

The Neighbourhood Sustainability Framework and Assessment Kit

Part V(a): Resident Self-Report Tool – Telephone Interview Questionnaire



Good morning/afternoon/evening, my name is [INSERT NAME] from [INSERT ORGANISATION]. We are conducting research about [INSERT PURPOSE & COMMISSIONING ORGANISATION]. This research

takes about 10-15 minutes and is confidential.

We are surveying both men and women. In your household, we would like to talk to a person aged 15 years and over who is able to talk about your house and neighbourhood. Could you please tell me their first name, and may I speak with him or her please?

If person not available, ask:

When would be a good time for me to call back to speak to him/her?

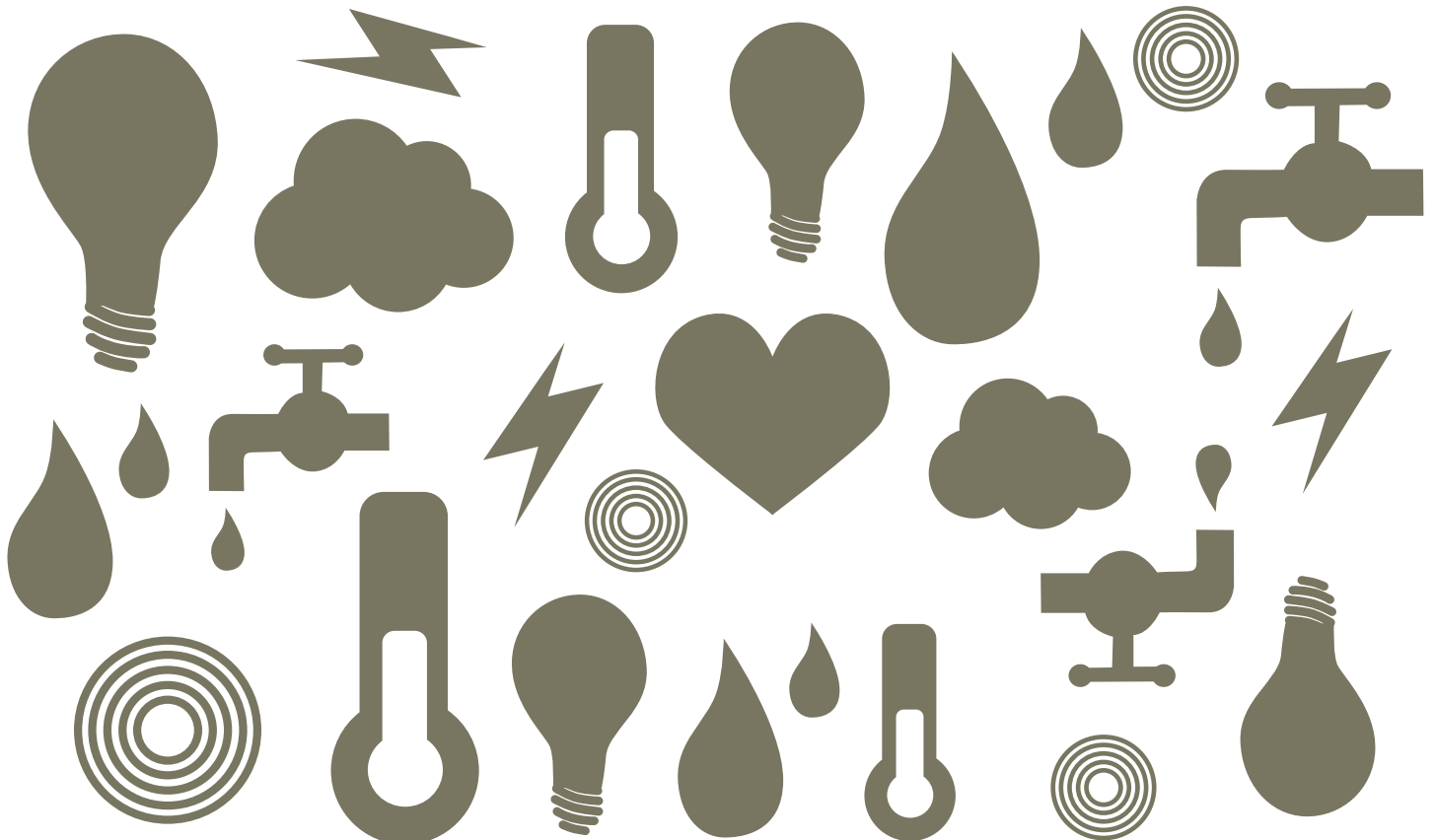
Make appointment

Reintroduce as necessary

Good morning/afternoon/evening, my name is [INSERT NAME] from [INSERT ORGANISATION]. We are conducting research about [INSERT PURPOSE]. This research takes about 10-15 minutes. When would suit, or is now a good time?

Background information only if needed:

- This is genuine research. I'm not selling anything.
- Information provided is confidential. All data collected in this survey will be aggregated. No individual details will be used in reports or summaries.
- If you have any questions or would like to know more about the research, please contact the project manager [INSERT NAME & DESIGNATION] on [INSERT NUMBER].



Q1 First of all, can you please tell me which of the following statements **best** reflects your intentions within the next few years? **Read**

- 1 I intend to move because this house is not suitable
- 2 I intend to move because of the neighbourhood
- 3 I intend to move because of other reasons
- 4 I do not intend to move within the next few years
- 98 Don't know ****Do not read****

Q2 And can you please tell me how you usually travel to your main place of work or study? **Probe to check if respondent is a passenger or a driver**

- 1 Public transport
- 2 Driving a car/van alone
- 3 Driving a car/van with household member as passenger
- 4 Driving a car/van with a passenger who is not a household member
- 5 Passenger in car/van driven by a household member
- 6 Passenger in a car/van driven by someone outside your household
- 7 On foot/bicycle
- 96 Other **Specify**
- 97 Not applicable – don't travel to work or study.

Q3 If your household uses one or more vehicles, how many kilometres in total were driven in those vehicles in the last month? A rough estimate is okay.

- 1 Number of kilometres **Specify**
- 97 Household does not use a vehicle
- 98 Don't know

Q4 Now thinking about where you live, do you use nearby open public spaces, such as green spaces or public areas such as squares, **at least once a month** for recreation or meeting people?

- 1 Yes
- 2 No

Q5 Do you take part in, support or help local community or neighbourhood groups in any way? **If yes:** How often?

- 1 2-3 times a week
- 2 About once a week
- 3 Once a month
- 4 Less than once a month
- 97 No – Do not take part in, help or support community or neighbourhood groups
- 98 Don't know

Q6 And do you know: **Read**

- 1 Many people
- 2 Some people or
- 3 A few people in your neighbourhood
- 4 Do not know any people ****Do not read****

Q7 **If 6=4 go to 8, else ask:** Do you know any of your neighbours by name?

- 1 Yes
- 2 No

Q8 Do you chat with or greet your neighbours?

- 1 Yes
- 2 No

Q9 How safe do you feel walking alone in your neighbourhood after dark? **Read**

- 1 Very safe
- 2 Fairly safe
- 3 A bit unsafe or
- 4 Very unsafe
- 97 Not applicable/Don't walk at night ****Do not read****

Q10 How much of a problem is noise from neighbours in your neighbourhood? **Read**

- 1 Not a problem
- 2 A minor problem or
- 3 A serious problem

Q12 Now thinking about your own home, in your opinion, do you live in an energy efficient home?

- 1 Yes
- 2 No
- 98 Don't know

Q13 Do you use composting facilities in your garden or nearby?

- 1 Yes
- 2 No

Q14 Do you do any of the following activities to encourage wildlife in your garden or outdoor private spaces such as patios? **Read. Code many (multiple response)**

- 1 Leave an area undisturbed for wildlife
- 2 Provide and maintain shrubs or trees rich in nectar, pollen, berries, nuts, seeds
- 3 Provide and maintain a pond
- 4 Provide food and water for wildlife
- 5 Use organic gardening methods
- 95 Not applicable – we have no outdoor spaces or garden ****Do not read****
- 97 No/none of the above ****Do not read****

Q11 Now, on a scale of 1 to 5, where 1 is strongly agree and 5 is strongly disagree, to what extent do you agree or disagree with the following statements? Probe: Is that strongly agree/disagree or just agree/disagree?	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Don't know
This is a friendly neighbourhood	1	2	3	4	5	98
I feel that I belong to this neighbourhood	1	2	3	4	5	98
My neighbourhood reflects the type of person I am	1	2	3	4	5	98

Q15 How would you rate the condition of other homes and gardens in your neighbourhood? **Read**

- 1 Very good
- 2 Fairly good
- 3 Neither good nor bad
- 4 Fairly bad or
- 5 Very bad
- 98 Don't know ****Do not read****

Q16 How much of your food expenditure is spent in your local neighbourhood compared with shops further afield? **Read if necessary:**

- 1 0% -25% - Nothing to a quarter
- 2 26% -50% - Over a quarter to a half
- 3 51% -75% - Over a half to three quarters
- 4 76% -100% - Over three quarters to all
- 98 Don't know ****Do not read****

CLOSING QUESTIONS

Q17 Thank you for that. Do you have any other comments you'd like to make about the subject of this interview?

- 1 Comments **Specify**
- 2 No

Those are all the questions I have. Thank you very much for your help. My name is [INSERT NAME] from [INSERT ORGANISATION]. If you have enquiries about this survey, please ring the Project Manager, [INSERT NAME & DESIGNATION] on [INSERT NUMBER].

