***SKILL02-9072* – Vulnerable Household Customer In-depth Interview Recruitment Questionnaire**

Good morning/afternoon/evening I am working on behalf of Qa Research and we are looking for people to take part in some research on behalf of Yorkshire Water. The research will help to understand the wider impact of Covid-19 on the people of Yorkshire and how this might have altered views, expectations from life and the companies they deal with, as well as their long-term outlook.

The research would involve you taking part in either a one-to-one video interview conducted on the software platform Zoom or a telephone call at a time convenient to you in the next few weeks. The interview would take no more than 60 minutes and as a thank you for your time, you would be given £40 which would be transferred by BACS into your bank account after the interview has taken place.

Just to reassure you the recruitment will be carried out according to the Market Research Society’s Code of Conduct. Your answers will be treated in confidence and the findings of the research will be reported anonymously. Could you spare a few minutes to answer a few questions?

**SCREENERS / QUOTAS**

**1.** **First of all, do you work in any of the following: market research, marketing, public relations, journalism or for Yorkshire Water?**

Yes q No q *If yes, thank & close*

**2.** **Do you pay your water bill to Yorkshire Water?**

***NB******if rent and water bill included in rent then still ok to include as bill payer if they are responsible for paying the rent***

Yes q No, pay water bill to another water company *If no, thank & close* q

No, I live with parents in the family home but the household water bill is paid to Yorkshire Water q

**3. Please could you tell me briefly in what ways you have been impacted by the Covid-19 pandemic?** Recruiter prompt using the following categories if necessary

1. Not impacted at all by the Covid-19 pandemic

q *Thank & close*

1. Very negative impact – Health (to yourself, or close family and/or friend. includes, long covid, delays to getting helped for another health condition due to the pandemic, severe mental health problems as a result of the pandemic, family/friend died from Covid-19)

q *Negative impact customer – recruit 5 & go to Q5*

1. Very negative impact - Finance (incl. Loss of job, income reduced)

q *Negative impact customer–recruit 5 & go to Q5*

1. Positive impact – Financial (e.g. saved money from not going out much)

q *Go to Q4*

1. Positive impact – Health (physical/mental) (e.g. not eating/drinking as much, taken up meditation)

q *Go to Q4*

1. Positive or Negative impact – Nature/Environmental (e.g. go out walking more, more conscious of the environment and sustainability)

q *Go to Q4*

1. Positive or Negative impact - Lifestyle change (e.g. doing more gardening, eating more because of working at home, not exercising enough, more time with family, childcare challenges)

 q *Go to Q4*

1. Positive or Negative impact - Change in work (e.g. changed jobs, working more from home, more use of digital technology)

q *Go to Q4*

1. Positive or Negative impact – Other

q *Go to Q4*

*For those who ticked b recruit x 5 (very negative impact on health)*

*For those who ticked c recruit x 5 (very negative impact on finances)*

*If some ticked b and c – ask whether health or finance were impacted most and apply to quotas*

*For those who did not tick b or c but d-1 go to Q4*

**4.** **Which of the following applies to you since March 2020? PLEASE TICK ALL THAT APPLY**

1. I am disabled q *11-20 long term health issue*
2. I have a long-term physical or mental health condition q *11-20 long term health issue*
3. I am aged 75 or older q *11-20 75+*
4. I am wholly dependent on state benefits for my income q *11-20 very low income*
5. It is a struggle to pay utility bills such as the water bill q *11-20 very low income*
6. On Universal Credit and or Income support q *11-20 very low income*
7. I regularly have to use a food bank q *11-20 very low income*
8. None of these apply to me since March 2020 q *Thank & close*

*Interviews 11– 20 recruit the following: a-b = recruit x 3; c = recruit x 4; d-g = recruit x 3*

**5. Gender:** *Recruit a mix*

Male q Female q

**6. Metered/unmetered:** *Recruit a mix*

Metered q Unmetered q

**7. Ethnicity:** *Recruit a mix*

White – English, Welsh, Scottish, Northern Irish, British, Irish, other q

Black or Black British (inc. Caribbean, African, Black other) q

Asian or Asian British (inc. Indian, Pakistani, Asian other, Chinese) q

Mixed/multiple ethnic groups q

Arab q

Other ethnic background q

Prefer not to say q

**8. Which of the following areas of Yorkshire is your home situated in?** *recruit a mix*

 North Yorkshire q

 East Yorkshire q

 South Yorkshire q

 West Yorkshire q

**Technical questions**

**9.** **Do you have a personal computer or laptop or tablet with a working webcam and high-speed internet access that you can use to participate in an online interview via Zoom?**

Yes q

No q *If no, explain the interviews can be done over the telephone too, go to Q12*

**10.** **Do you have access to a good broadband connection?**

Yes q

Sometimes q *If sometimes, explain the interviews can be done over the telephone too, go to Q12*

No q *If no, explain the interviews can be done over the telephone too, go to Q12*

**11.** **How confident are you in participating in an interview via an online video call on Zoom?**

 Very nervous / unconfident q *If unconfident explain the interviews can be done over the telephone*

 Quite nervous / unconfident q *If unconfident explain the interviews can be done over the telephone*

 I can manage / relatively confident q

 Quite comfortable / confident q

 Very comfortable / confident q

We will be holding interviews lasting up to 60 minutes between Monday 9th May and Friday 27th May. These will be done during the day and evening, at a time convenient to you. As a thank you, you will receive **£40** for taking part.

The purpose of the discussion is to discuss and help Yorkshire Water understand how Covid-19 has impacted on the people of Yorkshire and how this might have altered views and expectations from life.

If you want or need, you can invite a friend or family member that may have played a significant part in your Covid-19 journey, to sit in on the interview and assist (although they won’t be paid anything for joining in).

We would also like you to do a task in preparation for the interview. The details of this are currently being reviewed and will likely involve you thinking about events or issues triggering a significant change in your life during the pandemic. If you are able to, we would like you film yourself talking about these events, and share with us in advance. We will send you through details about the task when we send the confirmation email.

**I just need to let you know that the interview would be video (IF ZOOM) or audio (IF TELEPHONE) recorded by the researcher.** **This is to make sure they can write accurate notes about the discussion. The recording is only used for analysis purposes by Qa Research and project partner Dr Nick Gadsby who will be assisting with data analysis.**

**12.** **Would you like to take part?**

Yes – on Zoom q *Minimum of 6 on Zoom*

Yes – on telephone q

Noq *If ‘No’ Thank and Close*

Thank you for agreeing to participate. So that I can send you an invitation I will need to collect some personal details.

**RECORDING AND ANALYSIS**

**13. The interview will be** **video (IF ZOOM) or audio (IF TELEPHONE) recorded for analysis purposes and only seen or shared between Qa Research and Dr Nick Gadsby. Can you confirm you are happy for us to do this?**

Yes q Noq *If ‘No’ Thank and Close*

**14. After the interview we would also like to record some ‘vox pops’ style videos in which respondents will sum up key issues faced and the main things they might want from Yorkshire Water going forward.** **We may also include some footage from the self-filmed video task if you are able to send one in.** **The final edited video would be shared with Yorkshire Water but would not be publicly available.**

**You can decide after the interview if you would still like to be involved. But would you be happy at this stage to be involved in the video?**

Yes q Noq

**AVAILABILITY**

Could we book in a time now for the Zoom/telephone interview?

*Recruiter: Refer to the interviewer calendar and book in the interview.*

Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Interviewer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CONTACT DETAILS**

**15.** **Qa will contact you by telephone prior to the interview to check that you are still happy to attend and to validate the recruitment in accordance with our quality control procedures; can you confirm you are happy for us to do this?**

Yes q Noq

If no, explain to confirm attendance a contact telephone number is needed, if refused, thank and close.

**16. Personal details**

Title: \_\_\_\_\_\_\_\_\_\_ First name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Postcode: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home telephone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Work telephone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Convenient time to call: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Thank you, we will now send you an acceptance letter/ email with full details of the interview. We will also call to confirm your interview.

**CONSENT**

Thank you for your time so far. I now need to complete a consent form with you...

*If needed* This is to comply with the GDPR (General Data Protection Regulation, which came into force on 25th May 2018) and the Data Protection Act

As I mentioned, the interview will be recorded by the researcher. This is to make sure that they can write accurate notes about the interview. The video / audio recording will only be viewed or heard by Qa and Dr Nick Gadsby. Any reports we write will be anonymous, so your name would not be used.

Qa will contact you by telephone prior to the interview to check that you are still happy to attend and also to check my work, for quality control purposes.

Do you have any questions? *if needed* about the research or how the information collected from you today or in the interview will be used?

***Standard consent***

I agree to give my contact details and information about myself today 

I agree to take part in the interview, which will be audio / video recorded 

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

First Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Recruiter name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**RECRUITER DECLARATION:**

*NB this is required to comply with data protection legislation*

I declare that I have carried out the interview in full with the person named above and according to the instruction set out.

Name of Recruiter (print) ­­­­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_