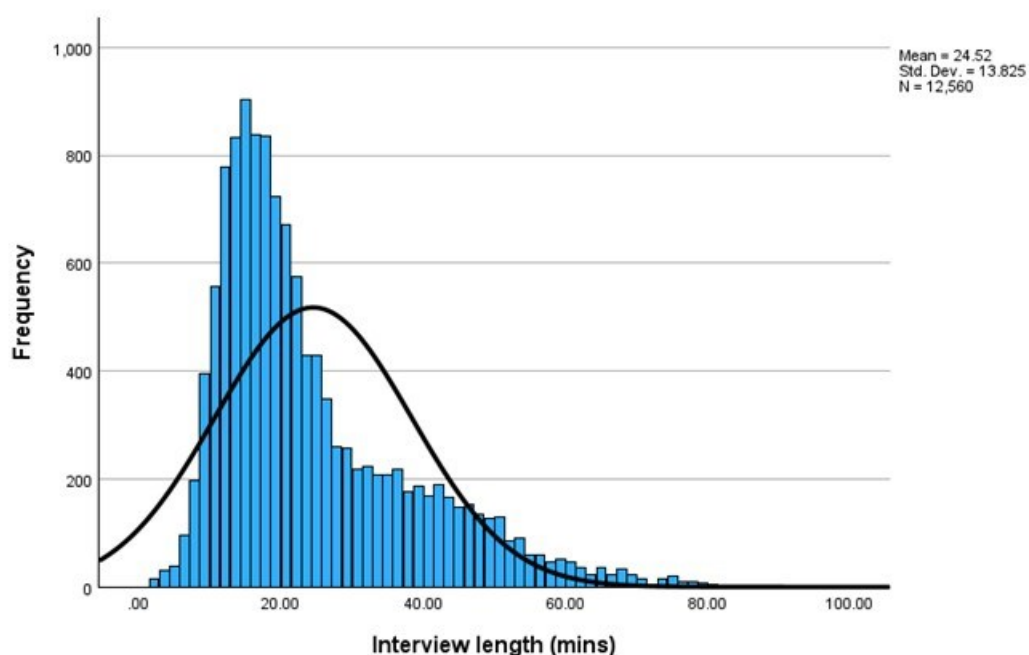


3.21 Appendix B provides an overview of the median and mean length of each section of the questionnaire. Due to the amount of change in the questionnaire throughout the year, and particularly between quarters 1 to 3 and quarter 4, the timings in Appendix B are presented for each quarter separately. These figures represent the average timings for each section across the full sample, which means that where certain questions were not asked of a respondent due to routing the question time was set to zero for relevant cases.

3.22 Figure 3.2 provides an overview of the distribution of interview length for May to March. The median interview length was around 20.1 minutes (mean 24.5 minutes), with 50% of respondents having an interview lasting between 14.6 and 31.4 minutes.

3.23 For May to December, the median interview length was around 17.9 minutes (mean 18.8 minutes) with 50% of respondents having an interview lasting between 13.9 and 22.5 minutes. For quarter 4, the median interview length was around 41.6 minutes (mean 43.6 minutes), with around 50% of respondents having an interview lasting between 34.0 and 50.3 minutes.

Figure 3.2: Distribution of interview length in minutes, May 2020 to March 2021



4. Fieldwork

Recruitment of interviewers

- 4.1 All ONS interviewers are directly-employed members of staff, who are salaried based on their contracted hours (including interviewing time as well as time for travelling and administrative purposes). They are not paid specific fees per achieved interview and other specific survey activities. Instead, their salary covers all duties associated with their posts including training, preparation of work, travelling to locations, etc. Furthermore, interviewers are flexible in the hours they work to fit in with demand and calling patterns required to optimise fieldwork and promote data quality.
- 4.2 Interviewer vacancies were advertised on the Civil Service Jobs⁹ site. Typically, after an initial round of application screening and selection, successful candidates were invited to a competency-based interview held by telephone, in order to speed up the process of getting suitable people into posts.

⁹ <https://www.civilservicejobs.service.gov.uk>

- 4.3 Recruitment, training and briefing of new interviewers continued throughout the survey period. Before new interviewers were briefed on the National Survey, they had to complete standard ONS interviewer training, which included working on quotas for other surveys run by ONS such as the Labour Force Survey.
- 4.4 A total of 93 interviewers and 8 IMs were briefed on the National Survey 2020-21, with between 56 and 85 interviewers working on the survey in any given month (Table 4.1). There were 9 Welsh speaking interviewers and 1 Welsh speaking interview manager.

Table 4.1: Number of interviewers by months of survey*

Month	Number of interviewers assigned to the survey**
May 2020	85
June	58
July	62
August	56
September	64
October	72
November	67
December	78
January 2021	70
February	61
March	72
Average	68

* Number of interviewers in the table below refer to head counts rather than full-time equivalent (FTE) numbers. Interviewers' hours are, on average, 0.6 FTE.

**Interviewer numbers in this column only cover interviewers working on the survey during the field months.

Briefing of interviewers

- 4.5 With the substantial changes throughout 2020-21 interviewers received monthly briefing packs for May to September, and quarterly briefings for

quarters 3 (October to December) and 4 (January to March). The briefing packs were discussed in virtual drop-in sessions.

- 4.6 With the move from face-to-face to telephone collection, interviewers were briefed on the telephone survey processes, including making contact with respondents, how to ask the questions and the different routes through the start of the telephone introduction.
- 4.7 As well as survey processes and administration, the briefing packs covered the sample being used, response rates, modules included in the survey, changes to the survey, survey materials and incentives.
- 4.8 Interviewers were also provided with learning material in the form of training cases, and a Survey Information Material (SIM) document containing details of the survey scope, stationery, field periods, questionnaire help notes and survey administration information. The SIM can be made available on request.

Supervision and quality control

- 4.9 ONS uses an established set of measures to keep track of the quality of their interviewers' work. The key features of this approach are:
 - using clear targets against which interviewer performance can be monitored;
 - quality control checks with participants to understand how they experienced the interview; and
 - regular performance reviews to get a more qualitative understanding of how interviewers are doing.

Fieldwork dates, management and procedures

- 4.10 Fieldwork started on the 25 April 2020 and ended on the 31 March 2021.
- 4.11 Interviewers were usually given a calendar month to cover their assignments and send back their final outcome codes, although the exact fieldwork period set for an interviewer could vary depending on the number of addresses assigned and extensions. However, with monthly questionnaire updates and

data processing, the field period was shorter than usual for May to September 2020 (see Table 4.2). When the questionnaire updates and data processing moved to quarterly, the field period reverted to a calendar month (with the exception of December, which started 23 November and ended 21 December). There were no extensions allowed May to September.

Extensions for October and November were only for cases with a confirmed appointment. Fieldwork dates can be found in Table 4.2.

- 4.12 For quarter 4 (January to March 2021), fieldwork started on the first of the month, lasting 1 month with the option for a 2-week extension. Interviewers were given 1 month to make contact and complete section 1 of the survey. If after 1 month section 2 had not yet been completed, a 2-week extension could be given.

Table 4.2: Fieldwork dates

Month(s)	Fieldwork start	Fieldwork end
May 2020	25 April	27 May
June	29 May	22 June
July	26 June	20 July
August	31 July	24 August
September	28 August	21 September
October - December	1 October	21 December
January – March 2021	1 January	31 March

- 4.13 Many of the face-to-face survey processes still applied, however there were some changes. Advice was sought from ONS Telephone Operations on implementing aspects of the telephone data collection process which were different from those for face-to-face interviews.

- 4.14 With telephone calls there were more opportunities to make contact than face-to-face. Interviewers called at different times of the day and on different days, including the weekend and evenings. The interviewers were instructed to call at three different times of the day over the course of three days. The limit on the number of telephone calls made to an address was 20 over the course of a month. A record of the time, date and outcome of the call was documented, which was used to analyse calling patterns and non-response.

4.15 Fieldwork was managed on a daily basis by a team of IMs working with an overall Field Project Manager. Members of the ONS National Survey Field and Research teams oversaw fieldwork and monitored the rate of progress on a daily basis. Regular updates were sent to WG including response rates and a breakdown of the figures at LA level.

Fieldwork documents

4.16 For May to December 2020, when the sample comprised respondents who had previously completed the National Survey (recontacts), the standard advance letter developed for inviting new respondents to participate was revised accordingly (Appendix C). The name of the respondent who had previously completed the survey was included in the letter. As some respondents might have moved address since they last took part in the National Survey a bilingual advance email (Appendix D) and text message (Appendix E) were also sent via Gov.Notify for those who had provided a mobile number and email address. The advance letter, text message and email were sent out 10 days before the start of each month of fieldwork. A leaflet was not sent with the advance letter.

4.17 Due to the coronavirus (COVID-19) pandemic and not being able to guarantee the printing of numerous materials with limited staff, the interviewers were not required to send the usual follow up A5 postcard from the beginning of data collection.

4.18 With restrictions on printing it was not possible to send the thank you leaflet, which contained valuable helplines relating to the content of the survey, that had previously been provided at the end of the face-to-face interview. Information was added into the telephone survey script to be provided to respondents. Respondents who could use the internet were directed to the survey information page on the [Welsh Government website](#). Those without access to the internet were asked if they would like the telephone numbers, and a hard copy of the helplines leaflet was sent to them (Appendix F). For June the helpline leaflet was updated to address new aspects of the

questionnaire (Appendix G). From July onwards the helpline leaflet was sent to all non-internet users.

- 4.19 For instances where an interviewer had particular difficulty persuading the respondent to take part, there was the option for IMs to send an impediment letter. For May 2020 the letters were the same as the face-to-face letter with a coronavirus (COVID-19) slip (Appendix H) explaining the changes in circumstances due to the pandemic. From July onwards a new modified impediment letter was used (Appendix I).
- 4.20 From August onwards interviewers reverted to sending the A5 introductory card (Appendix J) before the field period.
- 4.21 From January 2021 there were multiple changes to the materials being used, due to the change in sample from recontacts to using the PAF and increase in survey length. The advance letter was updated, the incentive was changed from £10 to £15, and information about the online portal was added (Appendix K). The purpose leaflet was updated from 2019-20 (Appendix L) and this was sent out with the advance letter. The advance letter and leaflet were sent by ONS field office approximately two weeks prior to the start of each monthly field period. Other materials used from January 2021 included an updated A5 introductory card (Appendix M), a called today/knock to nudge (KtN) card (Appendix N), an appointment card (Appendix O) (part of the KtN pack), a chaser letter (Appendix P), a conversion letter (Appendix Q) and an updated helpline leaflet (Appendix R). If the respondent decided to complete the second part of the survey at a different time, a text message was sent between completion of the first part of the survey and the appointment for second part.

Web pages about the survey

- 4.22 The [WG website](#) hosts relevant survey information for respondents. This web address is highlighted in survey materials as an additional source of information for respondents and to reassure them that the survey is genuine.

- 4.23 In addition, ONS had a [webpage](#) hosted on the ONS website specifically about the National Survey for Wales, to inform respondents and the general public about ONS' role as the organisation commissioned to conduct this survey on behalf of WG. A note was added to explain that the content described the processes the survey would normally follow, and that changes had been made because of the coronavirus (COVID-19) pandemic to keep the public and ONS colleagues safe. This page also linked to the [ONS statement](#) for more information on these changes.
- 4.24 There is also a separate set of WG [web pages aimed at survey data users](#) rather than respondents. This includes background information on the survey, a description of the survey method and questionnaire coverage, latest news (for example, when new data or reports are being released), as well as results and reports from the development work. [Electronic copies](#) of the survey materials are also included on the website.
- 4.25 Information on these web pages is available in Welsh and English.

Welsh language interviews

- 4.26 All respondents were offered the opportunity to complete the interview in English or Welsh. It was not possible to conduct the survey in other languages during 2020-21. The Welsh survey was ready for data collection by 15 May. To ensure that the survey was accessible in Welsh, all survey documents were provided in both Welsh and English. Furthermore, a number of interviewers were Welsh native speakers or learners at different levels. In total 9 interviewers and 1 IM were trained to conduct Welsh language interviews.
- 4.27 Due to the exceptional circumstances, at the beginning of May, whilst the Welsh questionnaire was still being translated, anyone who wanted to complete the survey in Welsh was informed a Welsh-speaking interviewer would call them back around two weeks later to carry out the interview or to arrange a suitable time for completion. The proportion of interviews conducted in Welsh in May was lower than across the year on average.

- 4.28 The advance letter and email (May to December 2020) included a freephone number that respondents could call to request a Welsh-speaking interviewer. The freephone number to request a Welsh-speaking interviewer was then included in the purpose leaflet used January to March 2021.
- 4.29 Welsh language interview requests where the original interviewer was a trained Welsh language interviewer were completed by the same interviewer. Alternatively, for cases where the interviewer assigned to the address was not trained in Welsh language interviews, the interviewer was instructed to contact their IM who would arrange for a Welsh-speaking interviewer.
- 4.30 English and Welsh were the only languages available for the survey in 2020-21. The frequency and percentage of English and Welsh interviews is presented in Table 4.3.

Table 4.3: Language of interview

Language	Frequency	Percent (%)
English	15,478	98.0
Welsh	321	2.0
Total	15,799	100.0

Welsh Language Use Survey

- 4.31 The Welsh Language Use Survey (WLUS) was suspended when face-to-face data collection was stopped. Following discussions with the Welsh Language Division, the decision was made not to recommence WLUS data collection.

Process of making contact at a sampled address

- 4.32 Interviewers were issued with address sheets for each address in their quota. Interviewers used the questionnaire tool on their laptop to record call attempts made, as well as information on the household composition when contact was made.
- 4.33 For May to December 2020, as the survey used a recontacts sample, an individual at the address had already been randomly selected to complete the survey previously. When an interviewer called the telephone number,

they checked they had the correct name and address. Where the address had changed the interview was only conducted if the new address was in Wales.

- 4.34 To obtain a telephone number for the January to March 2021 sampled addresses, the advance letter included a link to the online portal where a telephone number could be provided, and a unique access code to log in to the portal. A telephone number could also be provided via the telephone enquiry line or by email.
- 4.35 In January 2021 a fresh sample of addresses not previously selected for the survey was used, and a Knock to Nudge (KtN) approach was introduced. Where a phone number could not be obtained or contact could not be made, KtN was carried out. This involved interviewers visiting the sampled addresses in an attempt to make contact and obtain a phone number. KtN also has the benefit of interviewers seeing sampled addresses and being able to identify where an address is ineligible or unoccupied.
- 4.36 From January 2021 interviewers needed to go through the following steps when making a telephone call, or during KtN:
- Confirming the address: The first task for interviewers was to confirm the address. If over the telephone, they confirmed this with the person on the telephone when introducing the survey. During KtN, the interviewer could check for themselves before making contact, to ensure they were calling at the correct address and then to confirm this with someone living at the address when introducing the survey.
 - Confirming address eligibility: For each address interviewers confirmed that it was traceable, residential and occupied as a main residence.
 - Recording number of dwelling units: Interviewers established the number of dwelling units at the address. In most cases this was one. If it was more than one (most commonly when an address had been split into flats) they informed head office, who up-dated and re-issued the quota accordingly with one of the dwelling units selected at random.

- Recording the number of households: In a small number of cases, more than one household will live in a single dwelling unit. ONS uses the standard household definition from the Census for England and Wales, which defines a household as: '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'. In cases where there was more than one household at a sampled address, interviewers were instructed to use the Kish Grid (Appendix A) to establish which household unit would be the correct one to select. Interviewers were advised to re-confirm their household selection with head office, in particular if it was unclear how to follow the selection process (e.g. if the dwelling units were not enumerated).
- Selecting the respondent from household: Following the dwelling unit and household selection, the interviewer then selected the respondent from the household. This was done by asking who had the next birthday in the household. If the household member did not know all the birthdays, they were asked for the next known birthday. In households where there was only one adult aged 16 or over, no person selection was required.
- Gaining parental permission: In cases where the selected respondent was aged 16 or 17 and living with a parent or guardian, the interviewer sought parental permission before undertaking an interview. To do this they entered the name of the person giving permission and their relationship to the respondent into the CATI questionnaire. No signature was required to support this.
- Recording the respondent's chosen interview language: The interviewer confirmed over the telephone or on the doorstep (during KtN) what the respondent's preferred choice of language for the interview was (English or Welsh). At the start of the interview the interviewer indicated the language of choice in the CATI questionnaire, to ensure the remainder of the questionnaire appeared in the correct language.

Sample outcomes

- 4.37 The response rates referenced throughout are calculated as:
- Response rate = interviews achieved / (total addresses – ineligible cases)
- unless it is stated that the response rate is of the issued sample.
- 4.38 The index provides the fraction of eligible addresses that produced a successful interview.
- 4.39 Ineligible addresses are those that would not be eligible to take part in the survey. This only includes addresses that were not yet built/under construction, demolished/derelict, vacant/empty, non-residential or not occupied as a main residence (e.g. holiday homes), communal establishments/institutions, address out of sample (recontacts who have moved out of Wales), addresses the interviewers were directed not to sample, deceased and those coded by interviewers as inaccessible or that they were unable to locate. It does not include addresses that have been attempted a number of times by interviewers but where no contact has been made, unless there is clear evidence that the address is vacant or not occupied as a main residence (e.g. by confirming this with neighbours).
- 4.40 The overall level of ineligible addresses for May to March was 2.9%. For the recontacts sample, the ineligible rate was lower (1.8%), as those recontacted were already from eligible addresses and had previously participated in the National Survey. The ineligible cases in the recontact sample were those who were deceased (144 individuals) and those where the address was now out of the sample (183 addresses). For the PAF sample used January to March 2021 the overall level of ineligible addresses was 5.2%.
- 4.41 Addresses with unknown eligibility have been recorded as non-contact where addresses were issued but not attempted, and when it was unknown if the address was residential or whether there were eligible residents due to non-contact. Where information was refused about whether the address contained residential housing or eligible residents, these have been recorded as refusals.

- 4.42 If the wrong person in the household was interviewed for the recontacts sample, or if the address should not have been part of the recontacts sample, they were coded as other non-response (refusal).
- 4.43 For May to March, a total of 56.7% of the issued sample (58.4% of the eligible sample) resulted in successful interviews (Table 4.4). The second most frequent outcome was non-contacts which accounted for 22.5% of the issued sample (23.2% of the eligible sample). Refusals to interview, including broken appointments, accounted for 17.9% of the issued sample (18.5% of the eligible sample).
- 4.44 The achieved interviews, non-contacts and refusals differed between the recontacts (May to December 2020) and PAF sample (January to March 2021), with a higher percentage of complete interviews and a lower percentage of non-contacts and refusals for the recontacts sample (see Table 4.5).

Table 4.4: Sample outcomes at national level May to March

Outcome code description	Total Addresses	Percent (%) of issued sample	Percent (%) of eligible sample
Full interview	15,767	56.5	58.2
Partial interview	32	0.1	0.1
No contact with anyone at address	4,427	15.9	16.4
Number has been disconnected or unobtainable	1,397	5.0	5.2
Contact made but not with any member of sampled dwelling/household	68	0.2	0.3
Sampled person has not changed telephone number but no contact made	130	0.5	0.5
Sampled person has changed telephone number, new telephone number tried but still no contact	9	0.0	0.0
Sampled person has changed telephone number, new telephone number obtained but not tried	2	0.0	0.0
Sampled person has moved, neither new address nor telephone number obtained	101	0.4	0.4
Contact made at sampled dwelling/household but not with any responsible resident	28	0.1	0.1
Contact made with a person, but not the sampled person	97	0.3	0.4
Refusal to the office before contact by interviewer	150	0.5	0.6

Sampling Unit information refused - information was refused about persons within the household	10	0.0	0.0
Refusal to the interviewer before any interviewing started - by respondent	2,497	9.0	9.2
Refusal to the interviewer before any interviewing started - by proxy	304	1.1	1.1
Refusal to the interviewer during the interview	24	0.1	0.1
Broken appointment, no re-contact	698	2.5	2.6
Ill at home during survey period - Notified by Head Office	2	0.0	0.0
Ill at home during survey period - Notified to interviewer	185	0.7	0.7
Away/in hospital throughout field period - Notified by Head Office	4	0.0	0.0
Away/in hospital throughout field period - Notified to interviewer	95	0.3	0.4
Physically or mentally unable/incompetent - Notified by Head Office	4	0.0	0.0
Physically or mentally unable/incompetent - Notified to interviewer	198	0.7	0.7
Interview discontinued due to language difficulties	17	0.1	0.1
Interview discontinued due to comprehension difficulties	10	0.0	0.0
Interview discontinued due to other difficulties	33	0.1	0.1
Lost interview	8	0.0	0.0
Other non-response	756	2.7	2.8
Issued but not attempted	8	0.0	0.0
Inaccessible	3	0.0	0.0
Unable to locate address	5	0.0	0.0
Information refused about whether address contains residential housing	1	0.0	0.0
Unknown whether address is residential due to non-contact	4	0.0	0.0
Information refused about whether there are eligible residents	1	0.0	0.0
Unknown whether there are eligible residents due to non-contact	6	0.0	0.0
Not yet built/under construction	5	0.0	0.0
Demolished/derelict	12	0.0	0.0
Vacant/empty	261	0.9	0.9
Non-residential address	107	0.4	0.4
Address occupied but no resident household	66	0.2	0.2
Communal Establishment/institution	24	0.1	0.1
Address Out of Sample	183	0.7	0.7
Directed not to sample at address	1	0.0	0.0
Deceased	144	0.5	0.5

Total	27,884	100.0	100.0
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Note: Some percentages do not sum to 100% due to rounding

Table 4.5: Achieved, non-contact, refusal and ineligible rates for recontacts (May to December 2020) and PAF (January to March 2021) samples

	May to December 2020			January to March 2021		
	Total addresses	Percent (%) of issued sample	Percent (%) of eligible sample	Total addresses	Percent (%) of issued sample	Percent (%) of eligible sample
Achieved interviews	12,315	66.3	67.5	3,484	37.4	39.5
Non-contact	3,392	18.3	18.6	2,885	31.0	32.7
Refusal	2,535	13.7	13.9	2,462	26.4	27.9
Ineligible	327	1.8		484	5.2	
Total	18,569	100.0	100.0	9,315	100.0	100.0

Note: Some percentages do not sum to 100% due to rounding

4.45 Table 4.6 reports the response, refusal, non-contact and ineligibility rates for the issued sample by LA. For response rates for the eligible sample see Table 4.8.

Table 4.6: Issued sample outcome rates at local authority level May to March

Local Authority	Response rate (%)	Refusal rate (%)	Non-contact rate (%)	Ineligibility rate (%)
Blaenau Gwent	52.7	19.1	25.6	2.7
Bridgend	59.4	19.0	18.9	2.6
Caerphilly	54.7	17.8	25.1	2.3
Cardiff	54.6	14.0	29.2	2.2
Carmarthenshire	58.5	17.9	19.6	4.0
Ceredigion	55.3	16.6	24.2	3.9
Conwy	56.1	15.2	25.2	3.5
Denbighshire	58.0	16.5	23.5	2.0
Flintshire	57.6	19.2	20.9	2.2
Gwynedd	58.8	22.0	14.3	5.0
Isle of Anglesey	53.8	24.8	16.1	5.3
Merthyr Tydfil	50.4	20.4	27.0	2.2
Monmouthshire	62.6	12.2	23.5	1.8
Neath Port Talbot	53.7	21.0	23.0	2.2
Newport	54.6	16.5	27.9	1.0
Pembrokeshire	62.3	16.7	18.2	2.9
Powys	57.4	17.4	21.4	3.8
Rhondda Cynon Taf	54.3	21.4	21.1	3.3
Swansea	60.0	17.6	19.8	2.7
Torfaen	56.9	15.7	25.1	2.4
Vale of Glamorgan	60.3	17.7	19.6	2.5
Wrexham	51.1	19.5	26.5	3.0
Total (National)	56.7	17.9	22.5	2.9

Achieved interviews

4.46 In total 15,799 interviews were achieved in 2020-21. The breakdown of interviews between each quarter is given in Table 4.7. Quarter 1 includes only May and June.

Table 4.7: Achieved interviews by quarter

Quarter	Interview dates	Interviews achieved	Cumulative interviews achieved
1	May '20 to June '20	4,465	4,465
2	July '20 to September '20	3,753	8,218
3	October '20 to December '20	4,097	12,315
4	January '21 to March '21	3,484	15,799
Total		15,799	15,799

4.47 Table 4.8 reports the achieved response rate, for the eligible addresses, for each LA. Response rates ranged from 64.1% (Pembrokeshire) to 51.5% (Merthyr Tydfil), with an overall response rate of 58.4%.

Table 4.8: Achieved interview response rate of eligible addresses by local authority (ranked by response rate) May to March

Local Authority	Total addresses	Completed interviews	Ineligible addresses	Response rate (%)
Pembrokeshire	1,206	751	35	64.1
Monmouthshire	962	602	17	63.7
Gwynedd	1,184	696	59	61.9
Vale of Glamorgan	1,017	613	25	61.8
Swansea	1,998	1,198	53	61.6
Bridgend	1,025	609	27	61.0
Carmarthenshire	1,406	822	56	60.9
Powys	3,056	1,755	115	59.7
Denbighshire	851	494	17	59.2
Flintshire	1,201	692	27	58.9
Torfaen	890	506	21	58.2
Conwy	989	555	35	58.2
Ceredigion	854	472	33	57.5
Isle of Anglesey	795	428	42	56.8
Rhondda Cynon Taf	1,809	982	59	56.1
Caerphilly	1,330	728	31	56.0
Cardiff	2,317	1,264	51	55.8
Newport	1,150	628	11	55.1
Neath Port Talbot	1,165	626	26	55.0
Blaenau Gwent	902	475	24	54.1
Wrexham	1,043	533	31	52.7
Merthyr Tydfil	734	370	16	51.5
Total (National)	27,884	15,799	811	58.4

Monitoring response

- 4.48 The were uncertainties surrounding the likely response rate of a new telephone mode and the effects of the coronavirus pandemic on response. ONS closely monitored progress over the course of the fieldwork period and applied very strict performance management measures. Performance was monitored at a LA and interviewer level. To help reach the target of 1,000 interviews per month the sample for May was larger due to response rate uncertainties. As the achieved response rate for May was around three times what had been expected based on previous telephone recontact surveys, the sample size for the subsequent months was reduced. Over 1,000 interviews were achieved each month.

5. Data processing and output

- 5.1 This chapter covers the data processing and delivery aspects of the survey. This includes the data coding and editing processes, production of derived variables, the data checking process and details of the outputs provided to WG.

Conversion of interview cases into a dataset

- 5.2 When interviewers complete an interview, the case is transmitted remotely through a secure connection to the ONS Field Office. This case is then received by the Object Management System collating individual cases into a Blaise datafile. The Blaise datafiles (BDB) are then converted from a Blaise format to an SPSS dataset with an accompanying .sps meta file through an in-house ONS designed VB6 package called 'DataDeliveryExpress'.
- 5.3 New SPSS datasets are produced daily (when new cases are received by the Field Office) and delivered to the ONS National Survey Research Team.

Data coding and editing

- 5.4 Where relevant, logic checks and interviewer prompts were incorporated into the CATI script (see section 3.16) in order to ensure that answers provided were consistent and sensible. In addition to these checks built into the CATI

questionnaire, a number of checks were run (usually several times a week) by the ONS National Survey Research Team on datasets received to highlight any potential inconsistencies. These included ensuring that interviewers had selected the correct person at the sampled address to interview, and that the correct questions were being asked based on routing.

- 5.5 Post-fieldwork editing was also conducted by the ONS National Survey Research Team on the data to account for any inconsistencies in response not covered by the checks built into the questionnaire. For example, the question asking respondents to select the ethnic group to which they belong contained several 'Other (specify)' codes, divided according to different ethnic groups (e.g. 'Any other Asian background') (for quarter 4 only). If the verbatim response provided at this question suggested that the respondent belonged to a different 'Other' category, they were re-coded accordingly. Data checks also included looking at any notes interviewers added to the questionnaire highlighting and/or clarifying any unusual responses.

Derived variables

- 5.6 A list of required derived variables was provided to ONS by WG. These are variables that are produced from other data, either collected during the interview or obtained from other sources (i.e. geography data). Those produced from data collected through the interview either reflect on an original questionnaire variable but where responses are grouped into fewer categories (e.g. age groups) or reflect on a number of questionnaire variables providing an indicator of a respondent having a certain characteristic (e.g. health related derived variables) or showing certain behaviours (e.g. sport and activity related derived variables). The full list of derived variables can be found in Appendix S.

Data outputs

- 5.7 Usually, WG would be provided with an interim data file after the first four months of the survey and then again after six and 12 months to allow an iterative approach to checking in preparation for final sign off. The frequency of data deliveries and publications was increased during 2020-21 to help

inform policy and update the nation during the coronavirus (COVID-19) pandemic.

5.8 Two unformatted datasets were provided to WG in early and mid-May 2020 to allow WG to quality assure the questionnaire routing. Datasets were then provided monthly for May to September 2020, and quarterly for October to December 2020 and January to March 2021. A final dataset with all the months combined was then provided to WG.

5.9 WG provided ONS with detailed specifications for required datasets. These specified the required format and labelling for each questionnaire variable and derived variable included in each dataset. Weighting variables were produced by ONS for the individual- and household-level files. Details on the weighting process and weight variables on the datasets can be found in section 6.

5.10 Based on the specification ONS provided to WG the following SPSS data files monthly for May to September 2020 and quarterly for October to December and January to March:

- An 'All people' file, based on responses to the enumeration grid and basic demographic information on the whole household.
- A respondent-level file based on responses to the questionnaire and containing interview data for all respondents.
- Respondents who requested to receive a summary of the results.

For the final dataset, as well as the 'All people' and respondent-level files, ONS also provided:

- An anonymised sample file, with fieldwork outcomes (e.g. interviewed, refused) and geo-demographic data for all addresses.
- A non-anonymised file, with geographic data for all responding households.
- A re-contact file, with the address details of all respondents that agreed to be recalled.

Availability of data

- 5.11 In order to enable a wider research community to access and use the survey data for further analysis, appropriately anonymised participant and household level dataset are hosted at the UK Data Archive¹⁰ and the SAIL databank¹¹.

6. Weighting, non-response and analysis

- 6.1 With the changes to the sampling method used in 2020-21 and the additional data deliveries, there were changes to the methods usually used for weighting, non-response and analysis. Additionally, with the sudden change from face-to-face to telephone collection, there was insufficient time to conduct analysis on mode effects.
- 6.2 The general approach used in the calculation and application of weighting to the 2020-21 data reflects standard protocols in use for weighting social surveys and is in line with current international best practice. For May to December 2020 there were changes made to the calibration groups usually used.
- 6.3 Design weights reflect the probability of selection (both for households and individuals). With May to December 2020 using a recontact sample, a design weight (and non-response weight) could not be calculated as not everyone in Wales had an equal, non-zero probability of selection for the survey. For each recontacted respondent the final weight from the survey year used for the sample was used as a proxy for the design weight. This was then recalibrated to the estimated 2019 population of Wales from the 2018-based population projections¹², and adjusted to represent the resident population¹³. Design weights for January to March 2021 were calculated as usual before

¹⁰ [UK Data Service](#)

¹¹ [Home - SAIL Databank](#)

¹² [Population projections by local authority and year \(gov.wales\)](#)

¹³ "Resident population" means people living in private households across Wales. It excludes people living in institutional accommodation (e.g. care homes, halls of residence, prisons, hotels and B&Bs, and army bases). People in institutional accommodation are typically not included in social surveys.

being calibrated to the estimated 2019 population of Wales from the 2018-based population projections.

- 6.4 The basic weighting strategy for quarter 4 is consistent with the approaches taken to weighting the previous National Survey for 2016-17, 2017-18 and 2018-19, the 2015 large scale field test¹⁴ and the former Welsh Health Survey¹⁵.
- 6.5 Each weight is produced in two steps:
1. Production of design weight (to compensate for differences in sampling probability).
 2. Weight calibration (to compensate for differences between the sample profile and the known population profile).
- 6.6 As non-response at household and individual level may cause bias in the results, weights would usually be adjusted for the probability of not achieving an interview. This was only done for January to March 2021. The same approach as used for the 2016-17, 2017-18 and 2018-19 weights was applied to 2019-20 weights.
- 6.7 Weighting for October to December 2020 was run as separate months initially, then the datasets were combined before calibration to the estimated 2019 population of Wales (from the 2018-based population projections), and finally published as a single quarter.

Design weights

- 6.8 The first step of the weighting process was to calculate a design weight for both the household and individuals within households, which reflects the probability of selection. For May to December 2020 the final population and household weights from the survey year used for the samples was used as a proxy for the design weights. For January to March 2021 the design weights were calculated as below.

¹⁴ Hanson T., Sullivan S., *National Survey for Wales Field Test, Technical Report*, Welsh Government, Social Research Number 19/2016 [National Survey for Wales: development work | GOV.WALES](#)

¹⁵ Doyle M., Brown L., Cabrera Alvarez P., Brown L., "Welsh Health Survey", Technical Report 2015, available from: [\[ARCHIVED CONTENT\] \(nationalarchives.gov.uk\)](#)

6.9 The household weight was calculated as follows:

$$\text{Household design weight} = \frac{N_h}{n_h}$$

where n_h is the sample size (number of addresses) allocated within stratum h and N_h is the population size (number of addresses on the PAF) within stratum h

6.10 The individual design weight adjusts for the random selection of one adult within sampled households containing more than one adult aged 16 or older. The weight is calculated as follows:

$$\text{Individual design weight} = \text{Adjusted household design weight}_i \times m_i$$

where m_i is the number of people aged 16 and over in household i .

6.11 To avoid disproportionate variation between addresses in the weights, the weight was capped at 5.

Calibration of weights

6.12 Finally, the adjusted design weights at both the household and individual levels are then calibrated to the relevant population totals. The population totals used in the calibration usually refer to the same period as the survey itself to give totals by LA for both individuals and households. The latest population figures available for the 2020-21 weights were 2018-based population estimates for 2019 for Wales¹⁶ (adjusted for the resident population)¹⁷. In deciding on appropriate calibration groups, these needed to be sufficiently large to limit variation in the weights.

6.13 Appropriate estimates of the number of private households in Wales were used to calibrate the adjusted household design weight to these known population totals. Analysis was conducted to explore whether using information such as household composition, in terms of the number of adults

¹⁶ The population projections are based on the 2011 Census taking into account births and deaths up until 2018: [Population projections by local authority and year \(gov.wales\)](https://gov.wales/population-projections-by-local-authority-and-year)

¹⁷ Welsh Government, StatsWales Population Projections, [2018-based \(gov.wales\)](https://gov.wales/2018-based)

and children within a household, would be beneficial in defining calibration groups and in the calibration.

- 6.14 Appropriate population totals were used to calibrate the adjusted individual design weight to represent the population of adults in Wales aged 16 and older.
- 6.15 The most appropriate calibration groups were identified by ensuring the calibration groups were of a suitable size (i.e., more than 30 responses in the sample).
- 6.16 For all weights for May to December 2020 the calibration groups usually used were collapsed. Table 6.1 shows the variables used for the calibration of the various weights for May to December 2020. The variables used for weight calibration for January to March 2021 are presented in Table 6.2.

Table 6.1: Variables used for weight calibration May to December 2020

Adult weight	
Local Health Board (7)	
Age by Sex	16-19 years
	20-29 years
	30-39 years
	30-34 years
	40-49 years
	50-59 years
	60-69 years
	70 years and older

Household weight	
Local Health Board (7)	
Household Composition	1 person household
	2 person household
	3 person household
	4 person household
	5 person household

Population weight	
Local Health Board (7)	
Age by Sex	0-19 years
	20-29 years
	30-39 years
	30-34 years
	40-49 years
	50-59 years
	60-69 years
	70 years and older

Table 6.2: Variables used for weight calibration January to March 2021

Adult weight	
Local authority (22)	
Age by Sex	16-19 years
	20-24 years
	25-29 years
	30-34 years
	35-39 years
	40-44 years
	45-49 years
	50-54 years
	55-59 years
	60-64 years
	65-69 years
	70-74 years
	75 years or older

Household weight	
Local authority (22)	
Household Composition	1 person household (no child)
	2 person household with child
	2 person household (no child)
	3 person household with 2 children
	3 person household with 1 child
	3 person household (no children)
	4 person household with children
	4 person household (no children)
	5+ person household

Population weight	
Local authority (22)	
Age by Sex	0-4 years
	5-10 years
	11-15 years
	16-19 years
	20-24 years
	25-29 years
	30-34 years
	35-39 years
	40-44 years

45-49 years
 50-54 years
 55-59 years
 60-64 years
 65-69 years
 70-74 years
 75 years or older

6.17 The weights available for 2020-21 are a household weight, an adult weight and a population weight. Un-grossed versions of each of these weights are also available, which give a weighted achieved sample size equal to the un-weighted achieved sample size. Appendix T provides an overview of all weights included in the 2020-21 datasets.

6.18 Tables 6.3, 6.4 and 6.5 provide 2018-based population projection totals for 2019.

Table 6.3: Projected 2019 resident population by age and sex

Age by sex		Number	Percent (%)
Male	0-4	84,641	2.7
Male	5-10	113,131	3.6
Male	11-15	90,576	2.9
Male	16-19	67,273	2.2
Male	20-24	101,308	3.3
Male	25-29	104,601	3.4
Male	30-34	95,156	3.1
Male	35-39	90,594	2.9
Male	40-44	83,090	2.7
Male	45-49	96,345	3.1
Male	50-54	106,664	3.4
Male	55-59	105,205	3.4
Male	60-64	93,304	3.0
Male	65-69	87,921	2.8

Age by sex		Number	Percent (%)
Male	70-74	85,750	2.8
Male	75-79	58,452	1.9
Male	80+	66,556	2.1
Female	0-4	80,787	2.6
Female	5-10	107,337	3.5
Female	11-15	86,522	2.8
Female	16-19	61,370	2.0
Female	20-24	92,316	3.0
Female	25-29	100,959	3.3
Female	30-34	96,370	3.1
Female	35-39	93,232	3.0
Female	40-44	85,655	2.8
Female	45-49	101,768	3.3
Female	50-54	112,786	3.6
Female	55-59	111,176	3.6
Female	60-64	98,541	3.2
Female	65-69	93,006	3.0
Female	70-74	91,675	3.0
Female	75-79	65,811	2.1
Female	80+	90,827	2.9
All		3,100,705	100.0

Table 6.4: Projected 2019 resident population by age with local authority

Local authority	0-24	25-64	65-74	75+
Isle of Anglesey	17,687	33,777	9,915	7,786
Gwynedd	34,654	58,681	14,919	12,529
Conwy	28,093	55,260	16,676	14,320
Denbighshire	25,380	46,465	12,712	9,906
Flintshire	43,159	79,694	18,500	13,815
Wrexham	38,276	69,684	15,068	11,250
Powys	31,855	63,429	19,454	15,654
Ceredigion	19,029	32,404	9,930	7,986
Pembrokeshire	32,171	60,004	17,539	14,000
Carmarthenshire	49,925	93,009	24,268	18,959
Swansea	73,832	121,538	25,715	21,270
Neath Port Talbot	39,238	73,833	16,573	12,491
Bridgend	40,258	75,299	16,192	12,811
Vale of Glamorgan	36,191	67,876	15,420	11,963
Cardiff	121,077	184,164	27,984	22,355
Rhondda Cynon Taf	70,082	123,634	25,953	19,036
Merthyr Tydfil	17,537	31,297	6,341	4,654
Caerphilly	51,601	93,696	20,011	14,601
Blaenau Gwent	18,943	36,563	7,784	5,964
Torfaen	26,608	47,911	10,503	8,145
Monmouthshire	23,003	46,708	12,667	10,465
Newport	46,662	80,522	14,228	11,686
Total	885,261	1,575,448	358,351	281,646

Table 6.5: Projected 2019 household composition estimates

Group description	Group size
1 person household (no children)	440,499
2 person household with child	54,819
2 person household without children	427,467
3 person household with 2 children	25,370
3 person household 1 child	85,791
3 person household (no children)	91,860
4 person household with children	129,699
4 person household (no children)	33,467
5 person or more household	79,736
Total	1,368,708

Design effects and factors

6.19 Table 6.6 shows the design effects (DEFFs) and design factors (DEFTs) for a range of questions in the 2020-21 survey. These were produced by WG using Stata, accounting for the survey design and based on the full-year dataset for 2020-21. The DEFT is a ratio of a standard error taking into account the complex survey design relative to a standard error under a simple random sample. The DEFF ($= \text{DEFT}^2$) is a ratio of the equivalent variances and can be used to calculate the effective sample size; that is the random sample size that would give estimates of similar precision to the complex survey sample.

Table 6.6: Design effects and design factors for a range of 2020-21 survey estimates¹⁸

Variable name	Variable label	Value label	Design effect combined full year dataset	Design factor combined full year dataset
DvCvEcoStat3	Derived variable - Economic status (3 classifications) - since April 2020	Refused	0.64	0.80
		Don't Know	1.14	1.07
		In employment	1.83	1.35
		Unemployed	2.79	1.67
		Economically inactive	1.77	1.33
CvFinBilCred	Derived variable - Keeping up with bills	Refused	0.58	0.76
		Don't know	4.28	2.07
		Keeping up with all bills and commitments without any difficulties	1.89	1.37
		Keeping up with all bills and commitments but it is a struggle from time to time	2.02	1.42
		Keeping up with all bills and commitments but it is a constant struggle	1.84	1.35
		Falling behind with some bills or credit commitments	1.86	1.36
		Having real financial problems and have fallen behind with many bills or credit commitments	1.45	1.20
		Have no bills	3.88	1.97
FinBilCredP	Pensioner Material Deprivation - Ability to keep up with bills and credit commitments at present	Refused	0.43	0.65
		Don't know	0.84	0.91
		Keeping up with all bills and commitments without any difficulties	0.84	0.92
		Keeping up with all bills and commitments but it is a struggle from time to time	0.84	0.92
		Keeping up with all bills and commitments but it is a constant struggle	0.90	0.95
		Falling behind with some bills or credit commitments	0.48	0.69
		Having real financial problems and have fallen behind with many bills or credit commitments	0.99	1.00
		Have no bills	0.42	0.65

¹⁸ Overall, design effects and factors were consistent between the quarterly and full year datasets, with slightly lower DEFFs in January to March 2021

FinBilCredNP	Adult Material Deprivation (non-pensioner) - Ability to keep up with bills and credit commitments at present	Don't know	4.20	2.05
		Keeping up with all bills and commitments without any difficulties	2.07	1.44
		Keeping up with all bills and commitments but it is a struggle from time to time	1.99	1.41
		Keeping up with all bills and commitments but it is a constant struggle	1.51	1.23
		Falling behind with some bills or credit commitments	1.15	1.07
		Having real financial problems and have fallen behind with many bills or credit commitments	0.97	0.99
		Have no bills	1.97	1.40
Dvsmokec	Derived variable - Currently smoke either daily or occasionally	Refused	0.25	0.50
		Don't Know	1.63	1.28
		No	2.05	1.43
		Yes	2.05	1.43
Dvmvpa150	Derived variable - MVPA meets guidelines 150 minutes weekly	No	1.72	1.31
		Yes	1.92	1.38
DvFGLonely	Derived variable - People feeling lonely (FG indicator)	Don't know	1.12	1.06
		Not lonely (0)	1.85	1.36
		Sometimes lonely (1-3)	1.87	1.37
		Lonely (4-6)	1.86	1.36
GenHealth	Health - Health in general	Refused	0.25	0.50
		Don't know	0.59	0.77
		Very good	1.96	1.40
		Good	1.89	1.37
		Fair	1.65	1.28
		Bad	1.31	1.14
		Very bad	1.13	1.06
Tenure	Accommodation - Tenure	Refused	0.38	0.62
		Don't know	3.75	1.94
		I/we own it or live with the person who owns it (includes homes being bought with a mortgage)	2.01	1.42
		It is rented from the local council	1.77	1.33

		It is rented from a housing association or housing trust	1.60	1.27
		It is rented from a private landlord	2.17	1.47
		Other (e.g. live rent free or home comes with job)	3.30	1.82
WelSpk	Welsh language - Speak Welsh	Don't know	0.38	0.62
		Yes	1.80	1.34
		No	1.72	1.31
		No, but have some Welsh speaking ability (SPONTANEOUS ONLY)	2.02	1.42
IntPersUse	Internet - Personal use of internet at home, work or elsewhere	Don't know	1.37	1.17
		Yes	0.93	0.96
		No	0.93	0.96
WbSatLife	Well-being - Overall satisfaction with life (0-10 scale)	Refused	0.85	0.92
		Don't know	0.83	0.91
		0	0.98	0.99
		1	1.46	1.21
		2	1.41	1.19
		3	1.37	1.17
		4	1.99	1.41
		5	1.58	1.26
		6	2.17	1.47
		7	1.92	1.39
		8	1.91	1.38
		9	1.90	1.38
		10	1.72	1.31
LocServAv	Local Authority Services - How satisfied or dissatisfied are you that good services and facilities are available in your local area?	Don't know	2.50	1.58
		Very satisfied	1.67	1.29
		Fairly satisfied	1.86	1.36
		Neither satisfied nor dissatisfied	1.40	1.18
		Fairly dissatisfied	2.20	1.48
		Very dissatisfied	1.79	1.34
		No local services and facilities (SPONTANEOUS ONLY)	1.46	1.21

CvFPFoodB	Food Poverty - Has household received food from a food bank in the last 12 months due to lack of money	Refused	0.55	0.74
		Yes, I / we have	1.36	1.17
		No, but I / we have wanted to	1.40	1.18
		No, I / we haven't needed to	1.58	1.26
GpOverSat	GP - Overall satisfaction with care received	Don't know	1.24	1.11
		Very satisfied	1.82	1.35
		Fairly satisfied	1.93	1.39
		Neither satisfied nor dissatisfied	1.82	1.35
		Fairly dissatisfied	1.66	1.29
		Very dissatisfied	1.83	1.35
BioChange	Biodiversity - Change in the variety of species in Wales	Refused	0.31	0.55
		Don't know	1.82	1.35
		Yes, there has been an increase	1.56	1.25
		Yes, there has been a decrease	1.71	1.31
		There has been no change	1.88	1.37
Dvecignbi	Derived variable - E-cigarette used now - binary	Don't Know	0.72	0.85
		No	1.84	1.36
		Yes	2.27	1.51
DvCvalcushibi	Derived variable - Average weekly alcohol consumption above guidelines	Refused	2.82	1.68
		Don't Know	2.45	1.57
		No	1.91	1.38
		Yes	1.99	1.41
DvCvfv52	Derived variable - Eaten 5+ fruit or veg the previous day - binary	Refused	0.62	0.79
		No	1.73	1.32
		Yes	1.92	1.39
Dvbmowob2	Derived variable - BMI Overweight or obese (excl pregnant women)	Refused	1.55	1.24
		Don't Know	2.05	1.43
		No	2.03	1.42
		Yes	1.63	1.28
Dvbmibese2		Refused	1.55	1.24

	Derived variable – BMI Obese (excluding pregnant women)	Don't Know	2.05	1.43
		No	1.85	1.36
		Yes	1.53	1.24
Dvmvinact	Derived variable - MVPA inactive <30 minutes weekly	No	1.90	1.38
		Yes	1.60	1.26
DvCvFGHealth1	Derived variable - People with fewer than 2 healthy lifestyle behaviours (not smoking, healthy weight, eat 5 fruit or veg, not drinking above guidelines, active). (FG indicator)	Refused	1.55	1.25
		Don't Know	1.95	1.40
		No	1.81	1.35
		Yes	1.51	1.23
DvCvFGHealth4	Derived variable - People with 4 or 5 healthy lifestyle behaviours (not smoking, healthy weight, eat 5 fruit or veg, not drinking above guidelines, active). (FG indicator)	Refused	1.55	1.25
		Don't Know	1.95	1.40
		No	1.69	1.30
		Yes	2.05	1.43

Appendices

Appendix A: Kish Grid

Appendix B: Survey Timings

Appendix C: WG Advance Letter, May to December 2020

Appendix D: Advance Email, May to December 2020

Appendix E: Advance Text Message, May to December 2020

Appendix F: Helpline Leaflet, May 2020

Appendix G: Helpline Leaflet, June 2020

Appendix H: COVID-19 Slip sent with previous materials

Appendix I: Impediment Letter, July to December 2020

Appendix J: A5 Introductory Card, August to December 2020

Appendix K: WG Advance letter, January to March 2021

Appendix L: Purpose Leaflet, January to March 2021

Appendix M: A5 Interviewer Introductory Card, January to March 2021

Appendix N: Called Today/Knock to Nudge Card, January to March 2021

Appendix O: Appointment Card, January to March 2021

Appendix P: Chaser Letter, January to March 2021

Appendix Q: Conversion Letter, January to March 2021

Appendix R: Helpline Leaflet, January to March 2021

Appendix S: Derived variables for 2020-21 final dataset

Appendix T: Weights produced for 2020-21 final data

Appendix A: Kish Grid

		Number of adults aged 16 or over in household												
		2	3	4	5	6	7	8	9	10	11	12	13	14
Address Number on Address List	1	1	1	2	1	2	5	7	3	2	6	9	7	1
	2	2	3	1	2	4	3	6	8	4	4	1	9	13
	3	2	2	3	5	3	7	5	1	10	7	12	4	9
	4	1	2	4	4	5	2	8	6	3	11	8	5	3
	5	2	1	2	3	1	4	1	2	1	3	6	12	8
	6	1	3	1	1	6	1	3	7	9	5	2	11	4
	7	1	2	3	3	4	6	4	9	6	2	5	8	6
	8	2	1	4	4	1	7	2	4	8	8	11	2	12
	9	1	3	4	5	3	1	4	5	5	10	7	6	11
	10	2	3	1	2	5	6	7	8	7	9	10	13	2
	11	2	2	3	4	2	3	5	4	6	1	4	10	14
	12	1	1	2	2	6	5	2	1	5	5	3	1	5
	13	2	1	4	1	4	4	1	7	2	8	11	3	7
	14	1	2	2	3	1	2	3	2	10	4	10	5	10
	15	2	3	3	5	5	2	8	3	7	6	5	10	14
	16	1	2	1	3	3	1	6	5	3	10	1	1	5
	17	1	1	3	5	6	4	8	9	4	7	9	9	6
	18	2	3	4	4	2	7	2	6	9	3	4	2	13
	19	2	3	1	1	2	3	7	8	8	1	2	3	4
	20	1	2	2	2	5	5	3	2	1	2	8	12	10
	21	2	1	2	4	3	6	1	1	10	11	7	8	7
	22	1	2	4	5	4	2	5	6	8	9	6	4	8
	23	2	3	3	2	1	7	4	7	9	4	12	13	9
	24	1	1	1	3	6	3	6	5	6	2	3	11	3
	25	2	3	1	1	4	4	8	3	1	9	5	6	1
	26	1	1	3	1	5	6	2	9	5	10	12	7	2
	27	1	2	4	2	1	5	5	4	3	5	6	4	11
	28	2	3	2	5	2	1	3	8	7	8	7	5	12
	29	2	1	1	3	6	5	7	9	4	6	10	1	12
	30	1	2	4	4	3	1	4	4	2	7	9	11	11
	31	1	1	3	1	2	3	6	3	2	11	1	7	1
	32	2	3	2	2	4	7	1	1	4	1	8	9	13
	33	2	2	1	5	3	2	7	6	10	3	2	12	9
	34	1	2	3	4	5	4	6	2	3	4	11	8	3
	35	2	1	4	3	1	6	5	7	1	7	4	2	8
	36	1	3	2	1	6	7	8	5	9	11	3	6	4
	37	1	2	1	3	4	1	1	8	6	3	9	13	6
	38	2	1	3	4	1	6	3	4	8	5	1	10	2
	39	1	3	4	5	3	3	4	1	5	2	12	3	5
	40	2	3	2	2	5	5	2	7	7	8	8	5	7

Appendix B: Survey timings

Due to the coronavirus (COVID-19) pandemic this technical report was produced several years after 2020-21 data collection. Due to this delay, the audit files from which the timings data is taken had been routinely deleted. Quarterly timings were available but the timings for some modules were embedded within other modules in the data files we retained, and since the audit files were no longer available it was not possible to separate the timings for these particular modules. Affected modules are denoted in the footnotes for each table. Furthermore, due to monthly changes in questionnaire content during quarters 1 to 3, the order in which modules are presented may not accurately reflect the order of the monthly questionnaire.

Table C.1: 2020-21 National Survey mean and median times by telephone questionnaire section for quarter 1 (May and June only). Mean and median figures are based on cases routed to the relevant section. All times are given in seconds. Mean and median figures have been rounded to the nearest tenth. These figures are excluding outliers.

Section Name	Sample size	Mean	Median
Introductory script	4,492	215.5	115
Address check	4,496	15.5	8
Start of interview	4,495	91.3	67
Internet use	4,402	23.0	20
Internet skills	3,868	88.4	86
Primary schools	610	78.7	76
Secondary schools	538	50.8	49
Climate views	3,009	37.3	34
Flood risk	4,328	77.2	72
Community cohesion	4,335	51.5	49
Community safety	2,988	12.2	11
Core - Well-being	4,391	67.4	61
Loneliness	4,453	60.7	57
Sources of support	1,387	10.8	10
GP appointments	4,314	56.0	50
General health*	4,358	17.6	15
Smoking	4,410	14.5	11
Alcohol consumption	1,391	24.4	23
Carers (volunteering)	1,371	23.9	21
Social care services	4,334	62.2	53
Volunteering	1,397	15.2	13
Core - Economic status	4,394	41.6	31
Current work	2,002	33.7	30
Fair work	3,396	45.4	41
Core - Tenure	4,406	16.5	14
Universal credit	3,164	20.7	17
Finances	4,361	41.7	39
Food poverty	4,401	35.0	33

Armed forces	2,956	80.2	62
Interviewer check	4,492	171.2	133

*In the May questionnaire general health was asked within the start of interview section but in the June questionnaire it was moved to its own section.

Table C.2: 2020-21 National Survey mean and median times by telephone questionnaire section for quarter 2. Mean and median figures are based on cases routed to the relevant section. All times are given in seconds. Mean and median figures have been rounded to the nearest tenth. These figures are excluding outliers.

Section Name	Sample size	Mean	Median
Introductory script	3,801	227.5	138
Address check	3,759	16.1	9
Start of interview	3,826	92.3	68
Internet use	3,738	35.5	32
Primary schools	445	123.8	112
Secondary schools	458	71.2	63
Community cohesion	3,805	54.3	50
Core - Well-being	3,753	66.6	61
Loneliness	3,779	60.2	57
Sources of support	3,746	9.7	10
GP appointments	3,739	42.8	41
Hospital appointments	3,744	24.4	13
General health	3,728	28.7	23
Smoking	3,726	20.9	17
Alcohol consumption	2,530	22.4	21
Physical activity	3,745	134.2	127
Carers volunteering	3,721	26.5	20
Social care services	3,677	50.1	40
Volunteering	3,733	13.8	11
Core - Economic status	3,711	42.3	35
Current work	1,724	33.3	29
Fair work	1,470	62.1	58
Core - Tenure	3,793	16.9	14
Universal credit	2,707	21.4	17
Finances	3,769	38.6	36
Food poverty	3,730	37.0	33
Interviewer check information*	3,835	183.8	141

*In quarter 2, timings for the recontact section were embedded within the interviewer check information section

Table C.3: 2020-21 National Survey mean and median times by telephone questionnaire section for quarter 3. Mean and median figures are based on cases routed to the relevant section. All times are given in seconds. Mean and median figures have been rounded to the nearest tenth. These figures are excluding outliers.

Section Name	Sample size	Mean	Median
Introductory script	4,085	238.6	166
Address check	4,078	17.6	10
Start of interview	4,158	93.8	62
Internet use	4,081	21.6	19
Primary schools	414	236.4	234
Secondary schools	431	141.4	136
Child online safety	544	166.7	162
Community cohesion	4,072	56.2	52
Core - Well-being	4,042	70.4	65
Loneliness	4,078	60.9	57
Sources of support	4,092	9.7	9
GP appointments	4,056	47.3	44
Hospital appointments	4,015	25.0	14
General health	4,039	43.2	37
Smoking	4,047	24.4	19
Alcohol consumption	4,157	84.6	70
Carers volunteering	4,151	30.6	21
Social care services	4,026	37.6	25
Volunteering	4,045	12.5	11
Core - Economic status	4,048	44.0	35
Current work	1,735	32.8	28
Core - Tenure	4,065	17.4	14
Universal credit	2,573	13.6	11
Finances	4,102	19.8	18
Food poverty	4,148	37.8	30
Interviewer check information*	4,059	145.5	127

*In quarter 3, timings for the recontact section were embedded within the interviewer check information section

Table C.4: 2020-21 National Survey mean and median times by telephone questionnaire section for quarter 4. Mean and median figures are based on cases routed to the relevant section. All times are given in seconds. Mean and median figures have been rounded to the nearest tenth. These figures are excluding outliers.

Section Name	Sample size	Mean	Median
Address check	3,488	44.8	5
Person selection	3,457	44.7	19
Start of interview	3,487	124.3	87.5

National identity (Core)	3,474	16.5	12
Ethnicity (Core)	3,430	27.5	24
Well-being (Core)	3,386	72.9	67
Welsh language	3,437	28.1	21
Economic status and qualifications	3,490	80.2	66
Internet use	3,419	17.6	16
General health*	3,417	45.4	41
Pregnant	818	6.5	5
Long-term illness (Core)	3,356	31.6	28
Diet	3,477	99.5	88
Alcohol (FG)	3,370	66.7	57
Smoking and e-cigarette use (FG)	3,362	29.0	22
Physical activity (FG)	3,367	100.7	97
Community cohesion	3,464	76.0	69
Community safety	3,411	46.1	43
Local authorities	3,479	42.1	38
Access to services and facilities	3,370	36.6	35
Democracy and understanding of local councils	3,405	44.8	43
Local Environment Quality	3,346	58.8	52
Primary schools	374	164.8	160
Secondary schools	372	118.8	107
End of section 1	3,481	17.0	7
Start of section 2	220	46.9	7
Climate emergency - views	3,407	122.9	115
NRW - Flood risk	3,363	67.2	62
NRW - Biodiversity	3,384	58.8	57
GP services	3,412	101.3	92
Hospital appointments	3,380	23.1	11
Social Care services	3,319	33.9	24
Eye Care	3,391	33.2	28
Dental Appointments	3,450	63.6	53
Hearing impairment	3,333	22.6	16
Active Travel	3,398	29.0	28
Current work	1,514	31.9	28
Tenure (Core)	3,401	16.0	14
Universal Credit	2,329	12.7	11
Household material deprivation - non-pensioner (Core, FG)	2,142	81.2	75
Household material deprivation - pensioner (Core, FG)	1,218	115.7	98
Food Poverty	3,446	30.5	25.5
Volunteering	3,465	12.4	10
Carers Volunteering	3,375	20.7	16

Sources of support	3,429	11.1	10
Loneliness	3,454	55.7	52
Sport Wales (FG)	3,403	91.3	69
Internet skills	3,033	92.4	83
Child online safety	463	135.4	134
Satisfaction with health services	3,427	38.8	32
Satisfaction with education system	3,428	23.0	18
Satisfaction with Welsh Government	3,451	26.8	21
Interviewer check information**	3,464	250.2	190

Note: FG = Future Generations; NRW = Natural Resources Wales

*In quarter 4, timings for the BMI (FG) section were embedded within the timings for the general health section

** In quarter 4, timings for the recontact section were embedded within the timings for the interviewer check information section

Appendix C: WG Advance Letter, May to December 2020

Help improve local services and receive a £10 thank you



Name
Address line 1
Address line 2
Address line 3

Dear "Full name"

Thank you for previously taking part in the **National Survey for Wales** and agreeing to take part in further research.

In these challenging times, we need more than ever to find out about the issues facing people across Wales. Of course, we can't do this face-to-face at the moment. So we're running a short and simple telephone version of the National Survey to collect vital information for organisations like Welsh Government, local councils, and NHS Wales.

We would be very grateful for your help with this. The survey will be carried out by one of our National Survey interviewers over the phone, and will last around 20 minutes. As before, we will keep your answers confidential and only use them for research purposes.

To say thank you for taking part, you will receive a **£10 gift voucher**.

A National Survey interviewer from the Office for National Statistics will give you a ring in the next week to arrange to take part in the interview over the phone, or to find a convenient time to do so.

If you would like to change an appointment, request a Welsh speaking interviewer, or if you have any questions please call **0800 496 2119**. Your interviewer is available during the day, evenings and at weekends.

Thank you for helping us with this important study.

Dr Steven Marshall
Chief Social Research Officer
Welsh Government



www.gov.wales/nationalsurveyinfo



The information you give us is protected by law and is treated as confidential.
It will be used for statistical purposes only.

Happy to communicate in Welsh or English
Welsh Government, Cathays Park, Cardiff, CF10 3NQ

Helpu gwella gwasanaethau lleol a chael £10 fel diolch



Annwyl .

Diolch i chi am gymryd rhan o'r blaen yn **Arolwg Cenedlaethol Cymru** ac am gytuno i gymryd rhan mewn ymchwil bellach.

Yn y cyfnod anarferol hwn, mae angen fwy nag erioed inni ddeall y problemau sy'n wynebu pobl ledled Cymru. Wrth gwrs, ni allwn wneud hyn wyneb yn wyneb ar ffôn o bryd. Felly, rydym yn cynnal fersiwn ffôn fer a syml o'r Arolwg Cenedlaethol i osgu gwybodaeth hanfodol ar gyfer sefydliadau fel Llywodraeth Cymru, cynghorau lleol a SIOG Cymru.

Byddem yn ddiolchgar iawn am eich cymorth gyda hyn. Bydd ffurf galwadau ffôn yn parhau para tuag 20 munud, gydag un o gyfweilwyr yr Arolwg Cenedlaethol. Fel o'r blaen, byddwn yn cadw eich holl atebion yn gyfrinachol a heb gynyddu'r ddiweddion ymchwil yn unig.

I ddweud diolch am gymryd rhan, byddwch chi'n tala **hodd gwerth £10**.

Bydd un o gyfweilwyr yr Arolwg Cenedlaethol yn eiddo Swyddfa Ystadegau Gwladol yn eich ffonio yn ystod yr wythnos nesaf i gyflwyno'r gyfweiliad dros y ffôn, neu i ddod o hyd i amser cyfleus i wneud eiddo.

Os hoffech chi gyswrtu apwyntio gyfweilydd sy'n siarad Cymraeg, neu os oes gennych chi unrhyw gwestiynau ffoniwch **0800 496 2119**. Mae eich cyfweilydd ar gael yn ystod yr wythnos nesaf i'r benwythnosau.

Diolch am eiddo gyda'r astudiaeth bwysig hon.

Dr Steven Marshall
Prif Swyddog Ymchwil Gymdeithasol
Llywodraeth Cymru



www.llyw.cymru/arolwgcenedlaetholgwyb



Mae'r wybodaeth rydych chi'n ei rhoi i ni yn cael ei diogelu gan y gyfraith ac yn cael ei thrin yn gyfrinachol. Caiff ei defnyddio at ddibenion ystadegol yn unig.

NSW_AdvLet 02/20

Hapus i gyfathrebu yn y Gymraeg neu yn Saesneg
Llywodraeth Cymru, Parc Cathays, Caerdydd, CF10 3NQ

Appendix D: Advance Email, May to December 2020

Your help is needed: National Survey for Wales

Hi [name],

Thank you for previously taking part in the National Survey for Wales, and for agreeing to take part in further research.

In these challenging times, we need more than ever to find out about the issues facing people across Wales. We cannot do this face-to-face as we usually do, so we are running a short telephone survey with people who have previously helped with the National Survey.

An interviewer from the Office for National Statistics will call you soon to do the telephone survey. It only takes around 20 minutes and you will receive a £10 gift voucher to say thank you for helping.

You can find out more at www.gov.wales/nationalsurveyinfo. If you would like to arrange an appointment, request a Welsh speaking interviewer, or if you have any questions please call 0800 496 2119.

Thank you for helping us with this important study,

Dr Steven Marshall

Chief Social Research Officer
Welsh Government

Mae angen eich help chi: Arolwg Cenedlaethol Cymru

Helo [enw]

Diolch ichi am gymryd rhan o'r blaen yn Arolwg Cenedlaethol Cymru, ac am gytuno i gymryd rhan mewn ymchwil bellach.

Yn y cyfnod anarferol hwn, mae angen fwy nag erioed inni ddeall y problemau sy'n wynebu pobl ledled Cymru. Ni allwn wneud hyn wyneb yn wyneb ar hyn o bryd. Felly, rydym yn cynnal arolwg byr dros y ffôn gyda phobl sydd wedi helpu gyda'r Arolwg Cenedlaethol o'r blaen.

Bydd cyfwelydd o'r Swyddfa Ystadegau Gwladol yn eich ffonio'n fuan i gynnal yr arolwg dros y ffôn. Bydd yr arolwg yn para tuag 20 munud a byddwch yn derbyn taleb rhodd gwerth £10 i ddweud diolch am gymryd rhan.

Gallwch gael rhagor o wybodaeth ar www.llyw.cymru/am-arolwg-cenedlaethol-cymru. Os hoffech drefnu apwyntiad, gofyn am gyfwelydd sy'n siarad Cymraeg, neu os oes gennych unrhyw gwestiynau, ffoniwch 0800 496 2119.

Diolch ichi am ein helpu gyda'r astudiaeth bwysig hon.

Dr Steven Marshall

Prif Swyddog Ymchwil Gymdeithasol
Llywodraeth Cymru

Appendix E: Advance Text Message, May to December 2020

Hi, we recently wrote to you about the National Survey for Wales. We'll phone soon for a short telephone survey. Your answers will help public bodies in Wales respond to the current situation. You'll receive a £10 gift voucher. Thank you.

Helo, fe wnaethom ysgrifennu atoch chi yn ddiweddar am Arolwg Cenedlaethol Cymru. Byddwn yn eich ffonio cyn hir i gynnal arolwg byr dros y ffôn. Bydd eich atebion yn helpu cyrff cyhoeddus yng Nghymru i ymateb i'r sefyllfa bresennol. Byddwch yn derbyn taleb gwerth £10. Diolch yn fawr.

Appendix F: Helpline Leaflet, May 2020

National Survey for Wales

Thank you for taking part in the National Survey for Wales: 2020 Telephone Survey

We appreciate you giving your time to take part in this important study.

The information you have provided will be treated in the strictest confidence and only used for statistical and research purposes.

For more information on the study or to see previous results, visit our website:
www.gov.wales/nationalsurvey

If you have any questions, please call the survey enquiry line on 0800 496 2119 or email surveyfeedback@ons.gsi.gov.uk

Information and support

The organisations below provide information, advice and support on topics covered in the survey.

Advice from the Welsh Government on coronavirus (Covid-19) is available at:
www.gov.wales/coronavirus

Health and mental health

NHS Direct
Health advice and information, 24 hours a day.
0845 4647
www.nhsdirect.nhs.uk

C.A.L.L Helpline: Community Advice & Listening Line
Mental Health Helpline for Wales.
0800 132 737 / Text 'help' to 81066
www.callhelpline.org.uk

Work and finances

Universal Credit helpline
0800 328 1744 (Welsh)
0800 328 5644 (English)

Money Advice Service
Free, independent advice on money issues.
0800 138 0555
www.moneyadviceservice.org.uk

Working Wales

Information, advice and guidance about support if you are made redundant.

0800 028 4844 www.workingwales.gov.uk

Business Wales

Coronavirus business support and information.
03000 603000 www.businesswales.gov.uk

Food availability and food poverty

Food parcels for severely and extremely vulnerable

All those identified as being at risk of severe illness from coronavirus (Covid-19) as a result of a serious underlying health condition were sent a letter in mid-April which included information on how to get a food parcel and other essential items such as toiletries. You can contact your local authority to request a food box using the number provided on the letter you received.

Difficulty affording food

If you are in need please contact your GP, local authority social services or Jobcentre Plus who can refer you to a local food bank. You can also call Citizens Advice on 0344 477 20 20.

Other support

Age Cymru
Support and advice for older people.
08000 223 444
<https://www.ageuk.org.uk/cymru>

Live Fear Free
Support for victims of domestic abuse.
0808 80 10 800 www.gov.wales/live-fear-free

Citizens Advice
Advice on a wide range of issues.
0344 477 2020
www.citizensadvice.org.uk/wales

Natural Resources Wales
Environmental issues, including advice on flooding.
0300 065 3000 www.naturalresources.wales



SAMPLE

Arolwg Cenedlaethol Cymru



Diolch ichi am gymryd rhan yn Arolwg Cenedlaethol Cymru: Arolwg Ffôn 2020

Rydym yn gwerthfawrogi'ch amser i gymryd rhan yn yr astudiaeth bwysig hon. Bydd yr wybodaeth yr ydych wedi'i darparu yn cael ei thrin yn gwbl gyfrinachol ac yn cael ei defnyddio at ddibenion ystadegol ac ymchwil yn unig.

I gael gwybod mwy am yr astudiaeth neu i weld canlyniadau blaenorol, ewch ar ein gwefan www.llyw.cymru/arolwg-cenedlaethol-cymru

Os oes gennych unrhyw gwestiynau, cysylltwch â llinell ymholiadau'r arolwg drwy ffonio 0800 496 2119 neu e-bostio surveyfeedback@ons.gsi.gov.uk

Gwybodaeth a chymorth

Mae'r sefydliadau isod yn darparu gwybodaeth, cyngor a chymorth ar bynciau sydd yn yr arolwg.

Mae cyngor gan Lywodraeth Cymru ar y coronafeirws (COVID-19) ar gael yn: www.llyw.cymru/coronafeirws

Iechyd ac iechyd meddwl

Galw Iechyd Cymru i'w hysbysu 24 awr y dydd. Cyngor a gwybodaeth ar 0845 4647 www.galwiechyd.cymru.wales.nhs.uk

Llinell gymorth C.A.L.L.: Llinell Wrando a Chymorth Cymunedol
Llinell Gymorth Iechyd Meddwl ar gyfer Cymru.
0800 132 737 / Anfonwch 'help' i 81066
www.callhelpline.org.uk/DefaultW.asp?

Gwaith a chyllid

Llinell gymorth Credyd Cynhwysol
0800 328 1744 (Cymraeg)
0800 328 5644 (Saesneg)

Y Gwasanaeth Cyngori Ariannol
Cyngor annibynnol am ddim ar faterion ariannol.
0800 138 0555
www.moneyadviceservice.org.uk/cy

Cymru'n Gweithio

Gwybodaeth, cyngor ac arweiniad ynglŷn â chymorth os ydych wedi colli'ch swydd.
0800 028 4844
www.cymrungweithio.llyw.cymru

Busnes Cymru

Cymorth a gwybodaeth i fusnesau ynglŷn â'r coronafeirws
03000 603000 www.busnescymru.llyw.cymru

Argaeledd bwyd a thlodi

Parseli bwyd i bobl a warant i bobl eithriadol o agored i niwed
Ganolfan Bopeth ydych chi'ch hysbysu sydd wedi'u nodi'n bobl ddi mewn pectol mawr o salwch neu yn hysbysu coronafeirws (oherwydd oherwydd iechyd neu ddi eisoies). Roedd y llywodraeth yn gynnwys gwybodaeth ynglŷn â sut i gael meddygfa ac eitemau hanfodol eraill megis bwyd. Gysylltu â'ch awdurdod lleol i ofyn am barhau bwyd gan ddefnyddio'r rhif a oedd yn y llywodraeth a gawsoch.

Trafferth fforddio bwyd

Os ydych mewn angen, cysylltwch â'ch meddygfa, gwasanaethau cymdeithasol eich awdurdod lleol neu'r Ganolfan Byd Gwaith a all eich cyfeirio at fanc bwyd lleol. Gallwch hefyd ffonio Cyngor ar Bopeth ar 0344 477 20 20.

Cymorth arall

Age Cymru
Cymorth a chyngor i bobl hŷn.
08000 223 444 www.ageuk.org.uk/cymru

Byw Heb Ofn

Cymorth i ddiodefwyr cam-drin domestig.
0808 80 10 800 www.llyw.cymru/byw-heb-ofn

Cyngor ar Bopeth

Cyngor ar bob math o faterion.
0344 477 2020
www.citizensadvice.org.uk/cymraeg

Cyfoeth Naturiol Cymru

Materion amgylcheddol, gan gynnwys cyngor ar lifogydd.
0300 065 3000 www.cyfoethnaturiol.cymru

Appendix G: Helpline Leaflet, June 2020

National Survey for Wales



Thank you for taking part in the National Survey for Wales

We appreciate you giving your time to take part in this important study.

The information you have provided will be treated in confidence and only used for statistical and research purposes.

For more information on the study or to see previous results, visit our website: www.gov.wales/nationalsurvey

If you have any questions, please call the survey enquiry line on 0800 496 2119 or email surveyfeedback@ons.gov.uk

Information and support

The organisations on this leaflet provide information, advice and support topics covered in the survey.

Advice from the Welsh Government on coronavirus (Covid-19) is available at www.gov.wales/coronavirus

Health and mental health

NHS Direct Wales
Health advice and information, 24 hours a day. 0845 4647
www.nhsdirect.wales.nhs.uk

C.A.L.L Helpline: Community Advice & Listening Line
Mental Health Helpline for Wales
0800 132 737 / Text 'help' to 81066
www.callhelpline.org.uk

Wales Drug and Alcohol Helpline
DAN 24/7
Help with alcohol and drug problems, 24 hours a day.
0800 808 2234 / Text DAN to 81066
www.dan247.org.uk

Food availability and food poverty

Food parcels for shielded / extremely vulnerable
Those identified as being at high risk of severe illness from coronavirus (due to a serious underlying health issue) were sent a letter in mid-April about how to get essential items such as food. The letter includes details of how to contact your local authority to request a food box.

Difficulty affording food

If you are in need please contact your GP, local authority social services or Jobcentre Plus who can refer you to a local food bank. You can also call Citizens Advice on 0344 477 20 20.

Work and finances

Universal Credit helpline
0800 328 1744 (Welsh)
0800 328 5644 (English)

Money Advice Service

Free, independent advice on money issues.
0800 138 0555
www.moneyadviceservice.org.uk

Working Wales

Information, advice and guidance about support if you are made redundant.
0800 028 4844
www.workingwales.gov.uk

Business Wales

Coronavirus business support and information.
03000 603000
www.businesswales.gov.uk

Other support

Age Cymru

Support and advice for older people.
08000 223 444
<https://www.ageuk.org.uk/cymru>

Live Fear Free

Support for victims of domestic abuse.
0808 80 10 800
www.gov.wales/live-fear-free

Citizens Advice

Advice on a wide range of issues.
0344 477 2020
www.citizensadvice.org.uk/wales

Natural Resources Wales

Environmental issues, including advice on flooding.
0300 065 3000
www.naturalresources.wales

Volunteering Wales

Register as a volunteer.
www.volunteering-wales.net

Arolwg Cenedlaethol Cymru



Diolch ichi am gymryd rhan yn Arolwg Cenedlaethol Cymru

Rydym yn gwerthfawrogi'ch amser i gymryd rhan yn yr astudiaeth bwysig hon. Bydd yr wybodaeth yr ydych wedi'i darparu yn cael ei thrin yn gyfrinachol ac yn cael ei defnyddio at ddibenion ystadegol ac ymchwil yn unig.

I gael gwybod mwy am yr astudiaeth neu i weld canlyniadau blaenorol, ewch ar ein gwefan www.llyw.cymru/arolwg-cenedlaethol-cymru

Os oes gennych unrhyw gwestiynau, cysylltwch â llinell ymholiadau'r arolwg drwy ffonio 0800 496 2119 neu e-bostio surveyfeedback@ons.gov.uk

Gwybodaeth a chymorth

Mae'r sefydliadau ar y daflen yma yn darparu gwybodaeth, cyngor a chymorth ar bynciau sydd yn yr arolwg.

Mae cyngor gan Lywodraeth Cymru ar y coronafeirws (COVID-19) ar gael yn www.llyw.cymru/coronafeirws

Iechyd ac iechyd meddwl

Galw Iechyd Cymru
Cyngor a gwybodaeth iechyd, 24 awr y dydd. 0845 4647
www.galwiechyd.cymru.wales.nhs.uk

Llinell gymorth C.A.L.L.: Llinell Wrando a Chymorth Cymunedol
Llinell Gymorth Iechyd Meddwl ar gyfer Cymru.
0800 132 737 / Anfonwch 'help' i 81066
www.callhelpline.org.uk

Llinell Gymorth Cyffuriau ac Alcohol Cymru – DAN 24/7
Cymorth gyda phroblemau alcohol a chyffuriau, 24 awr y dydd.
0808 808 2234 neu 0800 808 2234 / Text DAN i 81066.
www.dan247.org.uk

Arfordir / Pobol sydd yn bwyd

Parsel bwyd i bobl aros yn eidd / pobl i'w rhoi i bobl aros yn eidd i ni. Mae'r llythyr at bawb sydd yn nodi sut i gael y bwyd sydd mewn perygl mawr o achosi ddiol yn sgil y coronafeirws. Os oherwydd cyflwr iechyd (erol sy'n bodoli eisoes), Roedd y llythyr yn cynnwys gwybodaeth ynglŷn â sut i gael eitemau hanfodol a sut i gysylltu â'ch awdurdod lleol i ofyn am barsel bwyd.

Trafferth fforddio bwyd

Os ydych mewn angen, cysylltwch â'ch meddygfa, gwasanaethau cymdeithasol eich awdurdod lleol neu'r Ganolfan Byd Gwaith a all eich cyfeirio at fanc bwyd lleol. Gallwch hefyd ffonio Cyngor ar Bopeth ar 0344 477 20 20.

Gwaith a chyllid

Llinell gymorth Credyd Cynhwysol
0800 328 1744 (Cymraeg)
0800 328 5644 (Saesneg)

Y Gwasanaeth Cyngorhori Ariannol
Cyngor annibynnol m ddim ar faterion ariannol.
0800 138 0555
www.moneyadviceservice.org.uk/cy

Cymorth Busnes Cymru
Gwybodaeth gyngor ac arloedd ynglŷn â chymorth busnes a chymorth swydd.
0800 028 4844
www.cymru.gov.uk/ysw.llyw.cymru

Busnes Cymru
Cyswllt i gwybodaeth i fusnesau ynglŷn â coronafeirws
03000 603000
www.busnes.cymru.llyw.cymru

Cymorth arall

Age Cymru

Cymorth a chyngor i bobl hŷn.
08000 223 444
www.ageuk.org.uk/cymru

Byw Heb Ofn

Cymorth i ddiroddfwyr cam-drin domestig.
0808 80 10 800
www.llyw.cymru/byw-heb-ofn

Cyngor ar Bopeth

Cyngor ar bob math o faterion.
0344 477 2020
www.citizensadvice.org.uk/cymraeg

Cyfoeth Naturiol Cymru

Materion amgylcheddol, gan gynnwys cyngor ar lifogydd.
0300 065 3000
www.cyfoethnaturiol.cymru

Gwirfoddoli Cymru

Cofrestrwch fel gwirfoddolwr.
www.volunteering-wales.net

Appendix H: COVID-19 Slip sent with previous materials

 Office for
National Statistics
Swyddfa
Ystadegau Gwladol



Freephone: 0800 496 2119

Following government advice regarding coronavirus (COVID-19) we are not able to send an interviewer to your address to carry out the study.

Instead, the interviewer has tried phoning you to arrange for you to complete the study over the telephone.

To arrange a convenient time to take part, please contact us using the details provided in the letter.

 Office for
National Statistics
Swyddfa
Ystadegau Gwladol



 www.gov.wales/nationalsurveyinfo 

Happy to communicate in Welsh or English

NSW_Slip_CV_05/20

Rhadffôn: 0800 496 2119

Yn dilyn cyngor cyfredol y Llywodraeth ynglŷn â ghrŷnch coronafeirws (COVID-19), ni allwn anfon cyfwelydd i'ch cyfeiriad er mwyn cyflwynu'r astudiaeth.

Ond, mae gyfwelydd y Swyddfa Ystadegau Gwladol wedi rhoi ymystod yr wythnosau diwethaf i'ch gynnwys y cyfweliad dros y ffôn.

I ddod o'ch yd i amser cyfleus i wneud hynny, gallwch gysylltu ag ef ar y manylion yn y lythyr i drefnu amser i gwblhau'r astudiaeth dros y ffôn.

 www.llyw.cymru/arolwgcenedlaetholgwyb 

Hapus i gyfathrebu yn y Gymraeg neu yn Saesneg

NSW_Slip_CV_05/20

Appendix I: Impediment Letter, July to December 2020



Reference

Dear

You previously took part in the **National Survey for Wales**, and kindly agreed to take part in further research. We would now like you to be part of an important follow-up study, but so far we've been unable to get in touch with you.

Following government advice regarding coronavirus (COVID-19), we're running a new, much shorter telephone version of the National Survey. This survey provides vital information to organisations like Welsh Government, local councils, and NHS Wales.

The survey will be carried out over the phone and should only last around 20 minutes. Answers will be kept confidential and will only be used for research purposes. You do not need any special knowledge to take part.

Only a small number of people in your area have been selected to take part. We cannot replace you with anyone else. We appreciate your help and respect at this difficult time.

Please contact us to arrange to complete the study at a time that is convenient for you.

Ways to get in touch:

- Call your interviewer on _____
 - Call ONS free on 0800 2119 83
 - Email national.survey@ons.gov.uk
- including your preferred contact number and any times which suit you

Thank you for helping us with this important study.

Yours sincerely,

Dr Steven Marshall
Chief Social Research Officer
Welsh Government



www.gov.wales/nationalsurveyinfo



The information you give us is protected by law and is treated as confidential.
It will be used for statistical purposes only.

NSW_Imp_Ent_Let 06/20

Happy to communicate in Welsh or English
Welsh Government, Cathays Park, Cardiff, CF10 3NQ



Cyfeirnod

Annwyl

Gwnaethoch gymryd rhan o'r blaen yn **Arolwg Cenedlaethol Cymru**, a chytuno i gymryd rhan mewn ymchwil bellach. Nawr, hoffem ichi fod yn rhan o arolwg dilynol pwysig, ond hyd yma nid ydym wedi llwyddo i gysylltu â chi.

Gan ddilyn cyngor y Llywodraeth ynglŷn â'r coronafeirws (COVID-19), rydym yn cynnal fersiwn newydd, llawer byrrach o'r Arolwg Cenedlaethol dros y ffôn. Bydd yr arolwg yn darparu gwybodaeth hanfodol i sefydliadau megis Llywodraeth Cymru, cwmnïau lleol a GIG Cymru.

Bydd yr arolwg yn cael ei gynnal dros y ffôn a dim ond tua 20 munud y dydd i gymryd. Bydd eich atebion yn gyfrinachol, ac yn cael eu defnyddio at ddibenion ymchwil yn unig. Nid oes angen unrhyw wybodaeth arbennig arnoch i gymryd rhan.

Dim ond nifer bach o bobl yn eich ardal sydd wedi'i gysylltu â'r arolwg hon, felly allwn ddewis rhywun arall yn eich lle. Rydym yn gwerthio eiddo'ch cymorth a'n enwedig yn ystod y cyfnod anodd hwn.

Cysylltwch â ni i drefnu i gymryd rhan yn bobolgar a'n hysbysu cyfleus ichi.

Ffyrdd o gysylltu:

- Ffonio'ch cyfwelydd a nsr@ons.gov.uk
- Ffonio'r Sefydliad Ystadegol Cymru ddiwrnodol am ddim ar 0800 496 2119
- Anfon e-bost i nationalsurveyforwales@ons.gov.uk including your phone number and any times which suit you

gan gynnwys eich rhif ffôn ac unrhyw amseroedd cyfleus ichi

Yn gywir,

Dr Steven Marshall
Prif Swyddog Ymchwil Gymdeithasol
Llywodraeth Cymru

www.llyw.cymru/arolwgcenedlaetholgwby

Mae'r wybodaeth rydych chi'n ei rhoi i ni yn cael ei diogelu gan y gyfraith ac yn cael ei thrin yn gyfrinachol. Caiff ei defnyddio at ddibenion ystadegol yun unig.

Hapus i gyfathrebu yu y Gymraeg neu yn Saesneg
Llywodraeth Cymru, Parc Cathays, Caerdydd, CF10 3NQ

NSW_imp_Ent_Let 06/20

Appendix J: A5 Introductory Card, August to December 2020

 Office for
National Statistics
Swyddfa
Ystadegau Gwladol



National Survey for Wales Arolwg Cenedlaethol Cymru



www.gov.uk/nationalsurveyinfo
www.llyw.cymru/arolwgcenedlaetholgwbyb

Happy to communicate in Welsh or English
Hapus i gyfathrebu yn y Gymraeg neu yn
Saesneg

NSW_ONS_Int_intro_card 06/20

Dear

We recently wrote to you about the
National Survey for Wales.

This study is being carried out for the
Welsh Government by the Office for
National Statistics (ONS). I work for ONS
and will phone in the next few days.

You will receive a **£10 gift voucher** to say
thank you for taking part.

I look forward to speaking to you soon.

Annwyl

Ysgrifennom atoch yn ddiweddar
am yr **Arolwg Cenedlaethol
Cymru.**

Mae'r astudiaeth hon yn cael ei gynnal
gan y Swyddfa Ystadegau Gwladol (SYG)
ar ran Llywodraeth Cymru. I wneud hyn
gweithio i'r SYG a fyddwn i chi galwad
ffôn I chi yn ystod y dyddiau nesaf.

Byddwch yn derbyn **aleb gwerth £10** i
ddioli i chi a gyfnydd rhan.

Edrychwn ymlaen i siarad â chi cyn hir.

My name / Fy enw: _____

Interviewer number / Rhif cyfwelydd: _____

Telephone number / Rhif ffôn: _____



Appendix K: WG Advance letter, January to March 2021

Help improve local services and receive a £15 thank you

<NAME>
<ADDRESS LINE1>
<ADDRESS LINE 2>
<ADDRESS LINE 3>
<TOWN>
<COUNTY>



Dear Resident,

Your address has been selected for the **National Survey for Wales**. This is your chance to give your views on things like health, the NHS, schools, council services, and your local area. The results will be used by organisations such as Welsh Government, local councils, and NHS Wales to take action on the coronavirus situation and other issues facing people across Wales.

The survey is quick and easy, and you do not need any special knowledge to do it. You can take part in English or Welsh. It will be carried out over the phone in two short sections lasting around 20 minutes each. Answers are kept confidential and only used for research purposes. To say thank you, we will send you a £15 gift voucher for taking part in the survey.

How to take part:

- 1 Please go to our secure website gov.wales/surveywales
- 2 Enter your unique code
- 3 Provide your PIN number in the secure online form.
- 4 Our interviewers will then call you to arrange a convenient time to do the survey over the phone.

Or, you can give us a call on freephone **0800 496 2119**, or email us at nationalsurveyforwales@ons.gov.uk to arrange a suitable time to do the survey.

Thank you for helping us with this important study.

Dr Steven Marshall
Chief Social Research Officer, Welsh Government

NSW_AdvLet 11/20



gov.wales/surveywales

Welsh Government, Cathays Park, Cardiff, CF10 3NQ

Happy to communicate in Welsh or English.

Helpu gwella gwasanaethau lleol a chael £15 fel diolch



<NAME>
<ADDRESS LINE1>
<ADDRESS LINE 2>
<ADDRESS LINE 3>
<TOWN>
<COUNTY>

Annwyl Breswlydd,

Mae eich cyfeiriad wedi'i ddewis ar gyfer **Arolwg Cenedlaethol Cymru**. Dyma eich cyfle i roi eich barn ar bethau fel iechyd, y GIG, ysgolion, gwasanaethau cyngor, a'ch ardal leol. Bydd y canlyniadau'n cael eu defnyddio gan sefydliadau fel Llywodraeth Cymru, cyngorau lleol a GIG Cymru i weithredu ar y sefyllfa coronafeirws a materion eraill sy'n wynebu pobl ledled Cymru.

Mae'r arolwg yn gyflym ac yn hawdd. Does dim angen unrhyw wybodaeth bennig arnoch. Gallwch gymryd rhan yn Gymraeg neu yn Saesneg. Bydd yn cael i'w gwneud dros y ffôn mewn dwy ran a fydd yn cymryd tua 20 munud yn gyfanradd. Mae'r ateb yn gyfrinachol ac at ddibenion ymchwil yn unig. I ddwyroddio i'w gwneud rhan, byddwch yn cael **taleb rhodd gwerth £15**.

Sut i gymryd rhan:

- 1 Ewch i'n gwefan ddiogel **llyw.cymru/arolwgcymru**
- 2 Nodwch eich cod rhif ffôn:
- 3 Nodwch eich rhif ffôn i'w nodwch yn ffôn ddiogel ar-lein.
- 4 Byddwch yn cael i'w gwneud dros y ffôn i drefnu amser cyfleus i gynnal y cyfweiliad dros y ffôn.

Neu gallwch ein ffonio am ddim ar **0800 496 2119**, neu anfon e-bost at **arolwgcenedlaetholcymru@ons.gov.uk** i drefnu amser cyfleus i wneud y cyfweiliad.

Diolch am ein helpu gyda'r astudiaeth bwysig hon.

Dr Steven Marshall

Prif Swyddog Ymchwil Gymdeithasol, Llywodraeth Cymru

NSW_AdvLet 02/20



llyw.cymru/arolwgcymru

Llywodraeth Cymru, Parc Cathays, Caerdydd, CF10 3NQ

Hapus i gyfathrebu yn y Gymraeg neu yn Saesneg

Appendix L: Purpose Leaflet, January to March 2021



The National Survey for Wales is taking place right across Wales.

This is your chance to tell us about your experiences and opinions on a range of issues including health, the NHS, sports, colleges and your local area. Your answers will help us to take action on things that are important to you.

This study is being carried out by the Office for National Statistics on behalf of the Welsh Government and other public organisations. Our independent government department is responsible for producing statistics.

We value your contribution. We need to talk to people from different parts of Wales. Your contribution is voluntary but is very important because we cannot give you a place to go to anyone else. We need your opinion to help matter what your background or age is.

Why has my household been chosen?

Households are chosen at random to take part in the survey. They are chosen from the Royal Mail's publicly-available list of all addresses in Wales.

What happens next?

Please go to our secure web page **gov.wales/surveywales** and enter your access code (see letter enclosed) and your phone number. An interviewer will then give you a call. Or if you prefer, please call us on freephone **0800 496 2119**.

The interviewer will randomly select one

person in your household, aged 16 or over, to take part in the survey. If the interviewer phones at a time when you are busy, they will be happy to make an appointment for another time.

The survey is split into two sections, each lasting around 20 minutes. To say thank you for taking part in the survey, we'll send a **£15 gift voucher**.

Is the information I give confidential?

Yes. The information you give us will be treated as confidential and only used for research purposes. More details on the survey, including how we store and process information, are at gov.wales/surveywales

Can I be interviewed in Welsh?

Yes. Please tell the interviewer or contact us on freephone **0800 496 2119**.

What if I have any other questions?

- Please ask the interviewer, or
- Call **0800 496 2119** (freephone), or

Email nationalsurveyforwales@ons.gov.uk
If you would like to contact Welsh Government directly please email survey@gov.wales or call **0300 060 4400**.

WG_NSW_PL 11/20



National Survey for Wales, 2019-20

Appendix M: A5 Interviewer Introductory Card, January to March 2021



SAMPLE

SAMPLE

National Survey for Wales Arolwg Cenedlaethol Cymru



www.gov.uk/national-surveyinfo
www.llyw.cymru/arolwg-cenedlaetholgwbyb

Happy to communicate in Welsh or English.
Hapus i gyfathrebu yn y Gymraeg neu yn Saesneg.

NSW_ONS_Int_intro_card 11/20

Dear Resident,

We recently wrote to you about the **National Survey for Wales**.

This study is being carried out for the Welsh Government by the Office for National Statistics (ONS).

I will be your interviewer for the study. I'd be grateful if you could call or text me to arrange a convenient time to do the survey. My phone number is below.

We'll send you a **£15 gift voucher** to say thank you for taking part in the survey.

We look forward to speaking to you soon.

Annwyl Breswlydd,

Ysgrifennom atoch yn ddiweddar ynglŷn ag **Arolwg Cenedlaethol Cymru**.

Mae'r astudiaeth hon yn cael ei chynnal ar y Swyddfa Ystadegau Gwladol (SYG) a'r Llywodraeth Cymru.

Fi yw eich cyfwelydd ar gyfer ymstrwyddiaeth hon. Byddwn yn ddiolchgar os gwyddwch fy honio neu anfon neges ddiwyb i atal drefnu amser cyfleus i gynnal yr arolwg. Mae fy rhif ffôn isod.

Byddwch yn derbyn **caleb gwerth £15** i ddiolch chi chi'n gymryd rhan.

Edrychaf ymlaen at siarad gyda chi cyn hir.

My phone number / Rhif ffôn: _____

My name / Fy enw: _____

Interviewer number / Rhif cyfwelydd: _____



Appendix N: Called Today/Knock to Nudge Card, January to March 2021

Office for
National Statistics
Swyddfa
Ystadegau Gwladol



Date: / /

Help us get in touch...

Hello,

You were recently invited to take part in the National Survey for Wales. I visited today to explain the study.

In these challenging times, we need to know how to find out about the issues facing people in our communities. We plan to carry out the study over the next few months.

Please provide your phone number by either:

Visiting us and www.nisra.gov.uk/studycontact
You will need your household access code which is:

Calling me directly on:

Calling the office for free on **0800 496 2119**

Emailing nationalsurveyforwales@ons.gov.uk

Kind regards,

Field interviewer, Office for National Statistics



www.gov.wales/nationalsurveyinfo



NSW_KTN_Called Today 11/20

Office for
National Statistics
Swyddfa
Ystadegau Gwladol



Dyddiad: / /

Helpwch ni i gysylltu...

Helo,

Yn ddiweddar cawsoch eich gwahodd i gymryd rhan yn Arolwg Cenedlaethol Cymru. Ymwelais ati heddiw i esbonio'r astudiaeth.

Yn ystod y cyfnod heriol hwn mae'n bwysicach nag erioed inni ddarganfod beth ydych chi'n broblemau yn wynebu pobl Cymru. Rydym yn bwriadu cyflwyno'r astudiaeth dros y ffôn.

Cysylltwch â ni trwy naill ai:

Ymweldiwn eich cod mynediad:

i ymwelwch eich rhif ffôn at y dudalen we ddiogel:
www.respond.nisra.gov.uk/studycontact

Ffonio fi yn uniongyrchol ar:

Ffonio'r swyddfa am ddim ar **0800 496 2119**

Anfon neges e-bost at:
arolwgenedlaetholcymru@ons.gov.uk

Cofion gorau,

Cyfweilydd Maes, Swyddfa Ystadegau Gwladol



www.llyw.cymru/arolwgenedlaetholgywb



NSW_KTN_Called Today 11/20

Appendix O: Appointment Card, January to March 2021

 Office for
National Statistics
Swyddfa
Ystadegau Gwladol



Date:

Ref:

Your appointment with an interviewer from the Office for National Statistics has been arranged for

Interview date:

Interviewer:

Interviewer telephone number:

If you have any queries please call our interviewer on the number below and he/she will be pleased to discuss them with you.

Telephone number:

Thank you for your help.

 Office for
National Statistics
Swyddfa
Ystadegau Gwladol



Dyddiad:

Cyf:

Trefnwyd eich apwyntiad gyda chyfwelydd o'r Swyddfa Ystadegau Gwladol ar gyfer

Dyddiad cyfweiliad:mser

Cyfwelydd:

Rhif cyfwelydd:

Os oes gennych chi unrhyw ymholiadau ffoniwch ein chyfwelydd ar rhif isod a bydd yn fwy na pharod i'w trafod â chi.

Rhif ffôn:

Diolch am eich help.



www.gov.wales/nationalsurveyinfo



Happy to communicate in Welsh or English

NSW_Appt_card 02/20



www.llyw.cymru/arolwgcedlaetholgwby



Hapus i gyfathrebu yn y Gymraeg neu yn Saesneg

NSW_Appt_card 02/20

Appendix P: Chaser Letter, January to March 2021



To request a letter in large print, or braille please phone 0800 496 2119 or email accessibility@ons.gov.uk

Dear Resident

We wrote to you recently to say you have been chosen to take part in the **National Survey for Wales**. I have been trying to get in touch but have so far not managed to speak with you.

How to take part:

To complete the study at a time that suits you, or if you have any questions please contact me on:

- ☎ You can also call free on 0800 496 2119
- ✉ Or email nationalsurveyforwales@ons.gov.uk

We'd be grateful if you could reply in return as soon as possible. We look forward to hearing from you.

Why you should take part

By taking part in the National Survey, you will help organisations like local councils, Welsh Government and NHS Wales make decisions. In turn this will help improve life for people in your community and right across Wales

Everyone's views are important to include in the study. You do not need any special knowledge to take part, and you can arrange an interview time that is convenient for you.

To say thank you, we will send a £15 gift voucher for taking part in the study.

Yours faithfully

Field interviewer - Interviewer Number:



gov.wales/nationalsurveyinfo

Welsh Government, Cathays Park, Cardiff, CF10 3NQ

Happy to communicate in Welsh or English.

NSW_ChaserLet 11/20

Mae llythyr mewn print bras, neu Braille, ar gael ar gais drwy ffonio 0800 496 2119 neu drwy anfon e-bost i accessibility@ons.gov.uk

Annwyl Breswlydd

Gwnaethom ysgrifennu atoch yn ddiweddar i roi gwybod ichi eich bod wedi cael eich dewis i gymryd rhan yn **Arolwg Cenedlaethol Cymru**. Rwyf wedi bod yn ceisio dod i gysylltiad â chi ond nid wyf wedi llwyddo i siarad â chi hyd yma.

Sut i gymryd rhan:

I drefnu i gynnal yr astudiaeth ar amser sy'n gyfleus i chi, neu os oes gennych unrhyw gwestiynau cysylltwch â mi ar:

- Gallwch hefyd alw ein llinell gymorth yn rhad a dim ddeddf ar 0800 496 2119
- Neu anfon e-bost i arolwgcenedlaethol@ons.gov.uk

Byddem yn ddiolchgar pe gallech gysylltu gyda ni os oes gennych unrhyw gwestiynau. Edrychwn ymlaen at glywed gennych.

Pam ddylwn i gymryd rhan:

Drwy gymryd rhan yn yr arolwg cenedlaethol, byddwch yn helpu sefydliadau fel cynghorau lleol, bodraeth Gŵyl Gwasanaeth Iechyd Gwladol Cymru i wneud penderfyniadau. Bydd gwrthodwch yn helpu i wella bywydau pobl yn eich cymuned ac ym mhob cymuned yn eiddo Cymru.

Mae'n bwysig bod pob un yn cael ei chynnwys yn yr astudiaeth. Yr ydym am glywed gennych chi'n bynnag yw eich sefyllfa. Mae'n bwysig bod barn pob un yn cael ei chynnwys yn yr astudiaeth.

Byddwn yn anfon taleb rhodd o £15 atoch i ddiolch ichi am gymryd rhan yn yr arolwg.

Yn gywir

Cyfwelydd Maes – Rhif Cyfwelydd:



llyw.cymru/arolwgcenedlaetholgwyb

Llywodraeth Cymru, Parc Cathays, Caerdydd, CF10 3NQ

Hapus i gyfathrebu yn y Gymraeg neu yn Saesneg

Appendix Q: Conversion Letter, January to March 2021



To request a letter in large print, or
braille please phone 0800 496 2119
or email accessibility@ons.gov.uk

Dear Resident

An interviewer from the Office for National Statistics called recently to discuss taking part in the **National Survey for Wales**. We would like to tell you a bit more about the study.

Why this study matters

Information from the National Survey for Wales is used to help make sure public money is spent where it is needed the most across Wales. Your responses can help lead to changes within your area, but for this to happen we need you to take part.

What this study is about

This is your chance to tell Welsh Government about your experiences and views on things like health and the NHS, sports, your council, and council services. If there are any questions you do not want to answer you do not have to – you can just skip them. You do not need any special knowledge to take part.

How to take part

An interviewer will call you to answer any further questions you may have and for you to take part. Or you can call your interviewer on:

- You can also call free on **0800 496 2119** to arrange a time convenient to you.

Thank you for helping us with this important study.



Dr Steven Marshall
Chief Social Research Officer, Welsh Government

NSW_ConvLet 11/20



gov.wales/nationalsurveyinfo

Welsh Government, Cathays Park, Cardiff, CF10 3NQ

Happy to communicate in Welsh or English.

Mae llythyr mewn print bras, neu Braille, ar gael ar gais drwy ffonio 0800 496 2119 neu drwy anfon e-bost i accessibility@ons.gov.uk

Annwyl Breswlydd

Galwodd cyfwelydd o'r Swyddfa Ystadegau Gwladol heibio yn ddiweddar i drafod cymryd rhan yn **Arolwg Cenedlaethol Cymru**. Hoffem egluro ychydig mwy am yr astudiaeth.

Pam mae'r astudiaeth hon yn bwysig

Caiff gwybodaeth o Arolwg Cenedlaethol Cymru ei defnyddio i sicrhau bod y llywodraeth yn cyhoeddus yn cael ei wario lle mae ei angen fwyaf ledled Cymru. Gall eich ymateb helpu i arwain at newidiadau yn eich ardal ond, er mwyn i'r gwybodaeth hon gael eiangen i chi gymryd rhan.

Natur yr astudiaeth hon

Dyma'ch cyfle chi i ddweud wrth Lywodraeth Cymru a'ch profiadau a'ch barn ar bethau fel iechyd a'r Gwasanaethau Iechyd, ymchwil a'r chwaraeon, eich ardal leol, a gwasanaethau'r Cyngor. Nid oes rhaid chi atunrhyw gwestiynau nad ydych yn dymuno eu hateb – symud i'r blaen i'r nesaf. Nid oes angen unrhyw wybodaeth arbenigol arnoch i'w hateb.

Sut i gymryd rhan

Bydd cyfwelydd yn galw eto'n fuan i ateb unrhyw gwestiynau pellach a allai fod gennych. Fel arall, gallwch ffonio'r cyfwelydd ar:

Neu ffonio rhadffôn **0800 496 2119** i drefnu amser sy'n gyfleus i chi.

Diolch i chi am ein helpu gyda'r astudiaeth bwysig hon.



Dr Steven Marshall
Prif Swyddog Ymchwil, Gymdeithasol Llywodraeth Cymru

NSW_ChaserLet 11/20



llyw.cymru/arolwgcenedlaetholgyby



Llywodraeth Cymru, Parc Cathays, Caerdydd, CF10 3NQ

Hapus i gyfathrebu yn y Gymraeg neu yn Saesneg

Thank you for taking part in the National Survey for Wales



We appreciate you giving your time to take part in this important study. The information you have provided will be treated in confidence and only used for statistical and research purposes.

For more information on the study or to see previous results, visit our website

www.gov.wales/national-survey

If you have any questions:

☐ Please call the survey enquiry line on 0800 0 2119

✉ surveyfeedback@ons.gov.uk

Helplines and support

Thank you for taking part in the National Survey for Wales

Information and support

The organisations on this leaflet provide information, advice and support on topics covered in the survey.

Advice from the Welsh Government on coronavirus (Covid-19) is available at:

www.gov.wales/coronavirus

NSW_help_ENG 11/20



www.gov.wales/nationalsurveyinfo

Health and mental health

NHS Direct Wales

Health advice and information, 24 hours a day.

0845 4647

www.nhsdirect.wales.nhs.uk

Community Advice & Listening Line

Mental Health Helpline for Wales.

0800 132 737

Text 'help' to 81066

www.callhelpline.org.uk

Wales Drug and Alcohol Helpline

Help with alcohol and drug problems, 24 hours a day.

0808 808 2234 or text DAN to 81066

www.dan247.org.uk

Help me quit

Help to quit smoking

0808 278 2522.

www.helpmequit.wales

Work and finance

Universal Credit Helpline

0800 328 1777 (Welsh)

0800 328 5644 (English)

Money Advice Service

Free, independent advice on money issues.

0800 138 0555

www.moneyadviceservice.org.uk

Working Wales

Information, advice and guidance about support if you are made redundant.

0800 028 4844

www.workingwales.gov.wales

Business Wales

Coronavirus business support and information.

03000 603000

www.businesswales.gov.wales

Other support

Age Cymru

Support and advice for older people.

08000 223 444

<https://www.agecymru.org.uk/cymru>

Live Fear Free

Support for victims of domestic abuse.

0300 100 1000

www.livefearfree.wales/live-fear-free

Citizens Advice

Advice on a wide range of issues.

0344 477 2020

www.citizensadvice.org.uk/wales

Natural Resources Wales

Environmental issues, including advice on flooding.

0300 065 3000

www.naturalresources.wales

Volunteering Wales

Register as a volunteer.

www.volunteering-wales.net

Food availability and poverty

If you are in need please contact your GP, local authority social services or Jobcentre Plus who can refer you to a local food bank. You can also call Citizens Advice on **0344 477 20 20**.


Diolch ichi am gymryd rhan yn Arolwg Cenedlaethol Cymru


Rydym yn gwerthfawrogi'ch amser i gymryd rhan yn yr astudiaeth bwysig hon. Bydd yr wybodaeth yr ydych wedi'i darparu yn cael ei thrin yn gyfrinachol ac yn cael ei defnyddio at ddibenion ystadegol ac ymchwil yn unig.

I gael gwybod mwy am yr astudiaeth neu i weld canlyniadau blaenorol, ewch ar gwefan:

 www.llyw.cymru/arolwg-cenedlaethol-cymru

Os oes gennych chi gwybodaeth ychydig:

 Cysylltwch â'r telerau'r arolwg drwy ffonio 0800 496 2119
0800 496 2119

 Neu e-bostio
surveyfeedback@ons.gov.uk

Gwybodaeth a chymorth

Mae'r sefydliadau ar y daflen yma yn darparu gwybodaeth, cyngor a chymorth ar bynciau sydd yn yr arolwg.

Mae cyngor gan Lywodraeth Cymru ar y coronafeirws (COVID-19) ar gael yn:

 www.llyw.cymru/coronafeirws

NSW_help_WAL 11/20



Llywodraeth Cymru
Welsh Government

Gwybodaeth a chymorth

Diolch ichi am gymryd rhan yn Arolwg Cenedlaethol Cymru



www.llyw.cymru/arolwgcenedlaetholgywb

Iechyd ac iechyd meddwl

Galw Iechyd Cymru

Cyngor a gwybodaeth iechyd, 24 awr y dydd.

0845 4647

www.galwiechydymru.wales.nhs.uk

Llinell Wrando a Chymorth Cymunedol

Llinell Gymorth Iechyd Meddwl ar gyfer Cymru.

0800 132 737 / Anfonwch 'help' i 81066

www.callhelpline.org.uk

Llinell Gymorth Cyffuriau ac Alcohol Cymru

Problemau alcohol a chyffuriau, 24 awr y dydd.

0808 808 2234 neu anfonwch y gair DAN i 81066.

www.dan24/7.org.uk

Helpa fi i stopio

Cymorth i roi gorau i smygu.

0808 278 2522

www.helpafiistopio.cymru

Gwaith a chyllid

Llinell gymorth Credyd Cymrwysol

0800 328 1744 (Cymraeg)

0800 328 5644 (Saesneg)

Y Gwasanaeth Cyngori Ariannol

Cyngor annibynnol am ddim ar faterion ariannol.

0800 138 0555

www.moneyadviceservice.org.uk/cy

Cymru'n Gweithio

Gwybodaeth, cyngor ac arweiniad ynglŷn â chymorth os ydych wedi colli'ch swydd.

0800 028 4844

www.cymrungweithio.llyw.cymru

Busnes Cymru

Cymorth a gwybodaeth i fusnesau ynglŷn â'r coronafeirws

03000 603000

www.busnescymru.llyw.cymru

Cymorth arall

Age Cymru

Cymorth a chyngor i bobl hŷn.

08000 223 444

www.ageuk.org.uk

Byw Heb Ofn

Cymorth i ddatdefwyr a pharhyswyr ddomestig.

0800 800 800

www.llyw.cymru/byw-heb-ofn

Cyngor ar Bopeth

Cyngor ar bob math o faterion.

0344 477 2020

www.citizensadvice.org.uk/cymraeg

Cyfoeth Naturiol Cymru

Materion amgylcheddol, gan gynnwys cyngor ar lifogydd.

0300 065 3000

www.cyfoethnaturiol.cymru

Gwirfoddoli Cymru

Cofrestrwch fel gwirfoddolwr.

www.volunteering-wales.net

Argaeledd bwyd a thlodi bwyd

Os ydych mewn angen, cysylltwch â'ch meddygfa, gwasanaethau cymdeithasol eich awdurdod lleol neu'r Ganolfan Byd Gwaith a all eich cyfeirio at fanc bwyd lleol. Gallwch hefyd ffonio Cyngor ar Bopeth ar **0344 477 20 20**.

Appendix S: Derived variables for 2020-21 final dataset

Variable Name	Variable Label
DvAgeGrp3	Derived variable - Age (3 groups)
DvAgeGrp5	Derived variable - Age (5 groups)
DvWkinAge	Derived variable - Working age
DvPenFlag	Derived variable - Pensionable age at time of interview
DvCvWkingHh	Derived variable - Household members of working age in paid work, either full-time or part-time (includes 16-19 year olds in FT education and those on furlough)
DvCvFurlHh	Derived variable - Household members who are furloughed, either full-time or part-time
DvTenurGrp2	Derived variable - Tenure (grouped)
DvHhUnd16	Derived variable - Household contains children aged under 16
DvHhUnd19	Derived variable - Household contains children aged under 19
DvHh60OrOvr	Derived variable - Household contains adult aged 60 or over
DvCvEcoStat3	Derived variable - Economic status (3 classifications) - since April 2020
DvEconStat	Derived variable - Previous economic status
DvHhType2	Derived variable - Household type (new groups)
DvIntPersUse	Derived variable - Internet use - Personal use of internet at home, work or elsewhere
DvFGLonely	Derived variable - People feeling lonely (FG indicator)
DvFGComm	Derived variable - Have a sense of community (belonging; different backgrounds get on, treat with respect)
DvWbSatlifeGrp4	Derived variable - Overall satisfaction with life (grouped)
DvWbLifeWrthGrp4	Derived variable - Overall extent of feeling that the things done in life are worthwhile (grouped)
DvWbHapYestGrp4	Derived variable - Overall happiness yesterday (grouped)
DvWbAnxYestGrp4	Derived variable - Overall anxiousness yesterday (grouped)
DvSCCarer	Derived variable - Social care service - received help from care and support services as a carer
DvSCUser	Derived variable - Social care service - received help from care and support services as a User
Dvsmokec	Derived variable - Currently smoke either daily or occasionally
Dvsmokstat	Derived variable - Smoking status
Dvecigevbi	Derived variable - E-cigarette ever used - binary
Dvecignbi	Derived variable - E-cigarette used now - binary
Dvstpsmk1m	Derived variable - Gave up smoking at least one month ago - binary
Dvstpsmk1y	Derived variable - Gave up smoking at least one year ago - binary
Dvdualfirst	Derived variable - Dual users tobacco and e-cigarettes - which used first
Dvtrygup3mbi	Derived variable - Tried to give up smoking (in last 3 months) - binary
DvUrbRur	Derived variable - Urban/rural classification
DvHiQual2	Derived variable - Highest educational qualification
DvHh60OrOvr	Derived variable - Household contains adult aged 60 or over
DvHhUnd16	Derived variable - Household contains children aged under 16

DvHhUnd19	Derived variable - Household contains children aged under 19
DvCvWkingHh	Derived variable - Household members of working age in paid work, either full-time or part-time (includes 16-19 year olds in FT education and those on furlough)
DvUrbRurCom	Derived variable - Urban/rural classification – combined
DvBUA	Derived variable - Built-up areas
DvLACd	Derived variable - Local Authority (geography codes)
DvLA	Derived variable - Local Authority
DvRegions2	Derived variable - Regions of Wales
DvLHB2019	Derived variable - Local health board (2019 definition)
DvLHBCd2019	Derived variable - Local health board (2019 definition) - geography code
DvWIMDOvr5	Derived variable – Welsh Index of Multiple Deprivation – overall score (in quintiles)
Dvwalkweek	Derived variable - Any walking in the last 7 days - binary
DvWalkmv	Derived variable - Walking qualifying as moderate activity
Dvwalkmw	Derived variable - Total minutes walking per week
Dvwlkmvmw	Derived variable - Minutes walking per week qualifying as moderate activity
Dvwlkmvday	Derived variable - Walking as moderate activity in last 7 days, number of days
Dvwalkday	Derived variable - Walk in last 7 days - number of days (scale)
Dvmodexweek	Derived variable - Any moderate activity in last 7 days - binary
Dvmodexday	Derived variable - Moderate activity in last 7 days - number of days
Dvmodexmw	Derived variable - Total minutes moderate activity per week
Dvvigexweek	Derived variable - Any vigorous activity in last 7 days - binary
Dvvigvmw	Derived variable - Total minutes vigorous activity per week *2 to give moderate intensity minutes
Dvvigexday	Derived variable - Vigorous activity in the last 7 days - number of days
Dvvigexmw	Derived variable - Total minutes vigorous activity per week
Dvmvpagrp2	Derived variable - MVPA minutes per week - 3 groups
Dvmvpamw	Derived variable - MVPA minutes per week
Dvmvpa150	Derived variable - MVPA meets guidelines 150 minutes weekly
Dvmvinact	Derived variable - MVPA inactive <30 minutes weekly
Dvmvdays	Derived variable - Number of at least moderately active days per week
Dvmonx	Derived variable - Moderate or vigorous activity on Monday
Dvtuex	Derived variable - Moderate or vigorous activity on Tuesday
Dvwedx	Derived variable - Moderate or vigorous activity on Wednesday
Dvthux	Derived variable - Moderate or vigorous activity on Thursday
Dvfrix	Derived variable - Moderate or vigorous activity on Friday
Dvsatx	Derived variable - Moderate or vigorous activity on Saturday
Dvsunx	Derived variable - Moderate or vigorous activity on Sunday
DvLLTI	Derived variable - Has a limiting long-standing illness, disability or infirmity
DvCvnondrink	Derived variable - Not drank in last 12 months
DvCvDnFreq0	Derived variable - Drinking frequency (incl. non-drinkers)
DvCvalcusgrp	Derived variable - Usual weekly consumption groups

Dvcvalcusgrp2	Derived variable - Average weekly alcohol consumption extra groups incl non-drinkers
Dvcvalcusgrp3	Derived variable - Average weekly alcohol consumption extra groups excl non-drinkers
Dvcvalcushazbi	Derived variable - Average weekly alcohol consumption hazardous not harmful (>14 up to 50(m) / 35(f) units)
Dvcvalcusharmbi	Derived variable - Average weekly alcohol consumption harmful (>50(m) / 35(f) units)
Dvcvalcushazbidr	Derived variable - Average weekly alcohol consumption hazardous not harmful excl non-drinkers (>14 up to 50(m) / 35(f) units)
Dvcvalcusharmbidr	Derived variable - Average weekly alcohol consumption harmful excl non-drinkers (>50(m) / 35(f) units)
DvCvalcushibi	Derived variable - Average weekly alcohol consumption above guidelines
DvCvunitswk0	Derived variable - Usual number of weekly units
DvCvunitswk0dr	Derived variable - Usual number of weekly units - drinkers only
DvCvunitsyr0dr	Derived variable - Usual number of annual units - drinkers only
Dvgenhealth3	Derived variable - General health (3 groups)
Dvgoodhealth	Derived variable - Good general health
Dvfairbadhealth	Derived variable - Fair or bad health
Dvlimany	Derived variable - Limited at all by longstanding illness
Dvlimlot	Derived variable - Limited a lot by longstanding illness
Dvlsill	Derived variable - Any longstanding illness
DvEthnicity	Derived variable - Ethnicity (in three groups)
DvReligion	Derived variable - Religion (grouped)
DvWeLang1	Derived variable - Welsh language ability - Can speak, read and write Welsh
DvWeLang2	Derived variable - Welsh language ability - Can speak and read Welsh, but not write Welsh
DvWeLang3	Derived variable - Welsh language ability - Can speak Welsh, but can't read or write Welsh
DvWeLang4	Derived variable - Welsh language ability - Can understand spoken Welsh only
DvFGWelsh	Derived variable - People using Welsh language in everyday life (FG indicator 36)
DvWelSpkHh	Derived variable - Household members speaking Welsh (aged 3 and over)
DvAtPsModeTravCL	Derived variable - usual mode of travel to primary school - Car or lift
DvAtPsModeTravBus	Derived variable - usual mode of travel to primary school - Bus
DvAtPsModeTravWik	Derived variable - usual mode of travel to primary school - Walking
DvAtSsModeTravBus	Derived variable - usual mode of travel to secondary school - Bus
DvRegions	Derived variable - ACW and Sports Wales regions
DvAtWikBke10	Derived variable - Walks (10mins+) or cycles at least once a week as means of transport
DvEconDevReg	Derived variable - Economic Development regions
DvIntHandling	Derived variable - Internet skills - Handling information and content
DvIntComms	Derived variable - Internet skills - Communicating

DvIntTransact	Derived variable - Internet skills - Transacting
DvIntSolving	Derived variable - Internet skills - Problem solving
DvIntSafety	Derived variable - Internet skills - Being safe and legal online
DvIntNumSkills1920	Derived variable - Internet skills - Number of digital skills accomplished in past 3 months
DvIntSkills5	Derived variable - Internet skills - Accomplished 5 digital skills in past 3 months
DvFinBilCred	Derived variable - Keeping up with bills
DvCvFGHealth4	Derived variable - People with 4 or 5 healthy lifestyle behaviours (not smoking, healthy weight, eat 5 fruit or veg, not drinking above guidelines, active). (FG indicator)
DvCvFGHealth1	Derived variable - People with fewer than 2 healthy lifestyle behaviours (not smoking, healthy weight, eat 5 fruit or veg, not drinking above guidelines, active). (FG indicator)
DvCvFGHealthyB	Derived variable - Number of healthy lifestyle behaviours (not smoking, healthy weight, eat 5 fruit or veg, not drinking above guidelines, active)
Dvhtcm	Derived variable - Height : in cm - computed from Feet/inches if necessary
Dvwtkg	Derived variable - Weight : in kg - computed from Stones/pounds if necessary
Dvbmi	Derived variable - Body Mass Index
Dvbmi2	Derived variable - Body Mass Index (excl pregnant women)
Dvbmilev2	Derived variable - Body Mass Index classification (excl pregnant women)
Dvbmimorb2	Derived variable - Body Mass Index classification (excl pregnant women) (incl. 40+)
Dvbmihealthy2	Derived variable - Body Mass Index classification (excl pregnant women) (healthy BMI) [SamplePopHlthWeight]
Dvbmio wob2	Derived variable - BMI Overweight or obese (excl pregnant women)
Dvbmiobese2	Derived variable - BMI Obese (excl pregnant women)
DvFGSport	Derived variable - Participation in sporting activities three or more times a week (FG indicator)
DvFrqPrtSport4	Derived variable - Frequency of participation in sport (average per week)
DvPrtAny	Derived variable - Participating in any activity
DvPrtExclWik	Derived variable - Participating in any activity excluding walking
DvLDAny	Derived variable - Latent demand for any activity
DvCvfrtpor2	Derived variable - Total portion of fruit
DvCvvegpor2	Derived variable - Total portion of vegetables (incl.salad, excl potatoes)
DvCvporfv2	Derived variable - Total portion of fruit and veg
DvCvfv5aday2	Derived variable - No of portions of fruit and vegetables eaten yesterday
DvCvfv52	Derived variable - Eaten 5+ fruit or veg the previous day - binary
DvFGSafe	Derived variable - People feeling safe (at home, walking in the local area, and travelling)
DvCvLLTI	Derived variable - Has a limiting long-standing illness, disability or infirmity
DvCvvegpor2	Derived variable - Total portion of vegetables (incl.salad, excl potatoes)

Dvrigexday	Derived variable - Vigorous activity in the last 7 days - number of days
DvWelAbSpk	Derived variable - Ability to speak Welsh
DvWelFrqSpk	Derived variable - Frequency of speaking Welsh

Appendix T: Weights produced for 2020-21 final data

Variable Name	Variable Label
SampleAdultWeight	Weight to make sample reflect the characteristics of all adults (16+) in Wales
WalesAdultWeight	Weight to represent all adults (16+) in Wales
SampleHhWeight	Weight to make sample reflect the characteristics of all households in Wales
WalesHhWeight	Weight to represent all households in Wales
SamplePopulationWeight	Weight to make the population health lifestyle sub-sample reflect the characteristics of all adults (16+) in Wales
WalesPopulationWeight	Weight to make the population health lifestyle sub-sample represent all adults (16+) in Wales