

Survey of Leicester questions

1: Postcode

2: Is the property owned or rented?

3: How long has this property been occupied?

4: How long have you lived in Leicester

5: If you have been in Leicester less than 5 years, where are you originally from?

6a: How many people live in the household? Under 18

6b: How many people live in the household? 18-65

6c: How many people live in the household? 66+

6d: How many people live in the household? Total

7: How are [the people in your household] related to you?

8: How many rooms in total are in the household? (do not count bathrooms, toilets, halls or landings).

9: How many people currently living in the household live away during term-time for education or study?

10: How many people are living in the household temporarily? (less than six months)

11: Which of these ethnic groups live in the household?

12: Which of these languages are spoken in the household?

13: This question is about the sex or gender of people who live in your household

14: Overall, how satisfied are you with your life nowadays? On a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".

15: How often do you feel isolated from others?

16: How often do you feel lonely?

17: Have you, or someone from your household, accessed any health services within the past 12 months?

18: Does anyone in your household have a physical or mental health condition or illness lasting (or expected to last) 12 months or more?

18a: Does anyone in your household have a physical or mental health condition or illness lasting (or expected to last) 12 months or more? If Yes, does this condition or illness reduce their ability to carry out day-to-day activities?

19: Does anyone in your household have difficulty seeing (even when wearing glasses)?

20: Does anyone in your household have difficulty hearing (even when using a hearing aid)?

21: Does anyone in your household look after, or give any help or support to, anyone because of a physical or mental health condition or illness?

22: If Yes, how many people are cared for and what is your household's relationship with them?

23: If your household provides support or care, is help provided from others?

24: If you needed to, would you feel comfortable asking friends or family for help if...?

24a: If you needed to, would you feel comfortable asking friends or family for help if you needed a lift to get somewhere urgently?

24b: If you needed to, would you feel comfortable asking friends or family for help if you were ill in bed and needed help at home?

24c: If you needed to, would you feel comfortable asking friends or family for help if you were in financial difficulties and needed to borrow money (£100 for example)

24d: If you needed to, would you feel comfortable asking friends or family for help if you needed comfort and support to get you through a personal crisis (e.g. anxiety or loneliness)

25: Financially, how do you feel now compared to before the COVID-19 pandemic?

26: Since the start of the COVID-19 pandemic, how often have you or your household run out of money before the end of the week or month?

27: Since the start of the COVID-19 pandemic, has it been difficult to pay for...

28: How long would you be able to cover living costs if the household's main source of income was lost?

29: If you were unable to pay all of your household's bills, which three bills would you pay first? (select three only)

30: Has a household bill payment been missed in the last...

31: Does your household have access to any of the following borrowing options?

32: Has anyone in your household ever taken out a payday loan?

33: If Yes, what was the money used for?

34: Does your household have access to the internet at home?

34a: If Yes, which provider does your household use to connect to the internet?

34b: Does your household use the internet to work from home?

35: How do members of your household access the internet for personal use?

36: Where do members of your household access the internet for personal use?

37: Does anyone aged under 16 in your household have access to a personal computer, laptop or tablet?

38: On average, how often is your household active online / using the internet?

39: How confident are you, or members of your household, doing the following?

39a: Accessing council services

39b: Determining if a website is trustworthy

39c: Identifying and deleting spam

39d: Searching and applying for jobs

39e: Managing privacy settings

39f: Online learning

39g: Online shopping

39h: Online banking/paying bills

39i: Sending and receiving emails

39j: Using a search engine

39k: Using social media

40: In the last three months, what has your household used the internet for?

41: If you, or someone else in your household, doesn't access the internet, which of these might encourage you to do so?

42: Would you, or anyone in your household, benefit from support or training in how to access services or carry out transactions online?

43: Thinking particularly about local news, which of the following does your household use?

44: Thinking about some of the reasons people might have for following local news, which of these reasons apply to your household?

45: Which of these social media platforms / apps does your household regularly use?

46: Have you ever wanted to make contact with the council and not been able to?

46a: Reason not able to make contact

47: How do you currently find out about Leicester City Council news and the services it provides?

48: How would your household like to receive news and information from Leicester City Council?

49: How easy is it to understand the information Leicester City Council provides?

49a: LCC website

49b: Your Leicester e-Newsletter

49c: Social media

49d: Printed materials

49e: Over the phone

49f: Email

50: Do you know of Leicester City Council's bi-weekly e-newsletter, Your Leicester?

50a: Do you have any comments on how we can improve the newsletter? (anything we should add, etc)

51: Do you currently subscribe to any of the council's e-newsletters?

51a: Newsletters subscribed to

52: Did you know that Leicester City Council has social media accounts on Facebook and Twitter?

52a: Would you recommend the Leicester City Council social media channels to your family or friends? ONLINE ONLY

53: How often have you visited the council's website in the past six months? (approximately)

53a: ONLINE ONLY For which of the following reasons did you visit the website?

53a: FIELDWORK ONLY What was your main purpose for visiting the website?

53a.i: FIELDWORK ONLY What types of thing do you search for on the website?

53b: Did you manage to do what you wanted to do / find what you were looking for [on LCC website]?

54: How would you rate the council website for the following things:

54a: website rating - quality of content/information

54b: website rating - Ease of use

54c: website rating - Requesting services

54d: website rating - Reporting problems

54e: website rating - Making a payment

54f: website rating - Overall impression

55: Do you access council services via MyAccount?

55a: If No, would you consider accessing services via MyAccount?

56: Ethnic background

56a: Broad ethnicity

57: Age

58: Sexual orientation. Do you consider yourself to be ...

59: Disability

60: How would you define your religion or belief?