This survey has been designed to transfer smoothly to QA's CATI system. All questions, (including prompts for interviewers/respondents e.g. 'Tick all that apply') are formatted with the 'Question' style in blue. All responses are listed and formatted using the 'Response' style in  
red. Questions followed by a blank line are an open-ended or numeric question. Instructions (i.e. routing instructions) are formatted using the 'Instruction' style in italic. Rating questions are simply listed with the scale listed first followed by the responses and formatted using the 'Response' style.

Yorkshire Water Affordability Research

Regional Customer Survey 2023

**This survey is being conducted by Qa Research, an independent research company on behalf of Yorkshire Water.**

**The survey asks about your views on paying your water bill and other household expenses as well as the impact of the ‘cost of living crisis’.**

**It should take around 15 minutes to complete.**

This survey will be carried out according to the Market Research Society’s Code of Conduct and all your answers and information you provide will be treated as anonymous and confidential in accordance with the Data Protection Act.

No personal information about you will be passed to Yorkshire Water at any stage or to any third party. You can read more about how your Personal Data is protected here ([*https://www.qaresearch.co.uk/privacy/*](https://www.qaresearch.co.uk/privacy/)*)*

Please click on the arrow to start the questionnaire.

***SCREENERS***

**To ensure we survey a representative spread of people across the region we would first like to ask some questions about you.**

**S1. Do you, or any of the people you live with, work for Yorkshire Water?**

***SINGLECODE***

Yes ***– THANK AND CLOSE***

No

Don’t know

**S2. Please tell us the first part of your postcode. For example, if your postcode is BD6 2LZ, please just write in BD6 below.**

**We will only use your postcode for analysis purposes to understand how customers in different areas answer and it will not be used to identify you.**

***WRITE IN***

**S3. Which local authority (local council) do you pay council tax to for your home?**

**If you don’t pay council tax, please tick the one you would pay if you did.**

**TICK ONE ONLY**

***SINGLECODE***

Barnsley

Bradford

Calderdale

Chesterfield

Craven

Doncaster

East Riding of Yorkshire

Hambleton

Harrogate

Hull

Kirklees

Leeds

Rotherham

Richmondshire

Ryedale

Selby

Scarborough

Sheffield

Wakefield

York

Don’t know

CHECK QUOTAS – YW REGION

S4. Which water company does your household pay its water and sewerage bill to?

NOTE: If you pay two companies, one for drinking water and one for sewerage, please select the 'Pay two water companies’ option below.

SINGLECODE

Anglian Water ***– THANK AND CLOSE***

Northumbrian Water ***– THANK AND CLOSE***

United Utilities ***– THANK AND CLOSE***

Yorkshire Water

Severn Trent ***– THANK AND CLOSE***

Another water company ***– THANK AND CLOSE***

Pay two water companies ***– THANK AND CLOSE***

Don’t know ***– THANK AND CLOSE***

***ASK ALL***

**S5. What gender do you identify with?**

SINGLECODE

Female

Male

In another way (Write in)  
Prefer not to say

CHECK QUOTAS – GENDER

S6. Which of the following age groups do you belong to?

SINGLECODE

Under 18 ***– THANK AND CLOSE***

18-24

25-34

35-44

45-54

55-64

65-74

75+

Prefer not to say

CHECK QUOTAS - AGE

S7. What is the occupation of the main income earner within your household?

* If you share a house with others but have separate finances, do not include them at this question. Only consider those who have shared incomes / outgoings
* If main income earner has been unemployed for less than 6 months, don’t code ‘unemployed’ but indicate the last job that they held prior to becoming unemployed
* If the main income earner is retired and receiving a company pension, please indicate the last job they held before retirement

1. Housewife / house husband / looking after family ***(CODE AS E)***
2. Retired and only receiving state pension, not company pension ***(CODE AS E)***
3. Student ***(CODE AS C1)***
4. Casual worker without regular income, or unemployed for six months or longer ***(CODE AS E)***
5. Manual worker (e.g. Lorry driver, Holiday camp worker, Hotel Porter) ***(CODE AS D)***
6. Skilled manual worker (e.g. Silversmith, Plumber, Electrician) ***(CODE AS C2)***
7. Junior management or professional, or administrative (e.g. Most office workers, Accounts clerk, Secretary, Police Sergeant) ***(CODE AS C1)***
8. Intermediate management in large organisation, owner of small business, principal officer in civil service / local government ***(CODE AS B)***
9. Very senior management, top-level civil servant or professional (e.g. Surgeon, Partner in a law firm, Regional bank manager, Board Director of medium/large firm' ***(CODE AS A)***
10. Unemployed for 6 months or longer ***(CODE AS E)***
11. Prefer not to say

CHECK QUOTAS - SEG

**S8. Are you personally responsible for paying the water bill for your household?**

***SINGLECODE***

Yes – solely responsible

Yes – jointly responsible

Yes – included in your rent

No ***– THANK AND CLOSE***

**S9. Including yourself, how many people aged 18 years old or older live in your household?**

***ENTER NUMBER – RANGE 1-30***

Prefer not to say

**S10. How many people aged under 18 live in your household?**

***ENTER NUMBER – RANGE 0-30***

Prefer not to say

***SCRIPTER: RECORD TOTAL HOUSEHOLD OCCUPANCY FROM S9 AND S10***

**S11. Does your home have a water meter?**

***SINGLECODE***

Yes

No

Don’t know

SECTION 1: HOUSEHOLD FINANCES

**We are now going to ask you some questions about your household’s financial situation. We ask this information to ensure that a variety of customers are represented in the study. Please be assured all the information you provide remains strictly confidential.**

**Q1. Overall, how well would you say you are managing financially?**

***SINGLECODE***

Living comfortably

Doing alright

Just about getting by

Finding it quite difficult

Finding it very difficult

Don’t know

Prefer not to say

**Q2. How often, if at all, would you say you struggle to pay all your bills?**

***SINGLECODE***

Never

Rarely

Sometimes

Most of the time

All of the time

Don’t know

Prefer not to say

**Q3. How do you expect the financial situation of your household to change over the next few years?**

***SINGLECODE***

It will get a lot better

It will get a little better

It will stay the same

It will get a little worse

It will get a lot worse

Don’t know

Prefer not to say

**Q4. To what extent has your household’s ability to pay the following bills been affected by the cost-of-living crisis?**

***SINGLECODE***

My / our ability to pay has remained the same

I / we can pay right now, but I’m concerned about paying in future

I am / we are now less able to pay

I am / we are now unable to pay

Don’t know

Prefer not to say

***LOOP***

**Energy (e.g. Electricity/Gas/Oil)**

**Groceries/Food shopping**

**Water bill**

**Broadband/Internet**

**Q5. Which of the following actions, if any, have you taken to deal with the cost-of-living crisis in general?**

***MULTICODE***

Dipped into savings

Built up more debt (e.g., overdrafts, credit cards, loans, payday loans)

Borrowed money from friends and family

Paid household bills late

Switched to cheaper or discounted tariffs for household bills (e.g. energy, broadband)

Cut back on buying food or bought cheaper food

Cut back on heating your home

Cut back on medications

Cut back on treats and luxuries (e.g., take-aways, meals out, daytrips etc.)

Cancelled subscriptions for household entertainment (e.g., Netflix, Sky, Spotify etc.)

Switched to cheaper TV or other entertainment packages or subscriptions

Reduced the amount of hot water you use (e.g. for baths, showers, laundry)

Reduced the amount of cold water you use

Something else (please write in)

Nothing

**Q5b. Thinking about putting money aside for the future (for any reason), which of the following statements do you agree with most?**

***SINGLECODE***

I’m able to regularly save money for the future

I’m sometimes able to save money for the future, but not regularly

I used to be able to save but I struggle to save for the future currently

I’m never able to save any money for the future

Other (write in)

Don’t know

SECTION 2: ABOUT YOUR WATER BILL

The next few questions are about your water bill and household income. Please be reassured that all answers you provide to these questions and the rest of the survey are strictly confidential and anonymous. No personal information about you will be passed to Yorkshire Water at any stage or to any third party. Your answers to these questions will help Yorkshire Water understand their customer base and the challenges they face, if any.

Q6. To make sure we ask the questions in a way that reflects your water usage and how much you pay, please tell us how much your water bill usually is to the nearest pound.

Your best estimate is fine. Please do not enter decimal points or commas.

You can tell us the weekly, monthly, quarterly, 6-monthly or annual costs, whichever suits you.

£*NUMERIC RESPONSE* per Week - *CALCULATE ANNUAL COST (x52) – THIS is (£A)*

£*NUMERIC RESPONSE* per Month - *CALCULATE ANNUAL COST (x12) – THIS is (£A)*

*NUMERIC RESPONSE* per Quarter - *CALCULATE ANNUAL COST (x4) – THIS is (£A)*

£*NUMERIC RESPONSE* every 6 months - *CALCULATE ANNUAL COST (x2) – THIS is (£A)*

£*NUMERIC RESPONSE* per Year - *TAKE THIS AS THE ANNUAL COST – THIS is (£A)*

Don’t know

*IF ‘Don’t know’ GOTO Q2, OTHERS CONTINUE*

*NEW SCREEN*

*IF ‘Don’t know’ AT Q1 CALCULATE THE TYPICAL WATER BILL AS FOLLOWS:*

*IF METERED AT S11 AND OCCUPANCY GIVEN AT S9/S10 USE THE DATA AND TEXT BELOW;*

|  |  |
| --- | --- |
| *HOUSEHOLD OCCUPANCY* | *AVERAGE ANNUAL METERED CHARGE* |
| *1* | *£286* |
| *2* | *£417* |
| *3* | *£547* |
| *4* | *£677* |
| *5* | *£743* |
| *6 or more* | *£874* |

***TEXT SUB IF WEEKLY/MONTHLY/QUARTERLY//6 MONTHLY AT Q1:* This means you spend around £*(£A)* per year on your water bill.**

***TEXT SUB IF YEARLY AT Q1:* Thanks for confirming you spend £*(£A)* per year on your water bill.**

***SHOW IF ANNUAL BILL IS MORE THAN £1,000 PER YEAR***

**Compared with other customers, that’s quite a high bill.**

**If this doesn’t look right you can go back and amend this figure by clicking on the PREVIOUS button below.**

***IF ‘Don’t know’ AT Q1 - SHOW IF METERED AT S11 AND NOT ‘Prefer not to say’ AT S10***

**A typical annual water bill for a household customer in your area is currently around £*[TEXT SUB FROM TABLE ABOVE BASED ON S10]* per year.**

***IF ‘Don’t know’ AT Q1 - SHOW IF METERED AT S11 AND ‘Prefer not to say’ AT S10***

**A typical annual water bill for an average sized household customer in your area is currently around £370 per year.**

*IF UNMETERED FROM S11 USE THE TEXT BELOW;*

**A typical annual water bill for a household customer in your area is currently around £492 per year.**

*NOTE: £A IS THE VALUE OF EACH RESPONDENT’S ANNUAL BILL, EITHER CALCULTED FORM THE BILL AMOUNT THEY HAVE PROVIDED OR USING AN AVERAGE BILL AMOUNT*

**Q7. Which of the following bands does your household income fall into from all sources before tax and other deductions?**

**Please select one answer only**

***SINGLE CODE***

Up to £199 a week/Up to £10,399 a year

From £200 to £299 a week/From £10,400 to £15,599 a year

From £300 to £499 a week/From £15,600 to £25,999 a year

From £500 to £699 a week/From £26,000 to £36,399 a Year

From £700 to £999 a week/From £36,400 to £51,999 a year

From £1,000 to £1,399 a week/From £52,000 to £72,799 a year

From £1,400 to £1,999 a week/From £72,800 to £103,999 a year

£2,000 and above a week/£104,000 and above a Year

Don’t know

Prefer not to say

**Q8. And how much does your household spend on housing costs including your council tax?**

**This is the amount your household spend altogether on mortgage or rent and council tax.**

**You can provide your answer per week, per month or per year.**

**Please insert a whole number to the nearest pound**

***Per week***

***Per month***

***Per year***

***NUMERIC RESPONSE***

Don’t know

Prefer not to say

***ASK IF DON’T KNOW TO HOUSING COSTS, OTHERS SKIP TO NEXT***

**Q8a. If you are not sure how much the housing costs (mortgage or rent plus council tax) are for your household, are you able to estimate which of the following bands your housing costs would fall into?**

***SINGLE CODE***

Up to £3,000 a year

From £3,000 to £4,500 a year

From £4,500 to £7,500 a year

From £7,500 to £11,000 a Year

From £11,000 to £15,500 a year

From £15,500 to £22,000 a year

From £22,000 to £31,000 a year

£31,000 and above a year

Don’t know

Prefer not to say

**Q9. Do you think your water bill is more or less than 5% of your household disposable income (your household income after paying housing costs)?**

**Example Scenario: If a household has £1000 disposable income per month after paying mortgage/rent and council tax, the water bill would need to be more than £50 per month to be more than 5% of disposable income.**

***SINGLECODE***

My water bill is definitely **less** than 5% of my household disposable income

My water bill is probably **less** than 5% of my household disposable income

My water bill is definitely **more** than 5% of my household disposable income

My water bill is probably **more** than 5% of my household disposable income

Don’t know

Prefer not to say

**THERE IS NO Q10**

**Q11. How concerned are you about being able to pay your water bill…**

***LOOP – DO NOT RANDOMISE***

**At the moment**

**In 6 months’ time**

**In 12 months’ time**

**In 3 years’ time (2026)**

***SINGLECODE***

1 – Not at all concerned

2

3

4

5

6

7

8

9

10 – Extremely concerned

Don’t know

Prefer not to say

***IF WATER BILL AMOUNT KNOWN ASK:***

**Q12. You told us that your water bill was *<INSERT WATER BILL AMOUNT>* per *<INSERT WEEK/MONTH/QUARTER/6 MONTHS/YEAR>*.**

**If your current water bill increased by 5% to *<INSERT CALCULATED AMOUNT BASED ON WATER BILL AMOUNT PLUS 5%>* , how would this affect your ability to pay your water bill?**

***5% INCREASE:***

***IF WATER BILL AMOUNT NOT KNOWN ASK:***

**Q13. We have estimated from the information you provided earlier that your annual water bill is *<INSERT ESTIMATED WATER BILL AMOUNT>.***

**If your current water bill increased by 5% to *<INSERT CALCULATED AMOUNT BASED ON WATER BILL AMOUNT PLUS 5%>* , how would this affect your ability to pay your water bill?**

***SINGLECODE***

My / our ability to pay would remain the same – ***GO TO Q13a***

I / we would be able to pay in the short term, but I would be concerned about paying in future ***GO TO Q13b***

I / we would be less able to pay ***GO TO Q13b***

I / we would be unable to pay ***GO TO Q13b***

Don’t know ***SKIP TO Q14a***

Prefer not to say ***SKIP TO Q14a***

***10% INCREASE:***

***IF ABILITY TO PAY WOULD REMAIN THE SAME (CODE 1 AT Q13) ASK SAME QUESTION WITH 10% INCREASE.***

**Q13a. And if your current water bill increased by 10% to *<INSERT CALCULATED AMOUNT BASED ON WATER BILL AMOUNT PLUS 10%>* , how would this affect your ability to pay your water bill?**

***SINGLECODE***

My / our ability to pay would remain the same – ***GO TO Q13c***

I / we would be able to pay in the short term, but I would be concerned about paying in future ***-SKIP TO Q14a***

I / we would be less able to pay ***SKIP TO Q14a***

I / we would be unable to pay ***SKIP TO Q14a***

Don’t know ***SKIP TO Q14a***

Prefer not to say ***SKIP TO Q14a***

***2% INCREASE:***

***IF ABILITY TO PAY WOULD DECREASE (CODE 2-4 Q13) ASK SAME QUESTION WITH 2% INCREASE.***

**Q13b. And if your current water bill increased by 2% to *<INSERT CALCULATED AMOUNT BASED ON WATER BILL AMOUNT PLUS 2%>* , how would this affect your ability to pay your water bill?**

***SINGLECODE***

My / our ability to pay would remain the same -***SKIP To Q14a***

I / we would be able to pay in the short term, but I would be concerned about paying in future- ***SKIP To Q14a***

I / we would be less able to pay ***SKIP To Q14a***

I / we would be unable to pay - ***SKIP To Q14a***

Don’t know - ***SKIP To Q14a***

Prefer not to say - ***SKIP To Q14a***

***15% INCREASE:***

***Q13C. IF ABILITY TO PAY WOULD REMAIN THE SAME AT Q13A, ASK SAME QUESTION AGAIN FOR 15%, THEN GO TO Q14A***

**Q13c. And if your current water bill increased by 15% to *<INSERT CALCULATED AMOUNT BASED ON WATER BILL AMOUNT PLUS 15%>* , how would this affect your ability to pay your water bill?**

***SINGLECODE***

My / our ability to pay would remain the same – ***GO TO Q14a***

I / we would be able to pay in the short term, but I would be concerned about paying in future ***-GO TO Q14a***

I / we would be less able to pay ***GO TO Q14a***

I / we would be unable to pay ***GO TO Q14a***

Don’t know ***GO TO Q14a***

Prefer not to say ***GO TO Q14a***

***SCRIPTER: Q14A REFERENCES THE % INCREASE AT WHICH RESPONDENTS SAY THEY WOULD STRUGGLE TO PAY (CODES (2-4) FROM THEIR ANSWERS AT Q13-Q13C (i.e. EITHER 2% / 5% / 10% / 15%) - IN THE TEXT SUB IN Q14a, SHOW THE FINAL POINT AT WHICH THEY SAID ANY OF CODES 2-4***

***NOTE THE FOLLOWING;***

* ***IF THEY SAID ‘…would remain the same’ AT 2% OR 15% (i.e. THE END OF THE SCALE) SHOW 2% OR 15%***
* ***IF THEY SAID ‘Don’t know’ OR’ Prefer not to say’ AT Q13 SHOW 5%***
* ***IF THEY SAID ‘Don’t know’ OR’ Prefer not to say’ AT Q13a SHOW 10%***
* ***IF THEY SAID ‘Don’t know’ OR’ Prefer not to say’ AT Q13b SHOW 2%***
* ***IF THEY SAID ‘Don’t know’ OR’ Prefer not to say’ AT Q13c SHOW 15%***

**Q14a. How would it make you feel if your water bill increased by *<INSERT % FROM ROUTING INSTRUCTION>*?**

**Think about the emotions you might feel if this situation occurred.**

***OPEN END***

Prefer not to say

***IF ‘Prefer not to say’ AT Q14a, GOTO SECTION 2***

**Q14b. Still thinking about how you said you’d feel if your water bill increased by *<INSERT INCREASE % MENTIONED AT Q14a.>,* if it was your energy bill (electricity/gas) that increased by *<INSERT SAME PERCENTAGE>* would you be more or less concerned about this than the increase to your water bill?**

***SINGLE CODE***

A lot more concerned about an energy bill increase

A little more concerned about an energy bill increase

Same level of concern for both water and energy bill increases

A little less concerned about an energy bill increase

Not concerned at all about an energy bill increase

Don’t know

Prefer not to say

SECTION 2: YORKSHIRE WATER SUPPORT SCHEMES

**The next few questions are about the support that Yorkshire Water can provide to customers who are struggling to pay their bills.**

**Q15. Below is a list of ways that Yorkshire Water can support customers who are struggling to pay their water bill. Which, if any, had you heard of before today?**

**SINGLECODE**

Aware of

Unaware of

Don’t know/not sure

**LOOP - RANDOMISE**

* **Watersure - A bill cap scheme for customers who have a water meter, claim an income-based benefit, and need to use extra water because they have a medical condition or three or more children.**
* **WaterSupport - A bill cap scheme for customers who have a low household income, and their annual water bill is more than £350**
* **Community Trust - A debt support scheme for customers who have arrears with Yorkshire Water between £50 and £2000 and at least one other priority debt.**
* **Water Direct - A debt support scheme for customers who receive a deductible income-based benefit. We can take payments directly from customer’s benefits to support budget planning.**
* **Resolve - A debt support scheme for customers who are struggling to catch up on previous water bills. Our Resolve scheme contributes payments towards customer’s water arrear when regular payments are made towards charges.**
* **Payment break – A pause in collecting charges for customers who are struggling to pay their bill due to a change in circumstances**
* **Priority Services Register - a free service offered by Yorkshire Water to make sure help is provided to those who need it.**
* **Another scheme (Write in)**

**Q16. Do you/did you receive help from any of the following schemes?**

***SINGLECODE***

Yes

No

I used to receive help, but I don’t any more

Don’t know

Prefer not to say

***LOOP – ONLY SHOW THOSE AWARE OF AND IN SAME ORDER***

* **Watersure - A bill cap scheme for customers who have a water meter, claim an income-based benefit, and need to use extra water because they have a medical condition or three or more children.**
* **WaterSupport - A bill cap scheme for customers who have a low household income, and their annual water bill is more than £350**
* **Community Trust - A debt support scheme for customers who have arrears with Yorkshire Water between £50 and £2000 and at least one other priority debt.**
* **Water Direct - A debt support scheme for customers who receive a deductible income-based benefit. We can take payments directly from customer’s benefits to support budget planning.**
* **Resolve - A debt support scheme for customers who are struggling to catch up on previous water bills. Our Resolve scheme contributes payments towards customer’s water arrear when regular payments are made towards charges.**
* **Payment break – A pause in collecting charges for customers who are struggling to pay their bill due to a change in circumstances**
* **Priority Services Register (PSR) - a free service offered by Yorkshire Water to make sure help is provided to those who need it.**
* **Another scheme (Write in)**

**Q17. Do you receive financial support from any other similar schemes offered by other companies? For example a scheme offered by your energy supplier.**

***SINGLE CODE***

Yes – energy supplier

Yes – council tax

Yes – broadband provider

Yes - from another organisation (please provide details)

No

Not sure

Prefer not to say

***ASK IF NOT CURRENTLY ON ANY YW FINANCIAL SCHEME (CODE 2-5 FOR ALL SCHEMES EXCEPT PSR AT Q16)***

**Q18. How likely would you be to ask for help from Yorkshire Water if you needed help with paying your water bill?**

***SINGLE CODE***

Very likely

Quite likely

Neither likely nor unlikely

Quite unlikely

Very unlikely

***ASK IF NOT CURRENTLY ON ANY YW FINANCIAL SCHEME (CODE 2-5 FOR ALL SCHEMES EXCEPT PSR AT Q16)***

**Q19. Why do you say this?**

***OPEN END***

Don’t know

***ASK IF NOT CURRENTLY ON ANY YW FINANCIAL SCHEME (CODE 2-5 FOR ALL SCHEMES EXCEPT PSR AT Q16)***

**Q20. If you needed to, where would be the first place you would go if your household needed help with paying its water bill?**

***MULTICODE***

I wouldn’t seek any help

Speak to a Citizens Advice (CAB) adviser

Citizens Advice (CAB) website

Speak to a StepChange adviser

StepChange website

Speak to a Money Advice Service adviser

Money Advice Service website

Another independent advice/support service (Write in)

Speak directly to Yorkshire Water

Yorkshire Water website

Consumer Council for Water website

Ofwat website

Other website (Write in)

Somewhere else (Write in)

Don’t know

**Q21. Why do you think some customers who are struggling to pay their water bill may not contact Yorkshire Water to request assistance?**

***MULTICODE***

Unaware support is available

Not enough time/too busy

Do not think they would be eligible for support

Don’t know how to apply

Not computer literate

No internet access

Embarrassed about financial situation

They think it sounds too good to be true

Would negatively impact their credit score

Other reason (write in)

Don’t know

**Q22. How do you think Yorkshire Water could raise awareness of the help it offers through its support schemes?**

***OPEN END***

Don’t know

**Q23. What else, if anything, do you think Yorkshire Water could do to support customers who need help with water bills?**

***OPEN END***

Don’t know

***DEMOGRAPHICS***

**Finally, we’d like to find out a little more about you to help us understand the views of different types of customers.**

**D1. Do you rent or own your home?**

***SINGLECODE***

I rent my home from the local council (in social housing)

I rent my home from a private landlord (private rented)

I own my own home

Other

Prefer not to say

**D2. Which of the following apply to you? We would like to collect this to ensure that a variety of particular needs are represented in the study, but you do not need to answer if you do not wish to. This information will not be shared with any third party and will be destroyed within 12 months of project completion.**

**I or another member of my household…**

***RANDOMISE ROWS***

Is disabled or suffer(s) from a long term illness

Have/has mental health issues

Have/has a learning difficulty

Relies on water for medical reasons

Is visually impaired (i.e. struggles to read even with glasses)

Is receiving additional care (social care, nursing care, personal care)

Am/is over the age of 75 years old ***– SKIP to D2b***

Speaks English as a second language ***– SKIP to D2b***

Is deaf or hard of hearing

Is a new parent ***– SKIP to D2b***

Is experiencing financial difficulties

None of these apply to me

Prefer not to say

***ASK IF ANY VULNERABILITY SELECTED AT D2***

***IF ONLY 75 YEARS, ENGLISH 2nd LANGUAGE OR NEW PARENT SELECTED, SKIP TO D2b.***

**D2a. Compared to before the Covid-19 pandemic, for the people in your household who are experiencing the following, would you say their situation has become worse, improved, stayed the same or is never likely to change? Please select an answer for each row.**

***SINGLE CODE***  
Become worse than before the pandemic

Stayed the same, but could change

Has improved compared to before the pandemic

Is never likely to change

Don’t know

Prefer not to say

***ONLY SHOW VULNERABILTIES SELECTED AT D2***

**Disability or long term illness**

**Mental health issue**

**Learning difficulty**

**Reliance on water for medical reasons**

**Visual impairment**

**Need for additional care (social care, nursing care, personal care)**

**Hearing difficulties**

**Financial difficulties**

***ASK IF NO VULNERABILITIES SELECTED AT D2 OR IF ONLY 75 YEARS, ENGLISH 2nd LANGUAGE OR NEW PARENT SELECTED AT D2.***

**D2b. Compared to before the Covid-19 pandemic, would you say your well-being has improved, stayed the same or got worse?**

***SINGLE CODE***Improved a lot

Improved a little

Stayed the same

Got a little worse

Got a lot worse

Don’t know

Prefer not to say

***TEXT IF ANY VULNERABLITY AT D2 EXCEPT ONLY 75 YRS/NEW PARENT/ENGLISH SECOND LANGUAGE:***

***REPEAT FOR EACH VULNERABILITY WHERE BECOME WORSE SELECTED AT D2a.***

**D2c. You mentioned that for someone in your household *<INSERT VULNERABILITY>* has become worse compared to before the Covid-19 pandemic. Which of the following, if any, do you feel have contributed to this? Select all that apply.**

***TEXT IF NO VULNERABILITY AT D2 OR ONLY 75 YRS/NEW PARENT/ENGLISH SECOND LANGUAGE AND LITTLE/LOT WORSE AT D2b:***

**D2c. You mentioned that your well-being has become worse compared to before the Covid-19 pandemic.**

**Which of the following, if any, do you feel have contributed to this? Select all that apply.**

***MULTICODE. ROTATE.***

Impact of Covid-19

Rising cost of living (cost of living crisis)

Escalating war in Ukraine

Loss of income

Debt

Job loss/redundancy/reduced hours

Decline in physical health

Decline in mental health (depression etc.)

Increase in stress or anxiety

Impact of aging

Specific personal event (e.g. bereavement, divorce)

Something else (write in)

None of these

Don’t know

Prefer not to say

**D2d. Do you expect the following will improve, stay the same, or get worse over the next year?**

***SINGLECODE***

Improve a lot

Improve a little

Stay the same

Get a little worse

Get a lot worse

Don’t know

Prefer not to say

***LOOP - SHOW ALL SELECTED AT D2c.***

* **Impact of Covid-19**
* **Rising cost of living (cost of living crisis)**
* **Escalating war in Ukraine**
* **Loss of income**
* **Debt**
* **Job loss/redundancy/reduced hours**
* **Decline in physical health**
* **Decline in mental health (depression etc.)**
* **Increase in stress or anxiety**
* **Impact of aging**
* **Specific personal event (e.g. bereavement, divorce)**
* **Something else**

***ASK ALL***

**D3.** **Over the last few years, the UK and the world as a whole have faced a number of challenges which have impacted on the day-to-day lives of people everywhere. This includes the pandemic, cost of living crisis, war, strikes, pressures on the health service and a number of other difficulties. With this in mind, on a 10 point scale how far do you agree or disagree with the following statements about your life?**

***SINGLE CODE. INVERT***

1 – Strongly disagree

2

3

4

5

6

7

8

9

10 – Strongly agree

Don’t know

Prefer not to say

***LOOP - RANDOMISE ROWS***

* **If my situation gets worse, I am concerned about how I will cope**
* **I am less optimistic about the future than I used to be**
* **Dealing with everything that’s been happening in the World has actually made me stronger**
* **I tend to count my blessings more than I used to**
* **These days, I have a harder time dealing with difficult and stressful events in my life than I used to**
* **Life just doesn’t seem as good as it used to be**
* **I feel less in control of my life than I did a few years ago**
* **My ability to bounce back is less than it used to be**
* **The events over the last few years haven’t phased me**

**ASK IF SCORE 7-10 FOR STATEMENT 1‘IF MY SITUATION GETS WORSE..’ OR STATEMENT 6 ‘LIFE JUST DOESN’T SEEM AS GOOD..’ OR STATEMENT 7 ‘I FEEL LESS IN CONTROL’ AT D3 OR STATEMENT 8 ‘MY ABILITY TO BOUNCE BACK IS LESS THAN IT USED TO BE’**

**D3a. Is there anything in particular that makes you feel less positive than you used to?**

***OPEN END***

Prefer not to say

***ASK ALL***

**D4. Do you currently receive any of the following benefits?**

***MULTICODE***

Housing benefit

Jobseekers allowance

Working family tax credits

Child tax credits

Incapacity benefit

Pension Credit

Universal Credit

Disability Living Allowance

No, I don’t receive any of these benefits

I used to receive a benefit like the above but I no longer do

Prefer not to say

***ASK IF YES TO DISABILITY/MEDICAL CONDITION AT D2***

**D5. You mentioned earlier that you or someone in your household has a disability or suffers from a long term illness. Does this mean that your household needs to use more water than you would otherwise?**

***SINGLECODE***

Yes

No

Don’t know

Prefer not to say

**D6. Is there anything else you haven’t mentioned already that makes life more difficult or challenging for you or someone else in your household?**

***OPEN END***

Prefer not to say

**D7. Finally, which of the following best describes your ethnic group or background?**

***SINGLECODE***

**Asian / Asian British**

Bangladeshi

Chinese

Indian

Pakistani

Any other Asian background, please describe

**Black / African / Caribbean / Black British**

African

Caribbean

Any other Black / African / Caribbean background, please describe

**Mixed / Multiple ethnic groups**

White and Asian

White and Black African

White and Black Caribbean

Any other Mixed / Multiple ethnic background, please describe

**Other ethnic group**

Arab

Any other ethnic group, please describe

**White**

English / Welsh / Scottish / Northern Irish / British

Gypsy or Irish Traveller

Irish

Any other White background, please describe

Prefer not to say

**Thank you for completing the survey.**