

Dadansoddi ar gyfer Polisi



Analysis for Policy



Llywodraeth Cymru
Welsh Government

RHIF YMCHWIL GYMDEITHASOL:
69/2016
DYDDIAD CYHOEDDI:
01/11/2016

Arolwg Cenedlaethol Cymru 2017-18

Profi gwybyddol:

Crynodeb gweithredol

NatCen

Social Research

Ruxandra Comanaru a Sophie Pilley (2016). *Arolwg Cenedlaethol Cymru 2017-18 Profi gwybyddol: Crynodeb gweithredol.*

Mae'r adroddiad llawn ar gael ar gais.

Mae'r safbwyntiau a fynegir yn yr adroddiad hwn yn perthyn i'r ymchwilydd ac nid ydynt o reidrwydd yn adlewyrchu barn Llywodraeth Cymru.

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1. Crynodeb gweithredol

- 1.1 Cynhelir Arolwg Cenedlaethol Cymru yn flynyddol ac mae'n ymdrin ag ystod eang o bynciau. Er mwyn sicrhau bod pynciau'r cwestiynau yn berthnasol i faterion polisi, cânt eu hadolygu bob blwyddyn. Roedd nifer o gwestiynau newydd arfaethedig ar gyfer 2017-18 nad oeddent wedi eu profi o'r blaen. Mae'n bwysig bod cwestiynau mewn arolwg yn cael eu cyn-brofi er mwyn cadarnhau bod ymatebwyr yn deall y cysyniadau neu'r tasgau sydd ynghlwm â'r cwestiwn yn unol â bwriad yr ymchwilyr ac mewn modd cyson, gan sicrhau eu bod yn fodlon ac yn gallu rhoi ateb. Bydd hyn yn rhoi sicrwydd bod cwestiynau'r arolwg yn ddibynadwy, yn ddilys, yn ddiuedd ac yn sensitif – nodweddion hanfodol i unrhyw arolwg.
- 1.2 Er mwyn gwerthuso cwestiynau arfaethedig Arolwg Cenedlaethol Cymru 2017-18, comisiynwyd adolygiad desg a dwy rownd o gyfweiliadau profion gwybyddol gan NatCen Social Research. Cynhaliwyd yr adolygiad desg o gwestiynau newydd arfaethedig yr Arolwg gan ymchwilyr yng Nghanolfan Datblygu a Phrofi Holiaduron NatCen sy'n arbenigo mewn cynllunio holiaduron a chyfweiliadau gwybyddol. Ar gyfer yr adolygiad hwn, defnyddiwyd fersiwn ddiwygiedig o'r System Arfarnu Holiaduron (QAS-99). Rhestr wirio yw QAS-99 a gellir ei defnyddio i adolygu cwestiynau arolwg yn systematig a chanfod diffygion posibl yng ngeiriad neu gystrawen y cwestiynau. Bu dau o ymchwilyr NatCen yn adolygu'r cwestiynau newydd gan edrych ar y cyfarwyddiadau, y geiriad, y cysodi, llwybrau ateb a'r baich ar ymatebwyr. Yn sgil yr adolygiad hwn, nodwyd pa gwestiynau a ystyriwyd fwyaf trafferthus ac argymhellwyd iddynt gael eu profi'n wybyddol. Dewiswyd pa gwestiynau oedd i'w profi ar sail sylwadau'r adolygwyr desg a thrafodaethau gyda Llywodraeth Cymru.
- 1.3 Cynhaliwyd pedwar ar hugain o gyfweiliadau gwybyddol wyneb-yn-wyneb dros ddwy rownd o brofion neuadd yng ngogledd a de Cymru. Defnyddiwyd y rownd gyntaf o brofion i ganfod unrhyw drafferthion sylweddol gyda detholiad o gwestiynau newydd. Defnyddiwyd yr ail rownd i brofi cwestiynau newydd eraill na chafodd eu cynnwys yn y rownd gyntaf ac i ail-brofi newidiadau a wnaed i gwestiynau wedi i drafferthion gael eu canfod yn y rownd gyntaf. Cafodd ymatebwyr eu recriwtio ar sail cwtôtâu a gynlluniwyd yn arbennig er mwyn sicrhau bod y cwestiynau a ddetholwyd yn berthnasol i o leiaf rai o'r ymatebwyr.

1.4 Roedd y cwestiynau yn ymdrin â phynciau amrywiol. Cwblhawyd rownd gyntaf y profion gan 12 o ymatebwyr ac ymhlith y cwestiynau yr oedd rhai ar:

- ddeiliadaeth;
- diogelwch tân yn y cartref;
- mesurau effeithlonrwydd ynni;
- agweddau tuag at iaith;
- ysgolion cynradd ac uwchradd;
- chwarae;
- defnydd o wasanaethau iechyd a chymdeithasol trwy'r Gymraeg;
- sylweddau seicoweithredol - cefnogaeth;
- problemau a chyngor;
- mynychu digwyddiadau celfyddydol;
- mynediad i wasanaethau a chyfleusterau; ac
- awdurdodau lleol a llyfrgelloedd.

1.5 Roedd canfyddiadau'r profion gwybyddol yn dangos bod y cwestiynau hyn yn gweithio'n dda ar y cyfan. Roedd ymatebwyr yn gallu eu deall a rhoi ateb. Argymhellwyd felly y dylid cadw rhai o'r cwestiynau heb eu newid.

1.6 Fodd bynnag, argymhellwyd newidiadau a gwelliannau i rai cwestiynau. Ar sail canfyddiadau'r profion gwybyddol, awgrymwyd y dylid ychwanegu neu ddileu rhai opsiynau ateb, ac y dylid cynnig enghreifftiau pan na fydd ymatebwyr yn siŵr beth i'w gynnwys wrth ateb.

1.7 Mewn rhai achosion, gwnaed mân newidiadau i'r geiriad i wneud y cwestiwn yn fwy eglur ac yn fwy dealladwy, er enghraifft, trwy ychwanegu gair i fôn y cwestiwn er mwyn ymhelaethu ar y cyd-destun.

1.8 Roedd angen newid mwy sylweddol ar ambell i gwestiwn:

- Roedd un cwestiwn yn gofyn i rieni am fesur o'u hyder wrth drafod effeithiau cyffuriau gyda'u plant. Dangosodd canfyddiadau'r profion gwybyddol i nifer o'r

rhieni ateb eu bod yn teimlo'n hyderus iawn, yn bennaf oherwydd eu bod yn hyderus wrth drafod unrhyw beth gyda'u plant. O ganlyniad, awgrymwyd y dylid ychwanegu cwestiwn arall cyn hwn, yn gofyn i'r ymatebwyr pa mor wybodus oeddent ynglŷn ag effeithiau cyffuriau yn gyffredinol.

- Roedd cwestiwn arall a fu'n drafferthus yn y rownd gyntaf yn gofyn i bobl pa mor hyderus oeddent y byddai gan bawb fynediad i'r gyfundrefn gyfreithiol pe bai angen. Nid oedd pobl yn sicr ynglŷn â hyd a lled y term 'cyfundrefn gyfreithiol' neu nid oeddent yn ei ddeall. Awgrymwyd y dylid cynnwys diffiniad o'r ymadrodd hwn yn y cwestiwn. Profwyd y cwestiwn diwygiedig yn ail rownd y profion gwybyddol ac fe weithiodd yn llawer gwell.

1.9 Roedd ail rownd y profion gwybyddol yn cynnwys rhai o'r cwestiynau a ddiwygiwyd wedi'r rownd gyntaf yn ogystal ag eitemau newydd eraill nad oeddent wedi eu profi o'r blaen. Roedd cwestiynau'r ail rownd yn cynnwys rhai ar y pynciau canlynol:

- defnydd o'r rhyngrwyd a gwefannau gwasanaethau cyhoeddus;
- gwasanaethau gofal sylfaenol ac eithrio Meddygon Teulu;
- meddyginiaethau;
- addasiadau ar gyfer yr anabl;
- problemau a chyngor;
- diwygio lles;
- ysgolion cynradd ac uwchradd;
- hawliau plant;
- sylweddau seicoweithredol - cefnogaeth;
- mynediad i wasanaethau a chyfleusterau ac awdurdodau lleol; a
- tatŵau a thyllu'r corff.

1.10 Cafwyd patrwm tebyg yn ail rownd y profion gyda chwestiynau trafferthus: byddai rhai yn elwa o wneud mân newidiadau i'r geiriad ym môn y cwestiwn fel y byddai'n fwy eglur beth ddylai'r ymatebwyr ei ystyried wrth roi ateb. Gydag eraill, byddai dileu neu ychwanegu rhai categorïau ateb yn helpu. Argymhellwyd gwelliannau i

nodiau'r cyfweirwr ar gyfer cwestiynau eraill, i'w galluogi i roi gwell arweiniad i ymatebwyr nad oeddent yn perthyn i gategori ymateb penodol.

1.11 Cafwyd trafferthion arbennig gyda rhai cwestiynau:

- Yn y set o gwestiynau ar Feddyginiaethau, roedd un cwestiwn yn holi a oedd yr ymatebwyr wedi bod yn cymryd unrhyw feddyginiaeth yn rheolaidd. Y diffiniad o 'rheolaidd' oedd cymryd y feddyginiaeth am flwyddyn neu fwy. Nid oedd ymatebwyr yn defnyddio'r diffiniad hwn o 'rheolaidd' ac yn aml byddent yn nodi ystyron gwahanol i'r term, er enghraifft cymryd meddyginiaeth bob dydd dros ddeufis. Roedd hyn yn dangos nad oedd modd dibynnu ar eiriad y cwestiwn. Tra'n holi'r ymatebwyr ymhellach, cyflwynwyd fersiwn wahanol o'r cwestiwn heb gynnwys y term hwn. Roedd yn well gan y rhan fwyaf o ymatebwyr y geiriad hwn ac felly fe argymhellwyd ei ddefnyddio yn lle'r un gwreiddiol.
- Gwelwyd bod ymatebwyr yn gallu ymateb yn sensitif i rai o'r cwestiynau a brofwyd yn yr ail rownd (er enghraifft, y cwestiynau yn yr adran ar 'Addasiadau ar gyfer yr anabl' a'r adran 'Problemau a chynghor'). Ar gyfer rhai o'r setiau hyn o gwestiynau, awgrymwyd rhoi cyflwyniad manylach yn esbonio rhesymau Llywodraeth Cymru dros ofyn y cwestiynau hyn. Bydd hyn yn galluogi ymatebwyr i ddeall bwriad y cwestiynau a'r effaith y gallai eu hatebion ei gael ar bolisi a thrwy hynny ar eu bywydau nhw.

Mae'r argymhelliad terfynol ar gyfer geiriad y cwestiynau yn Atodiad A.

Mae'r adroddiad llawn ar gael ar gais.

Atodiad A: Argymhelliad terfynol ar gyfer geiriad y cwestiynau (yn Saesneg)

Tenure

Tenure SHOWCARD A

ASK ALL

INTERVIEWER: IF PART RENT/PART BUY (SHARED OWNERSHIP) CODE AS 1. IF JOINTLY OWNED WITH OTHER MEMBER OF HOUSEHOLD CODE AS 1.

Does your household own or rent your accommodation?

1. I / we own it or live with the person who owns it (includes homes being bought with a mortgage)
2. It is rented from the local council
3. It is rented from a housing association or housing trust
4. It is rented from a private landlord
5. Other (e.g. live rent free or home comes with job)

-9. Don't know (SPONTANEOUS ONLY)

ASK IF 2, 3 OR 4 AT Tenure

LldTenSat SHOWCARD

As well as repairing and maintaining your home, your landlord or their agent has other responsibilities which are part of managing your tenancy.

These are things like keeping you informed about anything which might affect you, giving you at least 24 hours' notice before visiting the property, and protecting your deposit in a government recognised tenancy deposit scheme.

Overall, how satisfied or dissatisfied are you with the way your landlord and/or their agent manages your tenancy?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

-9 Don't know (SPONTANEOUS ONLY)

Fire safety

ASK ALL

SafeFire SHOWCARD

How safe or unsafe do you feel from the risk of fire in your home?

INTERVIEWER: THIS IS THE RESPONDENT'S INTERPRETATION

1. Very safe
2. Fairly safe
3. A bit unsafe
4. Very unsafe

-9 Don't know (SPONTANEOUS ONLY)

Energy efficiency measures

ASK OWNERS

InstEnWnt SHOWCARD

In the last 12 months, have you wanted to do any of these things in your home?

INTERVIEWER NOTE:

We are interested in recording major works that would help with energy efficiency. Do not record general home improvements

CODE ALL THAT APPLY

1. Improve the loft insulation
2. Improve hot water tank insulation
3. Improve wall or floor insulation
4. Install a new boiler
5. Improve heating controls
6. Install renewable energy (e.g solar panels or wind turbines)
7. Install new windows or doors
8. Other (please specify)
9. None of the above

-9 Don't know (SPONTANEOUS ONLY)

Attitudes towards language

ASK ALL

I'm now going to ask you how you feel about the Welsh language.

WL SHOWCARD E

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

...Welsh is a dying language.

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

-9 I don't know

Primary and secondary education

ASK IF 2 AT DvPsFeePay or 2 at PsFeePay

PsChldNds SHOWCARD

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

[Name]'s school ensures that [his/her] individual educational needs are provided for.

SHOWCARD F

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

-9. Don't know (SPONTANEOUS ONLY)

ASK IF 2 AT DvPsFeePay or 2 at PsFeePay

PsALN

Does [name] have any special educational needs or additional learning needs that makes it harder for [him/her] to learn than other children the same age?

IF NECESSARY: Any learning difficulty or disability that means [he/she] needs extra support at school?

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

ASK IF 1 AT PsALN

PsState SHOWCARD

Has [name's] school or the local council given [him/her] any of these plans?

SHOWCARD

INTERVIEWER:

STATEMENTS are statutory plans for learners with special educational needs issued by the local authority.

INDIVIDUAL EDUCATION PLANS are issued by the school to learners with special educational needs or additional learning needs. They are usually supported through 'School Action' or 'School Action Plus', or 'Early Years Action' or 'Early Years Action Plus' in early years settings.

INDIVIDUAL DEVELOPMENT PLANS are a new type of plan issued by the local authority or school to young people with special educational needs or additional learning needs.

CODE ALL THAT APPLY

1. Statement of special educational needs
 2. Individual education plan
 3. Individual development plan
 4. Early Years Action Plus / Early Years Action plan
 5. School Action Plus / School Action plan
 6. Other (PLEASE SPECIFY)
 7. None
- 9 Don't know (SPONTANEOUS ONLY)

Play

ASK OF PARENTS, ONE CHILD (AGED 1 to 10) SELECTED AT RANDOM

PlayOppU11 SHOWCARD

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?

INTERVIEWER: LOCAL AREA IS RESPONDENT'S INTERPRETATION

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

ASK OF PARENTS, ONE CHILD (AGED 11 to 15) SELECTED AT RANDOM

PlayClubU11 SHOWACRD

Please think about clubs and organised activities that [name] can take part in in the local area.

Overall, how satisfied or dissatisfied are you with these clubs and activities?

INTERVIEWER: LOCAL AREA IS RESPONDENT'S INTERPRETATION

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

ASK A 'SAMPLE' OF NON-PARENTS

PlayOppXPar SHOWCARD

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

INTERVIEWER: LOCAL AREA IS RECONDENT'S INTERPRETATION

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied

- 5. Very dissatisfied
- 9 Don't know (SPONTANEOUS ONLY)
- 10 Refused

Use of HHS in Welsh

ASK IF Welsh Speaker

The next set of questions is about expressing a preference to be treated in Welsh at your GP or hospital appointment. Please just think about NHS appointments.

ASK IF NON Welsh Speaker

The next set of questions is about expressing a preference to be treated in Welsh at your GP or hospital appointment. Everyone should be asked their preference, in case they do speak Welsh. Please just think about NHS appointments.

ASK IF 1 AT WelSpk

HOfferWL

ASK ALL

Have you ever been asked whether you prefer to receive treatment in Welsh, either at the GP surgery or hospital?

IF NECESSARY: That is, be treated by a doctor or healthcare professional in Welsh.

INTERVIEWER: IF TREATMENT SOMETIMES IN WELSH, BUT PREFERENCE NEVER CHECKED, CODE AS 2.

- 1. Yes
- 2. No
- 3. No need, treatment has always been in Welsh
- 9 Don't know (SPONTANEOUS ONLY)

ASK IF 1=YES AT HOfferWL

HPrefWL

Did you say that you preferred to receive treatment in Welsh?

IF NECESSARY: That is, be treated by a doctor or healthcare professional in Welsh.

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

ASK IF 2=NO AT HOfferWL AND Welsh Speaker

HAskWL

Have you ever asked if you could be treated in Welsh?

IF NECESSARY: That is, be treated by a doctor or healthcare professional in Welsh.

1. Yes
2. No

-9 Don't know (SPONTANEOUS ONLY)

ASK IF 1=YES AT HOfferWL OR 1 = YES AT HAskWL

HWhenWL

When [was this last offered / did you last say this]?

READ OUT

1. In the last year
2. Between 1 and 2 years ago
3. Over 2 years ago

-9 Don't know (SPONTANEOUS ONLY)

ASK IF 1=YES AT HOfferWL OR 1= YES AT HAskWL

HAppWL

Have you had any GP or hospital appointments since then?

1. Yes
2. No

-9 Don't know (SPONTANEOUS ONLY)

ASK IF 1 = YES AT HAppWL AND Welsh Speaker

HAppWLWhere

Was your most recent appointment at the GP surgery or at a hospital?

1. GP
2. Hospital

-9 Don't know (SPONTANEOUS ONLY)

GpHspHadApp

Was this [GP / hospital] appointment in the last 12 months?

1. GP
2. Hospital
- 9 Don't know (SPONTANEOUS ONLY)

ASK IF 1 = **YES** AT HAppWL

HPrefWLRec

At your most recent [GP / hospital] appointment, was it remembered that you prefer to receive treatment in Welsh?

RECORD WHETHER PREFERENCE REMEMBERED BY STAFF, NOT WHETHER RESPONDENT ACTUALLY WANTED OR WAS ABLE TO SPEAK WELSH ON THAT OCCASION.

PREFERENCE EXPRESSED AT GP SHOULD BE REMEMBERED AT HOSPITAL AND VICE VERSA. SO IF EXPRESSED PREFERENCE AT ONE AND IT WAS NOT REMEMBERED AT THE OTHER, CODE AS 2.

1. Yes
2. No
3. Had since asked to speak to a doctor in English (SPONTANEOUS ONLY)
- 9 Don't know (SPONTANEOUS ONLY)

Psychoactive substances – support

This question is about the kind of support you would seek if you were using or thinking of using drugs.

ASK ALL

NPSHelp SHOWCARD

If you felt that you needed to get help because you were using or thinking of using drugs, who or where would you go to?

CODE ALL THAT APPLY

1. Parent / relative / carer
2. Friend
3. Someone you work with
4. Teacher
5. GP
6. Drug advice service / rehab centre
7. dan 24/7 - Wales Drug and Alcohol helpline

8. Drugaid website
9. Talk to Frank website / helpline

10. Other (PLEASE SPECIFY)

-9 Don't know (SPONTANEOUS ONLY)

ASK ALL (Parents and non-parents)

NPSWellInf SHOWCARD

How well-informed do you feel about the effects of drugs? The Welsh Government is interested in asking these questions so that they can come up with the best ways of informing the public about the effects of drugs.

SHOWCARD

1. Very well-informed
2. Fairly well-informed
3. Not very well-informed
4. Not at all well-informed

-9 Don't know (SPONTANEOUS ONLY)

ASK PARENTS OF CHILDREN AGED 11 YEARS OR OLDER

NPSWellInfPar SHOWCARD

If you ever had to discuss the effects of drugs with your child(ren), how well-informed would you feel to do this?

SHOWCARD

1. Very well-informed
2. Fairly well-informed
3. Not very well-informed
4. Not at all well-informed

-9 Don't know (SPONTANEOUS ONLY)

Problems and advice

ASK ALL

ConJust SHOWCARD

How confident are you that everyone has access to the legal system if they need it?

By legal system, I mean lawyers, courts and advice services which can help people resolve legal issues.

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident

-9 Don't know (SPONTANEOUS ONLY)

Arts attendance

ASK ALL

ArtsAttEv SHOWCARD

The next question asks about your participation in arts events.

In the last 12 months, have you attended any of the following arts events?

CODE ALL THAT APPLY

1. Film showing
2. Theatre
3. Live music
4. Dance performance
5. Storytelling / reading event
6. Other arts event (PLEASE SPECIFY)
7. None of these

Access to services and facilities

I will now ask some questions about the services and facilities in your local area. By local services and facilities, I mean things like shops, restaurants, parks, sports centres, schools and GP surgeries.

ASK ALL

LocServAv SHOWCARD

Overall, How satisfied or dissatisfied are you that good services and facilities are available in your local area?

IF NECESSARY: Please consider your local area to be the area within 15-20 minutes walking distance from your home.

SHOWCARD

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. No local services and facilities (SPONTANEOUS ONLY)
- 9 Don't know (SPONTANEOUS ONLY)

ASK IF NOT 6 AT LocServAv

LocServGet SHOWCARD

How satisfied or dissatisfied are you with your ability to get to these services and facilities?

INTERVIEWER: THIS IS THE RESPONDENT'S OWN INTERPRETATION

SHOWCARD

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

ASK ALL

ServFacWeb SHOWCARD

Overall, how satisfied or dissatisfied are you with your ability to access these services and facilities online?

INTERVIEWER: THIS IS THE RESPONDENT'S OWN INTERPRETATION

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

ASK ALL

ServFacTel SHOWCARD

Overall, how satisfied or dissatisfied are you with your ability to access these services and facilities by telephone?

INTERVIEWER: THIS IS THE RESPONDENTS OWN INTERPRETATION

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

ASK ALL

LocServFac SHOWCARD

As far as you know, which, if any of the following services and facilities are provided in your local area?

IF NECESSARY: Please think about the area within 15-20 minutes walking distance from your home.

INTERVIEWER: THIS IS THE RESPONDENT'S OWN INTERPRETATION.

WE ARE ASKING ABOUT WHAT IS PROVIDED IN THE LOCAL AREA, NOT THE QUALITY OF THE SERVICE. E.G. IF RESPONDENT SAYS THERE IS A BUS ROUTE, BUT BUSES ARE INFREQUENT, THIS SHOULD STILL BE CODED AS 15.

1. Shops
2. Pub / Restaurant
3. Cinema
4. Park

5. Library

6. Community centre / hall
 7. Sports centre / club
 8. Youth club Health centre / GP surgery
 9. Chemist
 10. Post Office
 11. Primary school
 12. Secondary school
 13. Place of worship, e.g. church
 14. Cash machine
 15. Public transport links (for example a train station or bus route)
 16. None of the above
- 9. Don't know (SPONTANEOUS ONLY)

Local authority

LAInfoCh SHOWCARD

To what extent do you agree or disagree with these statements?

I can access information about [name of LA] in the way I would like to.

1. Strongly agree
 2. Tend to agree
 3. Neither agree nor disagree
 4. Tend to disagree
 5. Strongly disagree
- 9. Don't know (SPONTANEOUS ONLY)

LABudget SHOWCARD

[Name of LA] asks local people for their views before setting its budget.

1. Strongly agree
 2. Tend to agree
 3. Neither agree nor disagree
 4. Tend to disagree
 5. Strongly disagree
- 9. Don't know (SPONTANEOUS ONLY)

Libraries

ASK ALL

LibAtt

In the last 12 months, have you used a public library service?

INTERVIEWER: INCLUDE VISITS TO PUBLIC LIBRARIES, USING ONLINE LIBRARY RESOURCES, OR ACCESS BY TELEPHONE. EXCLUDE VISITS TO UNIVERSITY LIBRARIES.

1. Yes
2. No

-9. Don't know (SPONTANEOUS ONLY)

ASK IF 2 AT LibAtt

LibXVisit

And can I just ask, why haven't you used a public library service in the last 12 months?

DO NOT PROMPT

CODE ALL THAT APPLY

1. Not really interested
2. I don't have anyone to go with
3. I wouldn't enjoy it
4. Health isn't good enough
5. Opening hours aren't convenient
6. Lack of transport / I can't easily get to it
7. It's difficult to find the time
8. Not sure what services are available
9. The right services aren't available
10. Other (PLEASE SPECIFY)

- 9 Don't know (SPONTANEOUS ONLY)

Internet use and public service websites

IF 1 AT IntPersUse IntSkills SHOWCARD

In the last 4 weeks, which, if any, of these activities have you done?

SHOWCARD A

CODE ALL THAT APPLY

1. Used Google or another search engine
2. Downloaded or saved a photograph you found online
4. Sent a message via email or instant messaging
5. Bought goods or services online
6. Installed apps on a smartphone or tablet
7. Used online help services (e.g. chat service or internet forum for example on a bank or mobile provider website)
8. Watched an online 'how to' clip (e.g. on YouTube)
9. Completed online application forms which asked for personal details (e.g. address, date of birth)
10. None of these

IF 1 AT IntPersUse

IntGovUse2 SHOWCARD

Which, if any, of these public service websites have you visited in the last 12 months?

SHOWCARD

1. Welsh Government website
2. NHS Direct Wales website
3. Your GP's website
4. Local authority / council website
5. School / college website
6. Other (PLEASE SPECIFY)
7. None of these

-9 Don't know (SPONTANEOUS ONLY)

IF 1-6 AT IntGovRec

IntGovSat SHOWCARD

How satisfied or dissatisfied were you with the [insert answer to IntGovUse2]?

SHOWCARD C

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied

-9. Don't know (SPONTANEOUS ONLY)

Non-GP primary care services

ASK ALL

NonGPServs SHOWCARD

Which of these services have you used for yourself in the last 12 months, either under the NHS or privately?

INTERVIEWER: ONLY INCLUDE THE PRIMARY CARE SERVICES LISTED BELOW. IF RESPONDENT WENT TO A&E, DO NOT CODE THIS.

SHOWCARD D

CODE ALL THAT APPLY

1. Optician for an eye test
2. Dentist
3. GP practice nurse
4. Health visitor, district nurse, community nurse, or midwife
5. Out of hours GP or nurse
6. Pharmacist
7. Physiotherapist
8. Occupational therapist
9. Dietician
10. Audiologist at a hospital
11. 111 (telephone or online)
12. NHS Direct (telephone or online)
13. Add to Your Life online service
14. None of these

-9. Don't know (SPONTANEOUS ONLY)

Medicines

The next section is about medicines. By medicines we mean anything you take or put on your skin to treat a medical condition. We also mean mineral and vitamin supplements, herbal and homeopathic medicines.

ASK ALL

NPMed

**During the past 4 weeks have you bought any medicine for yourself?
Don't count anything that you got with a prescription.**

1. Yes
2. No

-9. Don't know (SPONTANEOUS ONLY)

ASK IF 1 AT NPMed

NPMedType SHOWCARD

Which of these types of medicine did you buy?

SHOWCARD

CODE ALL THAT APPLY

1. Conventional medicines, e.g. painkillers, indigestion remedies, cough medicine
2. Herbal medicine
3. Homeopathic medicine
4. Mineral or vitamin supplements (excluding protein shakes)

-9 Don't know (SPONTANEOUS ONLY)

ASK ALL

PMed

Have you been taking any medicine for a year or more that was prescribed to you?

1. Yes
2. No

-9 Don't know (SPONTANEOUS ONLY)

Disabled adaptations

ASK IF R OR SOMEONE IN HH HAS LONG-TERM ILLNESS/CONDITION

LngIIIAdpt

We need to know whether people with disabilities are less likely to have suitable accommodation, and if so, why this is so that the Welsh Government can take action to help.

Are adaptations in your home needed for [your] physical or mental health condition or illness?

IF NECESSARY: Please think about adaptations you think are needed, regardless of whether you have them or not.

INTERVIEWER: CODE ADAPTATIONS ALREADY MADE AND ADAPTATIONS NEEDED BUT NOT YET MADE AS 1

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

ASK IF 1 AT LngIIILimit OR LongIIILimitHh

SCAccom2 SHOWCARD

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

I have suitable accommodation for [my] physical needs?

SHOWCARD F

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

-9. Don't know (SPONTANEOUS ONLY)

ASK IF 4 OR 5 = Disagree AT SCAcomm2

SHOWCARD

SCAccomWhy

Why is your accommodation not suitable for [your] needs?

SHOWCARD G

1. Waiting for adaptations to be made, but work not yet carried out
2. Waiting to move into suitable accommodation
3. Landlord won't allow work to be carried out
4. Landlord won't pay for work
5. Can't afford it
6. Don't trust tradesmen
7. Other (PLEASE SPECIFY)

-9. Don't know (SPONTANEOUS ONLY)

Problems and advice 2

ASK ALL

READ OUT: The Welsh Government are interested in this topic because they need to know if people who have suffered a problem or dispute are getting enough support to resolve it properly, and if not, what should be put in place to improve things.

Disputes SHOWCARD

In the last 12 months, have you personally experiences any problems of disputes in relation with the following topics?

SHOWCARD

CODE ALL THAT APPLY

1. Debt
2. Financial matters other than debt
3. Welfare benefits (for example Housing Benefit, Child Tax Credit)
4. Housing
5. Employment
6. Discrimination
7. Divorce or problems related to relationship breakdown
8. Social care
9. Goods or services you have bought
10. Other (PLEASE SPECIFY)
11. None of these

-9. Don't know (SPONTANEOUS ONLY)

ASK IF 1-10 AT Disputes

ProbOtcn SHOWCARD

Thinking about the most serious problem you experienced, which of these best describes what happened?

SHOWCARD

SINGLE CODE

1. Sorted it out
 2. Still sorting it out
 3. Attempted to sort it out but gave up
 4. Did nothing
- 9. Don't know (SPONTANEOUS ONLY)

ASK IF 1 AT ProbOtcn

ProbSort SHOWCARD

How [did / are] you sort[ing] it out?

SHOWCARD

CODE ALL THAT APPLY

1. On my own
 2. With the help of family / friends
 3. With professional help - paid for
 4. With professional help - free
 5. Other (PLEASE SPECIFY)
- 9. Don't know (SPONTANEOUS ONLY)

ASK IF 2 AT ProbOtcn

ProbGvUp SHOWCARD

Why did you give up?

SHOWCARD

CODE ALL THAT APPLY

1. Due to costs
 2. Due to complexity
 3. On professional advice
 4. On the advice of family / friends
5. Because I was unable to get information / advice I needed
6. Other (PLEASE SPECIFY)
- 9 Don't know (SPONTANEOUS ONLY)

ASK IF 4 AT ProbOtcM

ProbNoth SHOWCARD

Why didn't you do anything?

SHOWCARD

CODE ALL THAT APPLY

1. Due to costs
 2. Due to complexity
 3. Didn't have the time
 4. Lack of knowledge
 5. Too stressful
 6. Other (PLEASE SPECIFY)
- 9 Don't know (SPONTANEOUS ONLY)

ASK ALL

AdvProb SHOWCARD

In the last 12 months, have you had advice or support from any organisations in these areas?

SHOWCARD

CODE ALL THAT APPLY

1. Debt
 2. Financial matters other than debt
 3. Welfare benefits (for example, Housing benefit, Child Tax Credit)
 4. Housing
 5. Employment
 6. Discrimination
 7. Divorce or problems related to relationship breakdown
 8. Social care
 9. Goods or services you have bought
 10. Other (PLEASE SPECIFY)
 11. None of these
- 9. Don't know (SPONTANEOUS ONLY)

Welfare reform

ASK ALL

WelfAware SHOWCARD

Which of the following changes to welfare benefits have you heard of? If you'd like, I can tell you a bit more about these options.

INTERVIEWER: READ OUT EXPLANATIONS IF RESPONDENT REQUIRES

CODE ALL THAT APPLY

IF NECESSARY: **Universal Credit** is a benefit for people on low incomes or out of work. Benefits replaced by Universal Credit include Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Income Support, Working Tax Credit, Child Tax Credit and Housing Benefit.

IF NECESSARY: The **Personal Independence Payment** helps with some of the extra costs caused by long-term disability or ill-health. This has replaced Disability Living Allowance.

IF NECESSARY: The **Household Benefit Cap** is a limit on the total amount of benefit that most working-age people can get. It was originally introduced in 2013. From October 2016 the cap cut benefits for out-of-work families from £26,000 (£18,200 for single adults without children) to £20,000 (£13,400 for single adults without children).

IF NECESSARY: As a result of the **removal of the spare room subsidy** (also known as the '**bedroom tax**'), Housing Benefit has been reduced for working-age social tenants whose properties are deemed to have more rooms than they need based on the Department for Work and Pensions (DWP) size criteria.

SHOWCARD

1. Introduction of Universal Credit
2. Introduction of Personal Independence Payment
3. Household Benefit Cap
4. Removal of the Spare Room Subsidy (also known as the Bedroom Tax)
5. None of the above

ASK IF 1 OR 2 AT Q17 WelfAware

**Q18 WelfEffect1 (Universal Credit) or WelfEffect 2 (Personal Independence Payment)
SHOWCARD N**

What effect, if any, has the [RESPONSE OPTION Q19] had on you or your household? You can select more than one option.

SHOWCARD N

CODE ALL THAT APPLY

1. Positive (e.g. more money, less stress / anxiety)
 2. Negative (e.g. less money, more stress / anxiety)
 3. None / Not applicable
- 9. Don't know (SPONTANEOUS ONLY)

ASK IF 3 OR 4 AT WelfAware

WelfEffect3 (Household benefit cap) or WelfEffect4 (Removal of spare room subsidy)

What effect, if any, has the [RESPONSE OPTION] had on you or your household? You can select more than one option.

SHOWCARD

CODE ALL THAT APPLY

1. Positive (e.g. helped me move into work)
 2. Negative (e.g. less money, had to move house)
 3. None / Not applicable
- 9 Don't know (SPONTANEOUS ONLY)

Children's rights

ASK ALL

We'd like to find out how informed people feel about the United Nations Convention on the Rights of the Child. There are no right or wrong answers.

UNCRC SHOWCARD

How much have you previously heard about the United Nations Convention on the Rights of the Child?

SHOWCARD

1. Heard of it and have a fair idea of the rights it involves
 2. Heard of it, but not sure what rights it involves
 3. Not heard of it
- 9 Don't know (SPONTANEOUS ONLY)

Tattoos and piercings

ASK ALL

Tattoos

Have you ever had any tattoos?

1. Yes
2. No

ASK IF 1= YES AT Tattoos

TatWhen

When was your most recent tattoo?

SHOWCARD

1. Less than 12 months ago
 2. 12 months but less than 2 years ago
 3. 2 years ago or more
- 9. Don't know (SPONTANEOUS ONLY)