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National Survey for Wales: cognitive testing of the April 2025 to March 2026 questions Executive Summary

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.

This document is also available in Welsh.

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1. Introduction and methodology

1.1 Background

- 1.1.1 The National Survey for Wales is a continuous survey involving up to 12,000 randomly selected respondents aged 16 and over across Wales each year. The survey covers a wide range of topics including public services, employment, health and well-being, sport, arts, and attitudes to climate change. Topics are reviewed each year to ensure the survey continues to meet the needs of survey users.
- 1.1.2 As a result of the coronavirus (COVID-19) pandemic, the National Survey has gone through considerable changes since 2020, moving from face-to-face to telephone during this period. Since 2022-23, the survey has also included a follow-up self-completion online section. In 2024-25, the option was added for an interviewer-led face-to-face survey (CAPI), including a self-completion section on a tablet (CASI).
- 1.1.3 The aim of this research project was to cognitively test a range of new questions developed for the National Survey for 2025-26. Cognitive testing explores how participants understand, process, and respond to individual survey questions, with the 2025-26 cognitive work covering a mix of pre-existing and new questions that had not been tested before. It is important to test survey questions to ensure that respondents understand question concepts or tasks in the way the researchers intend, that they understand them in a consistent manner, and are willing and able to provide answers. This helps to ensure that the survey results are reliable, valid and unbiased.

1.2 Methodology – desk review.

- 1.2.1 Prior to cognitive testing, a thorough review of the proposed new questions was carried out using Verian's Questionnaire Appraisal Framework (QAF). This has been adapted from [QAS-99](#) to focus more clearly on issues that impact on social research questionnaires. It provides a systematic framework for evaluating questions, enabling the user to identify and correct potential problems with questions that may lead to difficulties in question administration, miscommunication or other failings. The user examines questions by considering specific criteria (such as clarity, assumptions, instructions, knowledge/recall, task difficulty, sensitivity and social desirability bias) and decides whether the question exhibits features that are likely to cause problems.

- 1.2.2 Findings from the review were provided to WG, comprising comments on each question along with recommendations for any changes to wording prior to the first round of cognitive testing. The findings from this review also fed into the development of cognitive testing probes, to ensure that key issues were tested in sufficient depth.

1.3 Methodology – cognitive testing

- 1.3.1 A total of 23 in-person interviews were conducted over two rounds by three Verian researchers, with respondents with a range of different characteristics. Verian interviewed 10 men and 13 women of various ages and educational qualifications. Roughly half the interviews at each round were conducted in Cardiff and the other half in Wrexham.
- 1.3.2 The first round of testing aimed to identify any problems with the questions by exploring the respondents' understanding of the questions and response options. The second round tested changes made to questions which were found to be problematic in the first round, while also re-testing a number of questions which were unchanged from Round 1 to gather additional evidence on answer strategies and provide further reassurance that they worked as expected. No new questions were added at Round 2.
- 1.3.3 The sample was recruited by Verian's partner agency [Criteria Fieldwork](#), a specialist qualitative recruitment agency. Recruiters specialising in finding respondents among the general public used various methods to recruit people for the quotas specified. These included: 'snowballing' from respondents who had previously undertaken research via the agency and/ or partner agencies, networks within their established communities, and visiting local areas to establish new contacts and networks.
- 1.3.4 Table 1.1 outlines the question topics that were covered at each stage.

Table 1.1: Questionnaire sections and review stages

Questionnaire section	Number of questions	Desk review (QAF)	Round 1 cognitive testing	Round 2 cognitive testing
Energy efficiency and decarbonisation	6	✓	✓	✓
Free School Meals	3	✓	✓	✓
School Essentials Grant	3	✓	✓	✓
Welsh language - Confidence	4	✓	✓	✓
Welsh language - Attitude statements	1	✓	✓	✓
Welsh language – Use in local services and facilities	2	✓	✓	✓
Welsh language in the workplace	7	✓	✓	✓
Volunteering	7	✓	✓	✓
Internet use	3	✓	✓	✓
Internet skills	9	✓	✓	✓
NHS 111	12	✓	✓	✓
Media consumption	4	✓	✓	✓
Local health services	5	✓	✓	✓
Health services – satisfaction and trust	1	✓	✓	✓

2. Round one testing

- 2.1 Overall, the majority of the questions evaluated in round one worked well, with respondents understanding the questions without issue and easily providing an answer. As such, the majority of questions were unchanged moving into the second round of testing. For example, the questions on Free School Meals, School Essentials Grant, NHS 111 and Health Services worked well and very few changes were suggested.
- 2.2 However, some questions (and in some cases whole modules) were identified as being a cause of concern. While social desirability was an issue in some questions (Welsh Language Attitude Statements; Internet Skills) and the need to focus on the last 12 months being a challenge in some instances (School Essentials Grants), there were multiple issues identified with the Volunteering module. Issues identified in relation to this module ranged from the order in which the questions were asked, to a perception that multiple responses were overlapping, as well as a concern that the response list was incomplete on one or more of the questions.
- 2.3 Changes and improvements were recommended to a number of questions, in particular those in the Volunteering module, based on the findings for these questions. A range of revisions were applied based on feedback from the first round of testing, e.g. the wording of some questions and response options were changed slightly; and interviewer instructions and examples were added or changed where respondents were unsure about how to answer.

3. Round two testing

- 3.1 The second round of testing allowed for the revised questions to be evaluated to determine if the proposed changes had helped to lower the cognitive burden for respondents, and allowed for the remaining questions to be tested by a wider pool of participants.
- 3.2 Most of the revised questions were well understood by the respondents, with the clarifications and changes applied after the first round of testing seen to help participants' overall understanding.
- 3.3 However, problems were still identified with some of the revised questions in the Volunteering module, which were similar to the problems described in the first round of testing, suggesting additional changes are needed to further differentiate some of

the codes and ensure the list of responses reflects the experiences of potential respondents.

- 3.4 Annex A summarises the questions that were tested in each round. The initial table for each topic (in blue) highlights the iterative process that each survey question went through from the original wording evaluated during the desk review, and during the first and second round of cognitive testing. In some cases the wording was unchanged, i.e. the wording used in the desk review mirrors the final proposed wording, but in others the wording changed during one or more stages of the cognitive testing process.
- 3.5 The second table (in red) shows the final version of the questions proposed to Welsh Government.
- 3.6 The full report is available upon request by contacting surveys@gov.wales

4. Appendix A: Survey Questions

Energy efficiency and decarbonisation

EnEffIntro

Original wording	Round 1 wording	Round 2 wording
ASK IF 1 AT Tenure AND IF (RESPONDENT IS HRP OR HRP'S SPOUSE/PARTNER) The next section is about energy efficiency measures in the home.	No changes.	No changes.

Final recommended wording
No changes: ASK IF 1 AT Tenure AND IF (RESPONDENT IS HRP OR HRP'S SPOUSE/PARTNER) The next section is about energy efficiency measures in the home.

InstEnDn2

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 AT Tenure AND IF (RESPONDENT IS HRP OR HRP'S SPOUSE/PARTNER)</p> <p>In the last 12 months, have you done any of these things in your current home?</p> <p>IF CASI/CAWI: Please choose all that apply: IF CAPI/CATI: Please say 'yes' or 'no' after each one:</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Installed an air source heat pump 2. Installed a ground source heat pump 3. Improved the wall insulation 4. Improved the loft insulation 5. Improved the floor insulation 6. Improved the hot water tank insulation 7. Installed new windows or new external doors 8. Installed a new boiler 9. Improved the heating controls 10. Installed renewable energy measures, for example, solar panels 11. Other energy efficiency measures not listed 12. None of the above <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 1 AT Tenure AND IF (RESPONDENT IS HRP OR HRP'S SPOUSE/PARTNER)</p> <p>Have any of the following things been done to your current home since it was bought?</p> <p>Please only think about the energy efficiency measures that have been added to your current home since it was bought, not anything that was done by the previous homeowners.</p> <p>IF CASI/CAWI: Please choose all that apply: IF CAPI/CATI: Please say 'yes' or 'no' after each one:</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Installed an air source heat pump 2. Installed a ground source heat pump 3. Improved the wall insulation 4. Improved the loft insulation 5. Improved the floor insulation 6. Improved the hot water tank insulation 7. Installed new windows or new external doors 8. Installed a new boiler 9. Improved the heating controls 10. Installed solar panels or batteries 11. Other energy efficiency measures not listed 12. None of the above <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 1 AT Tenure AND IF (RESPONDENT IS HRP OR HRP'S SPOUSE/PARTNER)</p> <p>Have any of the following things been done to your current home since it was bought?</p> <p>Please only think about the energy efficiency measures that have been added to your current home since it was bought, not anything that was done by the previous homeowners.</p> <p>IF CAPI/CATI: Please say 'yes' or 'no' after each one: IF CASI/CAWI: Please choose all that apply:</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Installed an air source heat pump 2. Installed a ground source heat pump 3. Improved the wall insulation 4. Improved the loft insulation 5. Improved the floor insulation 6. Improved the hot water tank insulation 7. Installed new windows or new external doors 8. Installed a new boiler 9. Improved the heating controls 10. Installed solar panels or batteries 11. Other energy efficiency measures not listed 12. None of the above <p>-9. Don't know -99. Prefer not to say</p>

Final recommended wording

ASK IF 1 AT Tenure AND IF (RESPONDENT IS HRP OR HRP'S SPOUSE/PARTNER)

Have any of the following things been done to your current home since it was bought?

Please only think about the energy efficiency measures that have been added to your current home since it was bought, not anything that was done by the previous homeowners.

IF CAPI/CATI: Please say 'yes' or 'no' after each one:

IF CASI/CAWI: Please choose all that apply:

CODE ALL THAT APPLY

1. Installed an air source heat pump
2. Installed a ground source heat pump
3. Improved the wall insulation
4. Improved the loft insulation
5. Improved the floor insulation
6. Improved the hot water tank insulation
7. Installed new windows or new external doors
8. Installed a new boiler
9. Improved the heating controls
10. Installed solar panels or batteries
11. Other energy efficiency measures not listed
12. None of the above
- 9. Don't know
- 99. Prefer not to say

InstEnDn2OT

Original wording	Round 1 wording	Round 2 wording
ASK IF 11 AT InstEnDn2 What other energy efficiency measure did you install in your current home? ENTER TEXT [500] -9. Don't know -99. Prefer not to say	ASK IF 11 AT InstEnDn2 What other energy efficiency measure has been installed in your current home since it was bought? ENTER TEXT [500] -9. Don't know -99. Prefer not to say	ASK IF 11 AT InstEnDn2 What other energy efficiency measure has been installed in your current home since it was bought? ENTER TEXT [500] -9. Don't know -99. Prefer not to say

Final recommended wording
ASK IF 11 AT InstEnDn2 What other energy efficiency measure has been installed in your current home since it was bought? ENTER TEXT [500] -9. Don't know -99. Prefer not to say

InstEnWnt2

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 AT Tenure AND IF (RESPONDENT IS HRP OR HRP'S SPOUSE/PARTNER)</p> <p>In the last 12 months, have you wanted to do, but not done, any of these things in your current home?</p> <p>REMOVE RESPONSE OPTIONS SELECTED AT InstEnDn2</p> <p>IF CASI/CAWI: Please choose all that apply: IF CAPI/CATI: Please say 'yes' or 'no' after each one:</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Install an air source heat pump 2. Install a ground source heat pump 3. Improve the wall insulation 4. Improve the loft insulation 5. Improve the floor insulation 6. Improve the hot water tank insulation 7. Install new windows or new external doors 8. Install a new boiler 9. Improve the heating controls 10. Install renewable energy measures, for example, solar panels 11. Other energy efficiency measures not listed <p>12. None of the above</p> <p>-9. Don't know</p> <p>-99. Prefer not to say</p>	<p>ASK IF 1 AT Tenure AND IF (RESPONDENT IS HRP OR HRP'S SPOUSE/PARTNER)</p> <p>Have you wanted to do any of these things to your current home?</p> <p>REMOVE RESPONSE OPTIONS SELECTED AT InstEnDn2</p> <p>IF CASI/CAWI: Please choose all that apply: IF CAPI/CATI: Please say 'yes' or 'no' after each one:</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Install an air source heat pump 2. Install a ground source heat pump 3. Improve the wall insulation 4. Improve the loft insulation 5. Improve the floor insulation 6. Improve the hot water tank insulation 7. Install new windows or new external doors 8. Install a new boiler 9. Improve the heating controls 10. Install solar panels or batteries 11. Other energy efficiency measures not listed <p>12. None of the above</p> <p>-9. Don't know</p> <p>-99. Prefer not to say</p>	<p>ASK IF 1 AT Tenure AND IF (RESPONDENT IS HRP OR HRP'S SPOUSE/PARTNER)</p> <p>Have you wanted to do any of these things to your current home?</p> <p>REMOVE RESPONSE OPTIONS SELECTED AT InstEnDn2</p> <p>IF CAPI/CATI: Please say 'yes' or 'no' after each one: IF CASI/CAWI: Please choose all that apply:</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Install an air source heat pump 2. Install a ground source heat pump 3. Improve the wall insulation 4. Improve the loft insulation 5. Improve the floor insulation 6. Improve the hot water tank insulation 7. Install new windows or new external doors 8. Install a new boiler 9. Improve the heating controls 10. Install solar panels or batteries 11. Other energy efficiency measures not listed <p>12. None of the above</p> <p>-9. Don't know</p> <p>-99. Prefer not to say</p>

Final recommended wording

ASK IF 1 AT Tenure AND IF (RESPONDENT IS HRP OR HRP'S SPOUSE/PARTNER)

Have you wanted to do any of these things to your current home?

REMOVE RESPONSE OPTIONS SELECTED AT InstEnDn2

IF CAPI/CATI: Please say 'yes' or 'no' after each one:

IF CASI/CAWI: Please choose all that apply:

CODE ALL THAT APPLY

1. Install an air source heat pump
2. Install a ground source heat pump
3. Improve the wall insulation
4. Improve the loft insulation
5. Improve the floor insulation
6. Improve the hot water tank insulation
7. Install new windows or new external doors
8. Install a new boiler
9. Improve the heating controls
10. Install solar panels or batteries
11. Other energy efficiency measures not listed

12. None of the above

-9. Don't know

-99. Prefer not to say

InstEnWnt2OT

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 11 AT InstEnWnt2</p> <p>What other energy efficiency measures did you want to install in your current home?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 11 AT InstEnWnt2</p> <p>What other energy efficiency measures have you wanted to install in your current home?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 11 AT InstEnWnt2</p> <p>What other energy efficiency measures have you wanted to install in your current home?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know -99. Prefer not to say</p>

Final recommended wording
<p>ASK IF 11 AT InstEnWnt2</p> <p>What other energy efficiency measures have you wanted to install in your current home?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know -99. Prefer not to say</p>

InstEnNWhy2

Original wording	Round 1 wording	Round 2 wording
<p>ASK FOR EACH CODE SELECTED 1-11 AT InstEnWnt2 What are the reasons you haven't [TEXTFILL]?</p> <p>TEXTFILL, IF MORE THAN ONE SELECTED ADD 'and' IN BETWEEN:</p> <ul style="list-style-type: none"> - IF 1 AT InstEnWnt2: installed an air source heat pump - IF 2 AT InstEnWnt2: installed a ground source heat pump - IF 3 AT InstEnWnt2: improved the wall insulation - IF 4 AT InstEnWnt2: improved the loft insulation - IF 5 AT InstEnWnt2: improved the floor insulation - IF 6 AT InstEnWnt2: improved the hot water tank insulation - IF 7 AT InstEnWnt2: installed new windows or new external doors - IF 8 AT InstEnWnt2: installed a new boiler - IF 9 AT InstEnWnt2: improved the heating controls - IF 10 AT InstEnWnt2: installed renewable energy measures, for example, solar panels - IF 11 AT InstEnWnt2: installed those other energy efficiency measures <p>RANDOMISE ORDER OF RESPONSE OPTIONS 1-6</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Too expensive 2. Don't know enough about it 3. Not enough time 4. Inconvenient 5. Planning restrictions 6. Property type not suitable 7. Other reason <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK FOR EACH CODE SELECTED 1-11 AT InstEnWnt2 [ASK IF MORE THAN ONE OPTION SELECTED AT 1-11 AT InstEnWnt2: The next few questions are about why you haven't made these changes to your current home.]</p> <p>What are the reasons you haven't [TEXTFILL]?</p> <p>IF CASI/CAWI: Please choose all that apply: IF CAPI/CATI: Please say 'yes' or 'no' after each one:</p> <ul style="list-style-type: none"> - IF 1 AT InstEnWnt2: installed an air source heat pump - IF 2 AT InstEnWnt2: installed a ground source heat pump - IF 3 AT InstEnWnt2: improved the wall insulation - IF 4 AT InstEnWnt2: improved the loft insulation - IF 5 AT InstEnWnt2: improved the floor insulation - IF 6 AT InstEnWnt2: improved the hot water tank insulation - IF 7 AT InstEnWnt2: installed new windows or new external doors - IF 8 AT InstEnWnt2: installed a new boiler - IF 9 AT InstEnWnt2: improved the heating controls - IF 10 AT InstEnWnt2: installed solar panels or batteries - IF 11 AT InstEnWnt2: installed those other energy efficiency measures <p>RANDOMISE ORDER OF RESPONSE OPTIONS 1-8</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Too expensive 2. Don't know enough about it 3. Too busy or don't have enough time 4. Inconvenient (e.g. too disruptive) 5. Planning restrictions 6. Property type not suitable 7. Won't be there long enough or are planning to move 8. Not your decision to make 	<p>ASK FOR EACH CODE SELECTED 1-11 AT InstEnWnt2 [ASK IF MORE THAN ONE OPTION SELECTED AT 1-11 AT InstEnWnt2: The next few questions are about why you haven't made these changes to your current home.]</p> <p>What are the reasons you haven't [TEXTFILL]?</p> <p>IF CAPI/CATI: Please say 'yes' or 'no' after each one: IF CASI/CAWI: Please choose all that apply:</p> <ul style="list-style-type: none"> - IF 1 AT InstEnWnt2: installed an air source heat pump - IF 2 AT InstEnWnt2: installed a ground source heat pump - IF 3 AT InstEnWnt2: improved the wall insulation - IF 4 AT InstEnWnt2: improved the loft insulation - IF 5 AT InstEnWnt2: improved the floor insulation - IF 6 AT InstEnWnt2: improved the hot water tank insulation - IF 7 AT InstEnWnt2: installed new windows or new external doors - IF 8 AT InstEnWnt2: installed a new boiler - IF 9 AT InstEnWnt2: improved the heating controls - IF 10 AT InstEnWnt2: installed solar panels or batteries - IF 11 AT InstEnWnt2: installed those other energy efficiency measures <p>RANDOMISE ORDER OF RESPONSE OPTIONS 1-8</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Too expensive 2. Don't know enough about it 3. Too busy or don't have enough time 4. Inconvenient (e.g. too disruptive) 5. Planning restrictions 6. Property type not suitable 7. Won't be there long enough or are planning to move

Original wording	Round 1 wording	Round 2 wording
	9. Other reason -9. Don't know -99. Prefer not to say	8. Not your decision to make 9. Other reason -9. Don't know -99. Prefer not to say

Final recommended wording

ASK FOR EACH CODE SELECTED 1-11 AT InstEnWnt2

[ASK IF MORE THAN ONE OPTION SELECTED AT 1-11 AT InstEnWnt2. The next few questions are about why you haven't made these changes to your current home.]

What are the reasons you haven't [TEXTFILL]?

IF CAPI/CATI: Please say 'yes' or 'no' after each one:

IF CASI/CAWI: Please choose all that apply:

- IF 1 AT InstEnWnt2: installed an air source heat pump
- IF 2 AT InstEnWnt2: installed a ground source heat pump
- IF 3 AT InstEnWnt2: improved the wall insulation
- IF 4 AT InstEnWnt2: improved the loft insulation
- IF 5 AT InstEnWnt2: improved the floor insulation
- IF 6 AT InstEnWnt2: improved the hot water tank insulation
- IF 7 AT InstEnWnt2: installed new windows or new external doors
- IF 8 AT InstEnWnt2: installed a new boiler
- IF 9 AT InstEnWnt2: improved the heating controls
- IF 10 AT InstEnWnt2: installed solar panels or batteries
- IF 11 AT InstEnWnt2: installed those other energy efficiency measures

RANDOMISE ORDER OF RESPONSE OPTIONS 1-8

CODE ALL THAT APPLY

1. Too expensive
2. Don't know enough about it
3. Too busy or don't have enough time
4. Inconvenient (e.g. too disruptive)
5. Planning restrictions
6. Property type not suitable
7. Won't be there long enough or are planning to move
8. Not your decision to make
9. Other reason

-9. Don't know

-99. Prefer not to say

InstEnNWhy2OT

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 7 AT InstEnNWhy2</p> <p>What was the other reason you haven't made those changes to your current home?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know</p> <p>-99. Prefer not to say</p>	<p>ASK IF 9 AT InstEnNWhy2</p> <p>What was the other reason you haven't [TEXTFILL]?</p> <ul style="list-style-type: none"> - IF 1 AT InstEnWnt2: installed an air source heat pump - IF 2 AT InstEnWnt2: installed a ground source heat pump - IF 3 AT InstEnWnt2: improved the wall insulation - IF 4 AT InstEnWnt2: improved the loft insulation - IF 5 AT InstEnWnt2: improved the floor insulation - IF 6 AT InstEnWnt2: improved the hot water tank insulation - IF 7 AT InstEnWnt2: installed new windows or new external doors - IF 8 AT InstEnWnt2: installed a new boiler - IF 9 AT InstEnWnt2: improved the heating controls - IF 10 AT InstEnWnt2: installed solar panels or batteries - IF 11 AT InstEnWnt2: installed those other energy efficiency measures <p>ENTER TEXT [500]</p> <p>-9. Don't know</p> <p>-99. Prefer not to say</p>	<p>ASK IF 9 AT InstEnNWhy2</p> <p>What was the other reason you haven't [TEXTFILL]?</p> <ul style="list-style-type: none"> - IF 1 AT InstEnWnt2: installed an air source heat pump - IF 2 AT InstEnWnt2: installed a ground source heat pump - IF 3 AT InstEnWnt2: improved the wall insulation - IF 4 AT InstEnWnt2: improved the loft insulation - IF 5 AT InstEnWnt2: improved the floor insulation - IF 6 AT InstEnWnt2: improved the hot water tank insulation - IF 7 AT InstEnWnt2: installed new windows or new external doors - IF 8 AT InstEnWnt2: installed a new boiler - IF 9 AT InstEnWnt2: improved the heating controls - IF 10 AT InstEnWnt2: installed solar panels or batteries - IF 11 AT InstEnWnt2: installed those other energy efficiency measures <p>ENTER TEXT [500]</p> <p>-9. Don't know</p> <p>-99. Prefer not to say</p>

Final recommended wording

ASK IF 9 AT InstEnNWht2

What was the other reason you haven't [TEXTFILL]?

- IF 1 AT InstEnWnt2: installed an air source heat pump
- IF 2 AT InstEnWnt2: installed a ground source heat pump
- IF 3 AT InstEnWnt2: improved the wall insulation
- IF 4 AT InstEnWnt2: improved the loft insulation
- IF 5 AT InstEnWnt2: improved the floor insulation
- IF 6 AT InstEnWnt2: improved the hot water tank insulation
- IF 7 AT InstEnWnt2: installed new windows or new external doors
- IF 8 AT InstEnWnt2: installed a new boiler
- IF 9 AT InstEnWnt2: improved the heating controls
- IF 10 AT InstEnWnt2: installed solar panels or batteries
- IF 11 AT InstEnWnt2: installed those other energy efficiency measures

ENTER TEXT [500]

-9. Don't know

-99. Prefer not to say

Free school meals

PsFSMUptake

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 2 AT DvPsFeePay OR PsFeePay In the last 12 months, has [Name] received Free School Meals at school?</p> <p>① Only code 'Yes' if child received free school meals through an official free school meals scheme (e.g. 'Universal Primary Free School Meals' or 'Free School Meals').</p> <p>① Code 'No' if they have only received free meals occasionally, for example, a teacher buying the child food because they forgot their lunch.</p> <p>① If child only received free school meals for part of the year, code as 'Yes'.</p> <p>ASK ABOUT SAME CHILD SELECTED FOR PRIMARY SCHOOLS</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 AT DvPsFeePay OR PsFeePay In the last 12 months, has [Name] received Free School Meals at school?</p> <p>① Only code 'Yes' if child received free school meals for any part of the year through an official free school meals scheme (e.g. 'Universal Primary Free School Meals' or 'Free School Meals').</p> <p>① Code 'No' if they have only received free meals occasionally, for example, a teacher buying the child food because they forgot their lunch.</p> <p>ASK ABOUT SAME CHILD SELECTED FOR PRIMARY SCHOOLS</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 AT DvPsFeePay OR PsFeePay In the last 12 months, has [Name] received Free School Meals at school?</p> <p>① Only code 'Yes' if child received free school meals for any part of the year through an official free school meals scheme (e.g. 'Universal Primary Free School Meals' or 'Free School Meals').</p> <p>① Code 'No' if they have only received free meals occasionally, for example, a teacher buying the child food because they forgot their lunch.</p> <p>ASK ABOUT SAME CHILD SELECTED FOR PRIMARY SCHOOLS</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 2 AT DvPsFeePay OR PsFeePay

In the last 12 months, has [Name] received Free School Meals at school?

- ① Only code 'Yes' if child received free school meals for any part of the year through an official free school meals scheme (e.g. 'Universal Primary Free School Meals' or 'Free School Meals').
- ① Code 'No' if they have only received free meals occasionally, for example, a teacher buying the child food because they forgot their lunch.

ASK ABOUT SAME CHILD SELECTED FOR PRIMARY SCHOOLS

SINGLE CODE

- 1. Yes
- 2. No
- 9. Don't know (Spontaneous only)

SsFSMUptake

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 2 AT DvSsFeePay OR SsFeePay</p> <p>In the last 12 months, has [Name] received Free School Meals at school?</p> <p>① Only code 'Yes' if child received free school meals through the 'Free School Meals' scheme.</p> <p>① Code 'No' if they have only received free meals occasionally, for example, a teacher buying the child food because they forgot their lunch.</p> <p>① If child only received free school meals for part of the year, code as 'Yes'.</p> <p>ASK ABOUT SAME CHILD SELECTED FOR SECONDARY SCHOOLS</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 AT DvSsFeePay OR SsFeePay</p> <p>In the last 12 months, has [Name] received Free School Meals at school?</p> <p>① Only code 'Yes' if child received free school meals for any part of the year through the 'Free School Meals' scheme.</p> <p>① Code 'No' if they have only received free meals occasionally, for example, a teacher buying the child food because they forgot their lunch.</p> <p>ASK ABOUT SAME CHILD SELECTED FOR SECONDARY SCHOOLS</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 AT DvSsFeePay OR SsFeePay</p> <p>In the last 12 months, has [Name] received Free School Meals at school?</p> <p>① Only code 'Yes' if child received free school meals for any part of the year through the 'Free School Meals' scheme.</p> <p>① Code 'No' if they have only received free meals occasionally, for example, a teacher buying the child food because they forgot their lunch.</p> <p>ASK ABOUT SAME CHILD SELECTED FOR SECONDARY SCHOOLS</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 2 AT DvSsFeePay OR SsFeePay

In the last 12 months, has [Name] received Free School Meals at school?

- ① Only code 'Yes' if child received free school meals for any part of the year through the 'Free School Meals' scheme.
- ① Code 'No' if they have only received free meals occasionally, for example, a teacher buying the child food because they forgot their lunch.

ASK ABOUT SAME CHILD SELECTED FOR SECONDARY SCHOOLS

SINGLE CODE

1. Yes
2. No
- 9. Don't know (Spontaneous only)

FSMAware

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF NOT 1 AT PsFSMUptake AND SsFSMUptake</p> <p>Have you previously heard about free school meals schemes for schools in Wales?</p> <p>① In non fee-paying schools, primary and secondary school students are eligible for free school meals if they are from lower income families through the 'Free School Meals' scheme. Additionally, primary school students can receive free school meals through the 'Universal Primary Free School Meals' scheme, regardless of income. If they have heard of any of these, code as 'Yes'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF NOT 1 AT PsFSMUptake AND SsFSMUptake</p> <p>Before today, had you heard about free school meals schemes for primary and secondary students in Wales?</p> <p>① In non fee-paying schools, primary and secondary school students are eligible for free school meals if they are from lower income families through the 'Free School Meals' scheme. Additionally, primary school students can receive free school meals through the 'Universal Primary Free School Meals' scheme, regardless of income. If they have heard of any of these, code as 'Yes'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF NOT 1 AT PsFSMUptake AND SsFSMUptake</p> <p>Before today, had you heard about free school meals schemes for primary and secondary students in Wales?</p> <p>① In non fee-paying schools, primary and secondary school students are eligible for free school meals if they are from lower income families through the 'Free School Meals' scheme. Additionally, primary school students can receive free school meals through the 'Universal Primary Free School Meals' scheme, regardless of income. If they have heard of any of these, code as 'Yes'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK IF NOT 1 AT PsFSMUptake AND SsFSMUptake</p> <p>Before today, had you heard about free school meals schemes for primary and secondary students in Wales?</p> <p>① In non fee-paying schools, primary and secondary school students are eligible for free school meals if they are from lower income families through the 'Free School Meals' scheme. Additionally, primary school students can receive free school meals through the 'Universal Primary Free School Meals' scheme, regardless of income. If they have heard of any of these, code as 'Yes'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>

School Essentials Grant

PsSEGUptake

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 2 AT DvPsFeePay OR PsFeePay</p> <p>In the last 12 months, have you received a School Essentials Grant for [Name]? This is a grant from the local council to help with buying school uniform, activities or equipment.</p> <p>IF NECESSARY: Through the School Essentials Grant, parents could receive up to £200 to help buy things like school uniform, school bags, stationery, and equipment for school activities, such as a sports kit, for their child. In the last 12 months, have you received a School Essentials Grant for [Name]?</p> <p>ASK ABOUT SAME CHILD SELECTED FOR PRIMARY SCHOOLS</p> <p>① 'School Essentials Grant' was previously called 'Pupil Development Grant' or 'PDG Access', and the 'School Uniform Grant'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 AT DvPsFeePay OR PsFeePay</p> <p>In the last 12 months, have you received a School Essentials Grant for [Name]? These are grants given by local councils in Wales to help buy things such as school uniform and equipment.</p> <p>IF NECESSARY: Through the School Essentials Grant, parents could receive up to £200 a year from the local council to help buy things like school uniform, school bags, stationery, and equipment for school activities, such as a sports kit, for their child. In the last 12 months, have you received a School Essentials Grant for [Name]?</p> <p>ASK ABOUT SAME CHILD SELECTED FOR PRIMARY SCHOOLS</p> <p>① 'School Essentials Grant' was previously called 'Pupil Development Grant' or 'PDG Access', and the 'School Uniform Grant'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 AT DvPsFeePay OR PsFeePay</p> <p>School Essentials Grants are grants given by local councils in Wales to help buy things such as school uniform and equipment.</p> <p>Have you received a School Essentials Grant for [Name] in the last 12 months?</p> <p>IF NECESSARY: Through the School Essentials Grant, parents could receive up to £200 to help buy things like school uniform, school bags, stationery, and equipment for school activities, such as a sports kit, for their child. In the last 12 months, have you received a School Essentials Grant for [Name]?</p> <p>ASK ABOUT SAME CHILD SELECTED FOR PRIMARY SCHOOLS</p> <p>① 'School Essentials Grant' was previously called 'Pupil Development Grant' or 'PDG Access', and the 'School Uniform Grant'.</p> <p>① Only code 'Yes' if grant received in the last 12 months.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 2 AT DvPsFeePay OR PsFeePay

School Essentials Grants are grants given by local councils in Wales to help buy things such as school uniform and equipment.

Have you received a School Essentials Grant for [Name] in the last 12 months?

IF NECESSARY: Through the School Essentials Grant, parents could receive up to £200 a year from the local council to help buy things like school uniform, school bags, stationery, and equipment for school activities, such as a sports kit, for their child. In the last 12 months, have you received a School Essentials Grant for [Name]?

ASK ABOUT SAME CHILD SELECTED FOR PRIMARY SCHOOLS

① 'School Essentials Grant' was previously called 'Pupil Development Grant' or 'PDG Access', and the 'School Uniform Grant'.

① Only code 'Yes' if grant received in the last 12 months.

SINGLE CODE

1. Yes

2. No

-9. Don't know (Spontaneous only)

SsSEGUptake

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 2 AT DvSsFeePay OR SsFeePay</p> <p>In the last 12 months, have you received a School Essentials Grant for [Name]? This is a grant from the local council to help with buying school uniform, activities or equipment.</p> <p>IF NECESSARY: Through the School Essentials Grant, parents could receive up to £200 to help buy things like school uniform, school bags, stationery, and equipment for school activities, such as a sports kit, for their child. In the last 12 months, have you received a School Essentials Grant for [Name]?</p> <p>ASK ABOUT SAME CHILD SELECTED FOR SECONDARY SCHOOLS</p> <p>① 'School Essentials Grant' was previously called 'Pupil Development Grant' or 'PDG Access', and the 'School Uniform Grant'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 AT DvSsFeePay OR SsFeePay</p> <p>In the last 12 months, have you received a School Essentials Grant for [Name]? These are grants given by local councils in Wales to help buy things such as school uniform and equipment.</p> <p>IF NECESSARY: Through the School Essentials Grant, eligible parents can receive up to £200 a year from the local council to help buy things like school uniform, school bags, stationery, and equipment for school activities, such as a sports kit, for their child. In the last 12 months, have you received a School Essentials Grant for [Name]?</p> <p>ASK ABOUT SAME CHILD SELECTED FOR SECONDARY SCHOOLS</p> <p>① 'School Essentials Grant' was previously called 'Pupil Development Grant' or 'PDG Access', and the 'School Uniform Grant'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 AT DvSsFeePay OR SsFeePay</p> <p>School Essentials Grants are grants given by local councils in Wales to help buy things such as school uniform and equipment.</p> <p>Have you received a School Essentials Grant for [Name] in the last 12 months?</p> <p>IF NECESSARY: Through the School Essentials Grant, parents could receive up to £200 a year from the local council to help buy things like school uniform, school bags, stationery, and equipment for school activities, such as a sports kit, for their child. In the last 12 months, have you received a School Essentials Grant for [Name]?</p> <p>ASK ABOUT SAME CHILD SELECTED FOR SECONDARY SCHOOLS</p> <p>① 'School Essentials Grant' was previously called 'Pupil Development Grant' or 'PDG Access', and the 'School Uniform Grant'.</p> <p>① Only code 'Yes' if grant received in the last 12 months.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 2 AT DvSsFeePay OR SsFeePay

School Essentials Grants are grants given by local councils in Wales to help buy things such as school uniform and equipment.

Have you received a School Essentials Grant for [Name] in the last 12 months?

IF NECESSARY: Through the School Essentials Grant, parents could receive up to £200 a year from the local council to help buy things like school uniform, school bags, stationery, and equipment for school activities, such as a sports kit, for their child. In the last 12 months, have you received a School Essentials Grant for [Name]?

ASK ABOUT SAME CHILD SELECTED FOR SECONDARY SCHOOLS

① 'School Essentials Grant' was previously called 'Pupil Development Grant' or 'PDG Access', and the 'School Uniform Grant'.

① Only code 'Yes' if grant received in the last 12 months.

SINGLE CODE

1. Yes

2. No

-9. Don't know (Spontaneous only)

SEGAware

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF NOT 1 AT PsSEGUptake AND SsSEGUptake Have you previously heard about the School Essentials Grant?</p> <p>IF NECESSARY: Through the School Essentials Grant, parents could receive up to £200 to help buy things like school uniform, school bags, stationery, and equipment for school activities, such as a sports kit, for their child.</p> <p>IF NECESSARY: This was previously known as the 'Pupil Development Grant' or 'PDG Access', and the 'School Uniform Grant'.</p> <p>① Code as 'Yes' if they have heard about the 'School Essentials Grant', 'Pupil Development Grant', 'PDG Access' or 'School Uniform Grant'.</p> <p>SINGLE CODE 1. Yes 2. No -9. Don't know (Spontaneous only)</p>	<p>ASK IF NOT 1 AT PsSEGUptake AND SsSEGUptake Some parents of school-age children are eligible to receive a School Essentials Grant of up to £200 from the local council to help buy things like school uniform, school bags, and equipment for school activities.</p> <p>This was previously known as the 'Pupil Development Grant' or 'PDG Access', and the 'School Uniform Grant'.</p> <p>Before today, had you heard about any of these grants for pupils in Wales?</p> <p>SINGLE CODE 1. Yes 2. No -9. Don't know (Spontaneous only)</p>	<p>ASK IF NOT 1 AT PsSEGUptake AND SsSEGUptake Some parents of school-age children are eligible to receive a School Essentials Grant of up to £200 from the local council to help buy things like school uniform, school bags, and equipment for school activities.</p> <p>This was previously known as the 'Pupil Development Grant' or 'PDG Access', and the 'School Uniform Grant'.</p> <p>Before today, had you heard about any of these grants for pupils in Wales?</p> <p>SINGLE CODE 1. Yes 2. No -9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF NOT 1 AT PsSEGUptake AND SsSEGUptake

Some parents of school-age children are eligible to receive a School Essentials Grant of up to £200 from the local council to help buy things like school uniform, school bags, and equipment for school activities.

This was previously known as the 'Pupil Development Grant' or 'PDG Access', and the 'School Uniform Grant'.

Before today, had you heard about any of these grants for pupils in Wales?

SINGLE CODE

1. Yes

2. No

-9. Don't know ([Spontaneous only](#))

Welsh language - Confidence

WelConf2

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 OR 3 AT WelSpk How confident do you usually feel when speaking Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Very confident, Fairly confident, Not very confident, or Not at all confident? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk How confident do you usually feel when speaking Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Very confident, Fairly confident, Not very confident, or Not at all confident? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk How confident do you usually feel when speaking Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Very confident, Fairly confident, Not very confident, or Not at all confident? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK IF 1 OR 3 AT WelSpk How confident do you usually feel when speaking Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Very confident, Fairly confident, Not very confident, or Not at all confident? <p>-9. Don't know (Spontaneous only)</p>

WelStartSpk

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 OR 3 AT WelSpk</p> <p>How confident do you feel about starting conversations in Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very confident, 2. Fairly confident, 3. Not very confident, or 4. Not at all confident? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk</p> <p>How confident do you feel about starting conversations in Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very confident, 2. Fairly confident, 3. Not very confident, or 4. Not at all confident? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk</p> <p>How confident do you feel about starting conversations in Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very confident, 2. Fairly confident, 3. Not very confident, or 4. Not at all confident? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

N/A – Recommend that the question be removed.

WelPrefSpk2

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 OR 3 AT WelSpk</p> <p>I'm now going to read out some statements about speaking Welsh. Please tell me to what extent you agree or disagree with each statement.</p> <p>When I'm with other Welsh speakers, I usually speak with them in Welsh.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk</p> <p>Thinking now about times when you are with people who are all able to speak Welsh.</p> <p>On these occasions, how often would you say you speak with them in Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Always, 2. Most of the time, 3. Sometimes, or 4. Never? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk</p> <p>Please think about times when you know you are with people who can all speak Welsh.</p> <p>On these occasions, how often would you say you speak with them in Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Always, 2. Most of the time, 3. Sometimes, or 4. Never? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 1 OR 3 AT WelSpk

Please think about times when you know you are with people who can all speak Welsh.

On these occasions, how often would you say you speak with them in Welsh?

① [Running prompt](#)

SINGLE CODE

1. Always,
2. Most of the time,
3. Sometimes, or
4. Never?
- 9. Don't know ([Spontaneous only](#))

WelJudg2

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 OR 3 AT WelSpk</p> <p>I'm now going to read out some statements about speaking Welsh. Please tell me to what extent you agree or disagree with each statement.</p> <p>When I speak Welsh, I worry I'll be judged on how well I speak it.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk</p> <p>When speaking Welsh, to what extent are you worried, if at all, about being judged on how well you speak it?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very worried, 2. Fairly worried, 3. Not very worried, or 4. Not at all worried? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk</p> <p>When speaking Welsh, to what extent are you worried, if at all, about being judged on how well you speak it?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very worried, 2. Fairly worried, 3. Not very worried, or 4. Not at all worried? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 1 OR 3 AT WelSpk

Please think about how you usually feel when speaking Welsh.

When speaking Welsh, to what extent are you worried, if at all, about being judged on how well you speak it?

① [Running prompt](#)

SINGLE CODE

1. Very worried,
2. Fairly worried,
3. Not very worried, or
4. Not at all worried?
- 9. Don't know ([Spontaneous only](#))

Welsh language - Attitude statements

WelPrd

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>[IF NOT 1 OR 3 AT WelSpk: I'm now going to ask you how you feel about the Welsh language. To what extent do you agree or disagree with the following statements?]</p> <p>The Welsh language is something to be proud of.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>[IF NOT 1 OR 3 AT WelSpk: I'm now going to ask you how you feel about the Welsh language. To what extent do you agree or disagree with the following statements?]</p> <p>The Welsh language is something to be proud of.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>I'm now going to ask you how you feel about the Welsh language. To what extent do you agree or disagree with the following statements?</p> <p>The Welsh language is something to be proud of.</p> <p>Do you...</p> <p>IF NECESSARY: To what extent do you agree or disagree with this statement?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK ALL

I'm now going to ask you how you feel about the Welsh language. To what extent do you agree or disagree with the following statements?

The Welsh language is something to be proud of.

Do you...

IF NECESSARY: To what extent do you agree or disagree with this statement?

① **Running prompt**

SINGLE CODE

1. Strongly agree,
2. Tend to agree,
3. Neither agree nor disagree,
4. Tend to disagree, or
5. Strongly disagree?
- 9. Don't know (**Spontaneous only**)

WelWntLrn

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 2 AT WelSpk I'd like to be able to speak Welsh.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 AT WelSpk I'd like to be able to speak Welsh.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 AT WelSpk I'd like to be able to speak Welsh.</p> <p>Do you...</p> <p>IF NECESSARY: To what extent do you agree or disagree with this statement?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 2 AT WelSpk
I'd like to be able to speak Welsh.

Do you...

IF NECESSARY: To what extent do you agree or disagree with this statement?

① Running prompt

SINGLE CODE

1. Strongly agree,
2. Tend to agree,
3. Neither agree nor disagree,
4. Tend to disagree, or
5. Strongly disagree?

-9. Don't know (Spontaneous only)

WelWntLrnBet

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 3 AT WelSpk I'd like to be able to speak Welsh better.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 3 AT WelSpk I'd like to be able to speak Welsh better.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 3 AT WelSpk I'd like to be able to speak Welsh better.</p> <p>Do you...</p> <p>IF NECESSARY: To what extent do you agree or disagree with this statement?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK IF 3 AT WelSpk I'd like to be able to speak Welsh better.</p> <p>Do you...</p> <p>IF NECESSARY: To what extent do you agree or disagree with this statement?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>

WelOpp

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 OR 3 AT WelSpk</p> <p>I have plenty of opportunities to speak Welsh.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk</p> <p>I have enough opportunities to speak Welsh.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk</p> <p>I have enough opportunities to speak Welsh.</p> <p>Do you...</p> <p>IF NECESSARY: To what extent do you agree or disagree with this statement?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK IF 1 OR 3 AT WelSpk</p> <p>I have enough opportunities to speak Welsh.</p> <p>Do you...</p> <p>IF NECESSARY: To what extent do you agree or disagree with this statement?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>

Welsh language – Use in local service and facilities

LALangW

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 OR 3 AT WelSpk</p> <p>I now want to ask about which language you use to access [name of local authority] services.</p> <p>Please think about the last time you accessed [name of local authority] services, either by phone, face-to-face or online. Did you access them in Welsh or English?</p> <p>IF NECESSARY: For example, this could have been about waste and recycling, council tax, the council's parking or leisure facilities, or any other service [name of local authority] provides.</p> <p>① Online can include, for example, sending e-mails, completing online forms, or accessing information online.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Welsh English Partly in Welsh and partly in English (Spontaneous only) Haven't accessed local authority services (Spontaneous only) <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk</p> <p>I now want to ask about which language you use to access services provided by [name of local authority].</p> <p>Please think about the last time you accessed [name of local authority] services, either by phone, face-to-face or online. Did you use Welsh, English or both?</p> <p>IF NECESSARY: For example, this could have been about waste and recycling, council tax, the council's parking or leisure facilities, or any other service [name of local authority] provides.</p> <p>① Online can include, for example, sending e-mails, completing online forms, or accessing information online.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Welsh English Both Welsh and English Haven't accessed local authority services (Spontaneous only) <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk</p> <p>I now want to ask about which language you use to access services provided by [name of local authority]. For example, this could have been about waste and recycling, council tax, the council's parking or leisure facilities, or any other service [name of local authority] provides.</p> <p>Please think about the last time you accessed [name of local authority] services, either by phone, face-to-face or online. Did you use Welsh, English or both?</p> <p>① Online can include, for example, sending e-mails, completing online forms, or accessing information online.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Welsh English Both Welsh and English Haven't accessed local authority services (Spontaneous only) <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 1 OR 3 AT WeISpk

I now want to ask about which language you use to access services provided by [name of local authority] council. For example, this could have been about waste and recycling, council tax, the council's parking or leisure facilities, or any other service [name of local authority] council provides.

Please think about the last time you accessed [name of local authority] council services, either by phone, face-to-face or online. Did you use Welsh, English, or both?

① Online can include, for example, sending e-mails, completing online forms, or accessing information online.

SINGLE CODE

1. Welsh
2. English
3. Both Welsh and English
4. Haven't accessed local authority services (Spontaneous only)
- 9. Don't know (Spontaneous only)

LALangType

Original wording	Round 1 wording	Round 2 wording
N/A – New question added at later stage.	N/A – New question added at later stage.	N/A – New question added at later stage.

Final recommended wording

ASK IF 2 OR 3 AT LALangW

ASK OR CODE: What was the last [name of local authority] council service you used?

ENTER TEXT [500]

LALangReas2

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 2 OR 3 AT LALangW</p> <p>Was this because you chose to use [IF 3 AT LALangW: some] English that time, or because it wasn't possible to use [IF 3 AT LALangW: only] Welsh?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Chose to use English Not possible to use Welsh <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 OR 3 AT LALangW</p> <p>Did you want to use [IF 3 AT LALangW: some] English on that occasion, or would you have preferred to use [IF 3 AT LALangW: only] Welsh?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Wanted to use English Would have preferred to use Welsh <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 OR 3 AT LALangW</p> <p>Did you want to use [IF 3 AT LALangW: some] English on that occasion, or would you have preferred to use [IF 3 AT LALangW: only] Welsh?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Wanted to use English Would have preferred to use Welsh <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK IF 2 OR 3 AT LALangW</p> <p>Did you want to use [IF 3 AT LALangW: some] English on that occasion, or would you have preferred to use [IF 3 AT LALangW: only] Welsh?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Wanted to use English Would have preferred to use Welsh <p>-9. Don't know (Spontaneous only)</p>

Welsh language in the workplace

WelWrkColl

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 OR 3 AT WelSpk AND 2 AT EconStat</p> <p>The next questions are about the your use of Welsh in your job.</p> <p>Do you have any Welsh speaking colleagues in your organisation?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk AND 2 AT EconStat</p> <p>The next questions are about the use of Welsh in your job.</p> <p>Do you have any Welsh speaking colleagues in your organisation?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk AND 2 AT EconStat</p> <p>The next questions are about the use of Welsh in your job.</p> <p>As far as you are aware, do you have any Welsh speaking colleagues in your organisation?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 1 OR 3 AT WelSpk AND 2 AT EconStat

The next questions are about the use of Welsh in your job.

As far as you are aware, do you have any Welsh speaking colleagues in your organisation?

SINGLE CODE

1. Yes
2. No
- 9. Don't know (Spontaneous only)

WelWrkCollFreq

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 AT WelWrkColl</p> <p>At work, how often do you speak to your colleagues in Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Almost always, 2. Most of the time, 3. Sometimes, or 4. Never? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 AT WelWrkColl</p> <p>At work, when you speak with these colleagues, how often do you speak with them in Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Always, 2. Most of the time, 3. Sometimes, or 4. Never? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 AT WelWrkColl</p> <p>Please think about times at work when you know you are with colleagues who can all speak Welsh.</p> <p>On these occasions, how often do you speak with them in Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Always, 2. Most of the time, 3. Sometimes, or 4. Never? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 1 AT WelWrkColl

Please think about times at work when you know you are with colleagues who can all speak Welsh.

On these occasions, how often do you speak with them in Welsh?

① Running prompt

SINGLE CODE

1. Always,
 2. Most of the time,
 3. Sometimes, or
 4. Never?
- 9. Don't know (Spontaneous only)

SpkWrkExt

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 OR 3 AT WelSpk AND 2 AT EconStat</p> <p>Do you speak with customers or other people outside your company or organisation as part of your job?</p> <p>① This question asks about speaking in any language. The question is included so that people are only asked the next question about speaking in Welsh if their job involves speaking with people outside their organisation.</p> <p>① Do not include written contact with customers / other people.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk AND 2 AT EconStat</p> <p>As part of your job, do you speak with customers or other people outside your organisation? This could be in any language.</p> <p>① This question asks about speaking in any language. The question is included so that people are only asked the next question about speaking in Welsh if their job involves speaking with people outside their organisation.</p> <p>① Do not include written contact with customers / other people.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT WelSpk AND 2 AT EconStat</p> <p>As part of your job, other than your colleagues, do you speak with other people, for example, customers or clients? This could be in any language.</p> <p>① This question asks about speaking in any language. The question is included so that people are only asked the next question about speaking in Welsh if their job involves speaking with people outside their organisation.</p> <p>① Includes anyone they speak with as part of their job, but who don't work for their organisation, e.g. patients, customers or clients.</p> <p>① Do not include written contact with customers / other people.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 1 OR 3 AT WelSpk AND 2 AT EconStat

As part of your job, other than your colleagues, do you speak with other people, for example, customers or clients? This could be in any language.

- ① This question asks about speaking in any language. The question is included so that people are only asked the next question about speaking in Welsh if their job involves speaking with people outside their organisation.
- ① Includes anyone they speak with as part of their job, but who don't work for their organisation, e.g. patients, customers or clients.
- ① Do not include written contact with customers / other people.

SINGLE CODE

- 1. Yes
- 2. No
- 9. Don't know (Spontaneous only)

SpkWrkExtFreq

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 AT SpkWrkExt</p> <p>At work, how often do you speak Welsh with any customers or people outside your company or organisation?</p> <p>① Running prompt</p> <p>① Do not include written contact with customers / other people.</p> <p>SINGLE CODE</p> <p>1. Almost always,</p> <p>2. Most of the time,</p> <p>3. Sometimes, or</p> <p>4. Never?</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 AT SpkWrkExt</p> <p>At work, when you speak with these people, how often do you speak with them in Welsh?</p> <p>① Running prompt</p> <p>① Do not include written contact with customers / other people.</p> <p>SINGLE CODE</p> <p>1. Always,</p> <p>2. Most of the time,</p> <p>3. Sometimes, or</p> <p>4. Never?</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 AT SpkWrkExt</p> <p>At work, when you speak with these people, how often do you speak with them in Welsh?</p> <p>① Running prompt</p> <p>① Do not include written contact with customers / other people.</p> <p>SINGLE CODE</p> <p>1. Always,</p> <p>2. Most of the time,</p> <p>3. Sometimes, or</p> <p>4. Never?</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK IF 1 AT SpkWrkExt</p> <p>At work, when you speak with these people, how often do you speak with them in Welsh?</p> <p>① Running prompt</p> <p>① Do not include written contact with customers / other people.</p> <p>SINGLE CODE</p> <p>1. Always,</p> <p>2. Most of the time,</p> <p>3. Sometimes, or</p> <p>4. Never?</p> <p>-9. Don't know (Spontaneous only)</p>

WelWrkRdWr

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 AT WelRead AND WelWrite AND 2 AT EconStat As part of your job, do you read or write anything in Welsh?</p> <p>SINGLE CODE</p> <p>1. Yes 2. No -9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 AT WelRead AND WelWrite AND 2 AT EconStat As part of your job, do you read or write anything in Welsh?</p> <p>SINGLE CODE</p> <p>1. Yes 2. No -9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 AT WelRead AND WelWrite AND 2 AT EconStat As part of your job, do you read or write anything in Welsh?</p> <p>SINGLE CODE</p> <p>1. Yes 2. No -9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK IF 1 AT WelRead AND WelWrite AND 2 AT EconStat As part of your job, do you read or write anything in Welsh?</p> <p>① If the respondent can only do one of these things, read or write in Welsh, code as 'Yes'.</p> <p>SINGLE CODE</p> <p>1. Yes 2. No -9. Don't know (Spontaneous only)</p>

WelWrkRdWrFreq

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 AT WelWrkRdWr</p> <p>When you read or write things as part of your job, how often is this in Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Almost always, 2. Most of the time, 3. Sometimes, or 4. Hardly ever? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 AT WelWrkRdWr</p> <p>When you read or write things as part of your job, how often is this in Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Always, 2. Most of the time, 3. Sometimes, or 4. Hardly ever? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 AT WelWrkRdWr</p> <p>When you read or write things as part of your job, how often is this in Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Always, 2. Most of the time, 3. Sometimes, or 4. Hardly ever? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK IF 1 AT WelWrkRdWr</p> <p>When you read or write things as part of your job, how often is this in Welsh?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Always, 2. Most of the time, 3. Sometimes, or 4. Never? <p>-9. Don't know (Spontaneous only)</p>

WelWrkLrn

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF NOT 2 AT SelfEmp</p> <p>Does your employer offer staff any opportunities to learn Welsh?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>3. Not applicable</p> <p>-9. Don't know (Spontaneous only)</p>	No changes.	No changes.

Final recommended wording
<p>No changes:</p> <p>ASK IF NOT 2 AT SelfEmp</p> <p>Does your employer offer staff any opportunities to learn Welsh?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>3. Not applicable</p> <p>-9. Don't know (Spontaneous only)</p>

Volunteering

IntroVol

Original wording	Round 1 wording	Round 2 wording
ASK ALL We're now almost at the end of the survey. The last set of questions is about volunteering. Please exclude giving money and anything that you were paid to do.	ASK ALL We're now almost at the end of the survey. The last set of questions is about volunteering.	ASK ALL The next set of questions is about volunteering.

Final recommended wording
ASK ALL The next set of questions is about volunteering.

VolType2

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>In the last 12 months, what groups, clubs or organisations, if any, have you given your time to for free?</p> <p>IF CASI/CAWI: Please choose all that apply: IF CAPI/CATI: Please say 'yes' or 'no' after each one:</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Animal group (e.g. a rescue centre) 2. Arts group, museum or heritage site 3. Emergency services, first aid and public safety (e.g. St John's Ambulance or the police) 4. Environmental group 5. Gardening group or club 6. Local neighbourhood group or community centre 7. Health, wellbeing or disability group 8. Older people's or pensioners group or organisation 9. Political party or political group 10. Religious group 11. School or young person's group 12. Sports club 13. Women's group or organisation (e.g. Women's Institute) 14. Another club or organisation not listed <p>15. Haven't volunteered in the last 12 months</p> <p>-9. Don't know</p> <p>-99. Prefer not to say</p>	<p>ASK ALL</p> <p>In the last 12 months, have you given your time for free to help any of the following groups, clubs or organisations?</p> <p>Please exclude giving money and anything that you were paid to do.</p> <p>IF CASI/CAWI: Please choose all that apply: IF CAPI/CATI: Please say 'yes' or 'no' after each one:</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Animal welfare group or organisation (e.g. a rescue centre) 2. Arts group (e.g. drama, music or crafts), a museum or a heritage site 3. Emergency services, first aid and public safety (e.g. St John's Ambulance or the police) 4. Environmental or conservation group 5. Food bank or homeless shelter or group 6. Gardening group 7. Local neighbourhood or tenants group, or community centre 8. Health, wellbeing or disability group 9. Older people's or pensioners group or organisation 10. Political party or political group 11. Religious group 12. Schools, children or youth group 13. Sports or exercise club or group 14. Women's group or organisation (e.g. Women's Institute) 15. Another club or organisation not mentioned <p>16. Haven't volunteered in the last 12 months</p> <p>-9. Don't know</p> <p>-99. Prefer not to say</p>	<p>ASK ALL</p> <p>In the last 12 months, have you given unpaid help to any of the following groups, clubs or organisations?</p> <p>Please exclude giving food, clothes, or money. Please also exclude any paid work.</p> <p>IF CASI/CAWI: Please choose all that apply: IF CAPI/CATI: Please say 'yes' or 'no' after each one:</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Animal welfare group or organisation (e.g. a rescue centre) 2. Arts group (e.g. drama, music or crafts), a museum or a heritage site 3. Emergency services or public safety groups (e.g. St John's Ambulance or the police) 4. Environmental or conservation group 5. Gardening group 6. Health, wellbeing or disability group 7. Homeless shelter, volunteering at a food bank or soup kitchen 8. Human rights or justice groups 9. Local neighbourhood or tenants group, or community centre 10. Older people's or pensioners group or organisation 11. Political party or political group 12. Religious group 13. Schools, children or youth group 14. Sports or exercise club or group 15. Another club or organisation not mentioned <p>16. Haven't volunteered in the last 12 months</p> <p>-9. Don't know</p> <p>-99. Prefer not to say</p>

Final recommended wording

ASK ALL

In the last 12 months, have you given unpaid help to any of the following groups, clubs or organisations?

Please exclude giving food, clothes, or money. Please also exclude any paid work.

IF CASI/CAWI: Please choose all that apply:

IF CAPI/CATI: Please say 'yes' or 'no' after each one:

CODE ALL THAT APPLY

1. Animal welfare group or organisation (e.g. a rescue centre)
2. Arts group (e.g. drama, music or crafts), a museum or a heritage site
3. Emergency services or public safety groups (e.g. St John's Ambulance or the police)
4. Environmental or conservation group
5. Gardening group
6. Health, wellbeing or disability group
7. Homeless shelter, volunteering at a food bank or soup kitchen
8. Human rights or justice groups
9. Local neighbourhood or tenants group, or community centre
10. Older people's or pensioners group or organisation
11. Political party or political group
12. Religious group
13. Schools, children or youth group
14. Sports or exercise club or group
15. Another club or organisation not mentioned

16. Haven't volunteered in the last 12 months
- 9. Don't know
- 99. Prefer not to say

VolType2OT

Original wording	Round 1 wording	Round 2 wording
ASK IF 14 AT VolType2 What is the other club or organisation? ENTER TEXT [200] -9. Don't know -99. Prefer not to say	ASK IF 15 AT VolType2 What other groups, clubs or organisations have you given time to for free in the last 12 months? ENTER TEXT [200] -9. Don't know -99. Prefer not to say	ASK IF 15 AT VolType2 What other groups, clubs or organisations have you given time to for free in the last 12 months? ENTER TEXT [200] -9. Don't know -99. Prefer not to say

Final recommended wording
ASK IF 15 AT VolType2 What other groups, clubs or organisations have you given unpaid help to in the last 12 months? ENTER TEXT [200] -9. Don't know -99. Prefer not to say

VolActivity

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1-14 AT VolType2</p> <p>In the last 12 months, when you provided unpaid help to [IF ONLY ONE OPTION AT 1-14 VolType2: this club or organisation, OR IF MORE THAN ONE OPTION AT 1-14 VolType2: these clubs or organisations], what kind of work or activities did you generally do?</p> <p>IF CASI/CAWI: Please choose all that apply: IF CAPI/CATI: Please say 'yes' or 'no' after each one:</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Fundraising or campaigning 2. Admin tasks, for example, helping out with things like paperwork, or arranging meetings or events 3. Promotion and marketing, for example, social media or managing webpages 4. Catering, for example providing food or drinks 5. Providing transport for people or goods 6. Coaching, teaching or training others 7. Refereeing or stewarding 8. Counselling or providing advice 9. Acting as a committee member or as a Trustee 10. Anything else <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 1-15 AT VolType2</p> <p>In the last 12 months, when you provided unpaid help to [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations], what kind of work or activities did you generally do?</p> <p>IF CASI/CAWI: Please choose all that apply: IF CAPI/CATI: Please say 'yes' or 'no' after each one:</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Fundraising or campaigning 2. Admin tasks, e.g. paperwork or arranging meetings 3. Organising or running an event, activity or stall 4. Promotion and marketing, e.g. social media, managing webpages or handing out leaflets 5. Catering, e.g. providing food or drinks 6. Providing transport for people or delivering goods 7. Coaching, teaching or training others 8. Refereeing 9. Stewarding 10. Counselling, providing advice or advocacy 11. Acting as a committee member or as a Trustee 12. Anything else <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 1-15 AT VolType2</p> <p>In the last 12 months, when you provided unpaid help to [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations], what kinds of work or activities did you generally do?</p> <p>IF CASI/CAWI: Please choose all that apply: IF CAPI/CATI: Please say 'yes' or 'no' after each one:</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Fundraising or campaigning 2. Admin tasks, e.g. paperwork or arranging meetings 3. Organising or running an event, activity or stall 4. Promotion and marketing, e.g. social media, managing webpages or handing out leaflets 5. Preparing, serving or delivering food or drinks 6. Providing transport 7. Coaching, teaching or training 8. Refereeing 9. Stewarding 10. Counselling, providing advice or advocacy 11. Acting as a committee member or as a Trustee 12. Anything else <p>-9. Don't know -99. Prefer not to say</p>

Final recommended wording

ASK IF 1-15 AT VolType2

In the last 12 months, when you provided unpaid help to [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations], what kinds of work or activities did you generally do?

IF CASI/CAWI: Please choose all that apply:

IF CAPI/CATI: Please say 'yes' or 'no' after each one:

CODE ALL THAT APPLY

1. Fundraising or campaigning
2. Admin tasks, e.g. paperwork or arranging meetings
3. Organising or running an event, activity or stall
4. Promotion and marketing, e.g. social media, managing webpages or handing out leaflets
5. Preparing, serving or delivering food or drinks
6. Providing transport
7. Coaching, teaching or training
8. Refereeing
9. Stewarding
10. Counselling, providing advice or advocacy
11. Acting as a committee member or as a Trustee
12. Anything else

-9. Don't know

-99. Prefer not to say

VolActivityOT

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 10 AT VolActivity</p> <p>Which other activities have you helped with in the last 12 months? Please only include activities when you have given your time for free.</p> <p>ENTER TEXT [1000]</p> <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 12 AT VolActivity</p> <p>What other work or activities did you generally do in the last 12 months when you provided unpaid help to [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations]?</p> <p>ENTER TEXT [1000]</p> <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 12 AT VolActivity</p> <p>What other work or activities did you generally do in the last 12 months when you provided unpaid help to [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations]?</p> <p>ENTER TEXT [1000]</p> <p>-9. Don't know -99. Prefer not to say</p>

Final recommended wording
<p>ASK IF 12 AT VolActivity</p> <p>What other work or activities did you generally do in the last 12 months when you provided unpaid help to [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations]?</p> <p>ENTER TEXT [1000]</p> <p>-9. Don't know -99. Prefer not to say</p>

VolFreq

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1-14 AT VolType2</p> <p>Thinking about all the unpaid help you provided to [IF ONLY ONE OPTION AT 1-14 VolType2: this club or organisation, OR IF MORE THAN ONE OPTION AT 1-14 VolType2: these clubs or organisations] in the last 12 months, did you do this regularly or every now and then?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Regularly (e.g. every week, month, or every couple of months) 2. Every now and then (e.g. a few days in the last 12 months) <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 1-15 AT VolType2</p> <p>Thinking about all the unpaid help you provided to [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations] in the last 12 months, did you do this regularly, every now and then, or only during certain periods?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Regularly (e.g. every week, month, or every couple of months) 2. Every now and then (e.g. a few days in the last 12 months) 3. Only during certain periods (e.g. school term or summer) <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 1-15 AT VolType2</p> <p>Thinking about all the unpaid help you provided to [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations] in the last 12 months, did you do this regularly, every now and then, or only during certain periods?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Regularly (e.g. every week, month, or every couple of months) 2. Every now and then (e.g. a few days in the last 12 months) 3. Only during certain periods (e.g. school term or summer) <p>-9. Don't know -99. Prefer not to say</p>

Final recommended wording
<p>ASK IF 1-15 AT VolType2</p> <p>Thinking about all the unpaid help you provided to [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations] in the last 12 months, did you do this regularly, every now and then, or only during certain periods?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Regularly (e.g. every week, month, or every couple of months) 2. Every now and then (e.g. a few days in the last 12 months) 3. Only during certain periods (e.g. school term or summer) <p>-9. Don't know -99. Prefer not to say</p>

VolReg

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 AT VolFreq</p> <p>How often did you provide unpaid help to [IF ONLY ONE OPTION AT 1-14 VolType2: this club or organisation, OR IF MORE THAN ONE OPTION AT 1-14 VolType2: these clubs or organisations] in the last 12 months?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Every week 2. Once or twice a month 3. Once every couple of months 4. Less often <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 1 AT VolFreq</p> <p>How often did you give your time for free to help [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations] in the last 12 months?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Every week 2. Once or twice a month 3. Once every couple of months 4. Less often <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 1 AT VolFreq</p> <p>How often did you give your time to for free to help [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations] in the last 12 months?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Several times a week 2. About once a week 3. Less than once a week but at least once a month 4. Less than once a month <p>-9. Don't know -99. Prefer not to say</p>

Final recommended wording
<p>ASK IF 1 AT VolFreq</p> <p>How regularly did you provide unpaid help to [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations] in the last 12 months?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Several times a week 2. About once a week 3. Less than once a week but at least once a month 4. Less than once a month <p>-9. Don't know -99. Prefer not to say</p>

VolTime2

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 OR 2 AT VolReg</p> <p>In the past four weeks, approximately how many hours have you spent helping [IF ONLY ONE OPTION AT 1-14 VolType2: this club or organisation, OR IF MORE THAN ONE OPTION AT 1-14 VolType2: these clubs or organisations]?</p> <p>Please give your best estimate.</p> <p>SOFT CHECK IF ANSWER 200 OR MORE: That is a lot of time spent volunteering, please check that it is correct.</p> <p>ENTER NUMBER [0-672]</p> <p>-9. Don't know -99. Prefer not to say</p>	<p>ASK IF 1-15 AT VolType2</p> <p>In the past four weeks, approximately how many hours have you given your time to for free to help [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations]?</p> <p>Please give your best estimate.</p> <p>SOFT CHECK IF ANSWER 200 OR MORE: You've [CAWI/CASI: entered / CATI/CAPI: said] that you volunteered for [XXX] hours in the last four weeks, if correct click 'Continue'.</p> <p>ENTER NUMBER [0-672]</p> <p>0. Haven't volunteered in last 4 weeks -9. Don't know -99. Prefer not to say</p>	<p>ASK IF 1-15 AT VolType2</p> <p>In the past four weeks, approximately how many hours have you given your time to for free to help [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations]? Please exclude any travel time taken to get to and from where you need to volunteer.</p> <p>Please give your best estimate.</p> <p>SOFT CHECK IF ANSWER 200 OR MORE: You've [CAWI/CASI: entered / CATI/CAPI: said] that you volunteered for [XXX] hours in the last four weeks, if correct click 'Continue'.</p> <p>ENTER NUMBER [0.5-672]</p> <p>0.Haven't volunteered in last 4 weeks -9. Don't know -99. Prefer not to say</p>

Final recommended wording

ASK IF 1-15 AT VolType2

In the past four weeks, approximately how many hours have you given unpaid help to [IF ONLY ONE OPTION AT 1-15 VolType2: this type of club or organisation, OR IF MORE THAN ONE OPTION AT 1-15 VolType2: these types of clubs or organisations]? Please exclude any travel time taken to get to and from where you need to volunteer.

Please give your best estimate.

SOFT CHECK IF ANSWER 200 OR MORE: You've [CAWI/CASI: entered / CATI/CAPI: said] that you volunteered for [XXX] hours in the last four weeks, if correct click 'Continue'.

ENTER NUMBER [0.5-672]

0. Haven't volunteered in last 4 weeks

-9. Don't know

-99. Prefer not to say

Internet use

IntDev3

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL EXCEPT 2 OR -9 AT IntPersUseCheck [IF DvC4=1 OR (DvC4>1 AND 1 AT MatDepComp): Other than a computer or tablet, which of the following devices do you use to access the internet?]</p> <p>[IF DvC4>1 AND NOT 1 AT MatDepComp: You mentioned previously that not everybody in the household has use of a computer or tablet for work, education or accessing services. Which of the following devices do <u>you</u> use to access the internet?]</p> <p>Please answer 'yes' or 'no' after I read out each option.</p> <p>CODE 1 APPEARS ONLY IF DvC4>1 AND NOT 1 AT MatDepComp</p> <p>① Do not include any devices that are broken. ① Individual prompt ① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Computer, laptop or tablet? 2. Smartphone? 3. Games console? 4. Smart TV? 5. Any other devices? -9. Don't know (Spontaneous only) 	<p>ASK ALL EXCEPT 2 OR -9 AT IntPersUseCheck On which of these devices do you use the internet at home?</p> <p>Please answer 'yes' or 'no' after I read out each option.</p> <p>① Individual prompt ① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Computer, laptop or tablet? 2. Smartphone? 3. Games console? 4. Smart TV? 5. Any other devices? 6. Don't use the internet at home (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK ALL EXCEPT 2 OR -9 AT IntPersUseCheck On which of these devices do you use the internet at home?</p> <p>Please only answer 'yes' or 'no' after I read out each option if you personally use the internet on this device at home.</p> <p>① Individual prompt ① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Computer, laptop or tablet? 2. Smartphone? 3. Games console? 4. Smart TV? 5. None of the above (Spontaneous only) 6. Don't use the internet at home (Spontaneous only) -9. Don't know (Spontaneous only)

Final recommended wording

ASK ALL EXCEPT 2 OR -9 AT IntPersUseCheck

On which of these devices do you use the internet at home?

Please only answer 'yes' or 'no' after I read out each option if you personally use the internet on this device at home.

① Individual prompt

① Code all that apply

CODE ALL THAT APPLY

1. Computer, laptop or tablet?
2. Smartphone – a phone you can use the internet on?
3. Games console?
4. Smart TV?
5. None of the above (Spontaneous only)
6. Don't use the internet at home (Spontaneous only)
- 9. Don't know (Spontaneous only)

PhonePlan

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 2 AT IntDev3</p> <p>For your smartphone, do you have a monthly mobile data plan or pay-as-you-go?</p> <p>① If respondent has more than one smartphone, they should think about the smartphone they use the most.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Mobile data plan 2. Pay-as-you-go mobile phone 3. Don't have this <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 AT IntDev3</p> <p>To access the internet on your smartphone, do you have a...</p> <p>IF MORE THAN ONE SMARTPHONE: If you have more than one, please think about the smartphone you use the most.</p> <p>① If the respondent can only access the internet on their smartphone using WiFi because they don't have a monthly data plan or pay-as-you-go, code as 'Don't have monthly data plan or pay-as-you-go'.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Monthly mobile data plan, or 2. Pay-as-you-go? 3. Don't have monthly data plan or pay-as-you-go (Spontaneous only) <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 2 AT IntDev3</p> <p>To access the internet on your smartphone, do you have a...</p> <p>IF MORE THAN ONE SMARTPHONE: If you have more than one, please think about the smartphone you use the most.</p> <p>① If respondent has mobile data plan as part of a wider contract plan (e.g. TV, broadband and mobile all in one plan), code as 'Yes'.</p> <p>① If the respondent can only access the internet on their smartphone using WiFi because they don't have a monthly data plan or pay-as-you-go, code as 'Don't have monthly data plan or pay-as-you-go'.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Monthly mobile data plan, or 2. Pay-as-you-go? 3. Don't have monthly data plan or pay-as-you-go (Spontaneous only) <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 2 AT IntDev3

To access the internet on your smartphone, do you have a...

IF MORE THAN ONE SMARTPHONE: If you have more than one, please think about the smartphone you use the most.

- ① If respondent has mobile data plan as part of a wider contract plan (e.g. TV, broadband and mobile all in one plan), code as 'Yes'.
- ① If the respondent can only access the internet on their smartphone using Wi-Fi because they don't have a monthly data plan or pay-as-you-go, code as 'Don't have monthly data plan or pay-as-you-go'.
- ① Running prompt

SINGLE CODE

1. Monthly mobile data plan, or
2. Pay-as-you-go?
3. Don't have monthly data plan or pay-as-you-go (*Spontaneous only*)
- 9. Don't know (*Spontaneous only*)

IntMobData

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 OR 2 AT PhonePlan</p> <p>Thinking about your current mobile data [IF 1 AT PhonePlan: plan / IF 2 AT PhonePlan: allowance], in the last 12 months did you ever run out of data to access the internet?</p> <p>① If the respondent could only access the internet on their mobile phone by using the WiFi or hot-spotting from someone else, code as 'Yes'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 2 AT PhonePlan</p> <p>Still thinking about your smartphone, in the last 12 months did you ever run out of data to access the internet? Please only think about times when you were in the UK.</p> <p>① If the respondent could only access the internet on their mobile phone by using the WiFi or hot-spotting from someone else, code as 'Yes'.</p> <p>① If the respondent ran out of data but then topped up/purchased more, code as 'Yes'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>3. Have unlimited data plan (Spontaneous only)</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 2 AT PhonePlan</p> <p>Still thinking about your smartphone, in the last 12 months did you ever run out of data to access the internet? Please only think about times when you were in the UK.</p> <p>① If the respondent could only access the internet on their mobile phone by using the WiFi or hot-spotting from someone else, code as 'Yes'.</p> <p>① If the respondent ran out of data but then topped up/purchased more, code as 'Yes'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>3. Have unlimited data plan (Spontaneous only)</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK IF 1 OR 2 AT PhonePlan</p> <p>Still thinking about your smartphone, in the last 12 months did you ever run out of data to access the internet? Please only think about times when you were in the UK.</p> <p>① If the respondent could only access the internet on their mobile phone by using the Wi-Fi or hot-spotting from someone else, code as 'Yes'.</p> <p>① If the respondent ran out of data but then topped up/purchased more, code as 'Yes'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>3. Have unlimited data plan (Spontaneous only)</p> <p>-9. Don't know (Spontaneous only)</p>

Internet skills

IntSkills / IntSkEmail

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>The following questions are about your personal use of devices and the internet, from any location.</p> <p>Do you know how to do the following activities without help from someone else? Please say 'yes' or 'no' after each one.</p> <p>① 'Manage your device's storage...' – respondent should think about the device they use most often.</p> <p>① 'Use apps' – only includes apps that the respondent has downloaded themselves. It does not include apps that, for example, are included by default on your phone.</p> <p>① 'Send and receive emails' – if the respondent can only send or receive, not both, do not select this response option.</p> <p>RANDOMISE ORDER OF APPEARANCE</p> <p>IntSkEmail: Send and receive emails?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes No It depends / sometimes (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>IntSkills</p> <p>The following questions are about your personal use of devices and the internet.</p> <p>Do you know how to do the following activities on at least one of your devices without help from someone else?</p> <p>RANDOMISE ORDER OF QUESTIONS IntSkEmail – IntSkPersonalData</p> <p>IntSkEmail</p> <p>Send and receive emails?</p> <p>IF NECESSARY: Do you know how to do send and receive emails on at least one of your devices without help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>① If the respondent can only send or receive, not both, code as 'No'.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes No It depends / sometimes (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>IntSkills</p> <p>The following questions are about your personal use of devices and the internet.</p> <p>Do you know how to do the following activities on at least one of your devices? For each one, please tell me whether you can do this on your own, or only with help from someone else.</p> <p>RANDOMISE ORDER OF QUESTIONS IntSkEmail – IntSkPersonalInfo</p> <p>IntSkEmail</p> <p>Send and receive emails?</p> <p>IF NECESSARY: Do you know how to do send and receive emails on at least one of your devices on your own, or only with help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>① If the respondent can only send or receive, not both, code as 'No'.</p> <p>① If the respondent can only do this with the help of someone else, code as 'No'.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes, on their own Yes, with the help from someone else No -9. Don't know (Spontaneous only)

Final recommended wording

ASK IF 1 OR 2 AT IntDev3

IntSkills

The following questions are about your personal use of devices and the internet.

Do you know how to do the following activities on at least one of your devices? For each one, please tell me whether you can do this on your own, or only with help from someone else.

RANDOMISE ORDER OF QUESTIONS IntSkEmail – IntSkPersonalInfo

IntSkEmail

Send and receive emails?

IF NECESSARY: Do you know how to do send and receive emails on at least one of your devices on your own, or only with help from someone else?

- ① If they know how to do it on one device, but not the other, code as 'Yes'.
- ① If the respondent can only send or receive, not both, code as 'No'.
- ① If the respondent can only do this with the help of someone else, code as 'No'.

SINGLE CODE

- 1. Yes, on their own
- 2. Yes, with the help from someone else
- 3. No
- 9. Don't know (Spontaneous only)

IntSkApps

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>The following questions are about your personal use of devices and the internet, from any location.</p> <p>Do you know how to do the following activities without help from someone else? Please say 'yes' or 'no' after each one.</p> <p>① 'Manage your device's storage...' – respondent should think about the device they use most often.</p> <p>① 'Use apps' – only includes apps that the respondent has downloaded themselves. It does not include apps that, for example, are included by default on your phone.</p> <p>① 'Send and receive emails' – if the respondent can only send or receive, not both, do not select this response option.</p> <p>RANDOMISE ORDER OF APPEARANCE</p> <p>IntSkApps: Use apps, for example, social media, shopping or transport apps?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>3. It depends / sometimes (Spontaneous only)</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>Use apps, for example, social media, shopping or transport apps?</p> <p>IF NECESSARY: Do you know how to use apps, for example, social media, shopping or transport apps on at least one of your devices without help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>① Only includes apps that the respondent has downloaded themselves. It does not include apps that, for example, are included by default on your phone.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>3. It depends / sometimes (Spontaneous only)</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>Use apps, for example, social media, shopping or transport apps?</p> <p>IF NECESSARY: Do you know how to use apps, for example, social media, shopping or transport apps on at least one of your devices on your own, or only with help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>① Only includes apps that the respondent has downloaded themselves. It does not include apps that, for example, are included by default on your phone.</p> <p>① If the respondent can only do this with the help of someone else, code as 'No'.</p> <p>SINGLE CODE</p> <p>1. Yes, on their own</p> <p>2. Yes, with the help from someone else</p> <p>3. No</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 1 OR 2 AT IntDev3

Use apps, for example, social media, shopping or transport apps?

IF NECESSARY: Do you know how to use apps, for example, social media, shopping or transport apps on at least one of your devices on your own, or only with help from someone else?

- ① If they know how to do it on one device, but not the other, code as 'Yes'.
- ① Only includes apps that the respondent has downloaded themselves. It does not include apps that, for example, are included by default on your phone.
- ① If the respondent can only do this with the help of someone else, code as 'No'.

SINGLE CODE

1. Yes, on their own
2. Yes, with the help from someone else
3. No
- 9. Don't know (Spontaneous only)

IntSkSearch

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>The following questions are about your personal use of devices and the internet, from any location.</p> <p>Do you know how to do the following activities without help from someone else? Please say 'yes' or 'no' after each one.</p> <p>① 'Manage your device's storage...' – respondent should think about the device they use most often.</p> <p>① 'Use apps' – only includes apps that the respondent has downloaded themselves. It does not include apps that, for example, are included by default on your phone.</p> <p>① 'Send and receive emails' – if the respondent can only send or receive, not both, do not select this response option.</p> <p>RANDOMISE ORDER OF APPEARANCE</p> <p>IntSkSearch: Use a search engine, for example Google?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes No It depends / sometimes (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>Use a search engine, for example Google?</p> <p>IF NECESSARY: Do you know how to use a search engine, for example Google on at least one of your devices without help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes No It depends / sometimes (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>Use a search engine, for example Google?</p> <p>IF NECESSARY: Do you know how to use a search engine, for example Google on at least one of your devices on your own, or only with help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>① If the respondent can only do this with the help of someone else, code as 'No'.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes, on their own Yes, with the help from someone else No -9. Don't know (Spontaneous only)

Final recommended wording

ASK IF 1 OR 2 AT IntDev3

Use a search engine, for example Google?

IF NECESSARY: Do you know how to use a search engine, for example Google on at least one of your devices on your own, or only with help from someone else?

- ① If they know how to do it on one device, but not the other, code as 'Yes'.
- ① If the respondent can only do this with the help of someone else, code as 'No'.

SINGLE CODE

1. Yes, on their own
2. Yes, with the help from someone else
3. No
- 9. Don't know (Spontaneous only)

IntSkBank

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>The following questions are about your personal use of devices and the internet, from any location.</p> <p>Do you know how to do the following activities without help from someone else? Please say 'yes' or 'no' after each one.</p> <p>① 'Manage your device's storage...' – respondent should think about the device they use most often.</p> <p>① 'Use apps' – only includes apps that the respondent has downloaded themselves. It does not include apps that, for example, are included by default on your phone.</p> <p>① 'Send and receive emails' – if the respondent can only send or receive, not both, do not select this response option.</p> <p>RANDOMISE ORDER OF APPEARANCE</p> <p>IntSkBank: Use online banking, for example to check your bank balance, transfer money or pay your bills?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes No It depends / sometimes (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>Use online banking, for example to check your bank balance, transfer money or pay your bills?</p> <p>IF NECESSARY: Do you know how to use online banking, for example to check your bank balance, transfer money or pay your bills, on at least one of your devices without help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes No It depends / sometimes (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>Use online banking, for example to check your bank balance, transfer money or pay your bills?</p> <p>IF NECESSARY: Do you know how to use online banking, for example to check your bank balance, transfer money or pay your bills, on at least one of your devices on your own, or only with help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>① If the respondent can only do this with the help of someone else, code as 'No'.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes, on their own Yes, with the help from someone else No -9. Don't know (Spontaneous only)

Final recommended wording

ASK IF 1 OR 2 AT IntDev3

Use online banking, for example to check your bank balance, transfer money or pay your bills?

IF NECESSARY: Do you know how to use online banking, for example to check your bank balance, transfer money or pay your bills, on at least one of your devices on your own, or only with help from someone else?

- ① If they know how to do it on one device, but not the other, code as 'Yes'.
- ① If the respondent can only do this with the help of someone else, code as 'No'.

SINGLE CODE

1. Yes, on their own
2. Yes, with the help from someone else
3. No
- 9. Don't know (Spontaneous only)

IntSkStorage

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>The following questions are about your personal use of devices and the internet, from any location.</p> <p>Do you know how to do the following activities without help from someone else? Please say 'yes' or 'no' after each one.</p> <p>① 'Manage your device's storage...' – respondent should think about the device they use most often.</p> <p>① 'Use apps' – only includes apps that the respondent has downloaded themselves. It does not include apps that, for example, are included by default on your phone.</p> <p>① 'Send and receive emails' – if the respondent can only send or receive, not both, do not select this response option.</p> <p>RANDOMISE ORDER OF APPEARANCE</p> <p>IntSkStorage: Manage your device's storage, for example, deleting or moving images, files or apps?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes No It depends / sometimes (Spontaneous only) <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>Manage your device's storage, for example, deleting or moving images, files or apps?</p> <p>IF NECESSARY: Do you know how to manage your device's storage, for example, deleting or moving images, files or apps, on at least one of your devices without help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes No It depends / sometimes (Spontaneous only) <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>Manage your device's storage, for example, deleting or moving images, files or apps?</p> <p>IF NECESSARY: Do you know how to manage your device's storage, for example, deleting or moving images, files or apps, on at least one of your devices on your own, or only with help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>① If the respondent can only do this with the help of someone else, code as 'No'.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes, on their own Yes, with the help from someone else No <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK IF 1 OR 2 AT IntDev3

Manage your device's storage, for example, deleting or moving images, files or apps?

IF NECESSARY: Do you know how to manage your device's storage, for example, deleting or moving images, files or apps, on at least one of your devices on your own, or only with help from someone else?

- ① If they know how to do it on one device, but not the other, code as 'Yes'.
- ① If the respondent can only do this with the help of someone else, code as 'No'.

SINGLE CODE

1. Yes, on their own
2. Yes, with the help from someone else
3. No
- 9. Don't know (Spontaneous only)

IntSkData

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 OR 2 AT PhonePlan</p> <p>The following questions are about your personal use of devices and the internet, from any location.</p> <p>Do you know how to do the following activities without help from someone else? Please say 'yes' or 'no' after each one.</p> <p>① 'Manage your device's storage...' – respondent should think about the device they use most often.</p> <p>① 'Use apps' – only includes apps that the respondent has downloaded themselves. It does not include apps that, for example, are included by default on your phone.</p> <p>① 'Send and receive emails' – if the respondent can only send or receive, not both, do not select this response option.</p> <p>RANDOMISE ORDER OF APPEARANCE</p> <p>IntSkData: Check your smartphone's data allowance to see how much data you have left?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes No It depends / sometimes (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>Check your smartphone's data allowance to see how much data you have left?</p> <p>IF NECESSARY: Do you know how to check your smartphone's data allowance to see how much data you have left, on at least one of your devices without help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes No It depends / sometimes (Spontaneous only) Have unlimited data plan (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK IF 1 OR 2 AT PhonePlan BUT NOT IF 3 AT IntMobData</p> <p>Check your smartphone's data allowance to see how much data you have left?</p> <p>IF NECESSARY: Do you know how to check your smartphone's data allowance to see how much data you have left, on at least one of your devices on your own, or only with help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>① If the respondent can only do this with the help of someone else, code as 'No'.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes, on their own Yes, with the help from someone else No Have unlimited data plan (Spontaneous only) -9. Don't know (Spontaneous only)

Final recommended wording

ASK IF 1 OR 2 AT PhonePlan BUT NOT IF 3 AT IntMobData

Check your smartphone's data allowance to see how much data you have left?

IF NECESSARY: Do you know how to check your smartphone's data allowance to see how much data you have left, on at least one of your devices on your own, or only with help from someone else?

- ① If they know how to do it on one device, but not the other, code as 'Yes'.
- ① If the respondent can only do this with the help of someone else, code as 'No'.

SINGLE CODE

1. Yes, on their own
2. Yes, with the help from someone else
3. No
4. Have unlimited data plan (Spontaneous only)
- 9. Don't know (Spontaneous only)

IntSkPersonalInfo

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>The next question is about online safety. Thinking about your everyday use of devices and the internet, without help from someone else, can you...</p> <p>IF NECESSARY: By 'personal data' we mean information like your address, phone number, date of birth etc. or information on things like where you shop or your interests.</p> <p>RANDOMISE ORDER OF QUESTIONS</p> <p>IntSkPersonalInfo:</p> <ul style="list-style-type: none"> - Version 1: Manage your privacy or marketing settings on websites, your social media or other accounts, to control who has access to your personal data? - Version 2: Manage who has access to your personal data online? - Version 3: Understand that everything that is posted online will leave a mark or 'digital footprint'. <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. It depends / sometimes (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>Manage your privacy settings on websites, social media or other accounts?</p> <p>IF NECESSARY: Do you know how to manage your privacy settings on websites, social media or other accounts, on at least one of your devices without help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. It depends / sometimes (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK IF 1 OR 2 AT IntDev3</p> <p>Manage your privacy settings on websites and social media?</p> <p>IF NECESSARY: Do you know how to manage your privacy settings on websites, social media or other accounts, on at least one of your devices on your own, or only with help from someone else?</p> <p>① If they know how to do it on one device, but not the other, code as 'Yes'.</p> <p>① If the respondent can only do this on websites or social media, not both, code as 'No'.</p> <p>① If the respondent can only do this with the help of someone else, code as 'No'.</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Yes, on their own 2. Yes, with the help from someone else 3. No -9. Don't know (Spontaneous only)

Final recommended wording

ASK IF 1 OR 2 AT IntDev3

Manage your privacy settings on websites and social media?

IF NECESSARY: Do you know how to manage your privacy settings on websites, social media or other accounts, on at least one of your devices on your own, or only with help from someone else?

- ① If they know how to do it on one device, but not the other, code as 'Yes'.
- ① If the respondent can only do this on websites or social media, not both, code as 'No'.
- ① If the respondent can only do this with the help of someone else, code as 'No'.

SINGLE CODE

1. Yes, on their own
2. Yes, with the help from someone else
3. No
- 9. Don't know (Spontaneous only)

IntSkScam

Original wording	Round 1 wording	Round 2 wording
<p>Version 1:</p> <p>ASK ALL</p> <p>How confident are you in judging whether an email, text or online message you receive is potentially suspicious or a scam?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very confident, 2. Fairly confident, 3. Not very confident, or 4. Not at all confident? <p>-9. Don't know (Spontaneous only)</p> <p>Version 2:</p> <p>ASK ALL</p> <p>The next question is about online safety. Thinking about your everyday use of devices and the internet, without help from someone else, can you...</p> <p>RANDOMISE ORDER OF QUESTIONS</p> <p>InstSkScam: Judge whether an email, text or online message you receive is potentially suspicious or a scam?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. It depends/sometimes (Spontaneous only) <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>The next two questions are about online safety. Please think about your everyday use of devices and the internet.</p> <p>Without help from someone else, how confident are you in judging whether an email, text or online message you receive is potentially suspicious or a scam?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very confident, 2. Fairly confident, 3. Not very confident, or 4. Not at all confident? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>The next two questions are about online safety. Please think about your everyday use of devices and the internet.</p> <p>Without help from someone else, how confident are you in judging whether an email, text or online message you receive is potentially suspicious or a scam?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very confident, 2. Fairly confident, 3. Not very confident, or 4. Not at all confident? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK ALL

The next two questions are about online safety. Please think about your everyday use of devices and the internet.

Without help from someone else, how confident are you in judging whether an email, text or online message you receive is potentially suspicious or a scam?

① [Running prompt](#)

SINGLE CODE

1. Very confident,
2. Fairly confident,
3. Not very confident, or
4. Not at all confident?
- 9. Don't know ([Spontaneous only](#))

IntSkTrue

Original wording	Round 1 wording	Round 2 wording
<p>Version 1:</p> <p>ASK ALL</p> <p>How confident are you in judging whether the information you see or read online is true or false?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Very confident, Fairly confident, Not very confident, or Not at all confident? <p>-9. Don't know (Spontaneous only)</p> <p>Version 2:</p> <p>ASK ALL</p> <p>The next question is about online safety. Thinking about your everyday use of devices and the internet, without help from someone else, can you...</p> <p>RANDOMISE ORDER OF QUESTIONS</p> <p>InstSkTrue: Judge whether the information you see online is true or false?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Yes No It depends/sometimes (Spontaneous only) <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>And without help from someone else, how confident are you in judging whether the information you see or read online is true or false?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Very confident, Fairly confident, Not very confident, or Not at all confident? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>And without help from someone else, how confident are you in judging whether the information you see or read online is true or false?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> Very confident, Fairly confident, Not very confident, or Not at all confident? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK ALL

And without help from someone else, how confident are you in judging whether the information you see or read online is true or false?

① [Running prompt](#)

SINGLE CODE

1. Very confident,
2. Fairly confident,
3. Not very confident, or
4. Not at all confident?
- 9. Don't know ([Spontaneous only](#))

NHS 111

UrgentHelp

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>If you needed urgent medical help, but it was not an emergency, what service or services would you use?</p> <p>① Do not prompt ① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> Go to GP Go to A&E Go to a pharmacy Go to an out of hours GP Call NHS 111 Visit the NHS 111 website for advice/information Visit another health website for advice/information Other -9. Don't know (Spontaneous only) 	<p>ASK ALL</p> <p>If you needed urgent medical help, but the situation was not life-threatening, what service or services would you use?</p> <p>① 'NHS 111' includes both 'NHS 111 Wales' and 'NHS 111 England'. ① Only record use of relevant services here – do not include things like asking family or friends. ① Do not prompt ① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> Go to GP Go to A&E Go to a pharmacy Go to an out of hours GP Go to a dentist Call NHS 111 Visit the NHS 111 website for advice/information Visit another health website for advice/information Other -9. Don't know (Spontaneous only) 	<p>ASK ALL</p> <p>If you needed urgent medical help, but the situation was not life-threatening, what service or services would you use?</p> <p>① 'NHS 111' includes both 'NHS 111 Wales' and 'NHS 111 England'. ① Only record use of relevant services here – do not include things like asking family or friends. ① Do not prompt ① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> Go to GP Go to A&E Go to a pharmacy Go to an out of hours GP Go to a dentist Call NHS 111 Visit the NHS 111 website for advice/information Visit another health website for advice/information Other -9. Don't know (Spontaneous only)

Final recommended wording

ASK ALL

If you needed urgent medical help, but the situation was not life-threatening, what service or services would you use?

- ① 'NHS 111' includes both 'NHS 111 Wales' and 'NHS 111 England'.
- ① Only record use of relevant services here – do not include things like asking family or friends.
- ① Do not prompt
- ① Code all that apply

CODE ALL THAT APPLY

1. Go to GP
2. Go to A&E
3. Go to a pharmacy
4. Go to an out of hours GP
5. Go to a dentist
6. Call NHS 111
7. Visit the NHS 111 website for advice/information
8. Visit another health website for advice/information
9. Other
- 9. Don't know (Spontaneous only)

UrgentHelpOT

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 8 AT UrgentHelp</p> <p>ASK OR CODE: What other service or services would you use if you needed urgent medical help, but it was not an emergency?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 9 AT UrgentHelp</p> <p>ASK OR CODE: What other service or services would you use if you needed urgent medical help, but it was not a life-threatening situation?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 9 AT UrgentHelp</p> <p>ASK OR CODE: What other service or services would you use if you needed urgent medical help, but it was not a life-threatening situation?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK IF 9 AT UrgentHelp</p> <p>ASK OR CODE: What other service or services would you use if you needed urgent medical help, but it was not a life-threatening situation?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know (Spontaneous only)</p>

NHS111

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>The next questions are about the NHS 111 service.</p> <p>In the last 12 months, have you personally called NHS 111 to seek advice or treatment for yourself or for someone else?</p> <p>① NHS 111 is a 24/7 service which people can use when they need urgent health advice or medical care.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>3. Tried to call but couldn't get through (Spontaneous only)</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>The next questions are about the NHS 111 telephone service.</p> <p>In the last 12 months, have you personally called NHS 111 to seek advice or treatment either for yourself or for someone else?</p> <p>① NHS 111 is a 24/7 service in Wales and England which people can use when they need urgent health advice or medical care.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>3. Tried to call but couldn't get through (Spontaneous only)</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>The next questions are about the NHS 111 telephone service.</p> <p>In the last 12 months, have you personally called NHS 111 to seek advice or treatment either for yourself or for someone else?</p> <p>① NHS 111 is a 24/7 service in Wales and England which people can use when they need urgent health advice or medical care.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>3. Tried to call but couldn't get through (Spontaneous only)</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK ALL</p> <p>The next questions are about the NHS 111 telephone service.</p> <p>In the last 12 months, have you personally called NHS 111 to seek advice or treatment either for yourself or for someone else?</p> <p>① NHS 111 is a 24/7 service in Wales and England which people can use when they need urgent health advice or medical care.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>3. Tried to call but couldn't get through (Spontaneous only)</p> <p>-9. Don't know (Spontaneous only)</p>

NHS111N

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 2 AT NHS111</p> <p>Was this because you...</p> <p>① If they weren't aware they could call NHS 111 even when their GP is open, code as 'Weren't aware you could call NHS 111'.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Didn't need to, 2. Tried to call but couldn't access the service, 3. Weren't aware you could call NHS 111, or 4. For some other reason? <p>-9. Don't know (Spontaneous only)</p>	No changes.	No changes.

Final recommended wording
<p>No changes:</p> <p>ASK IF 2 AT NHS111</p> <p>Was this because you...</p> <p>① If they weren't aware they could call NHS 111 even when their GP is open, code as 'Weren't aware you could call NHS 111'.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Didn't need to, 2. Tried to call but couldn't access the service, 3. Weren't aware you could call NHS 111, or 4. For some other reason? <p>-9. Don't know (Spontaneous only)</p>

NHS111NOT

Original wording	Round 1 wording	Round 2 wording
ASK IF 4 AT NHS111N ASK OR CODE : What was the other reason? ENTER TEXT [500] -9. Don't know (Spontaneous only)	ASK IF 4 AT NHS111N ASK OR CODE : What was the other reason for not calling NHS 111? ENTER TEXT [500] -9. Don't know (Spontaneous only)	ASK IF 4 AT NHS111N ASK OR CODE : What was the other reason for not calling NHS 111? ENTER TEXT [500] -9. Don't know (Spontaneous only)

Final recommended wording
ASK IF 4 AT NHS111N ASK OR CODE : What was the other reason for not calling NHS 111? ENTER TEXT [500] -9. Don't know (Spontaneous only)

NHS111Who

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 AT NHS111</p> <p>Thinking about the last time you called NHS 111, was this for yourself or for someone else?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none">1. For self2. For someone else3. Tried to call but couldn't get through (Spontaneous only)-9. Don't know (Spontaneous only)	No changes.	No changes.

Final recommended wording
<p>No changes:</p> <p>ASK IF 1 AT NHS111</p> <p>Thinking about the last time you called NHS 111, was this for yourself or for someone else?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none">1. For self2. For someone else3. Tried to call but couldn't get through (Spontaneous only)-9. Don't know (Spontaneous only)

NHS111Sat

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 OR 2 AT NHS111Who</p> <p>Thinking about the last time you called NHS 111, overall how satisfied or dissatisfied were you with the service you received?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very satisfied, 2. Fairly satisfied, 3. Neither satisfied nor dissatisfied, 4. Fairly dissatisfied, or 5. Very dissatisfied? <p>-9. Don't know (Spontaneous only)</p>	No changes.	No changes.

Final recommended wording
<p>No changes:</p> <p>ASK IF 1 OR 2 AT NHS111Who</p> <p>Thinking about the last time you called NHS 111, overall how satisfied or dissatisfied were you with the service you received?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very satisfied, 2. Fairly satisfied, 3. Neither satisfied nor dissatisfied, 4. Fairly dissatisfied, or 5. Very dissatisfied? <p>-9. Don't know (Spontaneous only)</p>

NHS111Dis

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 4 OR 5 AT NHS111Sat</p> <p>Why were you dissatisfied with the service you received the last time you called NHS 111?</p> <p>① Do not prompt ① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Advice/treatment provided was not helpful 2. Person they spoke to was not friendly/sensitive 3. Long wait for call back from nurse 4. Long wait for ambulance to arrive 5. Long wait for call to be answered 6. Other reason <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 4 OR 5 AT NHS111Sat</p> <p>Why were you dissatisfied with the service you received the last time you called NHS 111?</p> <p>① Do not prompt ① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Long wait for call to be answered 2. Long wait for call back from health professional, e.g. nurse 3. Person on the phone was not friendly/sensitive 4. Advice provided was not helpful 5. Long wait for ambulance to arrive 6. Other reason <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 4 OR 5 AT NHS111Sat</p> <p>Why were you dissatisfied with the service you received the last time you called NHS 111?</p> <p>① Do not prompt ① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Long wait for call to be answered 2. Long wait for call back from health professional, e.g. nurse 3. Person on the phone was not friendly/sensitive 4. Advice provided was not helpful 5. Long wait for ambulance to arrive 6. Other reason <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK IF 4 OR 5 AT NHS111Sat</p> <p>Why were you dissatisfied with the service you received the last time you called NHS 111?</p> <p>① Do not prompt ① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Long wait for call to be answered 2. Long wait for call back from health professional, e.g. nurse 3. Person on the phone was not friendly/sensitive 4. Advice provided was not helpful 5. Long wait for ambulance to arrive 6. Other reason <p>-9. Don't know (Spontaneous only)</p>

NHS111DisOT

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 6 AT NHS111Dis</p> <p>ASK OR CODE: What was the other reason you were dissatisfied with the service you received the last time you called NHS 111?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 6 AT NHS111Dis</p> <p>ASK OR CODE: What was the other reason you were dissatisfied with the service you received the last time you called NHS 111?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK IF 6 AT NHS111Dis</p> <p>ASK OR CODE: What was the other reason you were dissatisfied with the service you received the last time you called NHS 111?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK IF 6 AT NHS111Dis</p> <p>ASK OR CODE: What was the other reason you were dissatisfied with the service you received the last time you called NHS 111?</p> <p>ENTER TEXT [500]</p> <p>-9. Don't know (Spontaneous only)</p>

NHS111Online

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>In the last 12 months, did you visit the NHS 111 website?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>In the last 12 months, did you visit the NHS 111 website?</p> <p>① This could include the NHS 111 Wales website or the NHS 111 England website.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>In the last 12 months, did you visit the NHS 111 website?</p> <p>① This could include the NHS 111 Wales website or the NHS 111 England website.</p> <p>① If the respondent visited an NHS website, but is unsure whether it was an NHS 111 website, code as 'No'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK ALL EXCEPT 2 OR -9 AT IntPersUseCheck</p> <p>In the last 12 months, did you visit the NHS 111 website?</p> <p>① This could include the NHS 111 Wales website or the NHS 111 England website.</p> <p>① If the respondent visited an NHS website, but is unsure whether it was an NHS 111 website, code as 'No'.</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>

NHS111Wales

Original wording	Round 1 wording	Round 2 wording
Not included in the original review; new question added at a later stage	<p>ASK IF 1 AT NHS111Online And was this the NHS 111 Wales or England website?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. NHS 111 Wales 2. NHS 111 England 3. Both -9. Don't know / can't remember (Spontaneous only) 	No changes.

Final recommended wording
<p>No changes:</p> <p>ASK IF 1 AT NHS111Online And was this the NHS 111 Wales or England website?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. NHS 111 Wales 2. NHS 111 England 3. Both -9. Don't know / can't remember (Spontaneous only)

NHS111OnInfo

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 AT NHS111Online</p> <p>Thinking about the last time you visited the NHS 111 website, did you find all the information you needed?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know / can't remember (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT NHS111Wales</p> <p>Thinking about the last time you visited the NHS 111 Wales website, did you find all the information you needed?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know / can't remember (Spontaneous only)</p>	<p>ASK IF 1 OR 3 AT NHS111Wales</p> <p>Thinking about the last time you visited the NHS 111 Wales website, did you find all the information you needed?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know / can't remember (Spontaneous only)</p>

Final recommended wording
<p>ASK IF 1 OR 3 AT NHS111Wales</p> <p>Thinking about the last time you visited the NHS 111 Wales website, did you find all the information you needed?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know / can't remember (Spontaneous only)</p>

Media consumption

WLNews2

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>The next question is about where you get your news from.</p> <p>From which of the following do you get most of your news about Wales and Welsh issues? Please say 'yes' or 'no' after each one.</p> <p>① “Welsh issues” means issues about Wales - not necessarily about the Welsh language.</p> <p>① Individual prompt</p> <p>① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Television? 2. Welsh based radio station? 3. UK based radio station? 4. Newspapers - physical copies, not digital? 5. Online newspapers or news websites? 6. Social media, for example, Facebook, X or TikTok? 7. Podcasts? 8. Family or friends? 9. WhatsApp Channels – these only post information which you can't reply to? 10. Any other news sources? 11. None of the above (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK ALL</p> <p>The next question is about where you get your news from.</p> <p>From which of the following do you get your news about Wales and Welsh issues? Please say 'yes' or 'no' after each one.</p> <p>① “Welsh issues” means issues about Wales - not necessarily about the Welsh language.</p> <p>① Individual prompt</p> <p>① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Television? 2. Welsh based radio station? 3. UK based radio station? 4. Newspapers - physical copies, not digital? 5. Online news, for example, online newspapers, news websites or apps? 6. Social media, for example, Facebook, Twitter or TikTok? 7. Podcasts? 8. Family, friends or colleagues? 9. WhatsApp Channels – these only post information, which you can't reply to? 10. Any other news sources? 11. None of the above (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK ALL</p> <p>The next question is about where you get your news from.</p> <p>From which of the following do you get your news about Wales and Welsh issues? Please say 'yes' or 'no' after each one.</p> <p>① “Welsh issues” means issues about Wales - not necessarily about the Welsh language.</p> <p>① Individual prompt</p> <p>① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Television? 2. Welsh based radio station? 3. UK wide radio station? 4. Newspapers - physical copies, not digital? 5. Online news, for example, online newspapers, news websites or apps? 6. Social media, for example, Facebook, Twitter or TikTok? 7. Podcasts? 8. Family, friends or colleagues? 9. WhatsApp Channels – these are not like normal WhatsApp chats. Channels only post information, which you can't reply to? 10. Any other news sources? 11. None of the above (Spontaneous only) -9. Don't know (Spontaneous only)

Final recommended wording

ASK ALL

The next question is about where you get your news from.

From which of the following do you get your news about Wales and Welsh issues? Please say 'yes' or 'no' after each one.

- ① "Welsh issues" means issues about Wales - not necessarily about the Welsh language.
- ① Individual prompt
- ① Code all that apply

CODE ALL THAT APPLY

1. Television?
2. Welsh based radio station?
3. UK wide radio station?
4. Newspapers - physical copies, not digital?
5. Online news, for example, online newspapers, news websites or apps?
6. Social media, for example, Facebook, Twitter or TikTok?
7. Podcasts?
8. Family, friends or colleagues?
9. WhatsApp Channels – these are not like normal WhatsApp chats. Channels only post information, which you can't reply to?
10. Any other news sources?
11. None of the above (Spontaneous only)
- 9. Don't know (Spontaneous only)

WLNews2OT

Original wording	Round 1 wording	Round 2 wording
ASK IF 10 AT WLNews2 ASK OR CODE : What other way do you get your news about Wales and Welsh issues? ENTER TEXT [500] -9. Don't know (Spontaneous only)	No changes.	No changes.

Final recommended wording
No changes: ASK IF 10 AT WLNews2 ASK OR CODE : What other way do you get your news about Wales and Welsh issues? ENTER TEXT [500] -9. Don't know (Spontaneous only)

WLNewsTrust

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1-10 AT WLNews</p> <p>Of these, which is your most trusted source of news about Wales and Welsh issues?</p> <p>① “Welsh issues” means issues about Wales - not necessarily about the Welsh language.</p> <p>① Prompt if necessary</p> <p>SINGLE CODE</p> <p>LIST CODES SELECTED AT WLNews</p> <p>11. None of the above (Spontaneous only)</p> <p>-9. Don't know (Spontaneous only)</p>	N/A – Question not tested beyond desk review.	N/A – Question not tested beyond desk review.

Final recommended wording
N/A – Question not tested beyond desk review.

WGInfo

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>From which of the following do you tend to find or receive information about Welsh Government and the work it does? Please say 'yes' or 'no' after each one.</p> <p>① Individual prompt ① Code all that apply</p> <p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> 1. Television? 2. Welsh based radio station? 3. UK based radio station? 4. Newspapers - physical copies, not digital? 5. Online newspapers or news websites? 6. Social media, for example, Facebook, X or TikTok? 7. Podcasts? 8. Family or friends? 9. WhatsApp Channels – these only post information, but which you can't reply to? 10. Any other news sources? 11. None of the above (Spontaneous only) -9. Don't know (Spontaneous only) 	N/A – Question not tested beyond desk review.	N/A – Question not tested beyond desk review.

Final recommended wording
N/A – Question not tested beyond desk review.

Local health services

HlthInfoLook

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>The next few questions are about local health services, such as GPs and NHS hospitals in your area. Please only think about NHS health services when answering these questions, not private health services.</p> <p>In the last 12 months, have you looked for information on how your local health services are performing?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Did not find information needed (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK ALL</p> <p>The next few questions are about local health services, such as GPs and NHS hospitals in your area. Please only think about NHS health services when answering these questions, not private health services.</p> <p>In the last 12 months, have you looked for information on how your local health services are performing?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Did not find information needed (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK ALL</p> <p>The next few questions are about local health services, such as GPs and NHS hospitals in your area. Please only think about NHS health services when answering these questions, not private health services.</p> <p>In the last 12 months, have you looked for information on how your local health services are performing?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Did not find information needed (Spontaneous only) -9. Don't know (Spontaneous only)

Final recommended wording
<p>ASK ALL</p> <p>The next few questions are about local health services, such as GPs and NHS hospitals in your area. Please only think about NHS health services when answering these questions, not private health services.</p> <p>In the last 12 months, have you looked for information on how your local health services are performing?</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Did not find information needed (Spontaneous only) -9. Don't know (Spontaneous only)

HlthInfoEase

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 AT HlthInfoLook</p> <p>How easy or difficult was it to find information on how your local health services are performing?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very easy, 2. Fairly easy, 3. Fairly difficult, or 4. Very difficult? 5. Did not find information needed (Spontaneous only) -9. Don't know (Spontaneous only) 	No changes.	No changes.

Final recommended wording
<p>No changes:</p> <p>ASK IF 1 AT HlthInfoLook</p> <p>How easy or difficult was it to find information on how your local health services are performing?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very easy, 2. Fairly easy, 3. Fairly difficult, or 4. Very difficult? 5. Did not find information needed (Spontaneous only) -9. Don't know (Spontaneous only) <p>.</p>

HiIthInfoUseful

Original wording	Round 1 wording	Round 2 wording
<p>ASK IF 1 AT HiIthInfoLook BUT NOT IF 5 AT HiIthInfoEase How useful was the information you found?</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very useful, 2. Slightly useful, or 3. Not useful at all? 4. Did not find information needed (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK IF 1 AT HiIthInfoLook BUT NOT IF 5 AT HiIthInfoEase How useful was the information you found?</p> <p>Was it...</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very useful, 2. Slightly useful, or 3. Not useful at all? 4. Did not find information needed (Spontaneous only) -9. Don't know (Spontaneous only) 	<p>ASK IF 1 AT HiIthInfoLook BUT NOT IF 5 AT HiIthInfoEase How useful was the information you found?</p> <p>Was it...</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Very useful, 2. Slightly useful, or 3. Not useful at all? 4. Did not find information needed (Spontaneous only) -9. Don't know (Spontaneous only)

Final recommended wording

ASK IF 1 AT HiIthInfoLook BUT NOT IF 5 AT HiIthInfoEase
How useful was the information you found?

Was it...

① Running prompt

SINGLE CODE

1. Very useful,
2. Slightly useful, or
3. Not useful at all?
4. Did not find information needed (Spontaneous only)
- 9. Don't know (Spontaneous only)

NhsInfDecs

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>To what extent do you agree or disagree with this statement:</p> <p>I can influence decisions affecting my local health services.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>To what extent do you agree or disagree with this statement:</p> <p>I can influence decisions affecting my local health services.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>To what extent do you agree or disagree with this statement:</p> <p>I can influence decisions affecting my local health services.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK ALL</p> <p>To what extent do you agree or disagree with this statement:</p> <p>I can influence decisions affecting my local health services.</p> <p>Do you...</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>

LlaisAware

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>The Welsh Government recently launched a service called Llais. This service allows people to have a say in the planning and delivery of their local health services. We'd like to find out how aware people are of this new service.</p> <p>Have you previously heard about the service called Llais?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>The Welsh Government recently launched a service called Llais. This service allows people to have a say in the planning and delivery of their local health services. We'd like to find out how aware people are of this new service.</p> <p>Before today, had you heard about the service called Llais?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>The Welsh Government recently launched a service called Llais. This service allows people to have a say in the planning and delivery of their local health services. We'd like to find out how aware people are of this new service.</p> <p>Before today, had you heard about the service called Llais?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording
<p>ASK ALL</p> <p>The Welsh Government recently launched a service called Llais. This service allows people to have a say in the planning and delivery of their local health services. We'd like to find out how aware people are of this new service.</p> <p>Before today, had you heard about the service called Llais?</p> <p>SINGLE CODE</p> <p>1. Yes</p> <p>2. No</p> <p>-9. Don't know (Spontaneous only)</p>

Health services – Satisfaction and trust

HlthTrust

Original wording	Round 1 wording	Round 2 wording
<p>ASK ALL</p> <p>To what extent do you agree or disagree with this statement:</p> <p>I trust the healthcare system in my country to provide me with the best treatment.</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>To what extent do you agree or disagree with this statement:</p> <p>I trust the healthcare system in my country to provide me with the best treatment.</p> <p>Do you...</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>	<p>ASK ALL</p> <p>To what extent do you agree or disagree with this statement:</p> <p>I trust the healthcare system in my country to provide me with the best treatment.</p> <p>Do you...</p> <p>① Running prompt</p> <p>SINGLE CODE</p> <ol style="list-style-type: none"> 1. Strongly agree, 2. Tend to agree, 3. Neither agree nor disagree, 4. Tend to disagree, or 5. Strongly disagree? <p>-9. Don't know (Spontaneous only)</p>

Final recommended wording

ASK ALL

To what extent do you agree or disagree with this statement:

I trust the healthcare system in my country to provide me with the best treatment.

Do you...

① [Running prompt](#)

SINGLE CODE

1. Strongly agree,
2. Tend to agree,
3. Neither agree nor disagree,
4. Tend to disagree, or
5. Strongly disagree?
- 9. Don't know ([Spontaneous only](#))