

Tunbridge Wells Borough Council
Borough Wide Survey 2004

CASE NO:	STAMP NO:
INTERVIEWER ID:	INTERVIEW DATE:
INTERVIEWER NAME:	WARD CODE: WARD NAME:
INTERVIEW TIME: (24 HR CLOCK)	INTERVIEW DAY:
TYPE OF QUESTIONNAIRE	1 STANDARD HOUSEHOLD 2 THOSE WITH DISABILITIES 3 BLACK & MINORITY ETHNIC GROUPS 4 14 – 18 YEAR OLDS

READ : Good morning / afternoon / evening. My name is ... and I work for BMG Research in Birmingham. **(SHOW ID)**

You may have heard about the survey we are carrying out for Tunbridge Wells Borough Council. **(SHOW LETTER OF AUTHORITY)**

The Council would like to find out what local residents think of Council services, and how they might be improved. May I ask you some questions? The survey should take about 20 minutes to complete, depending on your answers.

CHECK THAT RESPONDENT IS 16 + YEARS UNLESS PART OF 14 – 18 YEAR BOOST

RECORD (& CONFIRM SPELLING OF) RESPONDENT'S DETAILS AFTER INTERVIEW

TITLE:	1 MR	2 MRS	3 MISS	4 MS	5 DR
	95 OTHER PLEASE SPECIFY:				
SURNAME:					
FORENAME / INITIALS:					
ADDRESS 1:					
ADDRESS 2:					
ADDRESS 3:					
POSTAL TOWN:					
POST CODE:					
PHONE NO (INC STD):					

Section 1: Awareness and Satisfaction of Services, Initiatives and Publications

Q1 Looking at these pictures, could you tell me which of these Council publications you have seen or are aware of? **SHOWCARD 1 [ROTATED COLOUR COPIES OF PUBLICATIONS]. CODE ONE FOR EACH PUBLICATION**

		HAVE SEEN	ARE AWARE OF	NEITHER
A	Tunbridge Wells Borough Council News	1	2	3
B	Events 2004 – what’s on and where directory	1	2	3
C	Parks in Royal Tunbridge Wells leaflet	1	2	3
D	Assembly Hall theatre programme	1	2	3
E	Leisure Guide	1	2	3
F	Residents’ Passport to Local Visitor Attractions 2004	1	2	3
G	www.tunbridgewells.gov.uk	1	2	3
H	Tunbridge Wells Museum & Art gallery exhibitions & events leaflet	1	2	3
I	Tunbridge Wells Access Guide	1	2	3
J	Summer/Easter activities for young people brochure	1	2	3
K	www.visittunbridgewells.com	1	2	3

Q2 Which of the these issues, activities or services have you been aware of in the last 12 months? **SHOWCARD 2 CODE ONE FOR EACH ASPECT**

		YES	NO
A	Sports / arts club directory on-line	1	2
B	Scandals at the Spa	1	2
C	Sedan Chair race	1	2
D	Safe routes (walking buses) for primary school children	1	2
E	Heartbeat Awards to encourage healthy eating	1	2
F	Good Hygiene Awards	1	2
G	Citizens Advice Bureau	1	2
H	Summer / Easter activities for young people	1	2
I	Green Action: the environmental competition for schools and youth groups	1	2
J	The Go Card (The concession card which gives cheap access to the sports centres for those on low incomes)	1	2
K	Falls prevention strategy for older people	1	2
L	Winter Street Festival 2003	1	2
M	Pantiles art exhibitions	1	2
N	Jazz and classical concerts on the Pantiles	1	2
O	County cricket week	1	2
P	Gardening for wildlife	1	2
Q	Council research surveys (various)	1	2
R	GP exercise referral scheme	1	2
S	South East in Bloom	1	2
T	Kent High Weald project (environmental enhancements)	1	2
U	West Kent mediation service	1	2
V	Green Box Recycling Scheme for paper and cardboard	1	2
W	Introduction of Brown Bins for garden waste	1	2
X	Kent Action to Save Heat (KASH)	1	2

Q3 Which of these services, facilities or centres do you know are provided by Tunbridge Wells Borough Council? **SHOWCARD 3 AND CODE ALL THAT APPLY UNDER 'Q3 AWARE' BELOW**

Q4 And which of these services have you used in the last 12 months? **SHOWCARD 3 (AGAIN) AND CODE ALL THAT APPLY UNDER 'Q4 USED/VISITED' BELOW**

ASK ALL (IRRESPECTIVE OF WHETHER AWARE OR USE A SERVICE)

Q5 How important would you say that the **<NAME EACH SERVICE>...** is to you? Please use a 5 point scale, whereby 1 indicates very unimportant and 5 indicates very important. **SHOWCARD 4 [RATINGS]. READ OUT EACH SERVICE AND WRITE IN SCORE FOR EACH UNDER 'Q5 IMPORTANCE' BELOW. DK=6.**

Q6 And on the whole, how satisfied are you with how well the **<NAME EACH SERVICE>....** met your needs? Again, please rate it on a 5 point scale, whereby 1 indicates very dissatisfied and 5 indicates very satisfied. **SHOWCARD 5 [RATINGS]. READ OUT EACH SERVICE AND WRITE IN SCORE UNDER 'Q6 SATISFACTION' BELOW. DK=6**

		Q3 AWARE	Q4 USED / VISITED	Q5 IMPOR- TANCE (1-5)	Q6 SATIS- FACTION (1-5)
A	Building Control Services	1	1		
B	Car parks in Tunbridge Wells	2	2		
C	CCTV cameras	3			
D	Kent and Sussex crematorium and cemetery grounds	4	4		
E	Civic / dog warden	5	5		
F	Tunbridge Wells farmers market	6	6		
G	Public Health education	7	7		
H	Council tax benefit / housing benefit	8	8		
I	Inspection of restaurants and premises which sell food	9			
J	Landscape and tree conservation	10			
K	Organisation of national / local elections	11	11		
L	Pest control services	12	12		
M	Planning applications	13	13		
N	Air, water and land pollution control	14	14		
O	Noise control services	15	15		
P	Assembly Hall theatre	16	16		
Q	Food hygiene courses	17	17		
R	Health & safety courses	18	18		
S	Refuse collection	19	19		
T	Recycling services, including green box paper and card collection	20	20		

		Q3 AWARE	Q4 USED / VISITED	Q5 IMPOR- TANCE (1-5)	Q6 SATIS- FACTION (1-5)
U	Recycling banks / centres across the borough	21	21		
V	Shopmobility service	22	22		
W	Tunbridge Wells Indoor Sports and Tennis Centre	23	23		
X	Putlands Sports Centre	24	24		
Y	The Weald Sports Centre	25	25		
Z	Street cleaning services	26	26		
AA	Home safety initiatives	27	27		
BB	Out of Hour Emergency Telephone Service	28	28		
CC	Energy advice / Kent Energy Centre	29	29		
DD	Public toilets	30	30		
EE	Tunbridge Wells Tourist Information Centres located in the Pantiles	31	31		
FF	Bus passes	32	32		
GG	Tunbridge Wells Museum & Art Gallery	33	33		
HH	Local nature reserves	34	34		
II	The removal of fly tipping from public land and open spaces	35	35		
JJ	The removal of abandoned cars	36	36		
KK	The removal of graffiti from public buildings and highways	37	37		
LL	Care and Repair Agency	38	38		
MM	Handy Person Service	39	39		
NN	Protection of historic and conservation areas/listed buildings	40	40		
	Other Specify	95	95		
	None of the above	96	96		
	Don't know	97	97		
	Refused	98	98		

Section 2: Comprehensive Performance Assessment (CPA)

Q7 Were you aware before this interview, that the Audit Commission undertakes a Comprehensive Performance Assessment (CPA) of all local councils, including Tunbridge Wells Council? **CODE ONE ONLY**

Yes 1
No 2
Don't Know 3

**IF YES AT Q7, ASK :
OTHERS GO TO Q11**

Q8 Do you know what result Tunbridge Wells Borough Council achieved this year? **CODE ONE ONLY**

Yes 1
No 2
Don't Know 3

**IF YES AT Q8, ASK :
OTHERS GO TO Q11**

Q9 What was the CPA result? **DO NOT PROMPT AND CODE ONE ONLY**

Excellent 5
Good 4
Fair 3
Weak 2
Poor 1
Other **SPECIFY**

Q10 From your own personal view of the Council, would you have given a higher score, the same score or a lower score? **SHOWCARD 6 AND CODE ONE ONLY**

Higher Score 3
The same 2
Lower score 1
Don't know 4

ASK ALL

Q11 Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things? **SHOWCARD 7 AND CODE ONE ONLY**

- Very satisfied 5
- Fairly satisfied 4
- Neither satisfied nor dissatisfied 3
- Fairly dissatisfied 2
- Very dissatisfied 1
- Don't Know 6

Q12 How strongly do you agree or disagree that Tunbridge Wells Borough Council.....**SHOWCARD 8 [RATINGS]. READ OUT EACH STATEMENT AND CODE ONE FOR EACH**

		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
A	Admits when it is wrong	5	4	3	2	1
B	Keeps its promises – that is, does what it says it will do	5	4	3	2	1
C	Learns from mistakes when it makes them	5	4	3	2	1
D	Does not keep me informed about the services it provides	5	4	3	2	1
E	Provides opportunities to make comments on its services and facilities	5	4	3	2	1

Q13 Do you have any further comments to make about the Council or the services it provides? **WRITE IN VERBATIM PROBING FULLY**

Section 3: Trinity

Q14 Have you visited Trinity in the last 12 months? **CODE ONE ONLY**

Yes 1
No 2
Don't Know 3

IF YES, ASK :
OTHERS GO TO Q16

Q15 Thinking about Trinity overall, how would you rate your visit in terms of the experience you had? **SHOWCARD 9 AND CODE ONE ONLY**

Very good 5
Fairly good 4
Neither good nor poor 3
Fairly poor 2
Very poor 1
Don't know 6

ASK ALL

Q16 Were you aware that the Council provides grant funding to support Trinity?
CODE ONE ONLY

Yes 1
No 2
Don't know 3

Q17 Trinity is dependent upon the Council's financial support; do you agree or disagree that the Council should continue to provide grant funding to support Trinity? **CODE ONE ONLY**

Strongly agree 5
Slightly agree 4
Neither agree nor disagree 3
Slightly disagree 2
Strongly disagree 1
Don't know 6

Section 4: Museum Services

Q18 Have you visited *any* museum or art gallery in the last 12 months? **CODE ONE ONLY**

Yes 1
No 2
Don't know 3

**IF NO, ASK :
OTHERS GO TO Q20**

Q19 Why is this? **DO NOT PROMPT AND CODE ALL THAT APPLY**

Not interested in history 1
Not interested in art 2
Expensive 3
Don't find museums and art galleries very welcoming 4
Too far away 5
Other **Specify** 95

NOW GO TO Q22

Q20 Have you visited Tunbridge Wells Museum and Art Gallery in the last 12 months? **CODE ONE ONLY**

Yes 1
No 2
Don't know 3

**IF NO, ASK :
OTHERS GO TO Q22**

Q21 Why is this? **DO NOT PROMPT AND CODE ALL THAT APPLY**

Don't know what's available there 1
Not interested in the museum and gallery programme 2
Too far away 3
Difficult to access the building 4
Other reasons **Specify** 95

ASK ALL

Q22 The Council is proposing to redevelop Tunbridge Wells Museum and Art Gallery. Which of the following would encourage you to use the Museum's facilities and services? **SHOWCARD 10 AND CODE ALL THAT APPLY**

- | | |
|---|----|
| Lift | 1 |
| Café | 2 |
| Better souvenir and book shop | 3 |
| Continued free admission | 4 |
| Free Services | 5 |
| Evening Opening | 6 |
| Seeing and handling the objects behind the scenes | 7 |
| The Museum's collections coming out to you in the community | 8 |
| More 'hands on' things to do in the building | 9 |
| Creating exhibitions and events yourself | 10 |
| Other – Specify | 95 |
-

Q23 Would you like to receive information about Tunbridge Wells Museum and Art Gallery? **CODE ONE ONLY**

- | | |
|------------|---|
| Yes | 1 |
| No | 2 |
| Don't know | 3 |

Section 5: Planning Services

Q24 Are you aware of any new building developments, which have been completed, in your local area in the last 12 months? **CODE ONE ONLY**

- Yes 1
 No 2
 Don't know 3

**IF YES, ASK :
 OTHERS GO TO Q26**

Q25 To what extent do you agree or disagree with the following statements about these new building developments? **SHOWCARD 11 [RATINGS]. READ OUT EACH STATEMENT AND CODE ONE FOR EACH**

		Strongly agree	Agree	Neither	Disagree	Strongly Disagree
A	New building development generally protects the use and enjoyment of existing residents' homes	5	4	3	2	1
B	The design of the development fits well into the local environment	5	4	3	2	1

Section 6: Community Safety

ASK ALL

Q26 Thinking about safety in the community, what are your key concerns in relation to crime in the local area? **SHOWCARD 12 AND CODE UP TO THREE CONCERNS ONLY**

Mugging	1
Vandalism and graffiti	2
Theft from vehicles	3
Theft of vehicles	4
Traffic offences e.g. speeding	5
Troublesome teenagers or children	6
Burglaries	7
Presence of drug dealers	8
Presence of drug users	9
Hooliganism	10
Problem or noisy neighbours	11
Racial harassment or abuse	12
Rape or sexual assault	13
Prostitution or kerb crawling	14
Other SPECIFY	95
<hr/>	
No Concerns	96
Don't know	97

Q27 How many times a week do you visit the Royal Tunbridge Wells town centre and the Pantiles? **CODE ONE ONLY FOR EACH COLUMN**

	TOWN CENTRE	PANTILES
Never	1	1
1	2	2
2-3	3	3
4-5	4	4
Daily	5	5

**IF AT ALL (CODES 2 – 5 IN Q27A AND/OR Q27B ABOVE), ASK:
 IF NEVER (CODE 1 IN Q27A AND Q27B ABOVE), GO TO Q30**

Q28 For what purpose(s) do you visit the Royal Tunbridge Wells town centre and/or the Pantiles? **CODE AT LEAST ONE FOR EACH COLUMN WHERE RELEVANT**

	TOWN CENTRE	PANTILES
Shopping	1	1
Work	2	2
Leisure	3	3
Other SPECIFY	95	95

Q29 Are there any times when you do not feel safe visiting Tunbridge Wells town centre and/or the Pantiles? **CODE ALL THAT APPLY FOR EACH COLUMN**

	TOWN CENTRE	PANTILES
Morning	1	1
Afternoon	2	2
Evening	3	3
Visit at any times	4	4

NOW GO TO Q31

Q30 Why have you never visited the Town Centre or the Pantiles? **WRITE IN VERBATIM PROBING FULLY IN EACH COLUMN WHERE RELEVANT**

TOWN CENTRE	PANTILES

ASK ALL

Q31 Are there any (other) areas in the Borough you do not visit at all? **CODE ONE ONLY**

Yes 1
No 2
Don't know 3

**IF YES, ASK :
OTHERS GO TO Q33**

Q32 Which areas and why is that? **WRITE IN VERBATIM PROBING FULLY**

AREAS	REASONS WHY

ASK ALL

Q33 Have you been a victim of crime within the past 12 months? **CODE ONE ONLY**

Yes 1
No 2

**IF YES, ASK :
OTHERS GO TO Q36**

Q34 What type of crime was it? **DO NOT PROMPT AND CODE ALL THAT APPLY**

Theft 1
Assault 2
Burglary 3
Fraud 4
Other **specify** 95

Q35 Did you report the crime(s) to the police? **CODE ONE ONLY**

Yes 1
No 2

Section 7: Young People's Activities

ASK ALL

Q36 What activities or facilities do you think are available for young people in your local area? **DO NOT PROMPT AND CODE ALL THAT APPLY UNDER 'Q36 AVAILABLE NOW'**

Q37 What activities or facilities would you like to see, that aren't already provided? **DO NOT PROMPT AND CODE ALL THAT APPLY UNDER 'Q37 WOULD LIKE TO SEE'**

	Q36 AVAILABLE NOW	Q37 WOULD LIKE TO SEE
Cinema	1	1
Theatre	2	2
Discos	3	3
Dance groups/classes	4	4
Drama groups/classes	5	5
Playing a musical instrument classes	6	6
Gigs/concerts	7	7
Rollerblading and/or skateboarding	8	8
BMX/track	9	9
Ice skating	10	10
Swimming	11	11
Ten pin bowling	12	12
Playing team sports eg football, rugby, hockey	13	13
Playing individual sports eg athletics, tennis, judo	14	14
Taking part in other outdoor activities eg Rock climbing, canoeing	15	15
Uniformed youth groups eg Scouts, Guides	16	16
Youth clubs	17	17
Hanging around with friends (outside)	18	18
Spending time with friends in each others' homes	19	19
Burger bar/coffee bar	20	20
Other SPECIFY	95	95
<hr/>		
Don't know	97	97

Q38 Thinking about activities for young people, what are the barriers preventing them from taking part in locally provided activities? **DO NOT PROMPT AND CODE ALL THAT APPLY?**

Lack of time	1
Lack of interest	2
Lack of confidence	3
Cost	4
Lack of transport	5
Childcare/family responsibilities	6
Do not meet special needs	7
Do not provide the activities they are interested in	8
Other Specify	95
<hr/>	
Don't know	97

Section 8: Awareness and Satisfaction with Councillors

READ : We would now like to move on and ask you some questions about Borough Councillors

Q39 In your opinion, how important are the following to the role of local Borough Councillors? Please use a five point scale, whereby 1 indicates 'not at all important' and 5 indicates 'very important'. **SHOWCARD 13 (RATINGS 5=VERY IMPORTANT, 4=IMPORTANT, 3=NEITHER IMPORTANT NOR UNIMPORTANT, 2=NOT IMPORTANT, 1=NOT AT ALL IMPORTANT). READ OUT EACH ASPECT AND WRITE IN SCORE FOR EACH. DON'T KNOW=6**

	WRITE IN SCORE (1-5)
Dealing with the problems of people in their local or ward areas	
Canvassing residents' opinions on local issues	
Making sure local or ward issues are considered in Council decisions	
Making decisions about how Council services are provided in the Borough	
Representing the Borough to the Government and other National bodies	
Informing residents in their local or ward area about Council services and activities	

Q40 Have you ever contacted a Borough Councillor? **CODE ONE ONLY**

Yes	1	CONTINUE
No	2	GO TO Q42
Can't remember	3	GO TO Q43

**IF YES, ASK:
IF NO GO TO Q42**

Q41 To what extent do you agree or disagree with the following statements about how they handled your problem? **SHOWCARD 14 [RATINGS] AND CODE ONE ONLY FOR EACH ROW**

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DON'T KNOW
Dealt with my problem effectively	5	4	3	2	1	6
Were helpful in their dealings with me	5	4	3	2	1	6
Were knowledgeable about their subject	5	4	3	2	1	6
Represented my interests	5	4	3	2	1	6
Were easy to trace	5	4	3	2	1	6

NOW GO TO Q43

Q42 Why not? **DO NOT PROMPT AND CODE ALL THAT APPLY**

Didn't know how to get hold of them	1
Didn't think they could help	2
He/She's from a party I don't support	3
Don't trust politicians	4
Doesn't make any difference	5
Contacted an officer/Council staff instead	6
Just never needed to	7
Other SPECIFY	95
<hr/>	
Don't know	97

ASK ALL

Q43 To what extent do you agree that your **Borough Council** elected representatives are sufficiently aware of local issues and feelings?
SHOWCARD 15 AND CODE ONE ONLY

Strongly agree	5
Agree	4
Neither agree nor disagree	3
Disagree	2
Strongly disagree	1
Don't know	6

Q44 To what extent do you agree that your **County Council** elected representatives are sufficiently aware of local issues and feelings?
SHOWCARD 15 (AGAIN) AND CODE ONE ONLY

Strongly agree	5
Slightly agree	4
Neither agree nor disagree	3
Slightly disagree	2
Strongly disagree	1
Don't know	6

Q45 Do you feel you can / have influenced decisions that affect your local area?
CODE ONE ONLY

Yes	1
No	2
Don't Know	3

Q46 Do you think that Tunbridge Wells Borough Council takes notice of residents' views on issues in your local area? **CODE ONE ONLY**

Yes	1
No	2
Don't Know	3

Section 9: Residents' Associations

Q47 Are you or a member of your household, a member of a local Residents' Association?

Yes	1
No	2
Don't Know	3

**IF YES ASK:
 IF NO GO TO Q52 AND IF 'DON'T KNOW' GO TO Q54**

Q48 Which Residents' Association are you a member of?

—

Q49 What is its purpose? **DO NOT PROMPT AND CODE ALL THAT APPLY**

Organise local improvements to the environment e.g. Street Cleaning	1	
Consider planning/development matters which may impact locally	2	
Organise local opinion e.g. to lobby/campaign for change	3	
Street parties/ other events	4	
Social/ neighbourly	5	
Other SPECIFY	95	

Don't know	97	GO TO Q54

Q50 Do you think there are other issues your Residents' Association should address? **CODE ONE ONLY**

Yes	1	CONTINUE
No	2	GO TO Q54
Don't Know	3	GO TO Q54

**IF YES ASK:
 OTHERS GO TO Q54**

Q51 Which ones? **DO NOT PROMPT AND CODE ALL THAT APPLY**

Organise local improvements to the environment e.g. Street Cleaning	1
Consider planning/development matters which may impact locally	2
Organise local opinion e.g. to lobby/campaign for change	3
Street parties/ other events	4
Social/ neighbourly	5
Other SPECIFY	95
<hr style="width: 50%; margin: 0 auto;"/>	
Don't know	97

NOW GO TO Q54

Q52 Why are you not a member of a local Residents' Association? **DO NOT PROMPT AND CODE ONE ONLY**

Not aware of local Residents' Association	1	CONTINUE
Lack of time	2	
Lack of interest	3	
Happy with local area – no issues of concern	4	OTHERS GO TO Q54
Lack of support locally	5	
Other SPECIFY	95	

**IF CODE 1 ASK:
 OTHERS GO TO Q54**

Q53 Would you be interested in joining a Residents' Association if there was one?
CODE ONE ONLY

Yes	1
No	2
Don't know	3

Section 10: Information Technology

ASK ALL

Q54 Are you connected to the Internet at home? **CODE ONE ONLY**

Yes	1
No	2

**IF YES, ASK :
OTHERS GO TO Q56**

Q55 What type of connection do you have to the Internet at home? **READ OUT
AND CODE ALL THAT APPLY**

Standard Modem	1
Broadband Modem	2
Don't know	3

ASK ALL

Q56 Do you have access to an interactive digital TV service? **CODE ONE ONLY**

Yes - Telewest	1
Yes - Sky	2
Yes - Other SPECIFY	95

No	96
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Section 11: Environment

Q57 Do you think noise pollution (i.e. any kind of loud noise) is a problem in your local area: **CODE ONE ONLY**

Yes 1
No 2
Don't know 3

**IF YES ASK:
OTHERS GO TO Q60**

Q58 To what extent do you agree or disagree that problems are caused by:
SHOWCARD 16 [RATINGS] CODE ONE ONLY FOR EACH ROW

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DON'T KNOW
Car alarms	5	4	3	2	1	6
Burglar alarms	5	4	3	2	1	6
Loud music from Neighbours	5	4	3	2	1	6
Regular noisy parties from neighbour	5	4	3	2	1	6

Q59 To what extent do you agree or disagree that a 24 hours Noise Patrol Service would help reduce and control noise complaints. **CODE ONE ONLY**

Strongly agree 5
Slightly agree 4
Neither agree nor disagree 3
Slightly disagree 2
Strongly disagree 1
Don't know 6

Section 12: Community Involvement

ASK ALL

Q60 Are you an active member of any club or group? **CODE ONE ONLY**

Yes 1

No 2

IF YES, ASK : OTHERS GO TO Q62

Q61 What is the nature of this club or group? **DO NOT PROMPT AND CODE ALL THAT APPLY**

Leisure club/group 1

Special interest club/group 2

Religious group 3

Other **Specify** 95

Section 13: Profile of Respondent

ASK ALL

Q62 Which, if any, of the following media do you read, watch or listen to at all?
SHOWCARD 17 AND CODE ALL THAT APPLY

Kent & Sussex Courier	1
Kent Messenger	2
Focus	3
Kent on Sunday	4
KM Extra	5
BBC South East Today	6
Meridian	7
BBC Radio Kent	8
KMFM	9
Invicta	10
Index	11
Other Specify	95

None	96
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Q63 How many cars does your household have or have access to? **CODE ONE ONLY**

One	1
Two	2
Three or more	3
None	4
Refused	5

Q64 RECORD GENDER

Male	1
Female	2

Q65 Can I just check your age please? **WRITE IN NUMBER OF YEARS AND CODE ONLY ONE**

- | | |
|------------------------------------|---|
| 14 - 15 Years BOOST ONLY!!! | 1 |
| 16 - 17 Years | 2 |
| 18 - 24 Years | 3 |
| 25 - 44 Years | 4 |
| 45 - 64 Years | 5 |
| 65+ Years | 6 |
| REFUSED | 7 |

Q66 To which of the following groups do you consider that you belong?
SHOWCARD 18 AND CODE ONE ONLY

- | | | |
|-----------------------------------|-------------------------|----|
| <u>White</u> | British | 1 |
| | Irish | 2 |
| | Other White Group | 3 |
| <u>Mixed</u> | White & Black Caribbean | 4 |
| | White & Black African | 5 |
| | White & Asian | 6 |
| | Other Mixed Group | 7 |
| <u>Asian/Asian British</u> | Indian | 8 |
| | Pakistani | 9 |
| | Bangladeshi | 10 |
| | Other Asian Group | 11 |
| <u>Black/Black British</u> | Caribbean | 12 |
| | African | 13 |
| | Other Black Group | 14 |
| <u>Other</u> | Chinese | 15 |
| | Other Specify | 95 |
-

Q67 Can you tell me, does anyone in your household receive any of the following benefits? **SHOWCARD 19 AND CODE ALL THAT APPLY**

Council Tax Benefit	1
Disability Living Allowance	2
Disability Working Allowance	3
Family Credit	4
Housing Benefit	5
Income Support	6
Jobseekers Allowance	7
None of the above	8
Don't know	9
Refused	10

Q68 Which of the following best describes your current situation? **SHOWCARD 20 AND CODE ONE ONLY**

Self-employed	1
In paid employment working 30+ hours per week	2
In paid employment working less than 30 hours per week	3
Out of work	4
Full-time student/School pupil	5
Long-term health problems	6
Retired	7
Caring for home / family / other dependants	8
Other Specify	95
<hr/>	
Refused	98

Q69 And what type of work do you do, or did you last do (if worked in the last 2 years)?

IF EMPLOYED –

- Probe for job function (not title) & level of skill
- Obtain any qualifications needed for job (e.g. Degree / vocational qualifications / apprenticeship etc)
- If professional / managerial / supervisor – probe for no of employees in company & industry of employer

IF RETIRED / UNEMPLOYED –

- Take time for unemployed & details of last job function for both

IF HAVE NOT WORKED IN THE LAST 2 YEARS –

- Code as 'not worked'

IF CARING FOR HOME –

- Probe for length of time spent caring & take details of last job function

Please write in

Not worked	1
Refused	2

OFFICE USE ONLY:		
CLASS 1	Higher managerial & professional occupations Professionals, employers, administrators, managers in companies with more than 25 employees	1
CLASS 2	Lower managerial & professional occupations Associate professionals, employers, administrators, managers & higher supervisors in companies with less than 25 employees	2
CLASS 3	Intermediate occupations Administrative, clerical, sales & technical work	3
CLASS 4	Small employers & own account workers Self-employed non-professionals & in agriculture	4
CLASS 5	Lower supervisory, craft & related occupations Other supervisors, craft & related workers	5
CLASS 6	Semi-routine occupations Routine occupations in manufacturing, services, technical & agriculture	6
CLASS 7	Routine occupations Elementary occupations in services & production	7
CLASS 8	Not classified Never worked, long-term unemployed (more than 6 months), long-term sick	8

Q70 Do you have any long-term illness, health problem or disability which limits your daily activities or the work you can do? **CODE ONE ONLY**

Yes	1
No	2

Refused 3

**IF YES ASK:
OTHERS GO TO Q72**

Q71 What is the nature of your long-term illness, health problem or disability?
CODE ONE ONLY

- Mobility 1
- Visual Impairment 2
- Hearing Impairment 3
- Learning Difficulties 4
- Other **Specify** 95

ASK ALL

Q72 And please can you tell me how many adults (aged 18+) live in your household? **RECORD NUMBER FOR A) ADULTS BELOW**

Q73 And how many children aged less than 18 live in your household? **RECORD NUMBER FOR B) CHILDREN < 18 YRS BELOW**

A) Adults:	B) Children under 18 yrs:
98 = REFUSED	98 = REFUSED

Q74 For how long have you lived in the Tunbridge Wells area? **CODE ONE ONLY**

- Less than 6 months 1
- Between 6 months and 1 year 2
- Between 1 and 2 years 3
- Between 2 and 5 years 4
- Between 5 and 10 years 5
- For more than 10 years 6
- All of my life 7

READ : Thank you, those are all the questions I have. Finally I need you to verify that you have taken part in this survey and that I have accurately recorded your comments, by signing the following statement:

'I confirm that this interview has been conducted in a proper manner and that the interviewer has accurately recorded the information I have provided.'

Name: _____
Signature: _____

PLEASE REMEMBER TO GIVE RESPONDENT A BMG CARD AND TUNBRIDGE WELLS CARD!

IF 14 OR 15 YEARS OLD ALSO GIVE LETTER

CHECK RESPONDENT'S DETAILS – THEY NEED TO BE CORRECT FOR BACK CHECKING & FUTURE CONTACT – AND THANK THEM FOR THEIR TIME AND HELP.