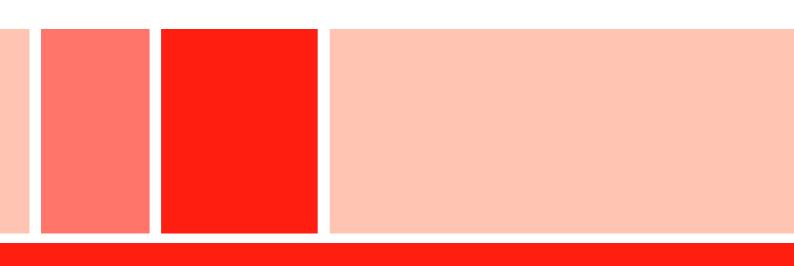# National Survey for Wales
2014-15 questionnaire
Cognitive Testing Report

January 2014

Sam Sullivan, TNS BMRB
Becky Hamlyn, TNS BMRB
Tim Hanson, TNS BMRB

Views expressed in this report are those of the researcher and not necessarily the views of the Welsh Government.

For further information please contact:

Chris McGowan

Knowledge and Analytical Services

Welsh Government

Cathays Park

Cardiff

CF10 3NQ

Tel: 029 2080 1067

Email: chris.mcgowan@wales.gsi.gov.uk

Table of contents

1   Background and objectives

1.1   The National Survey for Wales is a major study being conducted by the Welsh Government. The survey is one of the main ways in which the Welsh Government seeks to gain detailed information on people's views and wellbeing. It has run continuously from January 2012 and involves conducting more than 14,000 face-to-face interviews across Wales per year (approximately 660 interviews in each local authority).

1.2   The questionnaire is revised for the start of each fieldwork year (April each year to March the following year).

1.3   As part of the development work for the 2014-15 questionnaire, a significant number of changes from the 2013-14 questionnaire were proposed. These changes are designed to ensure that the survey continues to meet Welsh Government policy needs.

1.4   To ensure any new questions have been thoroughly tested before their inclusion in the survey, the Welsh Government commissioned TNS BMRB to carry out cognitive testing work. The specific objectives of this question testing project were to:

- explore whether the draft questions and answer options are clear, understandable and understood in a consistent way;
- understand whether any sub-groups of the population have particular difficulties in answering any questions;
- examine whether a full range of answer options are provided for respondents at each question;
- assess the positioning of questions in the survey and consider the potential for any context effects;
- offer views on the general flow and length of the questionnaire; and
- examine the format, layout and usability of showcards.

2 Methodology

2.1 A detailed desk review was carried out in which initially-proposed questions were reviewed using the QAS-99 questionnaire appraisal framework. The desk review covered 88 questions, most of which were new and therefore previously untested. The review resulted in a number of amendments to the questions, more detail about which is given in Chapter 3.

2.2 A selection of amended questions from this review were then carried forward for cognitive testing with around 20 members of the public. Cognitive testing is a process of testing the survey questions to ensure they work as intended before they are included in the main questionnaire. Interviews are carried out by members of the research team, who ask respondents the new questions and then spend some time discussing their answers. The researcher will probe to check how easily the respondent was able to understand the questions and explore how they came up with their answers. This provides valuable insight into how the questions are being interpreted. The questionnaires used during both rounds of testing can be in Appendices A and B.

2.3 Cognitive testing was carried out across two rounds. The first round was conducted on 10th December 2013 in Cardiff; the second round was conducted in Wrexham, North Wales, on 7th January 2014. Round 2 testing comprised some previously un-tested questions as well as amended versions of selected questions from Round 1.

2.4 Respondents were recruited to a central venue according to pre-agreed quotas and each respondent took part in a 30 minute face-to-face interview at the venue. A £20 gift voucher was provided at the end of the interview to thank them for their participation.

2.5 The majority of interviews were carried out by members of the research team at TNS BMRB, who carried out detailed probing to ascertain

understanding and interpretation of key phrases and concepts. The probe guides used during both rounds of testing can be found in Appendices C and D. In addition to the cognitive interviews, interviews were also conducted by TNS interviewers who have worked on the National Survey in the past. These interviews were conducted in order to gain a valuable interviewer perspective on how well the questions worked and did not involve asking any probe questions.

2.6 A large number of questions to be tested were targeted at parents with children aged under 16, and would therefore not be relevant to non-parents. To allow for more questions to be tested, two versions of the questionnaire were created for each round of testing – one composed largely of parent-focussed questions, and another composed largely of more generic questions.

2.7 The table shows the full list of question modules that were tested across both rounds:

Module	Round 1	Round 2
Ambulance services	Yes	Yes
Armed forces	Yes	Yes
Arts / museums / heritage		Yes
Childcare	Yes	Yes
Companion animals		Yes
Entrepreneurship		Yes
E-safety	Yes	Yes
Eye care		Yes
Future generations	Yes	
Internet	Yes	
Literacy and numeracy	Yes	
Local democracy	Yes	Yes
Local health services		Yes
Personal care plans	Yes	
Play		Yes
Recycling	Yes	
Satisfaction with local authority services	Yes	
Social care services	Yes	

2.8 A small number of questions were included to be asked of Welsh language speakers (a separate section on 'Access to Welsh Language

Services' and two questions in the 'Literacy and numeracy' section). While one Welsh speaking respondent was recruited, the interview was conducted by a TNS interviewer rather than a member of the research team. As a result, these questions were not cognitively tested.

3   QAS-99 Review

3.1   The Welsh Government developed the draft questionnaire for 2014-15, which differed substantially from the 2013-14 questionnaire. A subset of 88 questions from the draft questionnaire were then provided to the research team at TNS BMRB, for review using the QAS-99 framework.

3.2   The QAS-99 review framework takes a systematic approach to assessing the quality and effectiveness of survey questions.[1] Each question is evaluated to determine whether any issues exist that might provide obstacles to the interviewer in administering the question or to the respondent in answering. Questions are evaluated according 8 criteria:

- Reading – Is it difficult for the interviewer to read the question uniformly to all respondents?
- Instructions – Are there problems with introductions, instructions, or explanations from the respondent's point of view?
- Clarity – Are there problems related to communicating the intent or meaning of the question to the respondent?
- Assumptions – Are there problems with assumptions made of the underlying logic?
- Knowledge / Memory – Are respondents likely not to know, or have trouble remembering information?
- Task Difficulty – Is major cognitive effort required to answer the question adequately?
- Sensitivity Bias – Are questions sensitive in nature or in their wording, or are they likely to engender biased responses?
- Response Categories – Is it impossible / difficult to record adequately all responses that might be made?

---

[1] Further detail on the QAS-99 framework can be found at
http://appliedresearch.cancer.gov/areas/cognitive/qas99.pdf.

3.3   The findings from this review were used to inform alterations made to some questions, and as the basis for deciding which questions would be carried forward for cognitive testing. A summary of the issues found for each section is provided below. The focus of the discussion is on aspects of the questions and answers that did not work well. Where an aspect of a question worked well, this is generally not mentioned.

3.4   **Armed Forces**

Please look at Showcard 1. Have you or anyone in your immediate family ever been in the UK armed forces?

INTERVIEWER NOTE: QUESTION RELATES ONLY TO RESPONDENT, THEIR SPOUSE / PARTNER, PARENT(S), CHILD(REN) AND BROTHER(S)/SISTER(S).

1. Yes
2. No
3. Don't know (SPONTANEOUS ONLY)
4. Refused

Findings:

- An additional instruction is needed at this question, advising respondents not to include civilian staff / contractors.

- The terminology used in this section is inconsistent, with the question above using the term 'been' and subsequent questions using the term 'served'. For consistency, 'served' should be used throughout.

- It is unclear whether the question is asking about both current and former members of the armed forces.

- The term 'immediate family' may be unclear to some respondents. It would be better to ask a question that directly prompts about the family members of interest.

- Questions in this section are potentially sensitive as interviewers may be asking about deceased family members. Interviewer discretion will be needed when dealing with such situations. It is also unclear from the question above whether deceased family members should be included in responses. If they are to be excluded, this should be made clear at the beginning of the section.

- Due to the sensitivity issue outlined above, these questions will be best placed towards the end of the interview.

Who is it that has served in the armed forces?

1. Respondent
2. Partner / spouse
3. Parent(s)
4. Child(ren)
5. Don't know (SPONTANEOUS ONLY)
6. Refused

- It isn't clear whether this question is prompted or unprompted. If prompted (that is, the response options are given to the respondent to select from), a showcard reference should be added.
- 'Brother/Sister' were referenced in the previous question but do not appear in the response list here.
- Further clarification could be required to define which family members should be included (e.g. co-habiting partners only).

Are they currently serving or are they now a veteran?

INTERVIEWER NOTE: EXCLUDE DECEASED FAMILY MEMBERS

1. Currently serving
2. Veteran

And is/ was this a member of the regular or the reserve armed forces?

1. Regular
2. Reserve

- It isn't clear from the question text which family member is being referred to. If these questions are to be asked in relation to all serving family members, a text substitution will need to be used to specify the relevant family member. Alternatively, it may be preferable to ask about family members collectively (i.e. 'Are any of these family members currently serving or are any of them ex-members?').
- Some respondents may not understand the term 'veteran'. 'Ex-serving' or 'Previously served' may be clearer.

3.5 **Arts / museums / heritage**

In the last 12 months have you been to any of these places, in Wales?

SHOWCARD 7 INTERVIEWER TO PROBE WHICH ONES

MULTICODE

INTERVIEWER NOTE: ARTS VENUE INCLUDES COMEDY CLUBS, MUSIC GIGS, THE EISTEDDFOD. IT EXCLUDES THINGS LIKE FOOD FESTIVALS, EXCEPT WHERE THE RESPONDENT ATTENDED A PERFORMANCE ELEMENT OF THE FESTIVAL E.G. LIVE MUSIC

A. Historic place – such as a castle or abbey, historic home or gardens, ancient monument, archaeological site
B. Museum
C. Arts venue – e.g. gallery, theatre, arts centre, concert hall, arts festival
None of these
Don't know (SPONTANEOUS ONLY)
Refused

- In its current form, there is some ambiguity around what is covered by each of the response codes. For example, there may be some overlap between historic venues and museums. This could leave respondents uncertain as to which code to select.

- This question would work more effectively if divided into three separate questions asking about each type of venue individually – heritage venues, arts venues, and museums. Each question could use a showcard prompting to a more extensive list of venues / events that relate specifically to either heritage, arts, or museums.

- A 12 month period may be difficult to recall in reference to the generalised list in the current question. However, if more detailed lists are used (as proposed above) the 12 month reference period should be easier for respondents to recall.

> Please think about the last time you visited an historic place in Wales/museum in Wales/arts venue in Wales. Overall, how satisfied or dissatisfied were you with your visit?
>
> SHOWCARD 9
>
> 1. Very satisfied
> 2. Fairly satisfied
> 3. Neither satisfied nor dissatisfied
> 4. Slightly dissatisfied
> 5. Very dissatisfied
> 6. Don't know (SPONTANEOUS ONLY)
> 7. Refused

- This question does not provide any guidance to respondents as to what they should think about when answering, so will only capture a fairly generic measure of satisfaction.

- The response scale could be made slightly clearer. Code 4, 'Slightly dissatisfied' should be changed to 'Fairly dissatisfied' to match the corresponding satisfaction code (Code 2).

3.6 **Companion animals**

> Please think about the [type of pet] your household most recently started owning.
> Where did you get this [type of pet] from? SHOWCARD 13
>
> 1. Friends, family or neighbours
> 2. Pet shops
> 3. Advert in shop
> 4. Online advert
> 5. Internet
> 6. Rescue centre / RSPCA
> 7. It was a stray animal
> 8. Other (WRITE IN)
> 9. Don't know (SPONTANEOUS ONLY)
> 10. Refused

- It may not always be clear to respondents which pet they have owned most recently (if, for example, pets were bought in pairs, or recent additions were part of a litter delivered at home). Given that most respondents answering will only have one pet, it may be better to ask the question without this caveat and included an interviewer instruction advising the respondent to think about the pet acquired most recently.

- The question doesn't refer to a specific timescale. It may help respondent recall to restrict their answer to a particular time period (e.g. the last five years).
- There are some potential common answers missing from this response list: for example, 'Born at home' and 'Advert in newspaper'. It's also unclear how 'Internet' differs from 'Online advert'.

Is this [type of pet] insured?

1. Yes
2. No
3. Don't know

Is this dog microchipped?

1. Yes
2. No
3. Don't know

- As with the previous question, a decision is needed on how to deal with respondents who own multiple pets. If respondents are asked to think about the pet acquired most recently, the same approach should be taken here.

3.7 **Childcare**

How often do family or friends [other than your spouse/partner] provide childcare for [child's name]?

SHOWCARD 13B
SINGLE CODE

1. Over three times a week
2. Two or three times a week
3. Once a week
4. Less than once a week
5. Not at all
6. Don't know (SPONTANEOUS ONLY)
7. Refused

- It is unclear what exactly is meant by 'childcare'. Does this refer only to regular childcare or also ad hoc childcare?
- It should be clarified that informal childcare is on an unpaid basis.

- The response categories here are too broad. Respondents are more likely to measure the amount of childcare they use in hours, so a response scale that refers to the number of hours per week may work more effectively.

> I'm now going to ask some questions about childcare for [child's name] provided by people other than family and friends, like childminders or a nursery.
>
> Do you use this kind of childcare for [child's name]?
>
> SINGLE CODE
>
> 1. Yes
> 2. No
> 3. Don't know (SPONTANEOUS ONLY)
> 4. Refused

- The age range for this question is children aged 0-14, which is likely to cover a wide variety of childcare. Referring only to 'childminders' and 'nursery' may make the question seem less relevant to parents of older children. This question may be made clearer by using a showcard including a more extensive list of childcare options.

> Please tell me to what extent you agree or disagree with the following statements.
>
> 'I find it difficult to afford [child]'s childcare
>
> 1. Strongly agree
> 2. Tend to agree
> 3. Neither agree nor disagree
> 4. Tend to disagree
> 5. Strongly disagree

- The statement at this question (and those that follow) does not really fit an agree / disagree scale. Asking 'How easy or difficult do you find it…', with a scale ranging from 'Very easy' to 'Very difficult' may work better.

> 'I am able to access Welsh medium childcare for [child].'

- The question asks whether the respondent is *able* to access Welsh medium childcare, but this may seem like an odd question to the respondent if they have no desire for this. Again, the agree / disagree

scale does not seem appropriate here. The question may work better as a simple 'Yes / No' question (i.e. 'Are you able to access Welsh medium childcare for [child]?')

'I am able to get childcare for [child] during school holidays'

'I am able to get childcare for [child] after school'

- A filter should be added before these questions to ensure that they are only asked in relation to children of school age.

3.8 **Play**

(ASKED OF UNDER 11s ONLY)

Please think about places for [name] to play in the local area. Overall, how satisfied or dissatisfied are you with these places to play?

(Satisfaction scale)

- It should be made clear in the question that the respondent should include both indoor and outdoor places.
- This question is not likely to be relevant to parents of young babies. The filter should therefore be set at ages 1 to 10.

(IF DISSATISFIED)

Why are you dissatisfied?

1. A lack of suitable outdoor public places
2. A lack of suitable indoor public places
3. Your own concerns about traffic
4. Your own concerns about strangers
5. Negative views of neighbours or other adults
6. Lack of time
7. Cost
8. Other (specify)
9. Child is too young (NOT SHOWCARD)
10. Don't know (SPONTANEOUS ONLY)
11. Refused

- Some additions should be made to the answer options:

   'Lack of suitable clubs / activities'

   'Area unsafe / too much crime'

3.9 **Literacy and Numeracy**

> (ASKED OF 3-7 YEAR OLDS)
>
> How often do you…
>
>   A. Help [him/her] to recognise or learn about numbers?
>   B. Help [him/her] to recognise or learn about letters?
>
>   1. Every day
>   2. Several times a week
>   3. Once or twice a week
>   4. Once or twice a month
>   5. Less often
>   6. Not at all
>   7. Don't know (SPONTANEOUS ONLY)
>   8. Refused

- Slight changes to the wording of these questions will help to make them more relevant to children at the older end of the age range:

  'Help [him/her] with maths or numbers?'

  'Help [him/her] to learn about letters or with reading and writing?'

- A spontaneous code should be added for respondents whose child is too young to have learnt about numbers / letters (e.g. 'My child has not yet learnt about this.')

- There is some scope for social desirability bias here, but this is tolerable.

> (ASKED OF 3-11 YEAR OLDS)
>
> To what extent do you agree or disagree with each of the following statements about literacy and numeracy?
>
> 'I'm confident enough in my own English reading ability to help [child] with his/her reading.'
>
> (Agree/Disagree scale)

- Rather than an agree / disagree scale, these questions may work better if asking the respondent 'How confident do you feel…?', and

then directing them to a response scale running from 'Very confident' to 'Not at all confident'.

- These questions may be sensitive if the respondent lacks basic skills, and there is a risk of social desirability bias. Consider placing the response list on a showcard and asking the respondent to 'just read out the number which applies'.

(IF RESPONDENTS READ / WRITES IN WELSH)

'I'm confident enough in my own Welsh reading ability to help [child] with his/her reading.'

'I'm confident enough in my own Welsh writing ability to help [child] with his/her writing.'

(Agree/Disagree scale)

- These question should work without issue, but it may be worth considering whether to ask them of all respondents rather than only those who can read / write in Welsh.

'I'm confident enough in my own maths ability to help [child] with his/her maths or numeracy school work.'

(Agree/Disagree scale)

- The reference to 'school work' should be removed, as this not relevant to children aged 3 and under.

(IF CHILD 6-16)

How often does [name] see you reading books, e-books, magazines or newspapers for pleasure?

SHOWCARD
SINGLE CODE

1. On most days
2. More than once a week
3. Once a week
4. Less than once a week
5. Hardly ever
6. Never

- It's unclear what is being measured. Some parents will not have time to read for pleasure during their child's waking hours. As such, answers of 'Hardly ever' or 'Never' will not necessarily be a reflection of the respondents' reading habits (i.e. other factors are brought to bear besides the perceived importance of literacy).

- There is a social desirability risk here, as parents may be reluctant to reveal that this does not happen.

3.10 **Personal care**

> (IF HAVE LONG-TERM ILLNESS) Usually following detection of a long term health condition, a doctor, nurse or other health and social care professional will discuss with you what care and support you need, identify help needed from family, friends and your community, agree personal goals, and provide information about specific services available to you.
>
> Depending on your goals and your needs, this may be written down or just a conversation with the professional and it is sometimes referred to as an individual care plan.
>
> In your opinion, do you think you have a personal care plan?
>
> 1. Yes
> 2. No
> 3. Don't know

- The introductory text is quite lengthy and could benefit from being simplified.

> Thinking about your personal care plan, to what extent do you agree or disagree with the following statement
>
> 'The information and support given to me helps me take care of my own health and wellbeing needs.'
>
> (Agree/ Disagree scale)

- The statement at this question should refer to the personal care plan, e.g. 'The information and support given to me as part of my personal care plan…'

3.11 __Local health services__

> To what extent do you agree or disagree with the following statements:
>
> 'I have the right information to make decisions about healthy living.'
>
> (Agree / Disagree scale)

- This question should work, but the statement is somewhat vague. As it stands, respondents can include in their answer information gathered from various sources (e.g. GP surgery, newspapers, friends and family) so the question will not strictly measure the impact of information provided only by health services.

3.12 __Ambulance services__

> I'd now like to ask you about emergency ambulance services in Wales. By this I mean emergency 999 calls only.
>
> Have you contacted the emergency ambulance service in Wales in the last 12 months for you or on behalf of someone else?
>
> 1. Yes
> 2. No
> 3. Don't know

- The question wording could be altered slightly to improve clarity: 'In the last 12 months, have you contacted the emergency ambulance services in Wales for yourself or someone else?'

> (IF CALLED AMBULANCE)
> Please think about the most recent time you called for an emergency ambulance...Who was the emergency ambulance for?
>
> MULTICODE OK
>
> 1. You
> 2. A child you care for / next of kin
> 3. Other

- The term 'next of kin' could cause confusion for some respondents. 'A member of your household' or 'Other family member' may be clearer.

> (IF AMBULANCE FOR SELF)
>
> Did the ambulance take you to hospital or were you treated at home?
>
>   1. Taken to hospital
>   2. Treated at home
>   3. Don't know

- The distinction between the two answer options may not always be clear. For example, a respondent could have been treated at home and then taken to hospital. The response list should be altered to capture whether the respondent was taken to hospital straight away, at a later time, or not at all.

> (IF DIDN'T GO TO HOSPITAL)
>
> Did the ambulance crew give you advice about what to do if you felt unwell again?
>
>   1. Yes
>   2. No
>   3. No advice was needed/ wanted.

- 'Felt unwell' may not be an accurate description of the problem experienced, for example, if the ambulance was called for emergency childbirth or if the issue was resolved when the ambulance crew arrived. The question text should be altered to account for these situations (e.g. 'Did the ambulance crew advise you what to do if you needed further medical assistance?'

3.13 **Social services**

> Social services provide care and support to people. Care and support can be lots of things, such as supporting people to live at home, providing homes for people who need a lot of care and support, or providing care for children.
>
> For each of the following statements, please tell me to what extent you agree or disagree.
>
> 'My local authority is providing people in this area with good social care services'
>
> (Agree/disagree scale)

- The introduction is quite vague and may not help people to understand what is meant by social care. A description that focuses more on the main users of these services might work better.

Thinking about the last 12 months, which of the following social care services, if any, have you used, either for yourself or on behalf of someone close to you? Personal or domestic care

1. Residential/nursing care
2. Respite care or day care
3. Meals delivered to your home
4. Counseling information or advice
5. Home adaptations or special equipment to help people with an illness or disability with their everyday activities
6. Direct payments (payment of allowances/funds into personal accounts/personal budgets/allowances to spend on services)
7. Transport services
8. None of these
9. Don't know (SPONTANEOUS ONLY)
10. Refused
11. Question not applicable

- It may not be clear to respondents what is meant by 'someone close to you'. Additional text referring to 'a family member or close friends' should help to clarify this.
- The question should refer specifically to services in Wales.

(IF NO SOCIAL CARE SERVICES USED)
If you needed appropriate information about the type of care and support available from social services for yourself or someone close to you, who would you initially contact to receive that information from?

UNPROMPTED

1. Local Authority
2. Welsh Government
3. National charities
4. Citizens Advice Bureau
5. Local library
6. Local GP
7. Local community organisations
8. Private care agencies
9. Friend or family
10. Community/District Nurse
11. Police
12. NHS Direct Wales
13. Online (Interviewer to probe which websites)
14. Other (please specify)
15. Don't know (SPONTANEOUS ONLY)
16. Refused
17. Question not applicable

- 'Contact' may not be the right term to use, as many people may not initially make contact, but instead do research first. 'Seek information' would be more appropriate.

- A code should be added for 'Social services / social workers.'

3.14 **Eye care**

How often do you have your eyesight tested?

SHOWCARD 21
SINGLE CODE
 	
  1. Every 6 months
  2. Once a year
  3. Once every two years
  4. Less than every two years
  5. Only when a problem with sight / eyes
  6. Never
  7. Don't know (SPONTANEOUS ONLY)
  8. Refused
  9. Question not applicable

- There is some inconsistency in this section in that some questions refer to having 'your eyesight tested' while others refer to having 'your eyes tested'. The latter seems clearer so should be used throughout.

- For some respondents their experience will not fit these response codes, for example, if they have their eyes tested every 9 or 18 months. Adding the word 'Roughly' to the start of the question text would help prompt respondents to select the code that most closely matches their experience.

Why haven't you had your eyes tested more frequently?
MULTICODE INTERVIEWER CODE, NO SHOWCARD, DO NOT PROMPT 1. Haven't had problems 2. Haven't thought about the need to have my eyes tested 3. Too busy to have my eyes tested 4. It is hard to get an appointment because I am working 5. Eye tests are too expensive 6. Glasses / Contact lenses are too expensive 7. I don't want to wear glasses 8. Transport problems mean that I can't easily get somewhere to have my eyes tested 9. Caring responsibilities mean that I can't easily get somewhere to have my eyes tested 10. My sight is getting worse but I don't think that anything can be done about it because of my age 11. I'm afraid that I might find out that I've got a serious problem with my eyes 12. I don't like the tests that they do 13. Language is a problem- I struggle to understand what they're telling me 14. Other (please specify) 15. Don't know (SPONTANEOUS ONLY) 16. Refused

- This response list is very long, which will cause difficulties for the interviewer when trying to select the correct code. Some of the codes are also quite wordy. The response list should be reduced to 10 items, and the wording of the codes simplified.

What do you think you can do to keep your eyes healthy?
MULTICODE INTERVIEWER CODE, NO SHOWCARD, DO NOT PROMPT 1. Not read in dim light 2. Not smoking 3. Not sitting close to the television 4. Exercising daily 5. Have a regular eye test 6. Eat a well balanced diet 7. Wearing sunglasses 8. Wearing eye protection 9. Not drinking alcohol 10. Take regular breaks away from a computer screen 11. Other (SPECIFY) 12. Don't know (SPONTANEOUS ONLY) 13. Refused

- The question is very open-ended, and as a result it is not clear what kinds of responses people will give. Respondents may struggle to provide an answer.

- In its current form, referring to what 'you' can do, responses are likely to be closely linked to the personal circumstances of individuals. In order to prompt respondents to think more about general awareness, this should be changed to 'What do you think people can do…'

If you had pain or redness in your eye, who would you contact for help?

MULTICODE
INTERVIEWER CODE, NO SHOWCARD, DO NOT PROMPT

1. GP
2. Pharmacist
3. Optometrist/ Optician
4. Hospital
5. NHS Direct
6. Internet
7. Friends, family/ colleagues
8. Take regular breaks away from a computer screen
9. Other (SPECIFY)
10. Don't know (SPONTANEOUS ONLY)
11. Refused

- The code 'internet' does not seem to fit at this question, since this is not someone who can be 'contacted'. A better code might be 'Would search for information on the internet.'

During the past 12 months, have you seen, heard or been given any information about eye health or disease?

1. Yes
2. No
3. Don't know/Not sure
4. Don't know/Can't remember (SPONTANEOUS ONLY)
5. Refused

- The question should refer specifically to 'eye health or eye disease'

3.15 **Use of services in Welsh**

Would you prefer to communicate in Welsh with health or social care staff?

1. Yes
2. No
3. Don't know (SPONTANEOUS ONLY)
4. Refused

- By only referring to Welsh in the question there is a danger of leading respondents to answer 'Yes' and potentially overstating the proportion who would prefer to communicate in Welsh. The question should ask 'Would you prefer to communicate in Welsh or English…' and both options should be included in the response list.

> Thinking about the last 12 months, have you used Welsh to communicate with health or social care staff?
>
>   1. Yes
>   2. No
>   3. Don't know (SPONTANEOUS ONLY)
>   4. Refused

- The question text could be simplified to read 'In the last 12 months…'
- An interviewer instruction should be added to clarify that respondents can consider both verbal and written communication.

3.16 <u>Satisfaction with local authority services</u>

> To what extent do you agree or disagree with the following statement:
>
> 'My local authority makes my local area a nice place to live.'
>
> (Agree/ disagree scale)

- It is not clear from the statement what respondents will be thinking about when they answer. For example, if someone says that they disagree, they may think the council does a poor job, or think their area is not very nice (irrespective of what the council does), or that the area is nice but not due to the council. The statement should be re-worded so that it relates more closely to what the local authority does to improve the area, e.g. 'My local authority does all it can to make my local area a nice place to live.'

3.17 **Recycling**

In the last 12 months have you yourself sold or given away items secondhand?

QUESTION IS ABOUT THE INDIVIDUAL NOT THE HOUSEHOLD AS A WHOLE
EXCLUDES ITEMS SOLD SECONDHAND AS A BUSINESS.

   1. Yes
   2. No
   3. Don't know (SPONTANEOUS ONLY)
   4. Refused

(IF YES)

How did you do this?

   1. Friends / family / work colleagues
   2. Charity shops
   3. Local free ads
   4. Website
   5. Car boot sale
   6. Other
   7. Don't know (SPONTANEOUS ONLY)
   8. Refused

- A simpler approach would be to combine these into a single, prompted question, e.g. 'In the last 12 months, have you personally done any of the things on this card?' Providing respondents with a defined list will also help to overcome any potential confusion around what constitutes 'secondhand'.

In the last 12 months have you yourself bought or received items secondhand?

QUESTION IS ABOUT THE INDIVIDUAL NOT THE HOUSEHOLD AS A WHOLE.

   1. Yes
   2. No
   3. Don't know (SPONTANEOUS ONLY)
   4. Refused

(IF YES)

Who was this from?

   1. Friends / family / work colleagues
   2. Charity shops
   3. Local free ads
   4. Website
   5. Car boot sale
   6. Other
   7. Don't know (SPONTANEOUS ONLY)
   8. Refused

24

- As with the previous questions, there may be some confusion over what is meant by 'secondhand'. A similar, prompted approach could be used at these questions.

- An interviewer instruction should be included advising respondents to exclude items bought secondhand by businesses.

In the last 12 months, have you carried out or arranged for repair or alteration of your or a household member's clothing?

EXCLUDE REPAIRS / ALTERATIONS CARRIED OUT FOR PEOPLE OUTSIDE THE HOUSEHOLD, E.G. AS A BUSINESS.

1. Yes
2. No
3. Don't know (SPONTANEOUS ONLY)
4. Refused

- These questions might be clearer (and more effectively collect the intended information) if 'rather than throwing them away' is added to the end of the question text.

To what extent do you agree or disagree with the following statement:

'My council provides a high quality recycling collection service.'

(Agree/ disagree scale)

- It will be difficult for people to judge what represents 'high quality'. A more straightforward approach would be to ask a satisfaction question, e.g. 'How satisfied or dissatisfied are you with the recycling service provided by your council?'

3.18 **Democracy and Understanding**

> I am going to read out statements about your local councillor. By local councillor I mean the elected representative for your area who sits on [name of local authority].
>
> For each of these please tell me to what extent you agree or disagree that it applies to your local counillor.
>
> IF MORE THAN ONE LOCAL COUNCILLOR, ASK RESPONDENT TO THINK ABOUT THE ONE THEY HAVE HAD THE MOST CONTACT WITH / INFORMATION FROM
>
> 'I know what my local councillor does for my area.'
>
> (Agree/ disagree scale)

- The wording of this statement does not really suit an agreement scale. It may be more effective to ask change this to 'I have a good understanding of what my local councillor does for my local area.'

> 'My local councillor does a good job."

- The concept being asked about – doing 'a good job' – is probably too vague and could be quite broadly interpreted. Without additional guidance, or narrowing the scope of the statement, many respondents will find this difficult to answer.

> Have you been in contact with your local councillor in the past 12 months, for example with an enquiry, complaint or problem?
>
> 1. Yes
> 2. No
> 3. Don't know (SPONTANEOUS ONLY)
> 4. Refused

- To simplify the question, 'Have you been in contact with' could be changed to 'Have you contacted'.

3.19 **Future generations**

In 25 years' time, the lifestyles of people in Wales will be…

SHOWCARD
SINGLE CODE

1. Healthier than today
2. No different
3. Less healthy than today
4. Don't know (SPONTANEOUS ONLY)
5. Refused

- The questions in this section currently use a showcard, but will be easier to administer as 'read out' questions.

- It will be clearer for respondents if 'do you think' is added to the question text.

In 25 years' time, members of society in Wales will be…

SHOWCARD
SINGLE CODE

1. More equal than today
2. No different
3. Less equal than today
4. Don't know (SPONTANEOUS ONLY)
5. Refused

- A potentially clearer way to ask this question might be in terms of the gap between rich and poor, for example, 'In 25 years' time, do you think the gap between rich and poor in Wales will be…

> Larger than today
>
> No different
>
> Smaller than today?

3.20 **Entrepreneurship**

Would you like to run your own business in the future?

    1. Yes
    2. No
    3. Don't know (SPONTANEOUS ONLY)
    4. Refused

- The question should refer to 'starting' your own business, to account for cases where someone may want to start a business but not actually be involved in its day-to-day running.

On a scale of nought to ten, where nought is 'extremely unlikely' and 10 is 'extremely likely', how likely is it that you will start your own business in the next five years?

SHOWCARD 25

0-10 scale
Don't know (SPONTANEOUS ONLY)
Refused

- A 0-10 scale does not seem appropriate at this question. It will be more effective to use a four-point scale ranging from 'Very likely' to 'Not at all likely'.
- It may help to add an instruction: 'INCLUDE BUSINESSES RESPONDENT WOULD LIKE TO START UP JOINTLY WITH OTHERS'.

3.21 **Internet**

How satisfied or dissatisfied are you with the speed of your internet connection at home?

SHOWCARD C
MULTICODE

    1. Very satisfied
    2. Fairly satisfied
    3. Neither satisfied nor dissatisfied
    4. Fairly dissatisfied
    5. Very dissatisfied
    6. Don't know (SPONTANEOUS ONLY)
    7. Refused

- For further clarification, the word 'broadband' should be added before 'internet connection'.

Do you sometimes need assistance to be able to use the internet?

SINGLE CODE

1. Yes
2. No
3. Don't know (SPONTANEOUS ONLY)
4. Refused

- The question is somewhat vague and could be open to different interpretations. Some may think about installing their internet connection, while others may think about help with more general issues, such using browsers or sending emails. The intention of the question could be clarified by adding 'For example, to send and receive emails, search the internet, or complete transactions online'.

3.22 **Public service communications**

Thinking about the last Welsh public service provider or Welsh Government website you visited, how satisfied or dissatisfied were you with the website?

CORE SHOWCARD L
SINGLE CODE

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know/Can't remember (SPONTANEOUS ONLY)
7. Refused

- The question text could be simplified. Since this question is only asked of respondents who have used a Welsh public services website, it could ask 'How satisfied or dissatisfied were you with this website? If you have visited more than one of these websites in the last 12 months, please answer in relation to the one you visited most recently.'

3.23 **E-safety**

(ASK FOR RANDOM CHILD AGED 7-15)

How does [name] access the internet when he/she is not in school?

ASK SEPARATELY FOR: At another person's home A public building (e.g. library, community centre, post office) An internet cafe or shop Other Desktop computer

SHOWCARD P

  1. Laptop
  2. Mobile phone or smartphone
  3. Handheld computer (e.g. palmtop)
  4. Tablet computer (e.g. iPad)
  5. Games console
  6. Digital TV
  7. Doesn't access the internet outside school
  8. Other (please specify)

- This question should be separated out into two separate questions. The first should ask where the child accesses the internet, and for each location, the respondent should be asked what device or devices are used.

- 'Handheld computer' and 'Palmtop' are not commonly used terms. It will be clearer to change this to 'Tablet or handheld computer (e.g. iPad)'.

Do you know how to put web filters on to [all] the [list all devices] that [name] uses, to help him/her to use the Internet safely?

  1. Yes
  2. On some devices, but not all
  3. No

Have web filters been put on the [list all devices] that [name] uses?

  1. Yes
  2. On some devices, but not all
  3. No

- There is an alternative question (taken from the Oxford Internet Survey) that may be more suitable here: 'And does your household use parental control filters, such as 'Net Nanny' or other filters provided by your Internet Service Provider, to prevent children from accessing certain websites?'

If you wanted to get advice about internet safety for (name) where would go to?
1. Search on-line 2. Child Exploitation and Online Protection (CEOP) or ThinkUKnow website 3. Ask other parents/friends 4. Ask my child/children 5. Ask someone at their School 6. Ask School Police Liaison Officer 7. Contact Local Authority/Council 8. Read Information Leaflets 9. Other (please specify)

- The response codes at this question could be made more general. For example, the code 'Ask someone at their School' could be changed to 'Children's school', to account for other ways in which respondents may get information (e.g. attending a briefing on internet safety).
- 'Search online' is more of a generic code, so should be moved to the bottom of the response list.

4   Respondent profile

4.1   Overall, 33 interviews were carried out: 14 at Round 1 and 19 at Round 2. The research team carried out 21 of these interviews (9 at Round 1 and 12 at Round 2), while 12 were conducted by TNS interviewers.

4.2   The table below shows the demographic profile of respondents who took part in the testing across both rounds.

		16-24	25-29	30-49	50+
Male	Children		1	1	2
	No children	3		5	2
Female	Children	1	1	6	1
	No children	4		1	5

4.3   These figures can be broken down further to show the profile of respondents taking part in cognitive interviews, and those taking part in standard interviews (carried out by interviewers).

Profile of cognitive interview respondents

		16-24	25-29	30-49	50+
Male	Children			1	2
	No children	2		2	1
Female	Children	1		5	1
	No children	2			4

Profile of standard interview respondents

		16-24	25-29	30-49	50+
Male	Children		1		
	No children	1		3	1
Female	Children		1	1	
	No children	2		1	1

5   Findings and recommendations

This chapter outlines findings and recommendations to emerge from both rounds of cognitive testing. In total, 89 questions[2] were tested across both rounds, resulting in changes to 52 questions. The remaining questions included for testing worked as intended and did not yield any recommendations – these questions are not referred to below, but are listed in Appendix E.

5.1 Ambulance services

General findings

Although such a scenario did not arise during any of the interviews, it was observed by the research team that care will need to be taken to address sensitively any cases where an ambulance was called for someone who subsequently died. While changes to question wordings and new codes were considered, the ultimate recommendation was to allow a degree of interviewer discretion, by briefing that the questions should only be asked if the respondent clearly feels comfortable answering them.

Question specific findings

5.1.1 AmbContact[3]

LiW 2007 | **In the last 12 months, have you contacted the emergency ambulance service in Wales for yourself or someone else?**

SINGLE CODE

Yes	1	GO TO AmbFor
No	2	[Module ends]
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

---

[2] The majority of questions included in the QAS-99 review were carried forward for cognitive testing. The final questionnaires used during cognitive testing included a small number of questions that were not reviewed under the QAS-99 framework. These questions were judged to be suitable for testing without going through the review process.

[3] These titles refer to the corresponding question names as used in the questionnaires.

This question worked reasonably well. The only change felt necessary was to include additional text to ensure that respondents focus on occasions when they have contacted the ambulance services themselves.

RECOMMENDATION: Change question wording to 'In the last 12 months, have you personally contacted the emergency ambulance service in Wales, either for yourself or someone else?

5.1.2 AmbSatTime

It was noted that there will be some cases where an ambulance was called but not despatched.

RECOMMENDATION: Add a spontaneous code: 'Not applicable – ambulance was not required / not despatched'.

5.1.3 AmbSatSkill

NEW **Did you have trust and confidence in the ambulance crew's professional skills?**

Yes, definitely	1	GO TO AmbHosp
Yes, to some extent	2	
No	3	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

This question generally worked well. During probing, most respondents said they based their answer on the speed of arrival, how well the ambulance staff appeared to help the person concerned, how professional they appeared, their general manner, and the way that they treated / spoke to the patient.

RECOMMENDATION: Add a 'READ OUT' instruction. This should make the question slightly easier to administer.

5.1.4 AmbHosp

NEW **Following the visit from the ambulance, did [you/your child/your family member] go to hospital?**

SINGLE CODE ONLY

Yes, straight away	1	GO TO AmbOverSat
Yes, later that day / another day	2	GO TO AmbXHospAgree
No	3	GO TO AmbXHospAgree
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO AmbOverSat
Refused	-99	

Since this question is unprompted, respondents initially answer simply 'Yes' or 'No'. An interviewer prompt will make it easier to clarify what the correct response should be.

There is potential for some confusion at this question. One respondent was slightly unsure as to how they should answer here, as the patient was treated at the scene for a short time before being taken to hospital by the ambulance.

RECOMMENDATION: Add an interviewer prompt: 'IF YES: Was that straight away, later that day, or on another day?'

RECOMMENDATION: Add an interviewer instruction: 'INTERVIEWER: IF PERSON WAS TAKEN TO HOSPITAL BY THE AMBULANCE AFTER BEING TREATED AT THE SCENE, CODE AS 'YES, STRAIGHT AWAY'.

5.2 Armed forces

General findings

The questions in this module ask respondents to restrict their responses to living family members. As with the 'Ambulance services' questions, some thought needs to be given to any cases where respondents have a family member in the armed forces who has died. Respondents may want to include these family members in their answers, and could take exception to the fact that they are being excluded. Again, it was felt that this can best be dealt with

as a briefing point, allowing interviewers to explain to respondents that the questions relate to living family members only.

Question specific findings

5.2.1 AFResp

NEW **Are you currently serving in the UK Armed Forces or have you previously served in the UK Armed Forces? Please include both regular and reserve armed forces as listed on this card.**

SHOWCARD 1
MULTICODE

DO NOT INCLUDE CIVILIAN/CONTRACTOR STAFF

A	Current serving member of regular army	1
B	Current serving member of reserve army	2
C	Ex-serving member of regular army	3
D	Ex-serving member of reserve army	4
	None of these	5
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

The showcard for this question provided examples of regular and reserve armed forces in order to illustrate the difference between the two. Some respondents were asked what they considered 'regular' and 'reserve' forces to be prior to being given the showcard. The most common response stressed the distinction between 'full-time' and 'part-time.

RECOMMENDATION: Add additional text to the showcard for this question:

'Regular (usually, but not always, a full-time job)'

'Reservist (usually at weekends, alongside a day-to-day job'

5.2.2 AFFamily

NEW **Are any of these members of your family currently serving in the UK armed forces, or any of them ex-serving members? Please include both regular and reserve armed forces as before.**

SHOWCARD 2
MULTICODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR STAFF

A	Spouse/ partner / civil partner	1
B	Mother	2
C	Father	3
D	Son/daughter (including step/foster)	4
E	More than one son or daughter	5
F	None of these	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

If people have any family members in the army they wanted to mention them here, even though it wasn't one of the categories on the showcard. It may help to clarify the scope of the question to slightly alter the 'None of these' code.

One respondent mentioned a son who was 'going into the army' – he had started his training but had not yet been assessed. The respondent did not consider this as being employed by the army. Some clarification will be needed to cover such situations.

RECOMMENDATION: Change code 6 to 'None of the above family members'.

RECOMMENDATION: Revise the second line of the question text: 'Please tell us about living family members including both the regular and reserve armed forces as before.'

RECOMMENDATION: Add interviewer instruction 'INCLUDE PEOPLE IN TRAINING'.

5.3 Arts / museums / heritage

Question specific findings

5.3.1 ArtsVisit

SHSa / TPa	**In the last 12 months have you been to any of these events in Wales?**

SHOWCARD 12
SINGLE CODE
DO NOT INCLUDE PAID OR VOLUNTARY WORK, SCHOOL, OR ACADEMIC
ACTIVITIES.

Yes	1	GO TO ArtsSat
No	2	GO TO ArtsXVisit
Don't know (SPONTANEOUS ONLY)	-9	GO TO HeritVisit

> **SHOWCARD 12**
> Play / drama / pantomime / musical / comedy event
> Opera / classical music performance / other live music event
> Film at an arts centre
> Carnival / street arts / arts festival (e.g. music, dance, Eisteddfod)
> Exhibition or collection of art, craft, photography or sculpture
> Event including video art or electronic art
> Event connected with books or writing
> Circus (not involving animals)
> Dance performance
> Other arts/music/cultural event

Upon probing some respondents mentioned that they had been to a 'Film at an arts centre', but were thinking about a regular cinema (e.g. 'Odeon'). It was unclear to these respondents what was meant by this item.

There was a particular issue with some respondents thinking about events outside of Wales.

RECOMMENDATION: Add stress to question text: '…in Wales?'
RECOMMENDATION: Add interviewer instruction: 'EXCLUDE FILMS AT COMMERCIAL/ MULTIPLEX CINEMAS'.

5.3.2 ArtsSat / HeritSat / MusSat

ArtsSat/ HeritSat/ MusSat

SHSa / TPa **Please think about the last time you [went to an event of this type/ visited an historic place/ did this] in Wales. Overall, how satisfied or dissatisfied were you?**
CORE SHOWCARD B

A	Very satisfied	1
B	Fairly satisfied	2
C	Neither satisfied nor dissatisfied	3
D	Fairly dissatisfied	4
E	Very dissatisfied	5
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

Similar issues emerged at these three questions. Some respondents found the questions about satisfaction to be somewhat vague and asked for clarification (e.g. 'Do you mean was I satisfied with the event or the venue?'). It also emerged during probing that a fairly wide range of factors were being considered in respondents answers. There was some evidence of people basing their answer on factors not directly related to the venue or event (e.g. not knowing anyone else at the event).

There was also some evidence of people answering based on their expectations, e.g. if they were not expecting much then they tended to say they were satisfied.

However, the questions are designed to capture overall satisfaction and so it is valid for respondents to consider a wide variety of factors. The questions therefore work as intended but would benefit from an additional prompt if needed to reassure a respondent they can take a range of factors into account.

RECOMMENDATION: Add additional text to the end of the question: 'Please think about your overall experience'.

5.3.3 ArtsXVisit / HeritXVisit / MusXVisit

ArtsXVisit/ HeritXVisit/ MusXVisit

SHS 2008	**Are there any particular reasons why you didn't visit [an event of this type/ an historical place/ a museum] in Wales in the last 12 months?**

NO SHOWCARD
MULTICODE

A	It costs too much	1	GO TO HeritVisit
B	I don't know enough about it	2	
C	Never occurred to me	3	
D	Not really interested	4	
E	I don't have anyone to go with	5	
F	I wouldn't enjoy it	6	
G	Not enough facilities close to where I live	7	
H	Health isn't good enough	8	
I	I might feel uncomfortable or out of place	9	
J	Lack of transport / I can't easily get to it	10	
K	Poor access to venues (e.g. no disabled ramps)	11	
L	Not enough information on what is available	12	
M	Didn't enjoy it last time	13	
N	It's difficult to find the time	14	
O	I would feel unsafe going to/from the activity/event	15	
P	I would feel unsafe at the activity/event	16	
Q	Other, specify	17	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

There were no issues here from respondents' perspectives, but in the course of testing it occurred to interviewers that the wording at code 7 ('Not enough facilities…') seems slightly odd in the context of the question. The events / venues listed on the showcards do not naturally fall under the category of 'facilities'.

RECOMMENDATION: Change wording at code 7 to 'Not enough attractions close to where I live'.

5.3.4 HeritVisit

SHSa / TPa	**In the last 12 months have you visited any of these places in Wales?**

SHOWCARD 13
SINGLE CODE
INCLUDE VISITING HISTORIC SITE FOR OTHER PURPOSES E.G. CONCERT / THEATRE
DO NOT INCLUDE VISITING HISTORIC SITE TO ONLY USE SHOP OR CAFÉ

DO NOT INCLUDE PAID OR VOLUNTARY WORK, SCHOOL, OR ACADEMIC ACTIVITIES.

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

SHOWCARD 13
A historic park or garden open to the public
A historic place of worship attended as a visitor (not to worship)
A monument such as a castle, fort or ruin
A site of archaeological interest (i.e. Roman villa, ancient burial site)
Other historic/heritage site

Some clarification is needed over whether or not to include incidental visits to historic sites (e.g. visiting places that happen to contain historic sites for unrelated reasons).

RECOMMENDATION: Amend interviewer instruction to read: 'INCLUDE VISITING HISTORIC SITE FOR OTHER PURPOSES, E.G. CONCERT / THEATRE OR INCIDENTAL USE (E.G. WALKING AROUND A HERITAGE SITE TO PASS THE TIME).

5.4 Childcare

5.4.1 CCEver

NEW **Do you ever need to arrange for [CHILD] to be looked after on a regular basis, for example because you work or have other regular commitments?**
IF YES Who looks after [child]?

SHOWCARD 1
MULTICODE

A	Family or friends (paid childcare)	1	[Module ends]
B	Family or friends (unpaid childcare)	2	GO TO ChCarFR
C	Nursery / crèche	3	GO TO ChCarSatInc
D	Playgroup / pre-school	4	
E	After school club or school breakfast club	5	
F	Childminder	6	
G	Nanny or au pair	7	
H	Babysitter who comes to your house (not friend or family)	8	
I	Holiday clubs or schemes	9	
J	Any other type of formal childcare (that is, childcare not provided by family or friends)	10	
	(SPONTANEOUS) No-one looks after child	11	[Module ends]
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

The question needs an instruction not to include a cohabiting spouse / partner, as some respondents did mention spouses who took care of children.

RECOMMENDATION: Add interviewer instruction: 'DO NOT INCLUDE CHILDCARE BY SPOUSE / PARTNER / OTHER PARENT / STEP PARENT'.

5.4.2 CCSatInc

I'm now going to ask some questions about childcare for [child's name] provided by people other than family and friends, like childminders, nursery or after-school or holiday club.

Please think about all kinds of formal childcare you use for [child], that is not childcare by family or friends. How easy or difficult do you find it…

SHS 0304a   **…. to afford childcare for [name]?**

CORE SHOWCARD A
SINGLE CODE

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

Some respondents who used a combination of formal and informal childcare got slightly confused at the questions following CCEver, which ask respondents to think about formal childcare only. Some clarification at the start of this section, referencing the specific types of formal childcare the respondent has selected, would help them to focus on the correct form of childcare.

RECOMMENDATION: Change the introduction text to include responses selected at CCEver:

'I am now going to ask some questions about childcare for [child] provided by people other than family and friends. You mentioned you use [RESPONSES SELECTED AT CHCAREVER]. Thinking about [this childcare / all these types of childcare] that you use for [name], how easy of difficult do you find it…'.

5.4.3 CCSatHours / CCSatHol

How easy or difficult do you find it…

CCSatHours

SHS 0304a   **…. to get childcare for [name] that fits in with your working hours?**

CORE SHOWCARD A
SINGLE CODE

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

CCSatHol

SHS 0304a   **…. to get childcare for [name] during school holidays?**

CORE SHOWCARD A
SINGLE CODE

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

There is a slight issue with respondents who select only 'Babysitting' at CCEver. The current question routing treats this as 'formal' childcare, which tends not to be the way it is regarded by respondents. Babysitting is generally seen as being distinct from more formal types of childcare, used on an ad hoc basis rather than to cover regular commitments. As a result, the follow-up questions do not seem relevant.

RECOMMENDATION: Remove the reference to 'regular' childcare from CCEver

5.4.4 CCSatWL

<table>
<tr><td>SHS
0304a</td><td>Still thinking about formal childcare, not family or friends. Are you able to access Welsh medium childcare for [name]?</td></tr>
</table>

NOTE: QUESTION SEEKS VIEW ON WHETHER ABLE TO, NOT WHETHER WISH TO
SINGLE CODE

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

One respondent said that his child does access Welsh medium childcare, but upon probing it emerged that he was referring to Welsh language teaching in an English medium school. It seems likely that some people will not know what 'Welsh medium childcare' is, and may make the same mistake. It may be helpful to use a clearer term.

There is also an inclination for some respondents to answer 'No' if their child does not use Welsh medium childcare. Some additional text should be added instructing interviewers to clarify that the question is asking about access.

<u>RECOMMENDATION:</u> Replace 'Welsh medium childcare' with 'Welsh language childcare'.

<u>RECOMMENDATION:</u> Add interviewer instruction: 'IF DO NOT CURRENTLY USE WELSH LANGUAGE CHILDCARE: If you did want to access Welsh language childcare, do you think you would be able to?

5.5 Companion animals

Question specific findings

5.5.1 HPFrom

<table>
<tr><td>NEW</td><td>Where did you get this [type of pet] from?</td></tr>
</table>

IF MORE THAN ONE OF THIS PET TYPE, ASK ABOUT MOST RECENTLY OBTAINED
NO SHOWCARD

A	Friends, family or neighbours	1	GO TO
B	Born at home	2	HhPetIns_Cat /
C	Pet shops	3	Dog / Horse
D	Advert in other shop (e.g. newsagent)	4	
E	Online shop	5	
F	Rescue centre / RSPCA / other charity	6	
G	It was a stray animal	7	
	Other (WRITE IN)	8	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

Some responses were given, relating to online purchases, which could not easily be coded to the existing response list. One example was a respondent who said that they had bought from a private seller on eBay. Another, who was looking for a specific breed of dog, said that she had placed a 'Wanted' advert on a website and ultimately bought from a private owner. A general code covering online adverts (referring to individual sellers as opposed to shops) could be added to accommodate these types of responses.

RECOMMENDATION: Add new code: 'Private seller / buyer advertising online'.

5.6 Entrepreneurship

Question specific findings

5.6.1 EntrStart

NEW   **Would you like to start your own business in the future?**

Yes	1	GO TO EntrLikely
No	2	[Module ends]
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Question not applicable	-8	

Some respondents were unsure about how to answer this question, saying that it would depend on the circumstances (e.g. labour market conditions in the future). The question may benefit from the addition of an 'It depends' code.

Change Code 1 to 'Yes, maybe'.

5.6.2 EntrLikely

NEW   **How likely is it that you will start your own business in the next five years?**
SHOWCARD 3
INCLUDE BUSINESSES THEY WOULD LIKE TO START UP JOINTLY WITH OTHERS

A	Very likely	1	[Module ends]
B	Fairly likely	2	
C	Not very likely	3	
D	Not at all likely	4	
	Don't know (SPONTANEOUS ONLY)		
	Refused	-99	

This question worked as intended. Some respondents who answered 'Yes' at EntrBusiness subsequently said that they did not currently consider it to be a realistic or likely option.

5.7 E-safety

General findings

A general point to emerge from these questions is the variation in age at which children start to use the internet. Some respondents have fairly young children (e.g. 6-7) for whom the questions *are* relevant, whereas others have older children who do not use the internet, for whom the questions do not seen to be relevant. While the questions can be filtered on age to exclude the youngest age groups (who can realistically be expected to not use the internet) there may be still be some respondents to whom these questions do not apply.

RECOMMENDATION: Ensure that a 'Not applicable' code is available throughout this section.

Question specific findings

5.7.1 IntU16Act

NEW **Does [name] use the internet for any of the following activities?**
HWB IS A VIRTUAL LEARNING PLATFORM DESIGNED TO SUPPORT LEARNING
ACTIVITY FROM HOME OUTSIDE SCHOOL HOURS.

SHOWCARD 5
MULTICODE

A	Social networking (e.g. Facebook or Twitter)	1	GO TO
B	Accessing school learning platform (HWB)	2	IntU16FilKnow
C	Completing homework on-line	3	
D	Finding information related to their schoolwork	4	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

In its current form, Code B ('Accessing school learning platform (Hwb)') could
be interpreted as *any* school learning platform, Hwb being an example. Since
there is interest in knowing whether Hwb specifically is being used, this code
should be reworded.

RECOMMENDATION: Reword code B: 'Hwb school learning platform'.

RECOMMENDATION: Add new codes:

'School learning platform – Hwb'

'School learning platform – not Hwb (e.g. Moodle, iLearn Wales)

'School learning platform – not sure whether it is Hwb'

5.7.2 IntU16Filt

NEW **And does your household use parental control filters, such as 'Net Nanny' or other
filters provided by your Internet Service Provider, to prevent children from
accessing certain websites?**

No, never heard of them	1	GO TO
No, do not use them	2	IntU16KnowSafe
Yes	3	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	

Where respondents answer 'No', probing is needed in order to clarify the
correct code to select. This should be added as an interviewer instruction.

RECOMMENDATION: Add interviewer instruction: 'IF NO: Have you heard of this before?'

5.7.3 IntU16Safe

To what extent do you agree or disagree with each of the following statements about your child's safety online?

NEW **[name] knows how to stay safe when using the internet.**

CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1	GO TO IntU16Sch
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
	Refused	-99	

Two respondents gave the same response here – that their child is too young to understand about the need for internet safety – but answered in different ways. One said 'Neither agree nor disagree' as they felt the question didn't apply, and the other answered 'Tend to disagree' because they felt their child was too young to understand. It is important to ensure that these types of responses are recorded consistently.

RECOMMENDATION: Add new code: 'Not applicable – child is too young to need to know about internet safety'

5.7.4 IntU16Sch

To what extent do you agree or disagree…

NEW | **[name]'s teachers regularly talk to him/her about using the internet safely.**
CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1	GO TO IntU16Talk
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
	Refused	-99	

The agree/disagree scale did not work particularly well here. Respondents tended to interpret the question as more of a 'Yes / No' – teachers either do or do not talk about internet safety regularly.

For Round 2, the question was reworded and a different scale was used:

'Do [name]'s teachers talk to him/her about using the internet safely? Would you say this happens…

1. Often
2. Sometimes
3. Rarely
4. Never

This response scale seemed clearer to respondents.

RECOMMENDATION: Change question text and response scale, as described above.

5.7.5 IntU16T

NEW **How often do you tell [name]….?**
SHOWCARD 6
SINGLE CODE

		Often	Sometimes	Occasionally	Never	GO TO
A	Not to visit some websites	1	1	1	1	IntU16Adv
B	Not to give out personal information	2	2	2	2	
C	Not to meet someone in person they have only met online	3	3	3	3	
D	To only use the internet while you or another adult are in the same room	4	4	4	4	
E	Not to talk to strangers online	5	5	5	5	

This question proved to be somewhat problematic for respondents. Some said that they had talked to their child about the things listed, but only once. They took the view that, while it is important to discuss these issues with their child, they were confident after one conversation that their child understood so did not feel any need to revisit the subject. Respondents who found themselves in this position ultimately selected 'Occasionally'. By contrast, another respondent selected 'Occasionally' because they did not consider the issues to be important.

For Round 2, the question was changed to a simple 'Yes / No' approach:

'Have you ever told [name]…'

This approach was much clearer and enable respondent to answer more easily.

Option D, 'To only use the internet while you or another adult are in the same room', did not seem to be relevant to most respondents, who said that this would be near-impossible to enforce.

RECOMMENDATION: Reword question ('Have you ever told [name]…') and change responses scale to 'Yes/No'.

RECOMMENDATION: Drop Option D – 'To only use the internet while you or another adult are in the same room'

5.8   Eyecare

Question specific findings

5.8.1   EyeHealth

AgeC 2010	**What do you think people can do to keep their eyes healthy?**		
	MULTICODE		
	INTERVIEWER CODE, NO SHOWCARD, DO NOT PROMPT		
	Not read in dim light	1	GO TO EyeHelp
	Not smoking	2	
	Not sitting close to the television	3	
	Exercising daily	4	
	Have a regular eye test	5	
	Wear the right prescription glasses / contact lenses	6	
	Eat a well-balanced diet	7	
	Wearing sunglasses	8	
	Wearing eye protection	9	
	Not drinking alcohol	10	
	Take regular breaks away from a computer screen	11	
	Other (SPECIFY)	12	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
	Question not applicable	-8	

People generally found this question difficult to answer, and often seemed surprised to be asked. The concept seemed to be one that respondents had not considered before. Many spent some time thinking about the question and were still unable to provide a response.

RECOMMENDATION: It seems doubtful that this question will yield much insight. Suggest dropping.

5.8.2 EyeHelp

AgeC 2010a	**If you had pain or redness in your eye, who do you think you would contact for help?**

MULTICODE
INTERVIEWER CODE, NO SHOWCARD, DO NOT PROMPT

GP	1	GO TO EyeInfo
Pharmacist	2	
Optometrist / optician	3	
Hospital	4	
NHS Direct, including by telephone or internet	5	
Internet search, excluding NHS Direct	6	
Friends, family/ colleagues	7	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Question not applicable	-8	

A couple of respondents mentioned that they would initially contact a GP but that they would expect this to lead to a hospital referral (i.e. GP was seen as a conduit to further treatment).

RECOMMENDATION: Suggest adding 'in the first instance' to the end of the question text.

5.8.3 EyeInfo

ASK ALL
EyeInfo

NEW	**During the past 12 months, have you seen, heard or been given any information about eye health or eye disease?**

Yes	1	[Module ends]
No	2	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

Most respondents said 'No' here. People tended to only say 'Yes' if they needed advice about a specific eye health problem (e.g. cataracts).

RECOMMENDATION: Suggest dropping this question.

5.9 Future generations

General findings

This section of questions generally worked well. There was some variation in the kinds of factors respondents considered at each question – common responses included phrases such as 'it depends' or 'if this happens, then…'. This seems acceptable, since the questions allow for a degree of interpretation. Respondents could understand what was being asked and were able to provide answers.

Question specific findings

5.9.1 FutGenLiv

NEW   **In 25 years' time, do you think the standard of living in Wales will be…**

READ OUT
REVERSE ORDER IN HALF OF CASES
SINGLE CODE

A	Better than today	1
B	Worse than today	2
C	No different	3
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

In general 'standard of living' was interpreted correctly (e.g. 'how much money you make compared with how much things cost' or 'how comfortable you are financially'). One respondent did interpret this as the local environment / quality of life (e.g. what facilities are available / shops / services for the disabled).

RECOMMENDATION: Add instruction to clarify that respondent can interpret the question as they see fit: 'IF NECESSARY: ASK RESPONDENT TO APPLY THEIR OWN INTERPRETATION TO 'STANDARD OF LIVING'.

5.10 Internet

5.10.1 IntAssist

NEW **Do you sometimes need assistance to be able to use the internet? For example, to send and receive emails, search the internet or complete transactions online.**

SINGLE CODE

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

The examples listed in the question caused some confusion. One respondent answered 'Yes' at this question, but it emerged during probing that they were answering hypothetically. They said that they don't use emails or complete transactions online, but if they did they would need assistance.

RECOMMENDATION: Remove the examples from the question text and include as an 'IF NECESSARY' instruction instead.

5.11 Literacy and numeracy

Question specific findings

5.11.1 PSNum / PSLet

I'd like to ask you about literacy and numeracy in relation to your [child/children].

Thinking about [name], how often do you…

PSNum

`NEW, xt`

Help [him/her] with maths or numbers?

SHOWCARD 3
SINGLE CODE

A	Every day	1	GO TO ParSupLet
B	Several times a week	2	
C	Once or twice a week	3	
D	Once or twice a month	4	
E	Less often	5	
F	Not at all	6	
	My child has not yet learned about this(SPONTANEOUS ONLY)	7	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

PSLet

`NEW, xt`

Help [him/her] learn about letters or help with reading or writing?

SHOWCARD 3
SINGLE CODE

A	Every day	1	GO TO ParSupERead
B	Several times a week	2	
C	Once or twice a week	3	
D	Once or twice a month	4	
E	Less often	5	
F	Not at all	6	
	My child has not yet learned about this (SPONTANEOUS ONLY)	7	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

One respondent mentioned school-organised workshops which took place after school once a week (one weekly session for reading / writing and one for maths). She also helped her child individually at home, and was unsure which

of these modes of help should be included in her answer. The focus of the question is on any kind of help, so some clarification should be provided to include any formally organised groups.

RECOMMENDATION: Add instruction: 'INCLUDE PARENTAL SUPPORT WORKSHOPS'.

5.12 Local democracy

General findings

The questions in this section asked respondents for their view on their local councillor. As a result, they proved difficult to answer for people who don't know who their local councillor is. Some of these respondents answered 'Don't know' while others selected 'Neither agree nor disagree' or one of the 'Disagree' options.

In light of the wide range of responses given by people who are essentially in the same position (i.e. knowing nothing about their local councillor) it will be difficult to interpret what these responses actually mean. The clearest way to avoid this would be to ask respondents if they know their local councillor, and filter these questions on those who answer 'Yes'.

ASK ALL
LocCouKnow
NEW **I have a good understanding of what my local councillor does for my local community.**

CORE SHOWCARD D
RESPONDENT SHOULD CONSIDER WHAT THEIR LOCAL COUNCILLOR DOES, NOT THE LOCAL COUNCIL

A	Strongly agree	1	GO TO LocCouSat
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

ASK ALL
LocCouSat
NEW **My local councillor works closely with my local community.**

CORE SHOWCARD D
RESPONDENT'S OWN INTERPRETATION

A	Strongly agree	1	GO TO LocCouContact
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

RECOMMENDATION: Ask LocCouKnow and LocCouSat only of respondents have contacted their local councillor. An additional question would need to be added to the start of the section to capture this information.

Question specific findings

5.12.1 LocCouCont

NEW **Have you contacted your local councillor in the past 12 months, for example with an enquiry, complaint or problem?**

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

A couple of respondents mentioned contacting their local council in relation to housing waiting lists – it seems that they had overlooked the clarification at the start of the section.

RECOMMENDATION: Add interviewer instruction: 'ONLY INCLUDE CONTACT WITH COUNCILLOR. DO NOT INCLUDE CONTACT WITH LOCAL COUNCIL (E.G. ABOUT HOUSING APPLICATIONS OR REPAIRS'.

5.13 Local health services

General findings

The section included a fairly lengthy introduction. While this didn't cause any major issues during testing, it is probably worth condensing.

RECOMMENDATION: Change introduction to:

'The next set of questions is about local health services such as GPs and NHS hospitals in your area. Please only think about the NHS when answering these question and not private health services.'

Question specific findings

5.13.1 NhsInfo

Please tell me to what extent you agree or disagree with each of the following statements about your local health services.
READ OUT STATEMENTS

NEW | **My local health services provide me with information about how to lead a healthy life.**

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

This question caused confusion in a few cases. People questioned whether this meant that the services proactively gave you information or whether this should refer to information given when you request it.

In terms of proactive advice, respondents talked about the quality of advice given at regular annual health check-ups and advice given regarding specific health conditions (e.g. diabetes). One respondent based his answer on a visit to his GP three years previously.

RECOMMENDATION: There are no specific changes required based on these findings, but if the question is to be added to the survey, clarification will be needed with regards to what kind of information should be included (i.e. whether to only include information that has been pro-actively provided).

5.13.2 NhsChoices

| NEW | I have the right information to decide which health service to use when ill or injured. |

CORE SHOWCARD D
SINGLE CODE

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

This question generally worked ok, but there were some minor points of confusion.

One respondent initially answered in relation to her sister. She said that her sister suffers from mental health issues, and that she (the respondent) is sometimes unsure of who to contact for help. On this basis she answered 'Tend to disagree', but changed this to 'Tend to agree' when thinking about services for herself.

There were also some respondents who said that they agree, but upon probing could not think of any particular source / type of information. They said it was 'common sense' – in an emergency they would go to the hospital but otherwise they would contact their GP. The question will naturally allow people to interpret for themselves what constitutes the 'right information'. It is therefore plausible that respondents may agree even if they would use health services in a way that might be considered inappropriate (e.g. going to A&E for non-emergencies). Assuming the question is intended to measure people's

confidence in their own knowledge about health services, this is not a problem.

RECOMMENDATION: Clarification will be needed before adding this question to the survey, specifically on whether respondents should be directed to think only about accessing services for themselves.

5.14 Personal care plans

General findings

These questions worked as intended – no changes recommended.

5.15 Play

Question specific findings

5.15.1 PlayOppU11 / PlayOppO11

IF CHILD AGED 1-10
PlayOppU11
NEW **Please think about outdoor and indoor places for [name] to play in the local area. Overall, how satisfied or dissatisfied are you with these places to play?**

CORE SHOWCARD B

SINGLE CODE
LOCAL AREA IS RESPONDENT'S INTERPRETATION

A	Very satisfied	1	GO TO PlayOppBar
B	Fairly satisfied	2	
C	Neither satisfied nor dissatisfied	3	
D	Fairly dissatisfied	4	
E	Very dissatisfied	5	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

IF CHILD AGED 11-15
PlayOppO11
NEW **Please think about the places where [X] can meet and gather with friends in the local area. Overall, how satisfied or dissatisfied are you with these places to meet and gather?**

CORE SHOWCARD B

SINGLE CODE
LOCAL AREA IS RESPONDENT'S INTERPRETATION

A	Very satisfied	1	GO TO PlayOppBar
B	Fairly satisfied	2	
C	Neither satisfied nor dissatisfied	3	
D	Fairly dissatisfied	4	
E	Very dissatisfied	5	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

These questions generally worked well. Respondents mentioned both quality and quantity of places to play / meet when thinking about their satisfaction.
The wording at PlayOppO11 seemed slightly odd to a couple of respondents. The phrase 'meet and get together' might be more natural than 'meet and gather'.

RECOMMENDATION: At PlayOppO11, change 'meet and gather' to 'meet and get together'.

5.15.2 PlayOppBar

IF DISSSATISFIED AT EITHER OF ABOVE QUESTIONS (ASK IF 4 OR 5 AT PlayOppO11 OR PlayOppU11), SAME CHILD SELECTED ABOVE
PlayOppBar
NEW **Why are you dissatisfied?**
SHOWCARD 6
MULTICODE

A	A lack of suitable outdoor public places	1	[Module ends]
B	A lack of suitable indoor public places	2	
C	A lack of suitable clubs / activities	3	
D	Your own concerns about traffic	4	
E	Your own concerns about strangers	5	
F	Negative views from neighbours or other adults	6	
G	Lack of suitable transport	7	
H	Cost	8	
	Other (specify)		
	Child is too young (NOT SHOWCARD)	9	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

One respondent mentioned more generalised concerns about the are being unsafe (e.g. drug dealers in the park) which didn't quite fit any of the existing response codes.

RECOMMENDATION: Add new code: 'Too much crime'.

5.15.3 PlayOppXPar

ASK OF ALL NON-PARENTS OF UNDER 16s

NEW **Thinking about your local area, how satisfied or dissatisfied are you with the places and spaces available for children to play or meet up?**

CORE SHOWCARD B
SINGLE CODE

A	Very satisfied	1	[Module ends]
B	Fairly satisfied	2
C	Neither satisfied nor dissatisfied	3
D	Fairly dissatisfied	4
E	Very dissatisfied	5
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

This question generally worked well. Most respondents without children were still able to give a view on this. However, the use of the phrase 'children' did tend to make respondents think primarily about children in younger age groups (as opposed to teenagers).

RECOMMENDATION: Amend question text by referring to 'children and young people'.

5.16 Recycling

Question specific findings

5.16.1 UaRecycQual

| NEW | **How satisfied or dissatisfied are you with the recycling collection service provided by your council?** |

CORE SHOWCARD B
SINGLE CODE

A	Very satisfied	1	Go to UaRecycComm
B	Fairly satisfied	2	
C	Neither satisfied nor dissatisfied	3	
D	Fairly dissatisfied	4	
E	Very dissatisfied	5	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
	Section not applicable	-88	

All respondents regarded the "recycling collection service" as their weekly/fortnightly collection service. There was, however, confusion in some instances with respondents thinking about a combination of recycling collection <u>AND</u> standard refuse collection (i.e. 'black bags'). One respondent mentioned that he never recycled, and so struggled to provide an answer.

<u>RECOMMENDATION:</u> Add clarification text to the question: 'Please think just about recycling collection rather than general refuse collection'.

<u>RECOMMENDATION:</u> Add a new 'Spontaneous only' code: 'Not applicable – I don't recycle'.

5.16.2 RecycSold

NEW **In the last 12 months have you personally done any of the things on this card? Please think about items that you have sold or given away that would otherwise have been thrown away.**

SHOWCARD 12
MULTICODE

QUESTION IS ABOUT THE INDIVIDUAL NOT THE HOUSEHOLD AS A WHOLE
CODE FURNITURE TO CHARITY SHOPS AS (A) NOT (E)
EXCLUDES ITEM SOLD SECONDHAND AS A BUSINESS
EXCLUDE SECONDHAND CARS

A	Donated goods or items to charity shops	1	Go to RecycSoldTo
B	Sold items secondhand through a car boot sale	2	Go to RecycBgt
C	Sold items secondhand through websites such as ebay or gumtree	3	
D	Sold items secondhand through ads in local newspapers, shop windows, etc	4	
E	Given away items secondhand through organisations like Freecycle, Freegle, Furniture Reuse Network, etc	5	
F	Given away or sold secondhand goods or items to friends/family/neighbours	6	
G	Sold or given away any other secondhand items in another way	7	
	None of these	8	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
	Section not applicable	-88	

Respondents did not always pick up that this was about items that would otherwise have been thrown away. For example, one person mentioned selling on eBay but upon probing this was revealed to be a high value antique piece of furniture.

A couple of respondents selected code E ('Given away items secondhand through organisations like Freecycle, Freegle, Furniture Reuse Network etc.') but then described giving items to friends or family.

RECOMMENDATION: Reword question to refer more explicitly to items that would otherwise be thrown away: 'In the last 12 months in which of these ways, if any, have you personally sold or given away items <u>that you would have otherwise thrown away</u>?'

RECOMMENDATION: Reword Code E: 'Used organisations like Freecycle, Freegle, Furniture Reuse Network, etc. to give away items secondhand'.

5.16.3 RecycBgt

And in the last 12 months have you personally bought or received second-hand or used items in any of the ways on this card?

SHOWCARD 13
MULTICODE

QUESTION IS ABOUT THE INDIVIDUAL NOT THE HOUSEHOLD AS A WHOLE
CODE FURNITURE FROM CHARITY SHOPS AS (A) NOT (E)
EXCLUDE SECONDHAND CARS

A	Bought secondhand goods or items from charity shops	1	Go to RecycSoldTo
B	Bought secondhand items through a car boot sale	2	Go to RecycBgt
C	Bought secondhand items through websites such as ebay or gumtree	3	
D	Bought secondhand items through ads in local newspapers, shop windows, etc	4	
E	Obtained items secondhand through organisations like Freecycle, Freegle, Furniture Reuse Network, etc	5	
F	Bought or received secondhand goods or items to friends/family/neighbours	6	
G	Bought or received any other secondhand items in another way	7	
	None of these	8	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
	Section not applicable	-88	

RECOMMENDATION: In line with the suggested change to RecycSold, Reword Code E: 'Used organisations like Freecycle, Freegle, Furniture Reuse Network, etc. to get items secondhand'

5.16.4 RecycHHClo / RecycHHFrn

RecycHHClo

NEW **In the last 12 months, have you carried out or arranged for repair or alteration of your or a household member's clothing, rather than throwing it away?**

EXCLUDE REPAIRS / ALTERATIONS CARRIED OUT FOR PEOPLE OUTSIDE THE HOUSEHOLD, E.G. AS A BUSINESS.

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

RecycHHFrn

NEW **In the last 12 months, have you carried out or arranged for repair of any household item, such as furniture or a fridge, rather than throwing it away?**

EXCLUDE REPAIRS CARRIED OUT BY THE RESPONDENT FOR PEOPLE OUTSIDE THE HOUSEHOLD, E.G. AS A BUSINESS.
REPAIR OF HOUSEHOLD ITEMS INCLUDES REFURBISHING THEM.

Yes	1	[Module ends]
No	2	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Section not applicable	-88	

One respondent said at these questions (upon probing) that if they hadn't had the items repaired, they would have kept them.

RECOMMENDATION: Add text to end of questions: '…that would otherwise have been unused or thrown away?'

5.17 Satisfaction with local authority services

Question specific findings

5.17.1 UaQualArea

NEW	**To what extent do you agree or disagree with the following statement?**
	My local authority does all it can to make my local area a nice place to live.

CORE SHOWCARD D
SINGLE CODE

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

This question worked well, but it was noted by the research team that the word 'nice' is somewhat subjective. Although this issue did not arise during testing, a respondent who thinks the area has improved but doesn't consider it to be 'nice' may be uncertain about how to answer.

RECOMMENDATION: Change question wording: 'My local authority does all it can to improve my local area.'

5.18 Social care services

Question specific findings

5.18.1 SCUse

NEW **In the last 12 months, which of the following social care services, if any, have you used in Wales? This could either be for yourself or for someone close to you, such as a family member or close friends.**

SHOWCARD 11
SINGLE CODE

USING SOCIAL CARE MEANS TO EXPERIENCE DIRECTLY, EITHER FOR SELF OR IN ARRANGING / LIAISING WITH SERVICES FOR SOMEONE ELSE

A	Home care/help at home	1	GO TO SocSerInvol
B	Residential care home/nursing home	2	
C	Respite care/short breaks or day care	3	
D	Meals delivered to your home	4	
E	Counselling/other emotional support/advice	5	
F	Home adaptations/special equipment (e.g. lifts, ramps, hoists)	6	
G	Receive Direct Payments or Personal Budgets to spend on care services	7	
H	Transport services	8	
I	None of these	9	GO TO SocSerInfo
	Don't know (SPONTANEOUS ONLY)	-9	[Module ends]
	Refused	-99	
	Question not applicable	-8	

There were a couple of cases where respondents talked about using social care services (e.g. home adaptations) but it emerged during probing that this was for someone else, and the respondent themselves hadn't been involved in arranging it. More emphasis should be place on personal use.

RECOMMENDATION: Add clarification to the end of question text: 'By used or arranged, I mean that you personally have been involved in making arrangements or decisions.'

5.18.2 SCInvol

IF ANY ABOVE (ASK IF 1, 2, 3, 4, 5, 6, 7 OR 8 AT SocSerUse)

NEW **To what extent do you agree or disagree with the following statement:**

I was involved as much as I wanted to be in any decisions made about the social care services provided.

CORE SHOWCARD D
SINGLE CODE

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

It may be helpful to refer here to responses given at SCUse. This will ensure that respondents think about the correct services / experiences when answering.

RECOMMENDATION: Change question text to include responses given at SCUse:

RECOMMENDATION: 'You mentioned [responses from SCUse]. Thinking about these services, to what extent do you agree or disagree…'

5.18.3 SCInfo

NEW **If you needed information about types of care and support available from social services, where would you initially seek information from?**

DO NOT PROMPT
SINGLE CODE
IF MORE THAN ONE – ASK WHICH IS THE FIRST YOU WOULD CONTACT

Local Authority	1	[Module ends]
Welsh Government	2	
National charities	3	
Citizens Advice Bureau	4	
Local library	5	
Local GP	6	
Local community organisations	7	
Private care agencies	8	
Friend or family	9	
Community/District Nurse	10	
Police	11	
NHS Direct Wales	12	
Social services / social worker	13	
Internet search	14	
Other (please specify)	15	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Question not applicable	-8	

One person mentioned a charity here - "Cyrenians", a Christian charity. He didn't know whether this was a local or national charity, so it was uncertain how this response should be coded.

RECOMMENDATIONS: Reword Code 3: 'National / local charity'.

Appendix A: Round 1 Questionnaire

National Survey
2014-15 Cognitive Testing Questionnaire – Round 1

BACKGROUND

PLEASE COLLECT A FEW BACKGROUND DETAILS ABOUT THE RESPONDENT

GENDER		**AGE**	
Male	1	16-24	1
Female	2	25-29	2
		30-49	3
		50+	4

MARST
Are you…READ OUT

1. single, that is, never married
2. married and living with [husband/wife]
3. in a same-sex civil partnership and living with [husband/wife/civil partner]
4. separated from [husband/wife/civil partner]
5. divorced
6. or widowed?

ECONOMIC STATUS

Paid work or training	1
Away from job/waiting to take up job	2
Looking for work	3
Student	4
Looking after family/home	5
Long-term sick/ill	6
Retired	7
Something else	8

Can you...
WelSpk
NS 1214   Speak Welsh
    Yes   1   GO TO WelRead
    No   2
    Unsure, but has some Welsh speaking ability (SPONTANEOUS ONLY)   3
    Don't know (SPONTANEOUS ONLY)   -9
    Refused   -99

WelRead
NS 1214   Read Welsh
         Yes   1   GO TO WelWrite
         No   2
         Don't know (SPONTANEOUS ONLY)   -9
         Refused   -99

WelWrite
NS 1214   Write Welsh
         Yes   1   GO TO WelAbSpk
         No   2
         Don't know (SPONTANEOUS ONLY)   -9
         Refused   -99

AGE OF CHILDREN

Do your children fall into any of the following age categories?:

0-2   [   ]

3-7   [   ]

8-11   [   ]

12-15   [   ]

Ambulance services

ASK ALL
I'd now like to ask you about emergency ambulance services in Wales. By this I mean emergency 999 calls only.

AmbContact
LiW 2007   **In the last 12 months, have you contacted the emergency ambulance service in Wales for yourself or someone else?**

SINGLE CODE

Yes	1	GO TO AmbFor
No	2	[Module ends]
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q105)

IF AMBULANCE IN L12M (ASK IF 1 AT AmbContact)

Please think about the most recent time you called for an emergency ambulance.

AmbFor
LiW 2007   **Who was the emergency ambulance for?**

MULTICODE

Yourself	1	GO TO AmbSatTime
Your child (IF HAVE DEPENDENT CHILD)	2	
Another family member	3	
Other	4	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO AmbOverSat
Refused	-99	

(Q106)

IF ANY AMBULANCE USE (ASK IF 1,2,3,4 AT AmbContact)
AmbSatTime

LiW 2007 **Overall, how satisfied or dissatisfied were you with the time you had to wait for the emergency ambulance or other emergency medical help to arrive?**

CORE SHOWCARD B
SINGLE CODE

Very satisfied	1	GO TO AmbSatSkill IF 1, 2
Fairly satisfied	2	OR 3 AT AmbFor
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion	6	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q107)

IF AMBULANCE FOR SELF OR FAMILY MEMBER (ASK IF 1, 2 OR 3 AT AmbFor)
AmbSatSkill

NEW **Did you have trust and confidence in the ambulance crew's professional skills?**

Yes, definitely	1	GO TO AmbHosp
Yes, to some extent	2	
No	3	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q108)

IF AMBULANCE FOR SELF OR FAMILY MEMBER (ASK IF 1, 2 OR 3 AT AmbFor)
AmbHosp

NEW **Following the call from the ambulance, did you go to hospital?**

SINGLE CODE ONLY

Yes, straight away	1	GO TO AmbOverSat
Yes, on a later occasion	2	GO TO AmbXHospAgree
No	3	GO TO AmbXHospAgree
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO AmbOverSat
Refused	-99	

(Q109)

IF NOT STRAIGHT AWAY (ASK IF 2 OR 3 AT AmbHosp)
AmbXHospAgree

NEW **Did you agree with the decision not to go to hospital straight away?**

Yes	1	GO TO AmbXHospAdv
No	2	
Don't know/Not sure	3	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q110)

IF NOT STRAIGHT AWAY (ASK IF 2 OR 3 AT AmbHosp)
AmbXHospAdv

NEW **Did the ambulance crew advise you what to do if you needed further medical assistance?**

Yes	1	GO TO AmbOverSat
No	2	
No advice was wanted / needed	3	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q111)

ASK IF 1, 2 OR 3 AT AmbFor
AmbOverSat

LiW 2007 **Overall, how satisfied or dissatisfied were you with the service you received from the emergency ambulance service?**

CORE SHOWCARD B

Very satisfied	1	[Module ends]
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion	6	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q112)

Armed forces

I am now going to ask you about the armed forces.

ASK ALL
AFResp

NEW **Are you currently serving in the UK Armed Forces or have you previously served in the UK Armed Forces? Please include both regular and reserve armed forces as listed on this card.**

SHOWCARD 9
MULTICODE

DO NOT INCLUDE CIVILIAN/CONTRACTOR STAFF

A	Current serving member of regular army	1
B	Current serving member of reserve army	2
C	Ex-serving member of regular army	3
D	Ex-serving member of reserve army	4
	None of these	5
	Don't know (SPONTANEOUS ONLY)	-9
(Q8)	Refused	-99

ASK ALL
AFFamily

NEW **Are any of these members of your family currently serving in the UK armed forces, or any of them ex-serving members? Please include both regular and reserve armed forces as before.**

SHOWCARD 10
MULTICODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR STAFF

A	Spouse/ partner / civil partner	1
B	Mother	2
C	Father	3
D	Son/daughter (including step/foster)	4
E	More than one son or daughter	5
F	None of these	6
	Don't know (SPONTANEOUS ONLY)	-9
(Q8)	Refused	-99

IF ONE FAMILY MEMBER (ASK IF ONE OF 1, 2, 3, 4 AT AFFamily)
AFCurrEx
NEW **Is this family member currently serving in the UK armed forces or is he/she a former serving member?**

SINGLE CODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR STAFF

Currently serving	1
Ex-serving	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

(Q8)

IF ONE FAMILY MEMBER (ASK IF ONE OF 1, 2, 3, 4 AT AFFamily)
AFRegRsv
NEW **And [is/was] this family member serving in the regular or reserve armed forces?**
USE SHOWCARD 9 TO ASSIST RESPONDENT IF NECESSARY

MULTICODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR STAFF

Regular	1
Reserve	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

(Q8)

IF TWO+ FAMILY MEMBERS(ASK IF TWO OR MORE OF 1, 2, 3, 4 OR CODE 5 5 AT AFFamily)
AFCurrEx2
NEW **Are any of these family members currently serving in the UK armed forces or are any of them former serving members?**

MULTICODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR ARMY STAFF

Currently serving	1
Ex-serving	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

(Q8)

IF TWO+ FAMILY MEMBERS (ASK IF TWO OR MORE OF 1, 2, 3, 4 OR CODE 5 AT AFFamily)
AFRegRsv2
NEW **And where do/where did they serve? In the regular or reserve armed forces?**
USE SHOWCARD 9 TO ASSIST RESPONDENT IF NECESSARY

MULTICODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR ARMY STAFF

Regular	1
Reserve	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

(Q8)

PERSONAL CARE PLANS

LongIll

`NS 1214 HQ` **Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?**

SINGLE CODE

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

(Q80)

LongIllLimit

`NS 1214 HQ` **Does your condition or illness reduce your ability to carry out day-to-day activities?**

IF RESPONDENT HAS MENTIONED MULTIPLE ILLNESSES OR DISABILITIES, ASK:
Do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?
IF 'YES' ASK: **Is that a little or a lot?**

SINGLE CODE

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

(Q81)

IF LIMITING LONG TERM ILLNESS (ASK IF 1 OR 2 AT LongIllLimit)

Many people with a long term health condition will discuss with a doctor, or nurse or other professional about what care and support they need and the help that is available to them.

This could just be a conversation with your doctor or other health professional or it may be written down. In both cases it is sometimes referred to as a "personal care plan".

IF LIMITING LONG TERM ILLNESS (ASK IF 1 OR 2 AT LongIllLimit)
IndCarPlanHave

`NEW` **In your opinion, do you have a personal care plan?**

SINGLE CODE

Yes	1	GO TO IndCarPlanHlp
No	2	[Module ends]
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q82)

IF HAVE A CARE PLAN (IF 1 AT IndCarPlanHave)
IndCarPlanHlp
To what extent do you agree or disagree with the following statement?

My personal care plan helps me take care of my health and wellbeing.

CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinon (SPONTANEOUS ONLY)	-9
(Q83)	Refused	-99

Childcare

PILOT: SELECT A CHILD IN THE AGE RANGE 0-14 – IDEALLY CHOOSE A CHILD WHO USES CHILDCARE SO THAT WE CAN FULLY TEST QUESTIONS

I'd now like to ask you about [child].

CCEver

NEW **Do you ever need to arrange for [CHILD] to be looked after on a regular basis, for example because you work or have other regular commitments?**
IF YES Who looks after [child]?

SHOWCARD 1
MULTICODE

A	Family or friends (paid childcare)	1	[Module ends]
B	Family or friends (unpaid childcare)	2	GO TO ChCarFR
C	Nursery / crèche	3	GO TO ChCarSatInc
D	Playgroup / pre-school	4	
E	After school club or school breakfast club	5	
F	Childminder	6	
G	Nanny or au pair	7	
H	Babysitter who comes to your house (not friend or family)	8	
I	Holiday clubs or schemes	9	
J	Any other type of formal childcare (that is, childcare not provided by family or friends)	10	
	(SPONTANEOUS) No-one looks after child	11	[Module ends]
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

IF USE FAMILY OR FRIENDS ON UNPAID BASIS (ASK IF 2 AT ChCarEver)
ChCarFR

NEW **On average, how many hours per week do family or friends look after [child], unpaid, while you are working or have other regular commitments?**

SHOWCARD 2
SINGLE CODE

A	At least 30 hours a week	1
B	At least 10 but less than 30 hours a week	2
C	At least 1 but less than 10 hours a week	3
D	Less than one hour a week	4
	Never (SPONTANEOUS ONLY)	
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

(Q47)

ALL WHO USE FORMAL CHILDCARE (ASK IF 3, 4, 5, 6, 7, 8, 9 OR 10 AT ChCarEver)
I'm now going to ask some questions about childcare for [child's name] provided by people other than family and friends, like childminders, nursery or after-school or holiday club.

Please think about all kinds of formal childcare you use for [child], that is not childcare by family or friends. How easy or difficult do you find it…

CCSatInc

SHS 0304a   **…. to afford childcare for [name]?**

CORE SHOWCARD A
SINGLE CODE

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4

GO TO ChCarSatHours

Not applicable
Don't know (SPONTANEOUS ONLY) -9
(Q49)   Refused -99

CCSatHours

SHS 0304a   **…. to get childcare for [name] that fits in with your working hours?**

CORE SHOWCARD A
SINGLE CODE

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4

GO TO ChCarSatHol

Not applicable
Don't know (SPONTANEOUS ONLY) -9
(Q50)   Refused -99

CCSatHol

SHS 0304a   **…. to get childcare for [name] during school holidays?**

CORE SHOWCARD A
SINGLE CODE

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4

GO TO ChCarSatAftSch

Question not applicable -8
Don't know (SPONTANEOUS ONLY) -9
(Q52)   Refused -99

ASK IF CHILD IS OF SCHOOL AGE
CCSatAftSch

SHS 0304a **… to get childcare for [name] after school?**

CORE SHOWCARD A
SINGLE CODE

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

CCSatWL

SHS 0304a **Still thinking about formal childcare, not family or friends. Are you able to access Welsh medium childcare for [name]?**

NOTE: QUESTION SEEKS VIEW ON WHETHER ABLE TO, NOT WHETHER WISH TO
SINGLE CODE

	Yes	1	
	No	2	GO TO ChCarSatQual
	Don't know (SPONTANEOUS ONLY)	-9	
(Q51)	Refused	-99	

ChCarSatQual

SHS 0304a **Again still thinking about formal childcare, not family or friends. Overall, how satisfied or dissatisfied are you with the quality of the childcare you use for [name]?**

CORE SHOWCARD B
SINGLE CODE

A	Very satisfied	1	[Module ends]
B	Fairly satisfied	2	
C	Neither satisfied nor dissatisfied	3	
D	Fairly dissatisfied	4	
E	Very dissatisfied	5	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q54)	Refused	-99	

Literacy and numeracy – parental support for child

PILOT: SELECT A CHILD IN THE AGE RANGE 3-7
IF ONLY HAVE CHILD AGED 8-11 GO TO PARSUPEREAD

ASK IF CHILD AGED 3-7.

I'd like to ask you about literacy and numeracy in relation to your [child/children].

IF ONLY ONE CHILD**: Thinking about [name], how often do you…**

PSNum

NEW, xt   **Help [him/her] with maths or numbers?**

SHOWCARD 3
SINGLE CODE

A	Every day	1	GO TO ParSupLet
B	Several times a week	2	
C	Once or twice a week	3	
D	Once or twice a month	4	
E	Less often	5	
F	Not at all	6	
	My child has not yet learned about this(SPONTANEOUS ONLY)	7	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q71)	Refused	-99	

PSLet

NEW, xt   **Help [him/her] learn about letters or help with reading or writing?**

SHOWCARD 3
SINGLE CODE

A	Every day	1	GO TO ParSupERead
B	Several times a week	2	
C	Once or twice a week	3	
D	Once or twice a month	4	
E	Less often	5	
F	Not at all	6	
	My child has not yet learned about this (SPONTANEOUS ONLY)	7	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q72)	Refused	-99	

ASK IF CHILD AGED 3-11.

ParSupERead

NEW **How confident do you feel in your own English reading ability to help [child] with his/her reading? You can just read out the letter that applies.**

    CORE SHOWCARD C
    SINGLE CODE

A	Very confident	1	GO TO ParSupEWrite
B	Fairly confident	2	
C	Not very confident	3	
D	Not at all confident	4	
	My child doesn't read in English yet (SPONTANEOUS ONLY)	5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
(Q73)	Refused	-99	

ParSupEWrite

NEW **How confident do you feel in your own English writing ability to help [child] with his/her writing? You can just read out the letter that applies.**

    CORE SHOWCARD C
    SINGLE CODE

A	Very confident	1	GO TO ParSupWRead
B	Fairly confident	2	
C	Not very confident	3	
D	Not at all confident	4	
	My child doesn't write in English yet (SPONTANEOUS ONLY)	5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
(Q74)	Refused	-99	

ASK IF 1 AT WelRead
ParSupWRead

NEW **How confident do you feel in your own Welsh reading ability to help [child] with his/her reading in Welsh? You can just read out the letter that applies.**
    CORE SHOWCARD C
    SINGLE CODE

A	Very confident	1	GO TO ParSupWWrite
B	Fairly confident	2	
C	Not very confident	3	
D	Not at all confident	4	
	My child doesn't read in Welsh yet (SPONTANEOUS)	5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
(Q75)	Refused	-99	

Only if they say they can write in Welsh

ASK IF 1 AT WelWrite
ParSupWWrite

NEW **How confident do you feel in your own Welsh writing ability to help [child] with his/her writing in Welsh? You can just read out the letter that applies.**

CORE SHOWCARD C
SINGLE CODE

A	Very confident	1	GO TO ParSupMaths
B	Fairly confident	2	
C	Not very confident	3	
D	Not at all confident	4	
	My child doesn't write in Welsh yet (SPONTANEOUS ONLY)	5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
(Q76)	Refused	-99	

ParSupMaths

NEW **How confident do you feel in your own maths ability to help [child] with his/her maths or numbers? You can just read out the letter that applies.**

CORE SHOWCARD C
SINGLE CODE

A	Very confident	1
B	Fairly confident	2
C	Not very confident	3
D	Not at all confident	4
E	My child has not yet learned about this (SPONTANEOUS ONLY)	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
(Q77)	Refused	-99

e-Safety

IF ONLY ONE CHILD THEN: **I'd now like to ask you about [name].**

IntU16 Acc | **Which of these devices does [name] use to access the internet when he/she is at home?**

SHOWCARD 4
MULTICODE

A	Desktop computer	1	GO TO IntU16Act
B	Laptop	2	
C	Mobile phone or smartphone	3	
D	Tablet or handheld computer (e.g. iPad)	4	
E	Games console	5	
F	Digital TV	6	
	Doesn't access the internet at home (SPONTANEOUS ONLY)	7	GO TO IntU16Acc2
	Other (SPECIFY)	8	GO TO IntU16Act
	Don't know (SPONTANEOUS ONLY)	-9	GO TO IntU16Acc2
	Refused	-99	
	Question not applicable	-8	

IF 7 AT IntU16Acc

IntU16 Acc2 | **Where does [name] access the internet when [he/she] is not in school?**

....and what device does he/she use?

SHOWCARD 4
MULTICODE

		At another person's home	A public building (e.g. library, community centre, post office)	An internet cafe or shop	Other
A	Desktop computer	1	1	1	1
B	Laptop	2	2	2	2
C	Mobile phone or smartphone	3	3	3	3
D	Tablet or handheld computer (e.g. iPad)	4	4	4	4
E	Games console	5	5	5	5
F	Digital TV	6	6	6	6
	Doesn't access the internet outside school (SPONTANEOUS ONLY)	7	7	7	7
	Other (SPECIFY)	8	8	8	8
	Don't know (SPONTANEOUS ONLY)	-9	-9	-9	-9
	Refused	-99	-99	-99	-99
	Question not applicable	-8	-8	-8	-8
			GO TO IntU16Act		

IntU16Act

NEW **Does [name] use the internet for any of the following activities?**
D – HWB SHOULD NOT BE CONFUSED WITH E OR F. HWB IS A VIRTUAL
LEARNING PLATFORM DESIGNED TO SUPPORT LEARNING ACTIVITY FROM
HOME OUTSIDE SCHOOL HOURS.

SHOWCARD 5
MULTICODE

A	Social networking (e.g. Facebook or Twitter)	1	GO TO
B	Accessing school learning platform (HWB)	2	IntU16FilKnow
C	Completing homework on-line	3	
D	Finding information related to their schoolwork	4	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

IntU16Filt

NEW **And does your household use parental control filters, such as 'Net Nanny' or other filters provided by your Internet Service Provider, to prevent children from accessing certain websites?**

	No, never heard of them	1	GO TO
	No, do not use them	2	IntU16KnowSafe
	Yes	3	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q229)	Refused	-99	

To what extent do you agree or disagree with each of the following statements about your child's safety online?

IntU16Safe

NEW **[name] knows how to stay safe when using the internet.**

CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1	GO TO IntU16Sch
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
(Q231)	Refused	-99	

IntU16Sch

NEW **[name]'s teachers regularly talk to him/her about using the internet safely.**

CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1	GO TO IntU16Talk
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
(Q232)	Refused	-99	

IntU16T

NEW **How often do you tell [name]….?**

SHOWCARD 6
SINGLE CODE

		Often	Sometimes	Occasionally	Never	GO TO
A	Not to visit some websites	1	1	1	1	IntU16Adv
B	Not to give out personal information	2	2	2	2	
C	Not to meet someone in person they have only met online	3	3	3	3	
D	To only use the internet while you or another adult are in the same room	4	4	4	4	
E	Not to talk to strangers online	5	5	5	5	

IntU16Adv

NEW **If you wanted to get advice or information about internet safety for [name] where would you go?**

DO NOT PROMPT
MULTICODE

Child Exploitation and Online protection (CEOP)	1	[Module ends]
"Thinkuknow" website	2	
Other parents / friends	3	
My child / children	4	
Children's school	5	
School Police Liaison officer	6	
Information leaflets	7	
Other online resources/internet searching	8	
Other (SPECIFY)	9	
Not applicable – do not require advice or information on this	10	
Don't know/No opinion (SPONTANEOUS ONLY)	-9	
(Q234)	Refused	-99

Recycling

UaRecycQual

NEW **How satisfied or dissatisfied are you with the recycling collection service provided by your council?**

CORE SHOWCARD B
SINGLE CODE

A	Very satisfied	1	Go to UaRecycComm
B	Fairly satisfied	2	
C	Neither satisfied nor dissatisfied	3	
D	Fairly dissatisfied	4	
E	Very dissatisfied	5	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
(Q129)	Section not applicable	-88	

UaRecycComm

NEW **How strongly do you agree or disagree with the following statement?**

My council keeps me informed about its recycling collection service.

CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1	Go to RecycSold
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
(Q130)	Section not applicable	-88	

The next section is about the repair and re-use of items. Here I am thinking about any times you may have re-used or repaired items or goods instead of throwing them away.

RecycSold

NEW **In the last 12 months have you personally done any of the things on this card? Please think about items that you have sold or given away that would otherwise have been thrown away.**

SHOWCARD 7
MULTICODE

QUESTION IS ABOUT THE INDIVIDUAL NOT THE HOUSEHOLD AS A WHOLE
CODE FURNITURE TO CHARITY SHOPS AS (A) NOT (E)
EXCLUDES ITEM SOLD SECONDHAND AS A BUSINESS
EXCLUDE SECONDHAND CARS

A	Donated goods or items to charity shops	1	Go to RecycSoldTo
B	Sold items secondhand through a car boot sale	2	Go to RecycBgt
C	Sold items secondhand through websites such as ebay or gumtree	3	
D	Sold items secondhand through ads in local newspapers, shop windows, etc	4	
E	Given away items secondhand through organisations like Freecycle, Freegle, Furniture Reuse Network, etc	5	
F	Given away or sold secondhand goods or items to friends/family/neighbours	6	
G	Sold or given away any other secondhand items in another way	7	
	None of these	8	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
(Q131)	Section not applicable	-88	

RecycBgt

And in the last 12 months have you personally bought or received second-hand or used items in any of the ways on this card?

SHOWCARD 8
MULTICODE

QUESTION IS ABOUT THE INDIVIDUAL NOT THE HOUSEHOLD AS A WHOLE
CODE FURNITURE FROM CHARITY SHOPS AS (A) NOT (E)
EXCLUDE SECONDHAND CARS

A	Bought secondhand goods or items from charity shops	1	Go to RecycSoldTo
B	Bought secondhand items through a car boot sale	2	Go to RecycBgt
C	Bought secondhand items through websites such as ebay or gumtree	3	
D	Bought secondhand items through ads in local newspapers, shop windows, etc	4	
E	Obtained items secondhand through organisations like Freecycle, Freegle, Furniture Reuse Network, etc	5	
F	Bought or received secondhand goods or items to friends/family/neighbours	6	
G	Bought or received any other secondhand items in another way	7	
	None of these	8	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
(Q132)	Section not applicable	-88	

ASK ALL
RecycHHClo

NEW **In the last 12 months, have you carried out or arranged for repair or alteration of your or a household member's clothing, rather than throwing it away?**

EXCLUDE REPAIRS / ALTERATIONS CARRIED OUT FOR PEOPLE OUTSIDE THE HOUSEHOLD, E.G. AS A BUSINESS.

Yes	1	GO TO RecycHhFurn
No	2	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
(Q135) Section not applicable	-88	

ASK ALL
RecycHHFrn

NEW **In the last 12 months, have you carried out or arranged for repair of any household item, such as furniture or a fridge, rather than throwing it away?**

EXCLUDE REPAIRS CARRIED OUT BY THE RESPONDENT FOR PEOPLE OUTSIDE THE HOUSEHOLD, E.G. AS A BUSINESS.
REPAIR OF HOUSEHOLD ITEMS INCLUDES REFURBISHING THEM.

Yes	1	[Module ends]
No	2	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Section not applicable	-88	

(Q136)

Satisfaction with local authority services

ASK ALL
UaQualArea

NEW **To what extent do you agree or disagree with the following statement?**

My local authority does all it can to make my local area a nice place to live.
CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1
B	Tend to agree	2
C	Neither agree nor disagree	3
D	Tend to disagree	4
E	Strongly disagree	5
	Don't know/No opinion (SPONTANEOUS ONLY)	-9
(Q127)	Refused	-99

Social services

I would now like to ask you about social care services. By this I mean services which are provided to help people who may need a lot of care and support such as the elderly, children who have physical or social needs, people who have disabilities, and the families and carers of such people.

Please say to what extent you agree or disagree with the following statement.

SocSerPerf
NEW **Good social care services are available in my local area.**

CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1	GO TO SocSerUse
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
(Q113)	Question not applicable	-8	

SCUse
NEW **In the last 12 months, which of the following social care services, if any, have you used in Wales? This could either be for yourself or for someone close to you, such as a family member or close friends.**

SHOWCARD 11
SINGLE CODE

USING SOCIAL CARE MEANS TO EXPERIENCE DIRECTLY, EITHER FOR SELF OR IN ARRANGING / LIAISING WITH SERVICES FOR SOMEONE ELSE

A	Home care/help at home	1	GO TO SocSerInvol
B	Residential care home/nursing home	2	
C	Respite care/short breaks or day care	3	
D	Meals delivered to your home	4	
E	Counselling/other emotional support/advice	5	
F	Home adaptations/special equipment (e.g. lifts, ramps, hoists)	6	
G	Receive Direct Payments or Personal Budgets to spend on care services	7	
H	Transport services	8	
I	None of these	9	GO TO SocSerInfo [Module ends]
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
(Q114)	Question not applicable	-8	

IF ANY ABOVE (ASK IF 1, 2, 3, 4, 5, 6, 7 OR 8 AT SocSerUse)
SCInvol

NEW **To what extent do you agree or disagree with the following statement:**

I was involved as much as I wanted to be in any decisions made about the social care services provided.

CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1	[Module ends]
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
(Q115)	Question not applicable	-8	

IF NO EXPERIENCE OF SOCIAL CARE (ASK IF 9 AT SocSerUse)
SCInfo

NEW **If you needed information about types of care and support available from social services, where would you initially seek information from?**

DO NOT PROMPT
SINGLE CODE
IF MORE THAN ONE – ASK WHICH IS THE FIRST YOU WOULD CONTACT

Local Authority	1	[Module ends]
Welsh Government	2	
National charities	3	
Citizens Advice Bureau	4	
Local library	5	
Local GP	6	
Local community organisations	7	
Private care agencies	8	
Friend or family	9	
Community/District Nurse	10	
Police	11	
NHS Direct Wales	12	
Social services / social worker	13	
Internet search	14	
Other (please specify)	15	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
(Q116) Question not applicable	-8	

Democracy and understanding of local councils

I am going to ask some questions about your local councillor. By local councillor I mean the elected representative for your area who sits on your local council.

For each of these, please think about your local councillor – not your local council.

IF MORE THAN ONE LOCAL COUNCILLOR, ASK RESPONDENT TO THINK ABOUT THE ONE THEY HAVE HAD THE MOST CONTACT WITH / INFORMATION FROM

LocCouKnow

NEW | **I have a good understanding of what my local councillor does for my local community.**

CORE SHOWCARD D
RESPONDENT SHOULD CONSIDER WHAT THEIR LOCAL COUNCILLOR DOES, NOT THE LOCAL COUNCIL

A	Strongly agree	1	GO TO LocCouSat
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q137)	Refused	-99	

LocCouSat

NEW | **My local councillor works closely with my local community.**

CORE SHOWCARD D
RESPONDENT'S OWN INTERPRETATION

A	Strongly agree	1	GO TO LocCouContact
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q138)	Refused	-99	

LocCouContact

NEW | **Have you contacted your local councillor in the past 12 months, for example with an enquiry, complaint or problem?**

Yes	1	[Module ends]
No	2	
Don't know (SPONTANEOUS ONLY)	-9	
(Q139) Refused	-99	

Future generations

ASK ALL

The next section is about what you expect Wales to be like in future.

ROTATE ORDER

FutGenHlth

NEW **In 25 years' time, do you think the lifestyles of people in Wales will be…**

READ OUT
REVERSE ORDER IN HALF OF CASES
SINGLE CODE

A	Healthier than today	1
B	Less healthy than today	2
C	No different	3
	Don't know (SPONTANEOUS ONLY)	-9
(Q140)	Refused	-99

FutGenLiv

NEW **In 25 years' time, do you think the standard of living in Wales will be…**

READ OUT
REVERSE ORDER IN HALF OF CASES
SINGLE CODE

A	Better than today	1
B	Worse than today	2
C	No different	3
	Don't know (SPONTANEOUS ONLY)	-9
(Q141)	Refused	-99

FutGenEq

NEW **In 25 years' time, do you think the gap between rich and poor in Wales will be…**

READ OUT
REVERSE ORDER IN HALF OF CASES
SINGLE CODE

A	Larger than today	1
B	Smaller than today	2
C	No different	3
	Don't know (SPONTANEOUS ONLY)	-9
(Q142)	Refused	-99

FutGenClim

In 25 years' time, do you think the effects of climate change in Wales will be
READ OUT
REVERSE ORDER IN HALF OF CASES
SINGLE CODE

IF RESPONDENT DOES NOT AGREE THAT CLIMATE CHANGE IS TAKING PLACE
THEN CODE AS NO DIFFERENT (2)
THE QUESTION IS ABOUT WHETHER THE EFFECTS WILL BE MORE OR LESS OF
A PROBLEM, NOT WHETHER CLIMATE CHANGE IS MAN MADE

A	More of a problem than today	1
B	Less of a problem than today	2
C	No different	3
	Don't know (SPONTANEOUS ONLY)	-9
(Q143)	Refused	-99

100

Internet

IntHhHave

NS 1214

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

SINGLE CODE

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

(Q211)

IF INTERNET ACCESS AT HOME
IntBB

NEW

At home, do you connect to the internet through a broadband connection like BT Broadband, Virgin or Sky?

THIS CAN BE WIRED OR WIRELESS - WE'RE ONLY INTERESTED IN HOW YOU CONNECT TO THE INTERNET, NOT YOUR INTERNET PROVIDER

SINGLE CODE

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

(Q212)

IF NOT BROADBAND (ASK IF 2 AT IntBB)
IntBBTyp

NEW   **How does your household connect to the Internet?**

MULTICODE

Mobile broadband (3G or 4G) through mobile phone or tablet	1	GO TO IntPersUseH
Mobile narrowband over 2G/GPRS	2	
A USB dongle	3	
Other (please specify)	4	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q213)

IntPersUseH

NS 1214a

Do you personally use the internet at home?

SINGLE CODE

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

(Q214)

IF INTERNET AT HOME (ASK IF 1 AT IntBB)
IntSpdSat

NEW **How satisfied or dissatisfied are you with the speed of your broadband internet connection at home?**

CORE SHOWCARD A
MULTICODE

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99
Question not applicable	-8

GO TO IntPersUseW

(Q217)

ASK ALL
IntPersUseW

NS 1214a **Do you use the internet at work?**

SINGLE CODE

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

(Q215)

IF INTERNET AT HOME OR WORK (IF 1 AT INTPERUSEH OR 1 AT INTPERSUSEW)
IntAssist

NEW **Do you sometimes need assistance to be able to use the internet? For example, to send and receive emails, search the internet or complete transactions online.**

SINGLE CODE

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

(Q218)

Appendix B: Round 2 Questionnaire

National Survey
2014-15 Cognitive Testing Questionnaire – Round 2

BACKGROUND

PLEASE COLLECT A FEW BACKGROUND DETAILS ABOUT THE RESPONDENT

GENDER		**AGE**	
Male	1	16-24	1
Female	2	25-29	2
		30-49	3
		50+	4

MARST
Are you…READ OUT

1. single, that is, never married
2. married and living with [husband/wife]
3. in a same-sex civil partnership and living with [husband/wife/civil partner]
4. separated from [husband/wife/civil partner]
5. divorced
6. or widowed?

ECONOMIC STATUS

Paid work or training	1
Away from job/waiting to take up job	2
Looking for work	3
Student	4
Looking after family/home	5
Long-term sick/ill	6
Retired	7
Something else	8

Can you...
WelSpk
NS 1214   Speak Welsh
    Yes   1   GO TO WelRead
    No   2
    Unsure, but has some Welsh speaking ability (SPONTANEOUS ONLY)   3
    Don't know (SPONTANEOUS ONLY)   -9
    Refused   -99

WelRead
NS 1214   Read Welsh
        Yes   1   GO TO WelWrite
        No   2
        Don't know (SPONTANEOUS ONLY)   -9
        Refused   -99

WelWrite
NS 1214   Write Welsh
        Yes   1   GO TO WelAbSpk
        No   2
        Don't know (SPONTANEOUS ONLY)   -9
        Refused   -99

AGE OF CHILDREN

Do your children fall into any of the following age categories?:

0-2   [   ]

3-7   [   ]

8-11   [   ]

12-15   [   ]

Ambulance services

I'd now like to ask you about emergency ambulance services in Wales. By this I mean emergency 999 calls only.

AmbContact

LiW 2007	**In the last 12 months, have you contacted the emergency ambulance service in Wales for yourself or someone else?**

SINGLE CODE

Yes	1	GO TO AmbFor
No	2	[Module ends]
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
(Q105)	Refused	-99

Please think about the most recent time you called for an emergency ambulance.

AmbFor

LiW 2007	**Who was the emergency ambulance for?**

MULTICODE

Yourself	1	GO TO AmbSatTime
Your child (IF HAVE DEPENDENT CHILD)	2	
Another family member	3	
Other	4	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO AmbOverSat
(Q106)	Refused	-99

AmbSatTime

LiW 2007	**Overall, how satisfied or dissatisfied were you with the time you had to wait for the emergency ambulance or other emergency medical help to arrive?**

CORE SHOWCARD B
SINGLE CODE

Very satisfied	1	GO TO AmbSatSkill IF 1, 2
Fairly satisfied	2	OR 3 AT AmbFor
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion	6	
Not applicable – ambulance was not required/not dispatched (SPONTANEOUS ONLY)	7	Module ends
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
(Q107)	Refused	-99

IF AMBULANCE FOR SELF OR FAMILY MEMBER (ASK IF 1, 2 OR 3 AT AmbFor) AND
AmbSatTime NOT 7
AmbSatSkill
NEW   **Did you have trust and confidence in the ambulance crew's professional skills?**

Yes, definitely	1	GO TO AmbHosp
Yes, to some extent	2	
No	3	
Person died at the scene (SPONTANEOUS ONLY)	4	GO TO AmbOverSat
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
(Q108) Refused	-99	

IF AMBULANCE FOR SELF OR FAMILY MEMBER (ASK IF 1, 2 OR 3 AT AmbFor) AND
AmbSatTime NOT 7 AND AmbSatSkill NOT 4
AmbHosp
NEW   **Following the visit from the ambulance, did [you/your child/your family member] go to hospital?**

     SINGLE CODE ONLY

Yes, straight away	1	GO TO AmbOverSat
Yes, later that day / another day	2	GO TO AmbXHospAgree
No	3	GO TO AmbXHospAgree
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO AmbOverSat
(Q109) Refused	-99	

IF NOT STRAIGHT AWAY (ASK IF 2 OR 3 AT AmbHosp) AND AmbSatTime NOT 7
AmbXHospAgree
NEW   **Did you agree with the decision not to go to hospital straight away?**

Yes	1	GO TO AmbXHospAdv
No	2	
Don't know/Not sure	3	
Not appropriate to ask	4	
(Q110) Refused	-99	

IF NOT STRAIGHT AWAY (ASK IF 2 OR 3 AT AmbHosp) AND AmbSatTime NOT 7 AND
AmbSatSkill NOT 4
AmbXHospAdv
NEW   **Did the ambulance crew advise you what to do if you needed further medical assistance?**

Yes	1	GO TO AmbOverSat
No	2	
No advice was wanted / needed	3	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
(Q111) Refused	-99	

ASK IF 1, 2 OR 3 AT AmbFor AND AmbSatTime NOT 7
AmbOverSat

LiW 2007 **[IF AmbSatSkill = 4: INTERVIEWER: PLEASE ONLY ASK THIS QUESTION IF FELT APPROPRIATE. IF NOT APPROPRIATE DO NOT ASK QUESTION AND SELECT CODE 4].**

Overall, how satisfied or dissatisfied were you with the service you received from the emergency ambulance service?

CORE SHOWCARD B

Very satisfied	1	[Module ends]
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion	6	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q112)

Armed forces

I am now going to ask you about the armed forces.

ASK ALL
AFResp

NEW **Are you currently serving in the UK Armed Forces or have you previously served in the UK Armed Forces? Please include both regular and reserve armed forces as listed on this card.**

SHOWCARD 1
MULTICODE

DO NOT INCLUDE CIVILIAN/CONTRACTOR STAFF

A	Current serving member of regular army	1
B	Current serving member of reserve army	2
C	Ex-serving member of regular army	3
D	Ex-serving member of reserve army	4
	None of these	5
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

(Q8)

ASK ALL
AFFamily

NEW **Are any of these members of your family currently serving in the UK armed forces, or any of them ex-serving members? Please tell us about living family members including both the regular and reserve armed forces as before.**

SHOWCARD 2
MULTICODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR STAFF

A	Spouse/ partner / civil partner	1
B	Mother	2
C	Father	3
D	Son/daughter (including step/foster)	4
E	More than one son or daughter	5
F	None of these	6
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

(Q8)

IF ONE FAMILY MEMBER (ASK IF ONE OF 1, 2, 3, 4 AT AFFamily)
AFCurrEx

NEW **Is this family member currently serving in the UK armed forces or is he/she a former serving member?**

SINGLE CODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR STAFF

Currently serving	1
Ex-serving	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

(Q8)

IF ONE FAMILY MEMBER (ASK IF ONE OF 1, 2, 3, 4 AT AFFamily)
AFRegRsv

NEW **And [is/was] this family member serving in the regular or reserve armed forces?**
USE SHOWCARD 1 TO ASSIST RESPONDENT IF NECESSARY

MULTICODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR STAFF

Regular	1
Reserve	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

(Q8)

IF TWO+ FAMILY MEMBERS(ASK IF TWO OR MORE OF 1, 2, 3, 4 OR CODE 5 5 AT AFFamily)
AFCurrEx2

NEW **Are any of these family members currently serving in the UK armed forces or are any of them former serving members?**

MULTICODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR ARMY STAFF

Currently serving	1
Ex-serving	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

(Q8)

IF TWO+ FAMILY MEMBERS (ASK IF TWO OR MORE OF 1, 2, 3, 4 OR CODE 5 AT AFFamily)
AFRegRsv2
NEW **And where do/where did they serve? In the regular or reserve armed forces?**
USE SHOWCARD 1 TO ASSIST RESPONDENT IF NECESSARY

MULTICODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR ARMY STAFF

Regular	1
Reserve	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

(Q8)

Use of health / social care services in Welsh

ONLY ASKED OF RESPONDENTS WHO SPEAK WELSH

The next couple of questions are about the use of Welsh language in local health and social care services. When answering these questions, please think about services such as GPs, NHS hospitals, social services, and all members of staff from doctors through to receptionists.

IF SPEAK WELSH (ASK IF 1 AT WelSpk)
HSSPrefWL
NEW **Would you prefer to communicate in English or Welsh with health and social care staff?**

English	1	GO TO HSSUsedWL
Welsh	2	GO TO HSSUsedWL
Don't know (SPONTANEOUS ONLY)	-9	[Module ends]
Refused	-99	

(Q122)

IF SPEAK WELSH (ASK IF 1 AT WelSpk)
HSSUsedWL
NEW **In the last 12 months, have you used Welsh to communicate with health or social care staff?**
INCLUDE WRITTEN OR VERBAL COMMUNICATION

Yes	1	GO TO NEXT SECTION
No	2	GO TO Q3
Don't know (SPONTANEOUS ONLY)	-9	[Module ends]
Refused	-99	

(Q123)

Entrepreneurship

Working as an employee (or temporarily away)	1	GO TO Q93
On a Government sponsored training scheme (or temporarily away)	2	GO TO PaidJob
Self employed or freelance (or temporarily away)	3	GO TO Q93
Working unpaid for your own family's business (or temporarily away)	4	GO TO LkingWk
Doing any other kind of paid work	5	GO TO Q93
Not working	6	GO TO LkingWk
Don't know (SPONTANEOUS ONLY)	-9	GO TO Q93
Refused	-99	GO TO Q101

NEW **Would you like to start your own business in the future?**

Yes	1	GO TO EntrLikely
No	2	[Module ends]
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Question not applicable	-8	

(Q181)

NEW **How likely is it that you will start your own business in the next five years?**
SHOWCARD 3
INCLUDE BUSINESSES THEY WOULD LIKE TO START UP JOINTLY WITH OTHERS

A	Very likely	1	[Module ends]
B	Fairly likely	2	
C	Not very likely	3	
D	Not at all likely	4	
	Don't know (SPONTANEOUS ONLY)		
	Refused	-99	

(Q182)

Childcare

PILOT: SELECT A CHILD IN THE AGE RANGE 0-14 – IDEALLY CHOOSE A CHILD WHO USES CHILDCARE SO THAT WE CAN FULLY TEST QUESTIONS

I'd now like to ask you about [child].

CCEver

NEW **Do you ever need to arrange for [CHILD] to be looked after on a regular basis, for example because you work or have other regular commitments?**
IF YES Who looks after [child]?

DO NOT INCLUDE CHILDCARE BY SPOUSE / PARTNER / OTHER PARENT / STEP PARENT

SHOWCARD 4
MULTICODE

A	Family or friends (paid childcare)	1	[Module ends]
B	Family or friends (unpaid childcare)	2	GO TO ChCarFR
C	Nursery / crèche	3	GO TO ChCarSatInc
D	Playgroup / pre-school	4	
E	After school club or school breakfast club	5	
F	Childminder	6	
G	Nanny or au pair	7	
H	Babysitter who comes to your house (not friend or family)	8	
I	Holiday clubs or schemes	9	
J	Any other type of formal childcare (that is, childcare not provided by family or friends)	10	
	(SPONTANEOUS) No-one looks after child	11	[Module ends]
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

IF USE FAMILY OR FRIENDS ON UNPAID BASIS (ASK IF 2 AT ChCarEver)
ChCarFR

NEW **On average, how many hours per week do family or friends look after [child], unpaid, while you are working or have other regular commitments?**

SHOWCARD 5
SINGLE CODE

A	At least 30 hours a week	1
B	At least 10 but less than 30 hours a week	2
C	At least 1 but less than 10 hours a week	3
D	Less than one hour a week	4
	Never (SPONTANEOUS ONLY)	
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

(Q47)

ALL WHO USE FORMAL CHILDCARE (ASK IF 3, 4, 5, 6, 7, 8, 9 OR 10 AT ChCarEver)
I'm now going to ask some questions about childcare for [child's name] provided by people other than family and friends, like childminders, nursery or after-school or holiday club.

Please think about all kinds of formal childcare you use for [child], that is not childcare by family or friends. How easy or difficult do you find it…

CCSatInc

SHS 0304a   **…. to afford childcare for [name]?**

CORE SHOWCARD A
SINGLE CODE

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4	GO TO ChCarSatHours
	Not applicable	
	Don't know (SPONTANEOUS ONLY)	-9
(Q49)	Refused	-99

CCSatHours

SHS 0304a   **…. to get childcare for [name] that fits in with your working hours?**

CORE SHOWCARD A
SINGLE CODE

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4	GO TO ChCarSatHol
	Not applicable	
	Don't know (SPONTANEOUS ONLY)	-9
(Q50)	Refused	-99

CCSatHol

SHS 0304a   **…. to get childcare for [name] during school holidays?**

CORE SHOWCARD A
SINGLE CODE

A	Very easy	1
B	Fairly easy	2
C	Fairly difficult	3
D	Very difficult	4	GO TO ChCarSatAftSch
	Question not applicable	-8
	Don't know (SPONTANEOUS ONLY)	-9
(Q52)	Refused	-99

ASK IF CHILD IS OF SCHOOL AGE
ChCarSatAftSch

SHS 0304a **… to get childcare for [name] after school?**

IF NECESSARY: Please think about the period after they finish school and before you or another parent/ guardian is available to look after them.

CORE SHOWCARD A
SINGLE CODE

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

CCSatWL

SHS 0304a **Still thinking about formal childcare, not family or friends. Can you get Welsh language childcare for [name]?**

IF DO NOT CURRENTLY USE WELSH LANGUAGE CHILDCARE: If you did want to access Welsh language childcare, do you think you would be able to?

SINGLE CODE

	Yes	1	
	No	2	GO TO ChCarSatQual
	Don't know (SPONTANEOUS ONLY)	-9	
(Q51)	Refused	-99	

CCSatQual

SHS 0304a **Again still thinking about formal childcare, not family or friends. Overall, how satisfied or dissatisfied are you with the quality of the childcare you use for [name]?**

CORE SHOWCARD B
SINGLE CODE

A	Very satisfied	1	[Module ends]
B	Fairly satisfied	2	
C	Neither satisfied nor dissatisfied	3	
D	Fairly dissatisfied	4	
E	Very dissatisfied	5	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q54)	Refused	-99	

Play

PILOT: SELECT A CHILD IN THE AGE RANGE 1-10

IF CHILD AGED 1-10
PlayOppU11

NEW **Please think about outdoor and indoor places for [name] to play in the local area. Overall, how satisfied or dissatisfied are you with these places to play?**

CORE SHOWCARD B

SINGLE CODE
LOCAL AREA IS RESPONDENT'S INTERPRETATION

A	Very satisfied	1	GO TO PlayOppBar
B	Fairly satisfied	2	
C	Neither satisfied nor dissatisfied	3	
D	Fairly dissatisfied	4	
E	Very dissatisfied	5	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q55)	Refused	-99	

PILOT: SELECT A CHILD IN THE AGE RANGE 11-15

IF CHILD AGED 11-15
PlayOppO11

NEW **Please think about the places where [X] can meet and gather with friends in the local area. Overall, how satisfied or dissatisfied are you with these places to meet and gather?**

CORE SHOWCARD B

SINGLE CODE
LOCAL AREA IS RESPONDENT'S INTERPRETATION

A	Very satisfied	1	GO TO PlayOppBar
B	Fairly satisfied	2	
C	Neither satisfied nor dissatisfied	3	
D	Fairly dissatisfied	4	
E	Very dissatisfied	5	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q56)	Refused	-99	

IF DISSSATISFIED AT EITHER OF ABOVE QUESTIONS (ASK IF 4 OR 5 AT PlayOppO11 OR PlayOppU11), SAME CHILD SELECTED ABOVE

PlayOppBar

NEW **Why are you dissatisfied?**

SHOWCARD 6

MULTICODE

A	A lack of suitable outdoor public places	1	[Module ends]
B	A lack of suitable indoor public places	2	
C	A lack of suitable clubs / activities	3	
D	Your own concerns about traffic	4	
E	Your own concerns about strangers	5	
F	Negative views from neighbours or other adults	6	
G	Lack of suitable transport	7	
H	Cost	8	
	Other (specify)		
	Child is too young (NOT SHOWCARD)	9	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q57)	Refused	-99	

Literacy and numeracy – parental support for child

ONLY ASK FOR PEOPLE WHO CAN READ AND/ OR WRITE IN WELSH.

PILOT: SELECT A CHILD IN THE AGE RANGE 3-7
IF ONLY HAVE CHILD AGED 8-11 GO TO E-SAFETY

ASK IF CHILD AGED 3-7.

I'd like to ask you about literacy and numeracy in relation to your [child/children].

IF ONLY ONE CHILD: **Thinking about [name], how often do you…**

ASK IF 1 AT WelRead
ParSupWRead

NEW **How confident do you feel in your own Welsh reading ability to help [child] with his/her reading in Welsh? You can just read out the letter that applies.**

CORE SHOWCARD C
SINGLE CODE

A	Very confident	1	GO TO ParSupWWrite
B	Fairly confident	2	
C	Not very confident	3	
D	Not at all confident	4	
	My child doesn't read in Welsh yet (SPONTANEOUS)	5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
(Q75)	Refused	-99	

Only if they say they can write in Welsh

ASK IF 1 AT WelWrite
ParSupWWrite

NEW **How confident do you feel in your own Welsh writing ability to help [child] with his/her writing in Welsh? You can just read out the letter that applies.**

CORE SHOWCARD C
SINGLE CODE

A	Very confident	1	GO TO ParSupMaths
B	Fairly confident	2	
C	Not very confident	3	
D	Not at all confident	4	
	My child doesn't write in Welsh yet (SPONTANEOUS ONLY)	5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
(Q76)	Refused	-99	

e-Safety

PILOT: SELECT A CHILD IN THE AGE RANGE 7-15

IF ONLY ONE CHILD THEN: **I'd now like to ask you about [name].**

IntU16 Acc   **Which of these devices, if any, does [name] use to access the internet when he/she is at home?**

SHOWCARD 7
MULTICODE

A	Desktop computer	1	GO TO IntU16Act
B	Laptop	2	
C	Mobile phone or smartphone	3	
D	Tablet or handheld computer (e.g. iPad)	4	
E	Games console	5	
F	Digital TV	6	
	Doesn't access the internet at home (SPONTANEOUS ONLY)	7	GO TO IntU16Acc2
	Other (SPECIFY)	8	GO TO IntU16Act
	Don't know (SPONTANEOUS ONLY)	-9	GO TO IntU16Acc2
	Refused	-99	

[Module ends]

IF NOT 1 OR 2 AT INTU16ACC

IntU16 Acc2   When (name) is not in school, does [name] access the internet in any of the following places?

SHOWCARD 8
MULTICODE

A	At another person's home	1	
B	A public building (e.g. library, community centre, post office)	2	
C	An internet café of shop	3	
D	Somewhere else	4	
	Does not access the internet anywhere	5	(ROUTE OUT OF MODULE)

IntU16 Acc3 When [name] accesses the internet at [LOCATION], what device does he/she use?

SHOWCARD 7
MULTICODE

A	Desktop computer	1
B	Laptop	2
C	Mobile phone or smartphone	3
D	Tablet or handheld computer (e.g. iPad)	4
E	Games console	5
F	Digital TV	6
	Other (SPECIFY)	8
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

ALL CHILDREN AGED 11-16 WITH ANY INTERNET ACCESS AT HOME OR ELSEWHERE
IntU16Act

NEW **Does [name] use the internet for any of the activities shown on this card?**
HWB IS A VIRTUAL LEARNING PLATFORM DESIGNED TO SUPPORT LEARNING
ACTIVITY FROM HOME OUTSIDE SCHOOL HOURS.

SHOWCARD 9
MULTICODE

A	Social networking (e.g. Facebook or Twitter)	1	GO TO
B	Online gaming	2	IntU16FilKnow
C	Hwb school learning platform	3	
D	Other school learning platform (e.g. Moodle, iLearn Wales)	4	
E	Finding information related to their schoolwork	5	
	None of these	6	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

IntU16Fil

NEW **And does your household use parental control filters, such as 'Net Nanny' or other filters provided by your Internet Service Provider, to prevent children from accessing certain websites?**
IF NO: have you heard of this before?

	No, never heard of them	1	GO TO
	No, heard about them but do not use them	2	IntU16KnowSafe
	Yes	3	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q229)	Refused	-99	

To what extent do you agree or disagree with each of the following statements about your child's safety online?

IntU16Safe

NEW **[name] knows how to stay safe when using the internet.**

CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1	GO TO IntU16Sch
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Not applicable – child is too young to need to know about this (SPONTANEOUS ONLY)	6	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
(Q231)	Refused	-99	

IntU16Sch

NEW **Do [name]'s teachers talk to him/her about using the internet safely? Would you say this happens…**

CORE SHOWCARD 10
SINGLE CODE

A	Often	1	GO TO IntU16Talk
B	Sometimes	2	
C	Rarely	3	
D	Never	4	
		5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
(Q232)	Refused	-99	

IntU16T

NEW **Have you ever told [name]…**

READ OUT

SINGLE CODE

		Yes	No	GO TO
A	Not to visit some websites	1	1	IntU16Adv
B	Not to give out personal information	2	2	
C	Not to meet someone in person they have only met online	3	3	
D	To only use the internet while you or another adult are in the same room	4	4	
E	Not to talk to strangers online	5	5	

IntU16Adv

NEW **If you wanted to get advice or information about internet safety for [name] where would you go?**

DO NOT PROMPT
MULTICODE

Child Exploitation and Online protection (CEOP)	1	[Module ends]
"Thinkuknow" website	2	
Other parents / friends	3	
My child / children	4	
Children's school	5	
School Police Liaison officer	6	
Information leaflets	7	
Other online resources/internet searching	8	
Other (SPECIFY)	9	
Not applicable – do not require advice or information on this	10	
Don't know/No opinion (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q234)

Local health services

The next set of questions is about local health services. By local health services, I mean services such as GPs and NHS hospitals in your area. Please only think about the NHS when answering these questions and not private health services.

ASK ALL
Please tell me to what extent you agree or disagree with each of the following statements about your local health services.
READ OUT STATEMENTS

NhsInfo

NEW **My local health services provide me with information about how to lead a healthy life.**

CORE SHOWCARD D
SINGLE CODE

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

(Q88)

NhsChoices

I have the right information to decide which health service to use when ill or injured.

CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1	[Module ends]
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know/No opinon (SPONTANEOUS ONLY)	-9	
(Q89)	Refused	-99	

Eye care

This next set of questions is about your eyes.

EyeTestFreq

HSE 2013 **Roughly how often do you have your eyes tested?**

SHOWCARD 11
SINGLE CODE

A	Every 6 months	1	GO TO EyeHealth
B	Once a year	2	
C	Once every two years	3	
D	Less than every two years	4	GO TO
E	Never	5	EyeTestXReas
	Only when a problem with sight / eyes (SPONTANEOUS ONLY)	6	
	Don't know (SPONTANEOUS ONLY)	-9	GO TO EyeHealth
	Refused	-99	
(Q117)	Question not applicable	-8	

IF EYES TESTED LESS THAN EVERY TWO YEARS/NEVER/ONLY WHEN PROBLEM
(ASK IF 4, 5 or 6 AT EyeTestFreq)
EyeTestXReas

AgeC 2010   **Why haven't you had your eyes tested more frequently?**

MULTICODE
INTERVIEWER CODE, NO SHOWCARD, DO NOT PROMPT

Haven't had eye problems	1	GO TO EyeHealth
Haven't thought about it / haven't had a reminder	2	
Too busy	3	
Hard to get an appointment	4	
Transport issues / can't get to somewhere to have eyes tested	5	
Eye tests are too expensive	6	
Glasses / contact lenses are too expensive	7	
Don't want to wear glasses / contact lenses	8	
Know sight is getting worse but too late to address	9	
Don't like eye tests	10	
Other (please specify)	14	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Question not applicable	-8	

(Q118)

ASK ALL
EyeHealth

AgeC 2010   **What do you think people can do to keep their eyes healthy?**

MULTICODE
INTERVIEWER CODE, NO SHOWCARD, DO NOT PROMPT

Not read in dim light	1	GO TO EyeHelp
Not smoking	2	
Not sitting close to the television	3	
Exercising daily	4	
Have a regular eye test	5	
Wear the right prescription glasses / contact lenses	6	
Eat a well-balanced diet	7	
Wearing sunglasses	8	
Wearing eye protection	9	
Not drinking alcohol	10	
Take regular breaks away from a computer screen	11	
Other (SPECIFY)	12	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Question not applicable	-8	

(Q119)

EyeHelp

AgeC 2010a **If you had pain or redness in your eye, who do you think you would contact for help?**

MULTICODE

INTERVIEWER CODE, NO SHOWCARD, DO NOT PROMPT

GP	1	GO TO EyeInfo
Pharmacist	2	
Optometrist / optician	3	
Hospital	4	
NHS Direct, including by telephone or internet	5	
Internet search, excluding NHS Direct	6	
Friends, family/ colleagues	7	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Question not applicable	-8	

(Q120)

EyeInfo

NEW **During the past 12 months, have you seen, heard or been given any information about eye health or eye disease?**

Yes	1	[Module ends]
No	2	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q121)

Arts/museums/heritage

ASK ALL
ArtsVisit

| SHSa / TPa | **In the last 12 months have you been to any of these events in Wales?** |

SHOWCARD 12
SINGLE CODE
DO NOT INCLUDE PAID OR VOLUNTARY WORK, SCHOOL, OR ACADEMIC
ACTIVITIES.

Yes	1	GO TO ArtsSat
No	2	GO TO ArtsXVisit
Don't know (SPONTANEOUS ONLY)	-9	GO TO HeritVisit

SHOWCARD 12

Play / drama / pantomime / musical / comedy event
Opera / classical music performance / other live music event
Film at an arts centre
Carnival / street arts / arts festival (e.g. music, dance, Eisteddfod)
Exhibition or collection of art, craft, photography or sculpture
Event including video art or electronic art
Event connected with books or writing
Circus (not involving animals)
Dance performance
Other arts/music/cultural event

IF BEEN TO AN EVENT (ASK IF 1 AT ArtsVisit)
ArtsSat

| SHSa / TPa | **Please think about the last time you went to an event of this type in Wales. Overall, how satisfied or dissatisfied were you?** |

CORE SHOWCARD B

A	Very satisfied	1	GO TO HeritVisit
B	Fairly satisfied	2	
C	Neither satisfied nor dissatisfied	3	
D	Fairly dissatisfied	4	
E	Very dissatisfied	5	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q32)	Refused	-99	

127

IF HAVEN'T BEEN TO AN EVENT (ASK IF 2 AT ArtsVisit)
ArtsXVisit

SHS 2008 **Are there any particular reasons why you didn't visit an event of this type in Wales in the last 12 months?**

NO SHOWCARD
MULTICODE

A	It costs too much	1	GO TO HeritVisit
B	I don't know enough about it	2	
C	Never occurred to me	3	
D	Not really interested	4	
E	I don't have anyone to go with	5	
F	I wouldn't enjoy it	6	
G	Not enough facilities close to where I live	7	
H	Health isn't good enough	8	
I	I might feel uncomfortable or out of place	9	
J	Lack of transport / I can't easily get to it	10	
K	Poor access to venues (e.g. no disabled ramps)	11	
L	Not enough information on what is available	12	
M	Didn't enjoy it last time	13	
N	It's difficult to find the time	14	
O	I would feel unsafe going to/from the activity/event	15	
P	I would feel unsafe at the activity/event	16	
Q	Other, specify	17	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q35)	Refused	-99	

ASK ALL
HeritVisit

SHSa / TPa **In the last 12 months have you visited any of these places in Wales?**

SHOWCARD 13
SINGLE CODE
INCLUDE VISITING HISTORIC SITE FOR OTHER PURPOSES E.G. CONCERT / THEATRE
DO NOT INCLUDE VISITING HISTORIC SITE TO ONLY USE SHOP OR CAFÉ

DO NOT INCLUDE PAID OR VOLUNTARY WORK, SCHOOL, OR ACADEMIC ACTIVITIES.

	Yes	1	GO TO HeritSat
	No	2	GO TO HeritXVisit
	Don't know (SPONTANEOUS ONLY)	-9	GO TO MusVisit
(Q31)	Refused	-99	

SHOWCARD 13
A historic park or garden open to the public
A historic place of worship attended as a visitor (not to worship)
A monument such as a castle, fort or ruin
A site of archaeological interest (i.e. Roman villa, ancient burial site)
Other historic/heritage site

IF VISITED HISTORIC PLACE ASK IF 1 AT HeritVisit
HeritSat

SHSa / TPa

Please think about the last time you visited an historic place in Wales. Overall, how satisfied or dissatisfied were you with the visit?
CORE SHOWCARD B

A	Very satisfied	1	GO TO MusVisit
B	Fairly satisfied	2	
C	Neither satisfied nor dissatisfied	3	
D	Fairly dissatisfied	4	
E	Very dissatisfied	5	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q32)	Refused	-99	

IF HAVE NOT VISITED HISTORIC EVENT (ASK IF 2 AT HeritVisit)
HeritXVisit

SHS 2008

Are there any particular reasons why you didn't visit an historic place in Wales in the last 12 months?
NO SHOWCARD
MULTICODE

A	It costs too much	1	GO TO MusVisit
B	I don't know enough about it	2	
C	Never occurred to me	3	
D	Not really interested	4	
E	I don't have anyone to go with	5	
F	I wouldn't enjoy it	6	
G	Not enough facilities close to where I live	7	
H	Health isn't good enough	8	
I	I might feel uncomfortable or out of place	9	
J	Lack of transport/ I can't easily get to it	10	
K	Poor access to venues (e.g. no disabled ramps)	11	
L	Not enough information on what is available	12	
M	Didn't enjoy it last time	13	
N	It's difficult to find the time	14	
O	I would feel unsafe going to/from the activity/event	15	
P	I would feel unsafe at the activity/event	16	
Q	Other, specify	17	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q35)	Refused	-99	

ASK ALL
MusVisit

SHSa / TPa	**In the last 12 months have you done any of these things in Wales?**

SHOWCARD 14
SINGLE CODE
INCLUDE VISITING MUSEUMS FOR OTHER PURPOSES E.G. ART EXHIBITION, SHOP / CAFÉ
DO NOT INCLUDE PAID OR VOLUNTARY WORK, OR SCHOOL ACTIVITIES.

Yes	1	GO TO MusSat
No	2	GO TO MusXVisit
Don't know (SPONTANEOUS ONLY)	-9	[Module ends]
Refused	-99	

(Q31)

SHOWCARD 14
Visited a museum
Used a museum café or shop
Heard a talk given by a museum curator
Attended an event or workshop in a museum
Made an enquiry to a museum about a subject or item of interest
Used a museum for research purposes

IF VISITED MUSEUM (ASK IF 1 AT MusVisit)
MusSat

SHSa / TPa	**Please think about the last time you did this. Overall, how satisfied or dissatisfied were you?**

CORE SHOWCARD B

A	Very satisfied	1	[Module ends]
B	Fairly satisfied	2	
C	Neither satisfied nor dissatisfied	3	
D	Fairly dissatisfied	4	
E	Very dissatisfied	5	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	

(Q32)

IF HAVE NOT VISITED MUSEUM (ASK IF 2 AT MusVisit)
MusXVisit

SHS 2008   **Are there any particular reasons why you didn't visit a museum in Wales in the last 12 months?**

NO SHOWCARD
MULTICODE

A	It costs too much	1	[Module ends]
B	I don't know enough about it	2	
C	Never occurred to me	3	
D	Not really interested	4	
E	I don't have anyone to go with	5	
F	I wouldn't enjoy it	6	
G	Not enough facilities close to where I live	7	
H	Health isn't good enough	8	
I	I might feel uncomfortable or out of place	9	
J	Lack of transport/ I can't easily get to it	10	
K	Poor access to venues (e.g. no disabled ramps)	11	
L	Not enough information on what is available	12	
M	Didn't enjoy it last time	13	
N	It's difficult to find the time	14	
O	I would feel unsafe going to/from the activity/event	15	
P	I would feel unsafe at the activity/event	16	
Q	Other, specify	17	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q35)	Refused	-99	

Companion animals

HhPetHave

NS 0910	**Does anyone in your household own any pets?**

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

(Q36)

HhPetTyp

NS 0910	**Which pets does your household own?**

NO SHOWCARD
RECORD HOW MANY OF EACH

A		Cat	1	GO TO HhPetFrom_Cat
B		Dog	2	GO TO HhPetFrom_Dog
C		Bird	3	GO TO HhPetFrom_Bird
D		Rabbit	4	GO TO HhPetFrom_Rabbit
E	Other small furry animal (such as guinea pig, hamster, rat, ferret)		5	GO TO HhPetFrom_Furry
F		Goldfish / fish	6	GO TO HhPetFrom_Fish
G	Reptile (such as snake, lizard, tortoise, turtle)		7	GO TO HhPetFrom_Reptile
	Horse / pony (NOT SHOWCARD)		8	GO TO HhPetFrom_Horse
	Primate (NOT SHOWCARD)		9	GO TO HhPetFrom_Primate
	Other (WRITE IN)		10	
	Don't know (SPONTANEOUS ONLY)		-9	
	Refused		-99	

(Q37)

HhPet5Yr

NEW	**Thinking about the [PET] that you own. Did you get this pet in the last five years?**

IF MORE THAN ONE OF THIS PET TYPE, ASK ABOUT MOST RECENTLY OBTAINED

	Pet 1	Pet 2	Pet 3	
Yes	1	1	1	GO TO HhPetFrom
No	2	2	2	
Don't know (SPONTANEOUS ONLY)	-9	-9	-9	
Refused	-99	-99	-99	

ASK FOR EACH TYPE OF PET OWNED (FROM HhPetTyp)
HPFrom

NEW | **Where did you get this [type of pet] from?**

IF MORE THAN ONE OF THIS PET TYPE, ASK ABOUT MOST RECENTLY OBTAINED
NO SHOWCARD

		Pet 1	Pet 2	Pet 3	
A	Friends, family or neighbours	1	1	1	GO TO
B	Born at home	2	2	2	HhPetIns_Cat /
C	Pet shops	3	3	3	Dog / Horse
D	Advert in other shop (e.g. newsagent)	4	4	4	
E	Online shop	5	5	5	
F	Rescue centre / RSPCA / other charity	6	6	6	
G	It was a stray animal	7	7	7	
	Other (WRITE IN)	8	8	8	
	Don't know (SPONTANEOUS ONLY)	-9	-9	-9	
(Q38)	Refused	-99	-99	-99	

ASK IF HAVE DOG, CAT OR HORSE (1, 2 OR 8 AT HhPetTyp)
HhPetIns

NEW | **Is this [type of pet] insured?**
IF MORE THAN ONE OF THIS PET TYPE, ASK ABOUT MOST RECENTLY OBTAINED

	Dog	Cat	Horse	
Yes	1	1	1	AFTER
No	2	2	2	HhPetIns_Dog GO
Don't know (SPONTANEOUS ONLY)	-9	-9	-9	TO HhPetDogMC
(Q39) Refused	-99	-99	-99	BEFORE MOVING TO NEXT PET

ASK IF HAVE DOG (2 AT HhPetTyp)
HhPetDogMC

NEW | **Is this dog microchipped?**
IF MORE THAN ONE OF DOG, ASK ABOUT MOST RECENTLY OBTAINED

Yes	1	[Module ends]
No	2	
Don't know (SPONTANEOUS ONLY)	-9	
(Q40) Refused	-99	

Democracy and understanding of local councils

ASK ALL
I am going to ask some questions about your local councillor. By local councillor I mean the elected representative for your area who sits on your local council.

For each of these, please think about your local councillor – not your local council.

IF MORE THAN ONE LOCAL COUNCILLOR, ASK RESPONDENT TO THINK ABOUT THE ONE THEY HAVE HAD THE MOST CONTACT WITH / INFORMATION FROM

To what extent do you agree or disagree with the following statements.

ASK ALL
LocCouKnow

NEW   **I have a good understanding of what my local councillor does for my local community.**

CORE SHOWCARD D
RESPONDENT SHOULD CONSIDER WHAT THEIR LOCAL COUNCILLOR DOES, NOT THE LOCAL COUNCIL

A	Strongly agree	1	GO TO LocCouSat
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know	-9	
(Q137)	Refused	-99	

ASK ALL
LocCouSat

NEW   **My local councillor works closely with my local community.**

IF DO NOT KNOW WHO LOCAL COUNCILLOR IS: Some people may have a view on the work carried out by their local councillor, even without knowing who they are.

CORE SHOWCARD D
RESPONDENT'S OWN INTERPRETATION

A	Strongly agree	1	GO TO LocCouContact
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q138)	Refused	-99	

ASK ALL
LocCouContact

NEW   **Have you contacted your local councillor in the past 12 months, for example with an enquiry, complaint or problem?**

Yes	1	[Module ends]
No	2	
Don't know (SPONTANEOUS ONLY)	-9	
(Q139)	Refused	-99	

ASK OF ALL NON-PARENTS OF UNDER 16s
PlayOppNonParent

NEW **Thinking about your local area, how satisfied or dissatisfied are you with the places and spaces available for children to play or meet up?**

CORE SHOWCARD B
SINGLE CODE

A	Very satisfied	1	[Module ends]
B	Fairly satisfied	2	
C	Neither satisfied nor dissatisfied	3	
D	Fairly dissatisfied	4	
E	Very dissatisfied	5	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q58)	Refused	-99	

135

Appendix C: Round 1 Probe Guide

How easy or difficult did you find it to answer this question? Why? Was there anything particularly confusing?
OVERALL ISSUES: did the section flow OK? Were there any obvious problems? Any questions that were particularly problematic? Did the showcards help? Were there any terms on the showcard that were not needed, or any missing terms?

Childcare

ChCarEver	What do respondents include under 'regular commitments'
	What do respondents consider to constitute 'a regular basis'?
	How do respondents understand the concept of 'need'? Do respondents still answer 'yes' if they have a need for childcare, but are unable to actually arrange any?
	How easily can respondents distinguish between paid and unpaid childcare provided by family and friends? Ask them to describe any informal unpaid arrangements they have. Do people understand the term "formal childcare" correctly?
	Check whether people are including more ad hoc childcare such as babysitting etc.
	Where they have more than one child, do people have any difficulty answering in relation to one particular child?
ChCarFR	How easy is it for respondents to estimate the amount of time? Does the respondent find it easy to answer in 'hours' or did they need to convert the scale from '2 full days and one morning etc' to hours?
	Does anyone answer 'Never' here? If so, why? Was the preceding question unclear?
	In the question we ask about 'family or friends'. Does the reference to two different groups cause any problems for respondents?
	If respondents use a mixture of paid and unpaid care, does this make the question more difficult to answer? Are they able to separate?
	What kinds of things do people say in relation to older (e.g. secondary school aged) children? Where they have more than one child, do people have any

	difficulty answering in relation to one particular child?
General – for next few questions	Are people able to separate out "formal childcare" from other informal childcare they might use? E.g. if they mainly use family/friends but occasionally use holiday clubs, are they thinking about the right childcare?
ChCarSatInc	How easy is it for respondents to make a judgement of affordability? How easily can respondents answer if they have more than one child?
ChCarSatHours	If respondent is not responsible for arranging childcare/ picking up child, how do they answer the question? If 'easy', is this because childcare does not need to fit in with their working hours? Does the term "working hours" fit ok where the respondent has other kinds of regular commitment (e.g. study)?
ChCarSatWl	Do respondents understand the term 'Welsh medium childcare'? Question asks whether they are able to access Welsh medium childcare, not whether they want to – is this clear? If respondent says 'no' - ask if this is because they don't want 'Welsh medium childcare', or because they have tried to get it, but can't get it/ or it's difficult to access?
ChCarSatAftSch	What do respondents understand by the phrase 'after school'? What timescale do they include?
ChCarSatQual	If respondent uses more than one source of childcare, how easy is it to give an answer? Do they generalise (i.e. think of all sources) or answer in relation to one source (e.g. the most frequently used)? What factors do they think about when they think about 'quality'? (friendly carers, clean premises, nice toys/equipment, flexible hours, happy/safe child, education they provide, carer-child ratio? Etc)

Literacy and Numeracy

General	Is there any evidence of social desirability? Do the questions appear to cause any discomfort for respondents? Do they personally provide the help? Or do they answer thinking about themselves and the other parent or grandparents? Do respondents query what constitutes 'help'?

	Do questions work across all ages: are any phrases patronising, or do they assume a level of ability which child does not have? Are people happy to say "my child doesn't know about this yet" codes. Do respondents find it difficult to answer on a 'regularity' scale? – do they say "sometimes everyday, but not at all last week"…etc
ParSupERead/ ParSupEWrite	These questions are potentially sensitive for respondents who may lack basic literacy skills. Is there any evidence of discomfort/ embarrassment? How well does the separation of English reading and writing work? How well does the separation of Welsh reading and writing work? Is there a possibility that some respondents who are extremely competent in reading and writing, might still only say 'fairly confident' as not to seem too 'boastful'? - can we ask everyone 'why did they answer in this way?'

e-Safety

IntU16Acc	Are all of the responses clear? Are there any options that respondents are not clear about/ familiar with?
IntU16Acc2	Question wording assumes that child accesses the internet in school <u>and</u> outside school, whilst neither of these may be the case. Does this cause any confusion for respondents? The locations will be unprompted. What kind of answers do respondents give? Do these fit easily into the pre-coded responses?
IntU16Act	Do respondents understand 'school learning platform (HWB)'? Are there any other activities that are commonly mentioned spontaneously? Did they make the distinction between completing their homework on-line and finding information related to their homework?
IntU16FilKnow	Do people understand the terms "parental control filters" and "Internet Service Provider"? What do they understand by "certain websites"?
IntU16KnowSafe	Explore how respondents interpret the question. Do they think

	only about whether their child has information about staying safe, or consider whether or not they act on that information? What does "staying safe" mean to parents? Do they think only about whether the child knows in theory how to use it safely, or also think about whether they actually do use it safely?
IntU16Sch	Do people find it possible to give an answer on this? If not, why not? What do they consider 'regular' to be?
IntU16Adv	Do respondents only include sources that they <u>have used</u>? Generally check for code frame fit.
IntU16Talk	Does this question fit with how people talk to their children about it, or do they just tend to say this sort of thing as a one-off? I.e. does this question work with a 'regularity' answer scale. [Not sure exactly what the best probe question is!]

Recycling

UaRecycQual	How do respondents answer if they do not have any experience of recycling collection? Does their level of satisfaction reflect the extent to which they are interested in recycling? What factors are people taking into account here? What do people understand by the term "recycling collection service"? Do they think about their non-recyclable waste collection when answering this question?
UaRecycComm	What do respondents expect the council to keep them 'informed' about with regards to the recycling collection service? What does keeping them informed mean? is information on the website ok? Or do they want a letter to the door? etc How is DK used at this question? How is it distinct from 'Disagree'?
RecycSold/RecycSold2	Is there any confusion around the term 'secondhand'? Do respondents include items that they bought specifically to sell? If someone sells SH goods on ebay or similar, probe for what they would have done otherwise, i.e. would they have thrown away? Do people understand the clause "rather than throwing it away" correctly? Is there any confusion between codes A and E?

	Introduction refers to 'reusing or repairing', but the question is more concerned with selling or giving things away. Does this cause any confusion? Do people feel comfortable answering for themselves rather than the household as a whole? Did the respondent genuinely consider the last 12 months only? Did the respondent do this? Or did they say yes because their partner or someone else in their household did this? Does the distinction between business and personal selling work OK? What sort of items do people think of? Do people correctly think about things that would have otherwise been thrown away? Do people correctly not just think about things they acquired secondhand themselves, but also things that were new when they got them? Have people heard of the options at E? [Last answer option should maybe be "Sold or given away any items secondhand in another way" / "Bought or received any items secondhand in another way" - for consistency and to be slightly shorter?]
RecycHHCloth/ RecycHHFurn	What did respondents consider as repair or alteration of clothes? What did respondents consider as repair or alteration of any household item? Do respondents include any repairs carried out for people outside the household? Do people understand the clause "rather than throwing it away" correctly?How do respondents interpret 'carried out or arranged for'? Are there any cases where respondents say 'No' because they didn't carry out the repair themselves? Minor points and may not cover people who do this – but do people correctly exclude instances where doing this as a business and do people include refurbishing items? Pick up examples here and check what they would have done if they had been unable to get item repaired.

Personal care

IndCarPlanHave/Hlp	Intro: How easy or difficult did you find it to understand the introduction I read out? (Explore if any words / sentences too long, whether terms like "health

	professional" were understood).
	If people believe they have a personal care plan (or not), ask them to describe what they think this is? How is it recorded? Written? Verbal?
	Are people in this situation familiar with the term "personal care plan"? What alternative terms do they use?
	Explore answer for any respondents who say 'disagree'. Are they dissatisfied with their personal care plan, or do they feel it isn't needed?
	Do people understand what we mean by "wellbeing"?

Ambulance Services

General	Does the intro help people to exclude non-emergency calls (do they pick up that these are excluded)?
	Do respondents have any difficulty limiting their answers to thinking about the ambulance crew? Is there any indication that they are also thinking about other medical personnel (e.g. GP, A&E doctor)?
	Explore whether people felt comfortable giving assessments where the ambulance was not for them (either for a stranger (AmbSatTime), or for a family member (AmbSatSkill onwards)
AmbContact	Check that this includes only 999 calls and not emergency GP call outs.
	(AmbContact – what about cases where an ambulance was called but not dispatched, e.g. because the operator did not think it was necessary or the person changed their mind about the need)
	Do respondents have any difficulties with the 12 month timescale? Any evidence of telescoping?
AmbFor	Do respondents have any difficulty recalling the most recent time?
AmbSatSkill	Are there any issues with referring to 'trust and confidence' in the question? Do respondent interpret these as being the same thing, or do they make a distinction?
	Do respondents have any difficulty generalising if, for example, they had different levels of confidence in different members of the ambulance crew?
	Do people genuinely know if staff were professional etc.?
	[Not sure if this is a cog testing issue but would AmbSatSkill sit

	better later on?]
Ambhosp	What do people count as a "later occasion". Are people mentioning visits to hospital that are related to the call-out?
AmbXHospAdv	What kinds of advice were they given? Is question wording appropriate here? AmbHosp, AmbXHospAgree, AmbXHospAdv – do these questions and answer options work OK and as intended, i.e. to explore in cases where it was decided not to go to hospital whether the respondent was content with the decision and whether they felt the ambulance staff gave adequate support.

Armed forces

Intro	Check that intro is ok – don't want people to think we are about to ask opinions of armed forces etc.
AFResp	Probe for general understanding of regular/reserve. Does the showcard help? Are there any issues in distinguishing between 'current serving' and 'ex-serving' (e.g. if on leave)? Is it clear what "serving" means i.e. that should not be including civilian/contractor staff.
AFFamily	How clearly do respondents know whether their family member would fall under 'civilian/ contractor staff'? Check: If code 4 selected (son/daughter) – is this only one? (i.e. make sure they have acknowledged code 5). Do people try to mention other family members (eg brother/sister)?Was there anyone you weren't sure to include or exclude? How did you decide? As above, how do respondents understand the term 'serving'? Do they only include family members who are currently overseas? How did the interviewer instructions work (living family members only; family members living outside Wales; not including civilian / contractor staff?)
AFCurrEx	This may seem repetitive coming after AFFamily (which also asks whether they are 'currently' serving. Does this cause any issues?

Local authority services

UaQualArea	How much do respondents know about what their local authority

	does?
	What do respondents understand by the term 'a nice place to live'? What do respondents consider as their 'local area'?
	To what extent do respondents connect the 'niceness' of their area and the performance of the local authority (i.e. do they think the local authority can take credit for this)?
	How easy or difficult is the question to answer? [since it demands that they think about whether the area is a nice place to live, whether the LA is responsible for this, and whether the LA does all it can] Do people take other things about LA performance or council tax charges into account – i.e. could the question just be a protest vote about the LA because of dissatisfaction with council tax or some different aspect of what the LA does or how it operates. [Again, not sure exactly what the probe q is here!]

Social Services

Intro	Before we read them the description, ask respondents to describe in their own words what they think "social care services" means/ covers? The read them the description and see if this helps clarify. How easy or difficult is the intro to understand?
SocSerPerf	What factors are people taking into account in their responses? Is this based on own experience/experience of others/guessing? Are people familiar with the term "social care services", do they understand it OK? Do people limit their judgement to "local area" or is it a more general view? What would they think local area includes here? Did they consider whether the social care in their local area was good before answering? what does good social care services look like in their opinion?
SocSerUse	What do respondents understand by the term 'use' in relation to someone else? And who are they including (family.friends)?
	Are people only including use within Wales?
	Code 1 'Home care/ help at home' – If selected, what are respondents thinking about? Need to check that this does not include informal help (e.g. from a friend or family member).
	Are there any sensitivity issues with this question? Is there any indication that respondents are uncomfortable answering? Do they have any difficulty answering for family / friends?
SocSerInvol	How easy or difficult is this question to answer? Is the wording of the question straightforward enough? Does it make any difference if

	people are answering for family/friends rather than themselves? What kinds of decisions do people take into account?
SocSerInfo	Are there any common responses not included in the responses list?
	How do respondents understand the term 'initially'? Does there answer indicate where they would go first of all, or do they think they would go through an intermediary (e.g. internet search, referral)?
	If people mention "internet" probe for what specific sites they would use.
	Do people have any difficulty answering for family / friends?

Democracy

General	How much do respondents know about what their local councillor? If they agree with the first two questions, how do they find about what their local councillor does? Can they describe what sorts of things their local councillor does?
	Check that respondents are thinking specifically about their local councillor and not just their local council. Is there confusion if they know more than one? How do people answer if they have no idea who their LC is? Do they guess? Is it a general impression e.g. formed by local media? Do they consider the experience of other people they know?
	If they "know" their LC, is this in person, by sight, by name?
LocCouKnow	How do respondents define 'local community'?
	What is their answer based on?
	If they disagree – is this because they DO know a lot of what the LC should do, but feel that they are not delivering? (i.e "I don't know what he does - he should have done a, b, c but hasn't etc")
LocCouSat	How do respondents define 'local community'? Different from above?
	What is their answer based on? (Do people think this question overlaps with the preceding one?)

Future Generations

General	What sorts of things are respondents thinking about when answering these questions?
	Do respondents have any difficulty thinking forwards 25 years?
	Do they feel comfortable giving judgements on these complex

topics?

Do respondents stay focused on the situation in Wales rather than UK / more widely? (A particular issue for FutGenClim but also relevant to the others.)
Do respondents think about the general situation or do they think about their own / their family's expected situation?

FutgenHlth	Are people picking up that this is about "lifestyles" not health in general. What do people think about under the term "lifestyles"? (diet, exercise, stress etc.)
FutGenLiv	What do people understand by "standard of living"?

Internet

IntBB	If no, are respondents familiar with the term 'broadband'? Check what people answer if e.g. they only access the internet through their smartphones?
IntBBTyp	How do respondents answer this question unprompted? Is it clear that we're referring to the type of internet connection? Are respondents able to give this detail?
IntSpdSat	Do people feel able to give a general judgement on this, since it will vary by day / time and also be more of a problem for certain tasks such as BBC iPlayer, downloading films etc Do respondents make the distinction between the speed of their 3G/4G mobile device and their broadband connection through and ISP like BT Broadband, Virgin or Sky?
IntAssist	How do respondents understand the term 'assistance'? Does this just include help from individuals (i.e. face-to-face) or support over the phone (i.e. customer service helplines)? How competent are those who say yes/no – do they say no, because they don't want to send e- mails or complete transactions online, but actually they do need help with other tasks? Can we ask – when would you turn to someone to help you with the internet? What do they understand by the term 'complete transactions online'
IntWL	Do people correctly understand this as websites in Welsh, rather than about WL issues? Do people just think about the past month as requested? Do they consider Welsh text/content on English websites such as Facebook/twitter etc
IntSocTyp	Do people just think about the past month as requested? If they say no to YouTube/Flickr – had they viewed any YouTube videos/Flickr pictures – linked from an e-mail or another website, but not actually visited the websites themselves?

146

	If none of these – had they heard of them?

Appendix D: Round 2 Probe Guide

How easy or difficult did you find it to answer this question? Why? Was there anything particularly confusing?
OVERALL ISSUES: did the section flow OK? Were there any obvious problems? Any questions that were particularly problematic? Did the showcards help? Were there any terms on the showcard that were not needed, or any missing terms?

Childcare

ChCarEver	What do respondents include under 'regular commitments'?
	What do respondents consider to constitute 'a regular basis'?
	How do respondents understand the concept of 'need'? Do respondents still answer 'yes' if they have a need for childcare, but are unable to actually arrange any?
	How easily can respondents distinguish between paid and unpaid childcare provided by family and friends? Ask them to describe any informal unpaid arrangements they have.
Do people understand the term "formal childcare" correctly?
	Check whether people are including more ad hoc childcare such as babysitting etc. which is not what we want here.
	Where they have more than one child, do people have any difficulty answering in relation to one particular child?
ChCarFR	How easy is it for respondents to estimate the amount of time? Does the respondent find it easy to answer in 'hours' or did they need to convert the scale from '2 full days and one morning etc' to hours?
	Does anyone answer 'Never' here? If so, why? Was the preceding question unclear?
	In the question we ask about 'family or friends'. Does the reference to two different groups cause any problems for respondents?
	If respondents use a mixture of paid and unpaid care, does this make the question more difficult to answer? Are they able to separate?
	What kinds of things do people say in relation to older (e.g. secondary school aged) children?
Where they have more than one child, do people have any

	difficulty answering in relation to one particular child?
General – for next few questions	Are people able to separate out "formal childcare" from other informal childcare they might use? E.g. if they mainly use family/friends but occasionally use holiday clubs, are they thinking about the right childcare?
ChCarSatInc	How easy is it for respondents to make a judgement of affordability? How easily can respondents answer if they have more than one child?
ChCarSatHours	If respondent is not responsible for arranging childcare/ picking up child, how do they answer the question? If 'easy', is this because childcare does not need to fit in with their working hours? Does the term "working hours" fit ok where the respondent has other kinds of regular commitment (e.g. study)?
ChCarSatWl	Do respondents understand the term 'Welsh language childcare '? Question asks whether they are able to access Welsh language childcare, not whether they want to – is this clear? If respondent says 'no' - ask if this is because they don't want 'Welsh language childcare', or because they have tried to get it, but can't get it/ or it's difficult to access?
ChCarSatAftSch	What do respondents understand by the phrase 'after school'? What timescale do they include?
ChCarSatQual	If respondent uses more than one source of childcare, how easy is it to give an answer? Do they generalise (i.e. think of all sources) or answer in relation to one source (e.g. the most frequently used)? What factors do they think about when they think about 'quality'? (friendly carers, clean premises, nice toys/equipment, flexible hours, happy/safe child, education they provide, carer-child ratio? Etc)

Play

PlayOppU11/ PlayOppO11	(PlayOppU11 ONLY) Is the age filter appropriate? Are there any respondents who feel this isn't relevant to their child? What do respondents understand by the term 'play'? What sorts of activities are they including? What sorts of places are respondents thinking about?

| | How easy is it to generalise? Can respondents give an overall answer thinking about both indoor and outdoor places?

What do people understand by "local area"? |
|---|---|
| PlayOppBar | Does the showcard work ok for both under 11s and over 11+? Are there any responses that seem strange to respondent? Any responses missing? |
| PlayOppNonParent | Question is asked of non-parents – how easy is it for them to answer? Explore awareness of facilities for children in the area?

What age range are respondents thinking about when answering? |

Literacy and Numeracy

| General | Is there any evidence of social desirability? Do the questions appear to cause any discomfort for respondents?

Do they personally provide the help? Or do they answer thinking about themselves and the other parent or grandparents?

Do respondents query what constitutes 'help'?

Do questions work across all ages: are any phrases patronising, or do they assume a level of ability which child does not have? Are people happy to say "my child doesn't know about this yet" codes.

Do respondents find it difficult to answer on a 'regularity' scale? – do they say "sometimes everyday, but not at all last week"…etc |
|---|---|
| ParSupWRead/ ParSupWWrite | These questions are potentially sensitive for respondents who may lack basic literacy skills. Is there any evidence of discomfort/ embarrassment?

How well does the separation of Welsh reading and writing work?

Is there a possibility that some respondents who are extremely competent in reading and writing, might still only say 'fairly confident' as not to seem too 'boastful'? - can we ask everyone 'why did they answer in this way?' |

IntU16Acc	Are all of the responses clear? Are there any options that respondents are not clear about/ familiar with?
IntU16Acc2	Question wording assumes that child accesses the internet in school <u>and</u> outside school, whilst neither of these may be the case. Does this cause any confusion for respondents?
IntU16Act	Do respondents understand 'school learning platform (Hwb)'? Had parents heard of moodle/iLearn wales? What term would parents/children usually use for this type of site? Are there any other activities that are commonly mentioned spontaneously? Do respondents understand what is meant by 'online gaming'? Is the term "learning platform" understood or is it just jargon to people? And, can people differentiate between Hwb and other sites?
IntU16FilKnow	Do people understand the terms "parental control filters" and "Internet Service Provider"? What do they understand by "certain websites"?
IntU16KnowSafe	Explore how respondents interpret the question. Do they think only about whether their child has information about staying safe, or consider whether or not they act on that information? What does "staying safe" mean to parents? Do they think only about whether the child knows in theory how to use it safely, or also think about whether they actually do use it safely?
IntU16Sch	Do people find it possible to give an answer on this? If not, why not?
IntU16Adv	Do respondents only include sources that they <u>have used</u>? Generally check for code frame fit.
IntU16Talk	How well does the new approach work at this question? What sort of timeframe are respondents thinking about? Are these things they do regularly or only on a one-off basis? If 'yes' at Code A, what sort of websites are they thinking about?

Ambulance Services

General	Does the intro help people to exclude non-emergency calls (do they pick up that these are excluded)? Do respondents have any difficulty limiting their answers to thinking about the ambulance crew? Is there any indication that they are also thinking about other medical personnel (e.g. GP, A&E doctor)? Explore whether people felt comfortable giving assessments where the ambulance was not for them (either for a stranger (AmbSatTime), or for a family member (AmbSatSkill onwards) If encounter cases where person dies at the scene, does the new approach at AmbSatSkill onwards work ok? Are they capable of/ comfortable answering this question?
AmbContact	Check that this includes only 999 calls and not emergency GP call outs. (AmbContact – what about cases where an ambulance was called but not dispatched, e.g. because the operator did not think it was necessary or the person changed their mind about the need) Do respondents have any difficulties with the 12 month timescale? Any evidence of telescoping?
AmbFor	Do respondents have any difficulty recalling the most recent time?
AmbSatSkill	Are there any issues with referring to 'trust and confidence' in the question? Do respondent interpret these as being the same thing, or do they make a distinction? Do respondents have any difficulty generalising if, for example, they had different levels of confidence in different members of the ambulance crew? Do people genuinely know if staff were professional etc.? [Not sure if this is a cog testing issue but would AmbSatSkill sit better later on?]
Ambhosp	What do people count as a "later occasion". Are people mentioning visits to hospital that are related to the call-out?
AmbXHospAdv	What kinds of advice were they given? Is question wording appropriate here? AmbHosp, AmbXHospAgree, AmbXHospAdv – do these questions and answer options work OK and as intended, i.e. to explore in cases where it was decided not to go to hospital whether the respondent was content with the decision and whether they felt the ambulance staff gave adequate support.

Intro	Check that intro is ok – don't want people to think we are about to ask opinions of armed forces etc.
AFResp	Probe for general understanding of regular/reserve. Does the showcard help? Are there any issues in distinguishing between 'current serving' and 'ex-serving' (e.g. if on leave)? Is it clear what "serving" means i.e. that should not be including civilian/contractor staff.
AFFamily	How clearly do respondents know whether their family member would fall under 'civilian/ contractor staff'? Check: If code 4 selected (son/daughter) – is this only one? (i.e. make sure they have acknowledged code 5). Do people try to mention other family members (eg brother/sister)? Was there anyone you weren't sure to include or exclude? How did you decide? As above, how do respondents understand the term 'serving'? Do they only include family members who are currently overseas? How did the interviewer instructions work (living family members only; family members living outside Wales; not including civilian / contractor staff?)
AFCurrEx	This may seem repetitive coming after AFFamily (which also asks whether they are 'currently' serving. Does this cause any issues?

Democracy

| General | How much do respondents know about what their local councillor? If they agree with the first two questions, how do they find about what their local councillor does? Can they describe what sorts of things their local councillor does?

Check that respondents are thinking specifically about their local councillor and not just their local council. Is there confusion if they know more than one? How do people answer if they have no idea who their LC is? Do they guess? Is it a general impression e.g. formed by local media? Do they consider the experience of other |

	people they know? If they "know" their LC, is this in person, by sight, by name?
LocCouKnow	How do respondents define 'local community'? What is their answer based on? If they disagree – is this because they DO know a lot of what the LC should do, but feel that they are not delivering? (i.e "I don't know what he does - he should have done a, b, c but hasn't etc")
LocCouSat	How do respondents define 'local community'? Different from above? What is their answer based on? (Do people think this question overlaps with the preceding one?)

WL Services

General	How clear is the introduction? Do respondents understand what kind of services we are referring to? Are respondents able to limit their response to health services? Do they include any other type of services in their answers?
HSSUsedWL	What do respondents understand bye the term 'communication'? What types of communication do they think this entails?

Entrepreneurship

EntrBusiness	If answer 'yes', explore reasons for answer. Is this something the respondent has thought about before or is this the first time they have considered it?
EntrLikely	Explore answers here: If likely, why? Have they already made plans/ taken action to achieve this? If not likely, why not? What are the main barriers?

Local health services

General	How clear is the introduction? Do respondents understand what kind of services we are referring to?
NhsRightInf	If agree, how do they receive this information? What kind of information are they thinking about?
NhsRightChoices	What sorts of health services are respondents thinking about?

	If agree, how do they obtain this information? If disagree, what information do they think they need? What do respondents understand by the term 'ill or injured'? What kinds of circumstances are they thinking about?

Eye care

EyeTestFreq	How easily can respondents think of the appropriate time frame? Are there any issues for respondents who have only had their eyes tested once?
EyeTestXReas	How easily can respondents come up with an answer here? Are there any response missing from the list?
EyeHealth	How easily can respondents come up with an answer here? Are there any response missing from the list? If an answer is given, how did respondents find out about this measure/ these measures?
EyeInfo	If 'yes', from where did they see/ receive this information?

Arts/ Museums/ Heritage

General	Explore what's sorts of things respondents are thinking about. Is there any overlap between the different questions (i.e. Arts, Heritage, Museums). Do respondents think about the same occasion or different occasions? Are there any issues with the 12 month timescale? How long ago are the occasions that respondents mention?
ArtsVisit/ HeritVisit/ MusVisit	Are there any activities/ places that respondents query or aren't familiar?
ArtsSat/ HeritSat/ MusSat	How easily can respondents recall their most recent event/ visit? What sort of timeframe are they thinking about? What is driving satisfaction here? What factors are respondents thinking about?

Companion animals

General	If a pet is owned by someone else in the household, how easily are

	they able to answer the questions? Are there any issues for respondents who have moved into a household where a pet was already in residence (particularly with regards to question wording, since we refer to 'you')? For respondents with more than one of the same animal, is there any difficulty in limiting answers to one pet?
HhPetFrom	Is there any overlap in the response options?
HhPetDogMC	Do respondents understand what is meant by 'microchipped'?

Appendix E: Questions included in cognitive testing without yielding recommendations

Ambulance services

AmbFor

Please think about the most recent time you called for an emergency ambulance?

Who was the emergency ambulance for?

MULTICODE

Yourself	1	GO TO AmbSatTime
Your child (IF HAVE DEPENDENT CHILD)	2	
Another family member	3	
Other	4	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	GO TO AmbOverSat
Refused	-99	

(Q106)

AmbXHospAgree

NEW   **Did you agree with the decision not to go to hospital straight away?**

Yes	1	GO TO AmbXHospAdv
No	2	
Don't know/Not sure	3	
Refused	-99	

(Q110)

AmbXHospAdv

NEW   **Did the ambulance crew advise you what to do if you needed further medical assistance?**

Yes	1	GO TO AmbOverSat
No	2	
No advice was wanted / needed	3	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q111)

AmbOverSat

Overall, how satisfied or dissatisfied were you with the service you received from the emergency ambulance service?

CORE SHOWCARD B

Very satisfied	1	[Module ends]
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion	6	
Don't know/Can't remember (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q112)

Armed Forces

AFCurrEx

IF ONE FAMILY MEMBER (ASK IF ONE OF 1, 2, 3, 4 AT AFFamily)
AFCurrEx
Is this family member currently serving in the UK armed forces or is he/she a former serving member?

SINGLE CODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR STAFF

Currently serving	1
Ex-serving	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

(Q8)

AFRegRsv

IF ONE FAMILY MEMBER (ASK IF ONE OF 1, 2, 3, 4 AT AFFamily)
AFRegRsv
NEW **And [is/was] this family member serving in the regular or reserve armed forces?**
USE SHOWCARD 1 TO ASSIST RESPONDENT IF NECESSARY

MULTICODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR STAFF

Regular	1
Reserve	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

(Q8)

AFCurrEx2

IF TWO+ FAMILY MEMBERS(ASK IF TWO OR MORE OF 1, 2, 3, 4 OR CODE 5 5 AT AFFamily)
AFCurrEx2
NEW **Are any of these family members currently serving in the UK armed forces or are any of them former serving members?**

MULTICODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR ARMY STAFF

Currently serving	1
Ex-serving	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

(Q8)

AFRegRsv2

IF TWO+ FAMILY MEMBERS (ASK IF TWO OR MORE OF 1, 2, 3, 4 OR CODE 5 AT AFFamily)
AFRegRsv2
NEW **And where do/where did they serve? In the regular or reserve armed forces?**
USE SHOWCARD 1 TO ASSIST RESPONDENT IF NECESSARY

MULTICODE

ONLY INCLUDE LIVING FAMILY MEMBERS
INCLUDE FAMILY MEMBERS LIVING OUTSIDE WALES
DO NOT INCLUDE CIVILIAN/CONTRACTOR ARMY STAFF

Regular	1
Reserve	2
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99

(Q8)

Arts / museums / heritage

MusVisit

<table>
<tr><td>**SHSa / TPa**</td><td colspan="3">**In the last 12 months have you done any of these things in Wales?**</td></tr>
<tr><td></td><td colspan="3">SHOWCARD 14
SINGLE CODE
INCLUDE VISITING MUSEUMS FOR OTHER PURPOSES E.G. ART EXHIBITION, SHOP / CAFÉ
DO NOT INCLUDE PAID OR VOLUNTARY WORK, OR SCHOOL ACTIVITIES.</td></tr>
<tr><td></td><td>Yes</td><td>1</td><td>GO TO MusSat</td></tr>
<tr><td></td><td>No</td><td>2</td><td>GO TO MusXVisit</td></tr>
<tr><td></td><td>Don't know (SPONTANEOUS ONLY)</td><td>-9</td><td>[Module ends]</td></tr>
<tr><td>(Q31)</td><td>Refused</td><td>-99</td><td></td></tr>
</table>

SHOWCARD 14
Visited a museum
Used a museum café or shop
Heard a talk given by a museum curator
Attended an event or workshop in a museum
Made an enquiry to a museum about a subject or item of interest
Used a museum for research purposes

Childcare

ChCarFr

<table>
<tr><td>**NEW**</td><td colspan="3">**On average, how many hours per week do family or friends look after [child], unpaid, while you are working or have other regular commitments?**</td></tr>
<tr><td></td><td colspan="3">SHOWCARD 2
SINGLE CODE</td></tr>
<tr><td>A</td><td>At least 30 hours a week</td><td>1</td></tr>
<tr><td>B</td><td>At least 10 but less than 30 hours a week</td><td>2</td></tr>
<tr><td>C</td><td>At least 1 but less than 10 hours a week</td><td>3</td></tr>
<tr><td>D</td><td>Less than one hour a week</td><td>4</td></tr>
<tr><td></td><td>Never (SPONTANEOUS ONLY)</td><td></td></tr>
<tr><td></td><td>Don't know (SPONTANEOUS ONLY)</td><td>-9</td></tr>
<tr><td>(Q47)</td><td>Refused</td><td>-99</td></tr>
</table>

ChCarSatAftSch

… to get childcare for [name] after school?

CORE SHOWCARD A
SINGLE CODE

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

ChCarSatQual

Again still thinking about formal childcare, not family or friends. Overall, how satisfied or dissatisfied are you with the quality of the childcare you use for [name]?

CORE SHOWCARD B
SINGLE CODE

A	Very satisfied	1	[Module ends]
B	Fairly satisfied	2
C	Neither satisfied nor dissatisfied	3
D	Fairly dissatisfied	4
E	Very dissatisfied	5
	Don't know (SPONTANEOUS ONLY)	-9
(Q54)	Refused	-99

Companion animals

HhPetHave

Does anyone in your household own any pets?

Yes	1	GO TO HhPetTyp
No	2	GO TO PsChildAtt
Don't know (SPONTANEOUS ONLY)	-9
(Q36) Refused	-99

HhPetTyp

Which pets does your household own?

NO SHOWCARD
RECORD HOW MANY OF EACH

A	Cat	1	GO TO HhPetFrom_Cat
B	Dog	2	GO TO HhPetFrom_Dog
C	Bird	3	GO TO HhPetFrom_Bird
D	Rabbit	4	GO TO HhPetFrom_Rabbit
E	Other small furry animal (such as guinea pig, hamster, rat, ferret)	5	GO TO HhPetFrom_Furry
F	Goldfish / fish	6	GO TO HhPetFrom_Fish
G	Reptile (such as snake, lizard, tortoise, turtle)	7	GO TO HhPetFrom_Reptile
	Horse / pony (NOT SHOWCARD)	8	GO TO HhPetFrom_Horse
	Primate (NOT SHOWCARD)	9	GO TO HhPetFrom_Primate
	Other (WRITE IN)	10	
	Don't know (SPONTANEOUS ONLY)	-9	
(Q37)	Refused	-99	

HhPet5Yr

NEW **Thinking about the [PET] that you own. Did you get this pet in the last five years?**
IF MORE THAN ONE OF THIS PET TYPE, ASK ABOUT MOST RECENTLY OBTAINED

	Pet 1	Pet 2	Pet 3	
Yes	1	1	1	GO TO HhPetFrom
No	2	2	2	
Don't know (SPONTANEOUS ONLY)	-9	-9	-9	
Refused	-99	-99	-99	

HhPetIns

NEW **Is this [type of pet] insured?**
IF MORE THAN ONE OF THIS PET TYPE, ASK ABOUT MOST RECENTLY OBTAINED

	Dog	Cat	Horse	
Yes	1	1	1	AFTER
No	2	2	2	HhPetIns_Dog GO
Don't know (SPONTANEOUS ONLY)	-9	-9	-9	TO HhPetDogMC
Refused	-99	-99	-99	BEFORE MOVING
				TO NEXT PET

(Q39)

HhPetDogMC

NEW **Is this dog microchipped?**
IF MORE THAN ONE OF DOG, ASK ABOUT MOST RECENTLY OBTAINED

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

(Q40)

E-Safety

IntU16Acc

Which of these devices does [name] use to access the internet when he/she is at home?

SHOWCARD 4
MULTICODE

A	Desktop computer	1	GO TO IntU16Act
B	Laptop	2	
C	Mobile phone or smartphone	3	
D	Tablet or handheld computer (e.g. iPad)	4	
E	Games console	5	
F	Digital TV	6	
	Doesn't access the internet at home (SPONTANEOUS ONLY)	7	GO TO IntU16Acc2
	Other (SPECIFY)	8	GO TO IntU16Act
	Don't know (SPONTANEOUS ONLY)	-9	GO TO IntU16Acc2
	Refused	-99	
	Question not applicable	-8	

IntU16Adv

If you wanted to get advice or information about internet safety for [name] where would you go?

DO NOT PROMPT
MULTICODE

Child Exploitation and Online protection (CEOP)	1	[Module ends]
"Thinkuknow" website	2	
Other parents / friends	3	
My child / children	4	
Children's school	5	
School Police Liaison officer	6	
Information leaflets	7	
Other online resources/internet searching	8	
Other (SPECIFY)	9	
Not applicable – do not require advice or information on this	10	
Don't know/No opinion (SPONTANEOUS ONLY)	-9	
(Q234) Refused	-99	

Eyecare

EyeTestFreq

Roughly how often do you have your eyes tested?

SHOWCARD 11
SINGLE CODE

A	Every 6 months	1	GO TO EyeHealth
B	Once a year	2	
C	Once every two years	3	
D	Less than every two years	4	GO TO
E	Never	5	EyeTestXReas
	Only when a problem with sight / eyes (SPONTANEOUS ONLY)	6	
	Don't know (SPONTANEOUS ONLY)	-9	GO TO EyeHealth
	Refused	-99	
(Q117)	Question not applicable	-8	

EyeTestXReas

IF EYES TESTED LESS THAN EVERY TWO YEARS/NEVER/ONLY WHEN PROBLEM
(ASK IF 4, 5 or 6 AT EyeTestFreq)

AgeC 2010 **Why haven't you had your eyes tested more frequently?**

MULTICODE
INTERVIEWER CODE, NO SHOWCARD, DO NOT PROMPT

Haven't had eye problems	1	GO TO EyeHealth
Haven't thought about it / haven't had a reminder	2	
Too busy	3	
Hard to get an appointment	4	
Transport issues / can't get to somewhere to have eyes tested	5	
Eye tests are too expensive	6	
Glasses / contact lenses are too expensive	7	
Don't want to wear glasses / contact lenses	8	
Know sight is getting worse but too late to address	9	
Don't like eye tests	10	
Other (please specify)	14	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	
Question not applicable	-8	

(Q118)

Future Generations

FutGenHlth

NEW   **In 25 years' time, do you think the lifestyles of people in Wales will be…**

READ OUT
REVERSE ORDER IN HALF OF CASES
SINGLE CODE

A	Healthier than today	1
B	Less healthy then today	2
C	No different	3
	Don't know (SPONTANEOUS ONLY)	-9
	Refused	-99

(Q140)

FutGenEq

NEW **In 25 years' time, do you think the gap between rich and poor in Wales will be…**

READ OUT
REVERSE ORDER IN HALF OF CASES
SINGLE CODE

A	Larger than today	1
B	Smaller than today	2
C	No different	3
	Don't know (SPONTANEOUS ONLY)	-9
(Q142)	Refused	-99

FutGenClim

NEW **In 25 years' time, do you think the effects of climate change in Wales will be**
READ OUT
REVERSE ORDER IN HALF OF CASES
SINGLE CODE

IF RESPONDENT DOES NOT AGREE THAT CLIMATE CHANGE IS TAKING PLACE
THEN CODE AS NO DIFFERENT (2)
THE QUESTION IS ABOUT WHETHER THE EFFECTS WILL BE MORE OR LESS OF
A PROBLEM, NOT WHETHER CLIMATE CHANGE IS MAN MADE

A	More of a problem than today	1
B	Less of a problem than today	2
C	No different	3
	Don't know (SPONTANEOUS ONLY)	-9
(Q143)	Refused	-99

Internet

IntBB

IF HAVE INTERNET ACCESS AT HOME

NEW **At home, do you connect to the internet through a broadband connection like BT Broadband, Virgin or Sky?**

THIS CAN BE WIRED OR WIRELESS - WE'RE ONLY INTERESTED IN HOW YOU CONNECT TO THE INTERNET, NOT YOUR INTERNET PROVIDER

SINGLE CODE

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

(Q212)

IntBBTyp

IF NOT BROADBAND (ASK IF 2 AT IntBB)
NEW **How does your household connect to the Internet?**

MULTICODE

Mobile broadband (3G or 4G) through mobile phone or tablet	1	GO TO IntPersUseH
Mobile narrowband over 2G/GPRS	2	
A USB dongle	3	
Other (please specify)	4	
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q213)

IntSpdSat

IF INTERNET AT HOME (ASK IF 1 AT IntBB)

NEW **How satisfied or dissatisfied are you with the speed of your broadband internet connection at home?**

CORE SHOWCARD A
MULTICODE

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know (SPONTANEOUS ONLY)	-9
Refused	-99
Question not applicable	-8

GO TO IntPersUseW

(Q217)

Literacy and Numeracy

ParSupERead

NEW **How confident do you feel in your own English reading ability to help [child] with his/her reading? You can just read out the letter that applies.**

CORE SHOWCARD C
SINGLE CODE

A	Very confident	1	GO TO ParSupEWrite
B	Fairly confident	2	
C	Not very confident	3	
D	Not at all confident	4	
	My child doesn't read in English yet (SPONTANEOUS ONLY)	5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
	Refused	-99	

(Q73)

ParSupEWrite

NEW **How confident do you feel in your own English writing ability to help [child] with his/her writing? You can just read out the letter that applies.**

CORE SHOWCARD C
SINGLE CODE

A	Very confident	1	GO TO ParSupWRead
B	Fairly confident	2	
C	Not very confident	3	
D	Not at all confident	4	
	My child doesn't write in English yet (SPONTANEOUS ONLY)	5	
	Don't know/No opinion (SPONTANEOUS ONLY)	-9	
	Refused	-99	

(Q74)

Personal care plans

IndCarPlanHave

Many people with a long term health condition will discuss with a doctor, or nurse or other professional about what care and support they need and the help that is available to them.

This could just be a conversation with your doctor or other health professional or it may be written down. In both cases it is sometimes referred to as a "personal care plan".

IF LIMITING LONG TERM ILLNESS (ASK IF 1 OR 2 AT LongIllLimit)

NEW **In your opinion, do you have a personal care plan?**

SINGLE CODE

Yes	1	GO TO IndCarPlanHlp
No	2	[Module ends]
Don't know (SPONTANEOUS ONLY)	-9	
Refused	-99	

(Q82)

IndCarPlanHlp

To what extent do you agree or disagree with the following statement?

My personal care plan helps me take care of my health and wellbeing.

CORE SHOWCARD D
SINGLE CODE

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

(Q83)

Recycling

UaRecycComm

NEW **How strongly do you agree or disagree with the following statement?**

My council keeps me informed about its recycling collection service.

CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1	Go to RecycSold
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
(Q130)	Section not applicable	-88	

Social care services

SocSerPerf

I would now like to ask you about social care services. By this I mean services which are provided to help people who may need a lot of care and support such as the elderly, children who have physical or social needs, people who have disabilities, and the families and carers of such people.

Please say to what extent you agree or disagree with the following statement.

NEW **Good social care services are available in my local area.**

CORE SHOWCARD D
SINGLE CODE

A	Strongly agree	1	GO TO SocSerUse
B	Tend to agree	2	
C	Neither agree nor disagree	3	
D	Tend to disagree	4	
E	Strongly disagree	5	
	Don't know (SPONTANEOUS ONLY)	-9	
	Refused	-99	
(Q113)	Question not applicable	-8	