***SKILL02-9223* - In-Depth Interview Recruitment Questionnaire**

Interviewer name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of interview: DD/MM/YY \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Time (duration of interview): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**INTRODUCTION**

Good morning/afternoon/evening, I’m a researcher working for Qa Research, and we are in the process of recruiting participants for some research we are doing on behalf of Yorkshire Water. We’re looking for customers to take part in some in-depth interviews to talk about affordability of bills and the support that Yorkshire Water offers.

You have been chosen to take part because you are:

* A Yorkshire Water customer

The research findings will be used to help Yorkshire Water understand all the issues that its customers’ are facing when it comes to affordability, cost of living crisis, water debt, and what customers think of the help that is available.

We will be conducting in-depth interviews (either in-person, telephone or on Zoom) with customers between 30th May and 30th June. Interviews will take up to 1 hour.

Because Yorkshire Water are in the process of preparing their plans for 2025-2030 and the potential cost of the bill to customers, the interview will cover discussion of finances, but taking part is completely voluntary, and if there are any questions you don’t want to answer that’s fine, and you can leave/ end the interview at any time.

The research 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.

Would you be interested in taking part?

*If no thank and close, If yes continue*

We will send you information about the research and contact details for Qa Research, but I can give you these contact details now if you like. *Give contact details now if requested*

The interview will be audio recorded by the researcher. *If needed, reassure about audio recording:* This is to make sure that they can write accurate notes about the discussion. The audio recording is only used for that purpose and will not be shared with Yorkshire Water.

If you take part in the interview, you will be given £50 in cash as a thank you for your time, via bank transfer (if tel/zoom) / as cash (if f2f) after the interview.

Would you like to take part?

**CALL RECORDING**

Firstly, this call will be recorded for quality purposes, is that ok? q

*If needed:* The recording may be used by Qa Research to check my work; it will not be passed to Yorkshire Water or any other party

**SCREENERS / QUOTA**

I need to take a few details about you to make sure we have a good mix of people taking part in interviews, including your health and racial or ethnic origin. Would you be happy for me to ask questions on this?

Yes q No q *if no, thank & close*

**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*

**What’s the name of your water company?**

Yorkshire Water q Other q Don’t know q

*if Other thank & close*

*if don’t know, ask which town they live in and check against YW area:*

**Are you responsible or jointly responsible, for paying the water bill in your household?**

Yes q No q *if no, thank & close*

**Are you receiving any financial help from Yorkshire Water? This includes:** Watersure, WaterSupport, Community Trust, Water Direct, Resolve and Payment break

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

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

Never q

Rarely q

Sometimes q

Most of the time q

All of the time q

Don’t know q

**Are you currently in arrears with your water bill or have been in the last year?**

Yes q No q

**Would you say that, after your housing costs (mortgage and council tax), your water bill costs more than 5% of the income that’s left over? Your best guess is fine.**

Yes – more than 5% q No – Less than 5% q Don’t know q

**Where abouts in Yorkshire do you live?**

North Yorkshire q

South Yorkshire q

East Yorkshire q

West Yorkshire q

**How would you describe your current employment status?**

Student q *thank & close, unless also employed*

Employed full-time q

Employed part-time q

Seeking employment q

Retired/don’t work q

**Which age band do you fall in?**

18-24 q

25-34 q

35-44 q

45-54 q

55-64 q

64-74 q

75+ q

**Do you have any children under 16 living with you?**

Yes q

No q

*Prefamily—no kids, up to 60 years old.*

*Family—with kids, up to 60 years old.*

*Postfamily—no kids, over 60 years old.*

**What gender do you identify with?**

Male q Female q In another way q

**What is your ethnic group? Choose one option that best describes your ethnic group or background.**

 White q

 Mixed / Multiple ethnic groups q

 Asian / Asian British q

 Black / African / Caribbean / Black British q

 Other ethnic group q

**Which of the following apply to you?**

Have a disability or long-term physical health condition q

Have a mental health condition q

Have a learning difficulty q

Am visually impaired or hard of hearing q

None of the above q

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

Housing benefit q

Jobseekers allowance q

Working family tax credits q

Child tax credits q

Incapacity benefit q

Pension Credit q

Universal Credit q

Disability Living Allowance q

None of these benefits q

**How would you describe where you live?**

Urban (e.g., city or large town or suburbs) q

Rural (e.g., small market town, village, hamlet, countryside) q

**Do you have a water meter installed?**

Yes q No q

**Is English your first language?**

Yes q No q

*If no, would you like to have a friend or family member in the interview with you to help translate?*

Translation support q

**M.R.S. PERMISSION for RECORDING & OBSERVATION**

Representatives from Yorkshire Water or from their independent customer representation group would like to observe some of the interviews – they will not take part in the discussion. This is completely voluntary and you can still take part even if you don’t want to be observed. Either way, the findings of the interview will still be reported anonymously.

Would you prefer…

Live observation – they can join the call and listen in ❑

Recording observation – they can watch the recording at a later time❑

No observation – I do not want to be observed ❑

The interview will be audio/video recorded by the researcher and a full transcription made *If needed, reassure about recording:* This is to make sure they can write accurate notes about the discussion. The recording is only used by the researcher for analysis purposes and will never leave our offices or be shared with Yorkshire Water unless you agreed to this earlier.

Is that ok? Yes ❑ No❑ *If ‘No’ Thank and Close*

**M.R.S. PERMISSSION to taking part in the group**

The data controller for this research is Yorkshire Water. You can withdraw from the research at any time up until the data is being analysed and reported on, and any personal data held about you will be deleted.

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

We need to keep a record of your permission, to take part, so please could you confirm that you want to take part:

I agree to take part in the interview, which will be audio and (if zoom) video recorded by the researcher, and may be observed by Yorkshire Water

Yes ❑ No❑ *If ‘No’ Thank and Close*

How would you like to take part in the interview?

In-home (face to face) ❑

On Zoom (video call)❑

By telephone ❑

*Allocate to date and time based on availability*

**WHAT TO BRING & SUPPORT NEEDS**

Do you have any specific support needs in order to be able to attend and take part? *If so note below*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CONTACT DETAILS**

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

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

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

Now I need to take your contact details so that Qa can send you a confirmation letter/email with full details of the interview. Qa will also call to confirm your attendance 2-3 days before the interview *(thank and close if they refuse to either contact)*

What is the best telephone number and time to contact you on 2-3 days before the interview?

|  |  |
| --- | --- |
| Contact number | Best time to contact |
|  |  |

When they call you, Qa will also to check my work, for quality control purposes.Qa will also keep a record of your name, telephone number and the date of the interview for two years. The only purpose this will be used for is to check I always follow the instructions given to me about how to find people to take part in the research projects I work on. Qa is the data controller for this data and the legal ground for storing your data is legitimate interest. If you want to object to this use of your data please contact Qa Research.

Would you like us to post or email your confirmation letter?

*If email confirmation is to be sent*

Email Address *(please fill each square with only one letter or symbol):*

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*If confirmation is to be sent by post, or if in home depth interviews*

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

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

**GIVE PRIVACY INFORMATION, THANK AND CLOSE**

We also need to give you some information about the research and your rights in order to comply with data protection legislation (a Privacy Information Notice). How would you like to receive this information?

We could:

Send it with the confirmation letter / email ❑

Read it to you now (this would take 5 minutes), we will also send it with the confirmation letter / email ❑

**RECRUITER DECLARATION:**

I declare that I have carried out the interview in full, with the person named above and according to the instructions given to me.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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