

Contact Details

Community ID:	Main Respondent:
Household ID:	Address:
Respondent ID:	
Date/Time of Interview:	Telephone Number:
Interview Room:	<input type="checkbox"/> Switch mobile phones off

Introduction

☐ Introduce yourself and co-researcher

☐ Establish contact with main respondent:
‘hello, good to meet you, can we go somewhere where we can all sit down together?’

Thank you very much for giving your time to take part in this interview today.

Please remember that **all information gathered will remain anonymous except to the core EVALOC researchers.**

Although we already have a **signed consent form**, can you also sign this [consent form]...and then if you are happy with everything, we shall begin!

☐ Consent form signed

☐ Audio equipment switched on

1. About your household		Interviewer's Notes
Q1	You have lived here for [____] years/ months, yes?	<p><i>...Thanks for answering the quick telephone questionnaire previously...can we just check a few of the details?</i></p> <p><i>Prompt for confirmation of tenure</i> <i>NB. If 'other/social landlord' prompt for description/name – who is it?</i></p> <p><i>Prompt for additional information on layout of home ie open plan kitchen/dining etc</i></p>
Q2	And there are [____] adults and [____] children ?	
Q3	What relationship are they to you? i) What are their ages ? ii) ...and their gender ?	
Q4	Do you have any pets ? i) If so, how many ? ii) What	
Q5	So, to confirm, this is a [____] (tenure) house? Is this right? i) ...and it was built [____]?	
Q6	Can I ask how many bedrooms there are? And there are....(floors)?	
Q7	What reasons, if any, prompted you to move to this house ?	
Additional comments:		
Total time for section: 5mins		Over all Time: 10mins

2. Heating and Hot Water		Interviewer's Notes
*Q8	Can you tell me, what is your main type of heating ? i) What type of fuel does it use? ii) Do you know when it was installed , approximately? iii) And which rooms in the house are heated by this?	<p><i>...Now I have a few questions about your heating and hot water...</i></p> <p>FLASHCARD – heating systems</p> <p>FLASHCARD – fuel types <i>Observer to write down response here:</i></p>
⇓		

2. Heating and Hot Water		Interviewer's Notes
*Q9	<p>... What sort of heating controls do you have in the property?</p> <p>i) Where are they located?</p> <p>...Would it be possible for you to show me the controls after the sit-down interview?</p>	<p>Prompt or show HIDDEN FLASHCARD – heating controls</p>
*Q10	<p>As well as this, do you have any other heating source?</p> <p>i) ...and what is it?</p> <p>ii) Which rooms do you use this/these in?</p>	<p>HIDDEN FLASHCARD – secondary heating types</p> <p>Observer to write down response here:</p>
*Q11	<p>...Onto hot water, what is your hot water system?</p> <p>i) <i>CONDITIONAL QUEST....Does your water cylinder have insulation?</i></p> <p>ii) <i>CONDITIONAL QUEST....If so, what type is it, and could you tell me the approximate thickness?</i></p>	<p>FLASHCARD – hot water systems</p> <p>Observer to write down response here:</p>
*Q12	<p><i>CONDITIONAL QUEST.....if they have an immersion heater ...So you said that you have an immersion system, do you have it switched on for different times during the day?</i></p> <p>i) <i>Can you indicate on this scale what times it is ON during a typical day (Monday – Friday)</i></p> <p>ii) <i>What about the weekends?</i></p> <p>iii) <i>Does it vary from winter to summer? In what way?</i></p>	<p>FLASHCARD – time settings</p> <p>Observer to write down response here:</p>
Additional comments:		
Total time for section: 5mins		Overall Time: 15mins

3. Home Improvements

Interviewer's Notes

...Can we talk a bit about the home improvements in your home...

- Q13
- ...Did you decide to install :

1. (FILL IN EIT INFO HERE except Energy Efficient lights)

i) ...and can you give us some more **information** on it?

ii) Do you remember **when** they were **installed**?

iii) **Who arranged** to have them **installed**?

iv) **Why** did you have them **installed**?

v) **Who or what prompted** you to install them?

vi) Has the installation of the energy saving improvements in your home **influenced** your **behaviour**?...in **what ways**?

OR/

You haven't got any **energy efficient improvements** to your home, is this for any particular **reasons**?

i) **What** has got **in your way**?

Prompt for additional information e.g. Loft insulation thickness, size, etc

Additional comments:



3. Home Improvements		Interviewer's Notes
		...Can we talk a bit about the home improvements in your home...
Q14	<p>Are there any other home improvements you have undertaken? <i>eg. Conservatories, extensions, new bathrooms, kitchens, new shower, water saving features, etc.</i></p> <p>i) ...and can you give us some more information on it?</p> <p>ii) Do you remember when they were installed/built?</p> <p>iii) Who arranged to have them installed?</p> <p>iv) Why did you have them installed?</p> <p>v) Who or what prompted you to install them?</p> <p>vi) Has the installation of the energy saving improvements in your home influenced your behaviour? In terms of energy use. ..in what ways?</p>	<p>Prompt: if any other additional improvements</p>
Q15	<p>So, you haven't got any renewables installed in your home, is this for any particular reasons?</p> <p>i) What has got in your way?</p>	
Q16	<p>...Do you think there is anything else that you could do to improve the energy performance of your house?</p>	
<p>Additional Comments:</p>		
<p>Total time for section: 5mins</p>		
<p>Overall Time: 20mins</p>		

4. Lighting and Appliances

Interviewer’s Notes

...Thanks, moving onto lighting and appliances...

***Q17**

...I notice from the information you gave us earlier that you have some **energy efficient lighting** in your home...is this correct?

i) Do you know **what type** they are?

ii) And roughly, **how many** do you have?

Did you **install** them?

i) Do you remember **when**?

ii) **Why** did you have them installed?
Prompt for financial reasons, environmental, friend doing it, leaflet, LCC council promotion, in shop etc

iii) **Who** or **what** prompted you to install them?

iv) Has the installation of the energy saving lights in your home **influenced** your **behaviour**? In terms of **energy use**. ..in **what ways**?

OR/
...I notice from the information you sent that you have **NOT** got any **energy efficient lights** in your home...Is this correct? **What** has got in your **way**?

***Q18**

...I notice from the information you gave us earlier that you have some energy efficient appliances in your home...is this correct?

i) Do you know what **rating** they are?

ii) Were they **already in the house**?

iii) Of the others, **which** did you decide to **buy**?

iv) Do you remember **when**?

v) **Which** ones have you bought in the **last 2 years**?

vi) **Why** did you buy them?

vii) **Who** or **what** prompted you to install them?

OR/
...I notice from the information you sent that you have **NOT** got **any energy efficient appliances** in your home...is this correct? What has got in your way?

FLASHCARD – prompt with energy efficient light bulb types – number scale

Observer to write down response here:

FLASHCARD – appliance table

Prompt for financial reasons, environmental, friend doing it, leaflet, LCC council promotion, in shop etc

5. General View of the House			Interviewer's Notes
<div>*Q19</div> <div>How satisfactory would you say the overall location of your home is?...as in the local area as a place to live... <i>Allow response...then</i> ...to summarise, would you say it is...?</div>			<div>...Now I would like to ask you some more general questions about your views on your home...</div> <div>Prompt for additional comments ie sense of community / facilities / environment</div> <div>FLASHCARD – satisfaction</div> <div>Observer to tick relevant response</div>
	1	Unsatisfactory	
	2		
	3		
	4		
	5		
	6		
	7	Satisfactory	
<div>Q20</div> <div>...Now talking about your home, what would you say are the best aspects?</div>			<div>Leave question open</div>
<div>Q21</div> <div>What about its worst aspects?</div>			<div>Leave question open</div>
<div>*Q22</div> <div>Would you say that the house provides you with the space you need? <i>Allow response...then</i> ...to summarise, would you say it is...?</div>			<div>Prompt for detail: ample living space, enough workspace for cooking, working etc, visitors – spare bedroom, comfortable sitting space?</div> <div>FLASHCARD – space</div> <div>Observer to tick relevant response</div>
	1	Not enough space overall	
	2		
	3		
	4		
	5		
	6		
	7	Enough space overall	

5. General View of the House			Interviewer's Notes
*Q23	Would you say that the layout of the house is suitable for your needs ? <i>Allow response...then</i> ...to summarise , would you say it is...?		FLASHCARD – suitability Observer to tick relevant response
	1	Poor layout	
	2		
	3		
	4		
	5		
	6		
	7	Good layout	
*Q24	Would you say that the amount of storage in your house is suitable for your needs ? <i>Allow response...then</i> ...to summarise , would you say it is...?		FLASHCARD – storage Observer to tick relevant response
	1	Not enough storage	
	2		
	3		
	4		
	5		
	6		
	7	More than enough	
Additional comments:			

5. General View of the House			Interviewer's Notes
*Q25	How well do the facilities in your home meet your needs ? <i>Allow response...then</i>		<i>Facilities ie downstairs bathroom/wc; kitchen; garage etc</i>
	...to summarise , would you say they meet your needs...?		FLASHCARD – facilities Observer to tick relevant response
	1	Very poorly	
	2		
	3		
	4		
	5		
	6		
	7	Very well	
*Q26	How would you rate the appearance of your house from the outside? <i>Allow response...then</i>		
	...to summarise , would you say it is...?		FLASHCARD – facilities Observer to tick relevant response
	1	Poor	
	2		
	3		
	4		
	5		
	6		
	7	Good	
*Q27	Overall , how would your rate the design of the house?		FLASHCARD – satisfaction Observer to tick relevant response
	1	Unsatisfactory	
	2		
	3		
	4		
	5		
	6		
	7	Satisfactory	

5. General View of the House		Interviewer's Notes
Q28	Do you or the other occupants have any health problems ? i)if so can you please describe any particular requirements that you/ or other occupants might have..?	Allow explanation before summary Prompt for detail
*Q29	Do you feel that the conditions in the property affect your health , if at all? <i>Allow response...then</i> ...to summarise , would you say it is...?	FLASHCARD – health Observer to tick relevant response
	1	Less healthy
	2	
	3	
	4	
	5	
	6	
	7	More healthy
Additional comments:		
Total time for section: 10mins		
Overall Time: 35min		

6. Comfort and Control					Interviewer's Notes	
					...In terms of comfort...	
Q30	Are there any particular rooms that are uncomfortable in terms of TEMPERATURE ?				Prompt use of windows; open doors; turn heating up – at radiator or thermostat?	
	i) How do you cope with this ?					
	ii) If too warm – what do you do to cool down ?					
	iii) If too cold – what do you do to warm up ?					
Q31	In terms of temperature How would you say temperature varies in throughout the day in WINTER/SUMMER ?				Prompt: Stable...Varies throughout the day	
	Allow response...then					
In which rooms or floors ?					
	...to summarise , would you say it is...?					
*Q32	Regarding your home in winter , would you say it is (easy to keep warm):				FLASHCARD – easy to keep warm	
	Very easy to keep warm					
	Fairly easy to keep warm					
	Fairly difficult to keep warm					
	Very difficult to keep warm					
	Don't know (DO NOT READ)					
*Q33	In terms of COMFORT , how would you describe typical conditions in WINTER/SUMMER ?				Allow explanation before summary	
	Allow response...then askin terms of temperature				FLASHCARD –uncomfortable/comfortable, too hot/too cold,	
	...to summarise , would you say it is...?				Observer to tick relevant response	
	1	Uncomfortable		1	Too hot	
	2			2		
	3			3		
	4			4		
	5			5		
	6			6		
	7	Comfortable		7	Too cold	

6. Comfort and Control						Interviewer's Notes	
Q34 in terms of AIR Are there any particular rooms that are uncomfortable in terms of AIR ?					CONTROLS: Prompt for opening windows, fans, extractor fans, use of secondary heaters, turning up the thermostat, turning up the TRV Allow explanation before summary	
	i) How do you cope with this ?						
*Q35	How would you describe the typical AIR CONDITIONS in WINTER/SUMMER ? Allow response...then ...to summarise , would you say it is...?					FLASHCARD – air Observer to tick relevant response	
	1	Still		1	Fresh		
	2			2			
	3			3			
	4			4			
	5			5			
	6			6			
	7	Draughty		7	Stuffy		
Q36	Are there any particular rooms that are uncomfortable in terms of damp/mould/condensation ?					NB. The respondent may have answered this already; prompt for further information on USER CONTROL	
	i) How do you cope with this ?						
*Q37	In terms of dryness/humidity in the WINTER/SUMMER , how would you describe the typical conditions in your home? Allow response...then ...to summarise , would you say it is...?					FLASHCARD - air humidity Observer to tick relevant response	
	1	Dry					
	2						
	3						
	4						
	5						
	6						
	7	Humid					

6. Comfort and Control			Interviewer's Notes
*Q38	Overall, how would you rate the COMFORT of your home environment? <i>Allow response...then</i>		<i>Allow explanation before summary</i>
	...to summarise , would you say it is...?		FLASHCARD – comfort
	1	Unsatisfactory	Observer to tick relevant response
	2		
	3		
	4		
	5		
	6		
	7	Satisfactory	
*Q39	How NOISY is your home? i. From people between rooms ii. From neighbours (if have adjoining walls) iii. From outside <i>Prompt for too little/too much</i> <i>Allow response...then</i>		<i>Allow explanation before summary</i>
	...to summarise , would you say it is...?		FLASHCARD – noise
	1	Unsatisfactory	Observer to tick relevant response
	2		
	3		
	4		
	5		
	6		
	7	Satisfactory	
Additional comments:			

Total time for section: 10mins

Overall Time: 45mins

7. Energy Behaviour

Interviewer’s Notes

...We are now going to ask a few more general questions on yourself to help ensure we have a good spread of people taking part in the survey...

*Q40	Which of these groups do you consider you belong to (ethnicity) ?
*Q41	Are you working at the moment?
	i) What about your partner/children ? ii) Can you tell me about your qualifications ? iii) And what about your (other members)...? iv) How often are you (and other occupants) at home ?
*Q42	How many cars does your household own?
	i) What type of cars? ii) Approximately how many miles do you travel in, say an average week/annually (household average)? iii) Are you a member of a car club ?

FLASHCARD – ethnicity
Observer to tick relevant response

Prompt for **unemployed, employed – full-time, part-time, retired, self-employed**

FLASHCARD – qualifications

Prompt for: **Most of the time, evenings and weekends only, other – please state**

FLASHCARD – car type
Observer to tick relevant response

NB. If they do not know avr miles/wk, ask for annual
Prompt for description - work car share, car pool etc.

Additional comments:

7. Energy Behaviour

Interviewer's Notes

...Thanks, now we are going to ask more specific questions on your views towards energy and your household energy use...

***Q43**

In relation to the following scale, how **concerned**, if at all are you:

i) About **global warming/climate change?**

Why is this?

ii) That **energy supplies** will be **interrupted** or run out in the future?

Why is this?

iii) About **rising energy prices** and fuel bills?

Why is this?

i)

ii)

iii)

Very concerned

Fairly concerned

Not very concerned

Not at all concerned

No opinion/not stated

***Q44**

.... Regarding your **home** ...To what extent do you agree with the following **statement**:

"I think that it is important to reduce energy use in my home."

.....**Why** is this?

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

***Q45**

So...how **often** do **you think about energy use in your home?****Why** ?

Allow response...then

...So **to sum up**, would you say you think about energy use:

Always

Often

Sometimes

Not very much

Not at all

FLASHCARD – level of concern

Observer to tick relevant response

Allow explanation before summary

FLASHCARD – agreement

Probe for sense of personal responsibility, belief their action will make a difference

Observer to tick relevant response

Allow explanation before summary

FLASHCARD – oftenest

Observer to tick relevant response

8. Energy Display Monitors

Interviewer’s Notes

...more specifically now, can we talk about energy display monitors?...

Q46	<p>You have previously told us that you have an energy display monitor?</p> <p>i) what/who prompted you to get one?</p> <p>ii) Do you remember when you got it?</p> <p>iii) Who/where did you get it from?</p> <p>iv) What kind is it?</p> <p>v) Why did you choose that particular type?</p> <p>OR/</p> <p>...You have previously told us that you do not have an energy display monitor...have you ever considered getting one?</p> <p>i) why/why not?</p>
Q647	<p>...How easy was it to install?</p> <p>i) Did you need help installing it?</p> <p>ii) And setting it up?</p> <p>iii) Did/does it work properly?</p> <p>iv) What, if any are the problems with it?</p>
*Q48	<p>...How often do you look at it?</p>
	<p>Several times a day</p>
	<p>Once a day</p>
	<p>Every few days</p>
	<p>Once a week</p>
	<p>Hardly ever</p>
Q49	<p>...And in comparison to when you first set it up, how often do you look at it now?</p>
	<p>More often</p>
	<p>About the same</p>
	<p>Less often</p>
Q50	<p>...Where do you keep the display?</p> <p>i) Is this for any specific reason?</p>
Q51	<p>Are there any particular times of the day that you read the display? <i>Eg. Last thing at night, when you leave the house?</i></p>

FLASHCARD – frequency scale
Observer to tick relevant response

Observer to tick relevant response

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8. Energy Display Monitors		Interviewer's Notes
Q52	<p>...Is there anything you have learnt about your household energy use from using the energy display?</p> <p>i) Do you think that the display has affected your overall electricity use at home?</p> <p>ii) ...can you give an example?</p> <p>iii) ...has the energy display influenced your energy use in heating your house?</p> <p>iv) In Water heating?</p> <p>v) What about any other areas?</p> <p>vi) Why, how is this?</p>	<p>EVALOC household interview</p> <p>www.evaloc.org.uk</p> <p>Prompt for further explanation</p>
Q53	<p>Which type of information provided by the display did you find most useful?</p> <p><i>...such as electricity use second-by-second, looking back over previous week/month, cost, CO2 emissions, comparison with target...</i></p> <p>i) And least useful?</p>	
Q54	<p>Are there any characteristics of the display that you particularly like/ don't like?</p>	
Q55	<p>Are there any ways the energy display could be improved?</p>	
Q56	<p>Finally, has the display prompted any discussions in your house about energy use?</p> <p>i) What about with other members of your family?</p> <p>ii) What about friends and neighbours?</p>	

9. Involvement with Community Interviewer's Notes		Interviewer's Notes <i>Now I am going to ask some questions on your local area and community...</i>
*Q57	How strongly do you feel you belong to your immediate neighbourhood?	FLASHCARD – agreement scale Observer to tick relevant response
	Very strongly	
	Fairly strongly	
	Not very strongly	
	Not at all strongly	
	Don't know	
*Q58To what extent do you agree or disagree with the following statement? <i>'in my area trying to reduce your energy use (or carbon footprint) is the 'normal' thing to do'</i> i) ...and what are your reasons for this?	FLASHCARD – agreement scale Observer to tick relevant response <i>Probe to explore who they think in the community would approve or disapprove</i>
	Strongly agree	
	Tend to agree	
	Neither agree nor disagree	
	Tend to disagree	
	Strongly disagree	
*Q59	To what extent do you agree with the following statement: <i>"It is important to help my community reduce its energy use."</i> i) ...and what are your reasons for this?	FLASHCARD – agreement scale Observer to tick relevant response <i>Probe to find out about value added of collective action, capacity of local group</i>
	Strongly agree	
	Tend to agree	
	Neither agree nor disagree	
	Tend to disagree	
	Strongly disagree	
Q60	Have you noticed any changes in community attitudes about energy over the past two years? ...Please explain...?	

9. Involvement with Community

Interviewer's Notes

Q61 Are you aware of any social or economic changes in the community since January 2012?

...can you give examples?...such as:
changes in jobs, environment, community cohesion/division, energy, poverty, community participation, social networks

i) Who/What do you think may have caused/contributed to these changes?

Yes

No

Unsure

Prompt examples: changes in jobs, environment, community cohesion/division, energy, poverty, community participation, social networks

Observer: circle response

Q62 Are you aware of any energy or climate change related projects in the community?

i) How did you hear about them?

ii) ...what is/was your involvement with them?

iii) Can you remember specific dates?

iv) ...and what were the most important factors in your decision to get involved?

Q63 You have previously told us that you are aware/involved in [__LCC Group__] is this correct?

i) How did you hear about them?

ii) ...what is/was your involvement with them?

iii) Can you remember specific dates?

iv) ...and what were the most important factors in your decision to get involved?

*Q64 Overall how important would you say [__LCC Group__] advice and/or support has been in helping reduce your home energy use?

Not at all

A little

A lot

It was crucial/I wouldn't have done it otherwise

FLASHCARD – agreement scale
Observer to tick relevant response

Q65 Was there anything you thought was particularly effective about the advice/support you received from [__LCC Group__]?

Q66 Do you have any suggestions for how [__LCC Group__] could improve its energy advice and support to residents?