

## **Appendix B – Covid-19 Support Study - online and telephone questionnaire specification**

### Questionnaire Script – Adults 16+ that met eligibility criteria

#### Guidance on 'don't know' and 'prefer not to say' responses

The default was that don't know and prefer not to say options were 'hidden', that is, they appeared if a person tried to proceed past a question without answering it. For some questions, a decision was made that these answer options should not be hidden. Unhidden 'don't know' and 'prefer not to say' have been included in the documentation that follows. If 'don't know' or 'prefer not to say' is not listed then this means the options were 'hidden'.

#### Introduction

**\_WEB:**

**[WelcomeA]**

{ASK ALL}

Welcome to the **COVID-19 support study**.

It is quick and easy to take part.

Please enter your unique access code (this is the 8 digit code from your SMS/Email) in the box below and click 'NEXT'

Unique Access Code: \_\_\_\_\_

If you are experiencing any problems logging in or other technical problems, then please get in touch using our contact details below:

Email: [covidsupportstudy@scotcen.org.uk](mailto:covidsupportstudy@scotcen.org.uk)

Freephone: 0800 652 0601

Click 'NEXT' to continue.”

{ALL}

“Welcome to **COVID-19 support study**.

The survey is being carried out by ScotCen Social Research on behalf of the Scottish Government. While the study has been commissioned by the Scottish Government, ScotCen are an independent non-profit research body, independent of all government departments, Test and Protect/Protect Scotland and Public Health Scotland.

The aim of the survey is to better understand the experiences of those that have been asked to self-isolate, including some of the challenges people can face and the support that is needed. Your answers will help inform future decision-making on self-isolation policy in Scotland.

The survey will take around 15 minutes to complete and is confidential - you will not be personally identified from your survey answers. Your answers will not be linked to any information held in the Test and Protect system about you.

More information on the study, and our privacy notice, is available on the study web page: [www.scotcen.org.uk/covidssupportstudy](http://www.scotcen.org.uk/covidssupportstudy). Alternatively, you can contact us via our email address [covidssupportstudy@scotcen.org.uk](mailto:covidssupportstudy@scotcen.org.uk) or on freephone number: 0800 652 0601

The survey will close on: enter wave FW end date for move.

{if wave=1 and mode=web: “<b>31<sup>st</sup> March<b>”, if wave=1 and mode=tel: “<b>7<sup>th</sup> April<b>”, if wave=2 and mode=web: “<b>5<sup>th</sup> May<b>”, if wave=2 and mode=tel: “<b>12<sup>th</sup> May<b>”, if wave=3 and mode=web: “<b>2<sup>nd</sup> June<b>”, if wave=3 and mode=tel: “<b>9<sup>th</sup> June<b>”}

It will be possible to update the survey at any point up to this date and you can complete it in more than one session – all you need is the 8 digit access code from your invite to access the survey again.

**Thank you for taking part.**

Please click ‘NEXT’ to continue.”

### Introduction

{\_WEB:} “First we would like to ask you a few questions about yourself to help us understand if, and how, people’s experience of self-isolation varies across different groups of people living in Scotland. As with all the questions in the survey, you can choose not to answer any question if you don’t want to by selecting next.”

{\_Tel: #G\_ReadOut\_II1}: “First we would like to ask you a few questions about yourself. As with all the questions in the survey, you can choose not to answer any question if you don’t want to.”

{ASK ALL}

**[Sex]**

“Which of the following best describes how you see yourself?”

{#G\_Single\_II1}”

1. “Male
2. Female
3. Non-binary
4. In some other way
  - a. {\_WEB: “Please describe in more detail if you wish”}
  - b. {\_TEL: INTERVIEWER READ OUT “(please describe in more detail if you wish)”}
5. Prefer not to say”

**{ASK IF SEX= 4 ‘IN SOME OTHER WAY’}**

**[SEX\_OTH]**

(OPEN TEXT standard natcen character limit [4000 chars])

**Please describe in more detail if you wish**

{ASK ALL}

**[Age]**

“Which of these age groups do you fall into?”

{#G\_Single\_II1}”

1. “16-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65-74
7. 75+
8. Prefer not to say {\_TEL: DO NOT READ OUT}”

{ASK ALL}

**[LiveHH]**

“Do you live alone or with other people?”

{\_WEB:} By other people, we mean anyone living at the same address, including family, with whom you share cooking facilities and share a living room or sitting room or dining area.”}

{\_TEL: #G\_ReadOut\_II1: By other people, we mean anyone living at the same address, including family, with whom you share cooking facilities and share a living room or sitting room or dining area.}

{#G\_Multi\_II1}”

1. “Live alone [EXCLUSIVE]
2. Spouse or partner
3. Child/ children aged under 16
4. Child/ children aged 16 and over
5. Other related adults aged 16 and over
6. Other unrelated adults aged 16 and over (housemates, tenants or lodgers)
7. Another living situation

{ASK ALL}

**[Carer]**

“Apart from anything you do as part of paid employment, do you look after, or give any regular help or support to others because of either long-term physical, mental ill-health, disability, or problems related to old age?”

{#G\_Multi\_II1}”

1. “Yes, someone in my household
2. Yes, someone outside of my household
3. No {Exclusive code}”

{ASK ALL}

**[Employ]**

“Which of these descriptions applies to what you spent the most time doing last week, that is the seven days ending last Sunday?”

{#G\_Multi\_II1}”

1. In full-time education (including on holiday)
2. On government training/employment programme
3. In paid work (or away temporarily, including furlough) for at least 10 hours in week
4. Waiting to take up paid work already accepted
5. Unemployed
6. Permanently sick or disabled
7. Wholly retired from work
8. Looking after your home or family
9. Doing something else

{ASK If Employ=NE 6}

**[KeyWork]**

“Are you currently a key worker (either paid or as a volunteer)?”

{#G\_Single\_II1}”

1. “Yes
2. No”

{ASK ALL}

**[Inctim1]**

“When thinking about your household income, do you usually think of this in weekly, monthly or annual amounts?”

{#G\_Single\_II1}”

- 1) Weekly
- 2) Monthly
- 3) Annual

{ASK ALL}

**[HHincome]**

“Which of the following represents the total income of your **household** from **all** sources **before tax**? Please include income from benefits, savings etc.

{#G\_Single\_II1}”

{Display if inctim1=1}

**Weekly income before tax**

- 1) Less than £330
- 2) £331 - £590
- 3) £591 - £1,000
- 4) £1,001 or more
- 9) Prefer not to answer

{Display if inctim1=2}

**Monthly income before tax**

- 1) Less than £1,410
- 2) £1,411 - £2,560
- 3) £2,561 - £4,350
- 4) £4,351 or more
- 9) Prefer not to answer

{Display if inctim1=3}

**Annual income before tax**

- 1) Less than £16,900
- 2) £16,901 - £30,700
- 3) £30,701 - £52,200
- 4) £52,201 or more
- 9) Prefer not to answer

{DISPLAY IF inctim1=DK or REF}

Hincomeb

“Which of the following represents the total income of your **household** from **all** sources **before tax**?”

Please include income from benefits, savings etc.

{#G\_Single\_II1}”

<b>WEEKLY income BEFORE tax</b>	<b>MONTHLY income BEFORE tax</b>	<b>ANNUAL income BEFORE tax</b>
Less than £330	Less than £1,410	Less than £16,900
£331 - £590	£1,411 - £2,560	£16,901 - £30,700
£591 - £1,000	£2,561 - £4,350	£30,701 - £52,200
£1,001 or more	£4,351 or more	£52,201 or more

- 9) Prefer not to answer

{ASK ALL}

**[LTIII]**

“Do you have a physical or mental health condition or illness lasting, or expected to last, 12 months or more?”

{#G\_Single\_II1}”

1. “Yes
2. No”

{ASK IF LTIII=1}

**[LimitIII]**

“Does your condition(s) or illness(es) reduce your ability to carry out day to day activities?”

{#G\_Single\_II1}”

1. “No
2. Yes – a little
3. Yes – a lot

{ASK ALL}

**[IfIsol]**

“Are you currently self-isolating?”

{\_WEB: By self-isolating, we mean remaining at home and not leaving your house because you’ve been asked to do so.”}

{\_TEL: INTERVIEWER #G\_ReadOut\_II1: By self-isolating, we mean remaining at home and not leaving your house because you’ve been asked to do so.

{#G\_Single\_II1}”

1. “Yes”
2. “No”

{ASK ALL}

**[GroupTyp]**

Which/Thinking about the most recent occasion you were asked to self-isolate, which of these reasons best describes why you were asked to self-isolate (on this occasion)?

{#G\_Single\_II1}”

1. “I tested positive for COVID-19
2. Someone I live with tested positive for COVID-19
3. I was in contact with someone outside my household who tested positive for COVID-19
4. I returned from travel outside of the UK (directly into Scotland or via another UK country)”

{ASK ALL}

**[IsPrev]**

(Is this/Was the most recent occasion you were contacted and asked to self-isolate) the first time, during the COVID-19 pandemic, that (You were asked to do so/you've been contacted and asked to self-isolate)?

{#G\_Single\_II1}"

1. "Yes –first time contacted and asked to self-isolate
2. No– been contacted and asked to self-isolate 1-2 times before
3. No – been contacted and asked to self-isolate 3 times or more"

{ASK if IfIsol=1}

**[DStills]**

"Which day of self-isolation are you currently on?"

"Day:

{\_WEB: "Please type in number. If you are not sure please give us your best estimate"}"

{TEL: INTERVIEWER PLEASE ASK FOR NUMBER AND TYPE IN. IF NOT SURE ASK THEM FOR BEST GUESS}"

1...100

Don't know {EXCLUSIVE}

{ASK if IfIsol=2}

**[DTotIs]**

"How many days <b>in total<b> did you isolate for?"

{\_WEB: "Please type in number. If you are not sure enter your best guess.

{\_TEL: INTERVIEWER PLEASE ASK FOR NUMBER AND TYPE IN. IF THEY ARE NOT SURE ASK THEM FOR THEIR BEST GUESS}"

1...100

"I was not able to self-isolate at all" {EXCLUSIVE}

{IfIso| NE1 AND DTOTIs NE 10}

**[ReaNtlS]**

(We know some people are not able to self-isolate for one reason or another) Which of the following describe why you (are no longer self-isolating/were not able to self-isolate?)

{#G\_Multi\_II1}"

1. "I tested negative for COVID-19
2. My COVID-19 symptoms got better/resolved entirely
3. My COVID-19 symptoms got worse and I needed help/care (e.g. from a doctor or from family)
4. My COVID-19 symptoms were mild
5. I did not develop COVID-19 symptoms
6. I have/had COVID-19 symptoms, but don't think I am putting others at risk
  
7. I needed non-COVID-19 related medical care
8. I was invited to get my vaccination
9. I have been vaccinated
10. I couldn't afford to miss work
11. I'm a key worker and felt I should get back to work
12. I was pressured into returning/continuing to work
13. Childcare or other caring responsibilities
14. I have no one to help me with essential activities (e.g. shopping for supplies/medicine, walking my dog(s) etc.)
15. It was not necessary for me to self-isolate at all
16. I was depressed or anxious or lonely
17. I was bored
18. Another reason{ \_WEB: "Please type in"}  
{TEL: INTERVIEWER READ OUT "Please describe in more detail if you wish"}  
None of these reasons [EXCLUSIVE]

{ASK IF REAINTS= 18}

REAINTS\_OTH

(OPEN TEXT, standard natcen character limit)

**Please write in why if you wish**

{ASK If >1 selected at ReaNtlS}

**[MainRnt]**

"And which of the reasons you have given best describe why you are not isolating at the moment?"

{#G\_Single\_II1}"

[List answers given at ReaNtlS]

{ASK ALL}

**[CovVacc]**

"Have you been vaccinated against COVID-19?"

{#G\_Single\_II1}"

1. "Yes, I've received my first dose
2. Yes, I've received both my first and second dose
3. No"

{ASK IF GroupTyp=4}

**[HowTra]**

“Did you arrive into Scotland from outside the UK or from another country inside the UK?”

{#G\_Single\_II1}”

1. “From outside the UK
2. From inside the UK”

{ASK IF GroupTyp=4}

**[PreDep]**

“And which of the following did you get?”

{#G\_Single\_II1}”

1. “Managed isolation (quarantine) package
2. I booked a COVID-19 test kit for self-isolation
3. Neither of these”

{ASK IF PreDep=3}

**[NoBook]**

“You mentioned that you did not book a managed isolation (quarantine) package or a COVID-19 test kit for self-isolation. Why was that?”

{#G\_Single\_II1}”

1. “I wasn’t aware I could book these
2. I was aware I could book these but chose not to
3. Another reason
4. {\_WEB: “Please type in”}
5. {TEL: “Please describe if you wish to”}

{ASK if GroupTyp=4}

**[TraStat]**

“Here are some statements about international travel into Scotland during the COVID-19 pandemic. Please indicate how much you agree or disagree with each of them.

{#G\_Grid\_II1}

GRID ROWS:

{If PreDep=1,2}

It was easy to book (and pay for my managed isolation (quarantine) accommodation) my COVID-19 test kit for home isolation.

[SGEasy]

It was easy to understand the Scottish Government information on international travel rules during the pandemic

[TravHelp]

International travel restrictions will help reduce the spread of COVID-19 and new variants of it”

- 1) “Strongly agree
- 2) Agree
- 3) Neither agree nor disagree
- 4) Disagree
- 5) Strongly disagree”

{ASK IF GroupTyp=4}

**[IntViews]**

“Are there any other comments you would like to make about your experience of self-isolation as an international traveller arriving into Scotland?

{IF TEL: INTERVIEWER PLEASE RECORD WHAT THEY SAY HERE}

Yes (please say what)

No

NO TPCON MENTIONED IN SPEC: TPCon1 to TPCon9

## Self-isolation: contact and guidance

{ASK ALL}

### [TPInfEas]

“To what extent do you agree or disagree with the following statement - ‘The instructions I received from Test and Protect on self-isolation were easy to understand’?”

{#G\_Single\_II1}”

1. “Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. I didn't receive any instructions from Test and Protect on self-isolation [EXCLUSIVE]”

{ASK IF GroupTyp=<4}

### [PrefCon]

“In which of the following ways would you have preferred to be contacted by Test and Protect?”

{#G\_Multi\_II1}”

1. “By phone
2. By text
3. By email
4. Through the Protect Scotland app
5. Another way
6. None of these [EXCLUSIVE]
7. Don't know [EXCLUSIVE]”

{ASK ALL}

### [Guide]

“Which, if any, of the following sources provided you with guidance on self-isolating?”

{#G\_Multi\_II1}”

1. NHS Test and Protect contact tracer
2. My Local Authority
3. Someone at the test centre
4. An official website (e.g. Scottish Government, NHS Inform, Ready Scotland website etc)
5. Another source
6. None of these [EXCLUSIVE]
7. Don't know [EXCLUSIVE]”

{ASK if any Guide=1 to 4 selected}

**[GuideC]**

"On the whole, how clear or unclear would you say the official guidance you received on self-isolation was from...?"

{#G\_Grid\_II1}"

GRID ROWS:

[Pipe in codes 1,2,3 and/or 4 from Guide as appropriate]

GRID COLS:

Very clear

Somewhat clear

Neither clear not unclear

Not very clear

Not at all clear

Don't know

VARIABLE NAMES:

VARNAME 1: TandPcon

VARNAME 1: Own LA

VARNAME 3: TestCen

VARNAME 4: OffWeb

## Experience of self-isolation

{ASK ALL}

### **[BeganSI]**

"How soon did you start self-isolating after you (first started having COVID-19 symptoms/were asked to)?"

{#G\_Single\_II1}"

I started self-isolating before I had symptoms/was asked to (ask if grouptyp NE 4)

Straight away

Within 12 hours

12 hours or more but less than 24 hours later

24 hours or more but less than 48 hours later

2 - 3 days later

4 days later or more

I was not able to self-isolate

{ASK IF BeganSI NE Before, Straight away, I was not able to}

### **[HIntro1]**

"We know it isn't always possible to begin self-isolating straight away and would like to understand more about the reasons why it can be difficult for some people. Please answer the following questions as honestly as you can and remember your answers are confidential and won't be passed to anyone outside the ScotCen research team."

{ASK IF {IfIsol=1/DK/REF}OR (IF IFLSOL=2 and DTotIs not equal 'I did not self-isolate)}

### **[BeforeSI]**

"Which, if any, of the following did you do after you (first started having COVID-19 symptoms/were asked to isolate) but before starting to self-isolate?"

{#G\_Multi\_II1}"

1. "I went to the shops for groceries, toiletries or medicine
2. I went to the shops for something else
3. I went out for outdoor recreation or exercise (e.g. a run, a walk, walk a dog, sit in the park)
4. I went to work, school or university
5. I went out for a medical reason (doctor/hospital/dental appointment)
6. I took a child to or from school
7. I went out to help or provide care for a vulnerable person
8. I met up with friends or family that i don't live with <b>indoors<b>
9. I met up with friends or family that I don't live with <b>outdoors<b>
10. I went out to get or return a test for COVID-19
11. I did not do any of these activities before self-isolating [EXCLUSIVE]"

{ASK ALL}

**[SuppOut]**

(While you are self-isolating do you have/While you were self-isolating did you have/ If you had been able to self-isolate would you have had any) family, friends or neighbours <b>outside</b> your household to support you in any way if you (need/needed/had needed) help?

{#G\_Single\_II1}"

1. "Yes
2. No
3. Don't know"

{ASK ALL}

**[HIntro2]**

"We know that it is not always possible for people to remain at home/in their accommodation for the duration of their self-isolation period. To help us better understand the challenges people can face we would like you to answer the following questions honestly. Remember your responses are confidential and won't be passed on to anyone outside the ScotCen research team."

{ASK ALL}

**[TimesOut]**

"From the time (your COVID-19 symptoms started/you were asked to self-isolate) until (today/your self-isolation period ended/your self-isolation period was meant to end), roughly how many times (have you needed to/did you need to) leave your home/accommodation for any reason?"

{#G\_Single\_II1}"

1. "0 times
2. 1 time
3. 2 - 4 times
4. 5 times or more"

{ASK If TIMESOUT=>1}

**[DAYSOUT]**

"And on which day(s) during your self-isolation period did you end up needing to leave your home/accommodation?"

Please give us your best estimate if you are not sure

{#G\_Multi\_II1}"

1. "Day 1 (the first 24 hours)
2. Day 2
3. Day3
4. Day 4
5. Day 5
6. Day 6
7. Day 7
8. Day 8
9. Day 9
10. Day 10
11. Don't know [EXCLUSIVE]"

{ASK If TimesOut NE 1}

**[HIntro3]**

“We would like to understand a bit more about all the different reasons why someone needs to leave their home/accommodation during their self-isolation period. Please answer the next set of questions honestly -all your answers are confidential and we won't pass your answers or personal details on to anyone.”

{ASK If TimesOut=>1}

**[WhWent]**

“Which, if any, of the following **activities** did you leave home for during (your self-isolation period/the period you were asked to self-isolate for)? Please include all the different reasons you needed to leave over the full self-isolation period

{#G\_Multi\_II1}”

1. “Went the shops for groceries, toiletries or medicine
2. Went the shops for something else
3. For outdoor recreation or exercise (e.g. a run, a walk, walk the dog, to sit in the park)
4. To go to work, school or university
5. For a medical reason (e.g. a doctor/ hospital/ dental appointment)
6. Took a child(ren) to or from school
7. To help or provide care for a vulnerable person
8. To meet up with friends and/or family that you don't live with <b>indoors</b>
9. To meet up with friends and/or family that you don't live with <b>outdoors</b>
10. To get or return a test for COVID-19
11. Other

{ASK If TIMESOUT=>1}

**[WhyLeft]**

“There are lots of possible **reasons** why someone might leave their home/accommodation during their self-isolation period. Which, if any, of the following describe why you needed to leave?

{#G\_Multi\_II1}”

1. I didn't have anyone to get essential supplies for me
2. I needed to walk my dog/look after pets
3. I couldn't afford to miss work
4. I'm a key worker and felt I ought to go to work
5. I was pressured into returning/continuing to work
6. Childcare or other caring responsibilities
7. To be vaccinated
8. To help my mental health
9. I didn't think I had to self-isolate
10. I understood that some activities were permitted when asked to self-isolate
11. My symptoms got worse and I needed help/care (e.g. from a doctor or from family)
12. I was bored
13. Another purpose
14. None of these reasons (EXCLUSIVE)

{ASK If TIMEOUT=>1}

**[WhyLeftM]**

{#G\_Multi\_II1}"

Thinking of the most recent time you needed to leave home/your accommodation during your self-isolation period. Which if any, of the following, describe why you felt this was okay on that occasion?

1. My COVID-19 symptoms got better/went away
2. My COVID-19 symptoms were mild
3. I tested negative for COVID-19
4. I did not have any COVID-19 symptoms
5. I had COVID-19 symptoms, but it wasn't necessary for me to stay at home
6. I have been vaccinated
7. I knew I wasn't going to come into close contact with anyone
8. I didn't feel I would be putting others at risk
9. Another reason why
10. None of these reasons (EXCLUSIVE)

{ASK ALL}

**[NumCons]**

"In total, how many people from **outside** your household/accommodation have you had/did you have contact with during your self-isolation period?"

By contact, we mean meeting someone in person with whom you exchanged at least a few words at a distance of less than 2 metres, or with whom you had physical contact (for example, a handshake, embracing, kissing, contact sport)

If you are unsure, please estimate. If there has been no contact, please enter 0."

{\_WEB: "Please type in the number"}

{\_TEL: INTERVIEWER RECORD NUMBER}

0...100

{ASK ALL}

**[JOBINSEC]**

(Has isolating had/Did isolating have/Would self-isolating have had) an impact on your finances in any of the following ways?

{#G\_Multi\_II1}"

GRID ROWS:

1. Likely to lose my job/miss out on work [LosWork]
2. Paid for online deliveries wouldn't normally have needed [PayDel]
3. Paid for more for groceries than I would normally [PayGro]
4. Lost income [IncLost]
5. Paid for a dog walker [PayDog]
6. Impacted finances in another way [OthExp]

Yes

No

Not sure

Prefer not to say

{ASK IF othexp= 'yes'}  
[othexp\_OTH]

OPEN TEXT standard natcen character limit [4000 chars]) **In what other way is/did it impact on your finances? Please describe in more detail if you wish**

## Support from Local Authorities

{ASK IF GROUPTYP NE 4}

### **[SuppOff]**

“Which, if any, of the following sources of help (have been/were you) offered to support you while you (are/were) self-isolating?”

{#G\_Multi\_II1}”

1. “I was offered the option of my local authority contacting me for support to self-isolate
2. I was offered support at the test centre I visited
3. I was offered details of online support
4. I was offered the National Assistance Helpline number
5. I was not offered any of these {EXCLUSIVE}”

{ASK IF SuppOff=1}

### **[SuppAcc]**

“Did you take up the offer of Local Authority support to self-isolate?”

{#G\_Single\_II1}”

1. “Yes
2. No
3. Don’t know”

{ASK IF SuppAcc=2}

### **[SuppNUse]**

“Which, if any, of the following reasons describe why you chose not to be contacted by your Local Authority regarding receiving support to self-isolate?”

{#G\_Multi\_II1}

1. “I did not need any additional support
2. All the information I needed was accessible online
3. I wasn’t sure what kind of support was available and whether I needed it
4. I wanted to contact my local authority directly
5. I did not wish to be identified to my local authority
6. Another reason (please say what)

{ASK ALL}

### **[SelfCon]**

“During your self-isolation period, which, if any, of these, (have you contacted/did you contact) directly looking for support or information?”

{#G\_Multi\_II1}”

1. “National Assistance Helpline
2. Your local authority directly
3. Neither of these {EXCLUSIVE}”

{ASK If SelfCon=1 or 2 and/or SuppAcc= 1}

**[SuppWant]**

“Which of the following kind of support or information were you looking for?”

{#G\_Multi\_II1}”

1. “Help with money to buy food
2. Financial support to pay bills, access crisis grants, or benefits support
3. Other financial support
4. Help with food deliveries
5. Help with pharmacy deliveries
6. Help with dog walking
7. Support to apply for the Self-Isolation Support Grant
8. Support with access to alternative accommodation to self-isolate
9. Befriending or other emotional support during self-isolation
10. Someone to check-in on me during self-isolation
11. Additional information (i.e. about self-isolation rules, Covid symptoms, advice about schooling while isolating, etc.)
12. Another type of support or information  
{\_WEB: “Please type in”}  
{TEL: INTERVIEWER READ OUT “Please describe in more detail if you wish”}
13. None of these [EXCLUSIVE]”

{ASK IF SuppOff=1}

**[SecCall]**

“Did you agree to a follow-up call from your local authority to check in on you and your support needs during isolation?”

{#G\_Single\_II1}”

1. “Yes
2. No”

{ASK IF SecOff=1 and SecCall=1}

**[WhyCall]**

“Which, if any, of the following reasons describe why you agreed to a follow-up call or calls from your Local Authority?”

{#G\_Multi\_II1}”

1. “I needed/thought I might need help accessing food or other essential supplies
2. I needed/thought I might need help with paying for food or paying bills
3. I needed other practical support I could not get elsewhere
4. I felt lonely or worried about isolation
5. In case my needs might change/ had changed over the self-isolation period
6. I thought I had to agree to it
7. Another reason {\_WEB: “Please type in”}  
{\_TEL: INTERVIEWER READ OUT “Please describe in more detail if you wish”}
8. None of these reasons{[EXCLUSIVE]”

{ASK IF SuppOff=1 and SecCall 2}

**[SecCallIN]**

“Which, if any, of the following reasons describe why you chose not to receive a follow-up call from your Local Authority?”

{#G\_Multi\_II1}”

1. “I did not need any further support
2. I have family/friends/neighbours who could support me if I needed anything
3. I did not find the initial support offered helpful
4. All the information I needed was accessible online
5. All the support I needed had been given
6. I wanted to contact my local authority directly if I needed to
7. I did not want further contact from my local authority
8. Another reason (please say why)
9. None of these [EXCLUSIVE]”

{ASK If SuppOff=1 or SelfCon=1 or 2}

**[SuppSuf]**

“Thinking about the needs you identified to your Local Authority and/or the National Assistance helpline, do you feel you were offered all the support you needed during self-isolation?”

{#G\_Single\_II1}”

1. “Yes
2. No

## Self-isolation support grant

{ASK IF Grouptyp NE 4}

### [GrIntro]

{#G\_ReadOut\_II1}"

"If someone asked to self-isolate by NHS Test and Protect is on a low income, can't work from home and will lose income as a result, they may be entitled to a payment of £500 from their local authority part of the Self-Isolation Support Grant scheme."

{ASK if grouptyp ne 4}

### [SGapp]

"Was an **application for** a Self-Isolation Support Grant submitted by or for you?"

{#G\_Single\_II1}"

1. "Yes [EXCLUSIVE]
2. No – I do not/did not know about it [EXCLUSIVE]
3. No – I did not think that I was eligible
4. No – I did not apply for another reason
5. Don't know [EXCLUSIVE]"

{ASK if SGapp=1}

### [Whoapp]

"Did you apply yourself or did someone else apply on your behalf?"

{#G\_Single\_II1}"

1. "I applied myself
2. Someone else applied for me
3. Don't know"

{ASK if SGapp=1}

### [HowSGapp]

How (did you/someone else apply) for the Self-isolation Support Grant (for you)?"

{#G\_Multi\_II1}"

1. "(I/Someone) called the National Assistance Helpline /my local authority (for me) and applied over the phone
2. I received a call from my local authority and applied over the phone
3. (I /Someone) filled in a form on my local authority's website
4. Applied another way
5. I'm not sure"

{ASK if SGapp=1}

### [SGYes]

"Was your application for the Self-Isolation Support Grant approved?"

{#G\_Single\_II1}"

1. "Yes
2. No, it was rejected
3. It is still pending
4. Don't know"

{ASK if SGYes=1}

**[SGPay]**

“Have you received your Self-Isolation Support Grant payment yet?”

{#G\_Single\_II1}”

1. “Yes
2. No
3. Don’t know”

{ASK if SGPay=1}

**[SGCover]**

“Roughly what proportion of the money you lost because of self-isolation would you say that the grant was/will be able to cover?”

{#G\_Single\_II1}”

1. “All of the income I lost
2. At least half of the income I lost
3. Less than half of the income I lost
4. Don’t know”

{ASK if SGyes=2 or 4 or if sgapp=5}

**[CGAdv]**

“Were you asked to apply for a Crisis Grant instead?”

{#G\_Single\_II1}”

1. “Yes
2. No
3. Not sure”

{ASK if CGAdv=1}

**[CGYes]**

“Was your Crisis Grant application approved?”

{#G\_Single\_II1}”

1. “Yes
2. No
3. It is still pending
4. I don’t know”

## Understanding of rules and guidance

{ASK ALL}

### [DCovPos]

"We now have some questions about the guidance around COVID-19 for you.

According to official guidance from the Scottish Government/NHS Scotland, for how many days, <b>in total</b>, should someone self-isolate if they test positive for COVID-19?"

{\_WEB: "Please type in number. If you aren't sure just enter your best guess"}

{\_TEL: INTERVIEWER PLEASE ASK FOR NUMBER AND TYPE IN. IF THEY ARE NOT SURE ASK THEM FOR THEIR BEST GUESS}"

1...100

{ASK ALL}

### [DContac]

"Someone who has been informed that they have been in close contact with a person who tested positive for COVID-19 should self-isolate for 10 days, even if they later test negative themselves'.

Do you think this statement is...?

{#G\_Single\_II1}"

1. "Correct
2. Incorrect
3. Not sure"

{ASK ALL}

### [ActOk]

"According to official guidance from the Scottish Government/NHS Scotland, do you think someone who has been asked to self-isolate is allowed to do each of the following things during isolation or not?"

{#G\_Grid\_II1}

GRID ROWS:

1. "Go to the shops for groceries, toiletries or medicine
2. Go to the shops for something else
3. Go out for outdoor recreation or exercise (e.g. a run, a walk, walk the dog, to sit in the park)
4. Go to work, school or university if they cannot work from home
5. Go out for a medical reason (doctor/hospital/dental appointment)
6. Take a child to or from school
7. Go out to help or provide care for a vulnerable person
8. Go out for any reason and to any location if they are wearing a face covering
9. Meet up with friends and/or family that they don't live with <b>indoors</b>
10. Meet up with friends and/or family that they don't live with <b>outdoors</b>
11. Get or return a test for COVID-19"

GRID COLS:

1. "Allowed
2. Not allowed
3. Not sure"

VARIABLE1: KnowEss

VARNAME2: KnowElse  
VARNAME3: KnowExer  
VARNAME4: KnowWork  
VARNAME5: KnowMed  
VARNAME6: KnowSch  
VARNAME7: KnowCare  
VARNAME8: KnowAny  
VARNAME9: KnowIns  
VARNAME10: KnowOut  
VARNAME11: KnowTest

## Testing

{ASK ALL}

### [EverTest]

“How many times, if at all, have you been tested for COVID-19?”

{#G\_Single\_II1}”

1. “1 time
2. 2 to 4 times
3. 5 or more times
4. Never been tested for COVID-19”

{ASK IF EverTest=<4}

### [WhyTest]

“Thinking about the most recent time you were tested for COVID-19, which of the reasons below best describe why you got a test on that occasion?”

{#G\_Multi\_II1}”

1. “I was experiencing symptoms
2. I was in contact with someone who tested positive and was asked by Test and Protect to get tested
3. I was in contact with someone who tested positive and chose to get tested
4. I was in contact with someone suspected of having it
5. I was worried I might have caught it while travelling outside Scotland
6. I was not experiencing any symptoms but was worried I might have it
7. I was tested/screened at my place of work or study
8. To check that I was safe to visit friends/family
9. I live in a care home/social care setting
10. It was on offer as part of a mass testing/screening programme where I live (symptom-free screening)
11. I am part of a research study that includes testing
12. I was tested, as a routine test before having surgery/a procedure
13. Another reason (please write in)
14. None of these reasons [**EXCLUSIVE**]”

{ASK IF EverTest=<4}

### [WhereTest]

“Where did your most recent test take place?”

{#G\_Single\_II1}”

1. “A rapid testing site (received my result in 30 minutes)
2. A local drive through/ walk in testing site
3. At home, using an NHS home testing kit
4. A mobile testing unit (e.g. a van or army-operated testing unit)
5. On NHS premises (e.g. by GP, in hospital, or in another healthcare setting)
6. A local pharmacy
7. At school (either as a member of staff or a pupil)
8. At a care home/social care setting (either as a staff member/resident)
9. At my workplace (excluding school, care home and social care settings)
10. At my place of study (excluding school)
11. At another location (Please say where)
12. None of these {**EXCLUSIVE**}”

{ASK IF EverTest=<4}

**[TimeTest]**

“How long did you have to wait for the result of your most recent test?”

{#G\_Single\_II1}”

1. Under an hour
2. Between 1 hour but less than 24 hours
3. 24 hours or more but less than 48 hours
4. 48 hours or more

{ASK IF EverTest=<4}

**[ResTest]**

“What was the result of your (last) test?”

{#G\_Single\_II1}”

1. Negative
2. Positive
3. Inconclusive/void result
4. I don't have my result yet

## Attitudes and motivation

{ASK ALL}

### [PersMH]

“What impact, if any (would you say that) self-isolating (had/would have had on) on <b>your</b> <b>mental health (had you been able to do it)?

{#G\_Single\_II1}”

Very positive

Quite positive

Neither positive nor negative

Quite negative

Very negative

{ASK IF LiveHH NE 1}

### [FamMH]

“{If IfSol=1 “And what impact, if any, would you say that **your** self-isolation is having on the mental health of <b>others</b> in your household?”}

{If IfSol=2 and dtotls NE I was not able to self-isolate “And what impact, if any, would you say that **your** self-isolation had on the mental health of <b>others</b> in your household? “}

{If IfSol=2 and Dtotls=I was not able to self-isolate “And what impact, if any, would you say that you self-isolating would have had on the mental health of <b>others</b> in your household had you been able to do it?”}

{#G\_Single\_II1}”

Very positive

Quite positive

Neither positive nor negative

Quite negative

Very negative

{ASK ALL}

### [HincDiff]

Which of the phrases below would you say comes closest to your feelings about your household's income during self-isolation?

- 1 Lived/Living really comfortably on present income
- 2 Lived/ Living comfortably on present income
- 3 Neither comfortable nor struggling/struggled on present income
- 4 Struggled/Struggling on present income
- 5 Really struggled/struggling on present income

{ASK ALL}

**[SIIndCh]**

“Here are some things people might say about self-isolation. To what extent do you agree or disagree with each of them?”

“It should be up to the individual, not the government, to decide whether they need to self-isolate or not.”

{#G\_Single\_II1}”

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

{ASK ALL}

**[SIWorks]**

“Self-isolation is an effective way to help prevent the spread of COVID-19.

{#G\_Single\_II1}”

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

{ASK ALL}

**[VaccCont]**

“How likely or unlikely are you to come into close contact with others (once you have been/now that you are) fully vaccinated against COVID-19?”

{#G\_Single\_II1}”

Very likely

Fairly likely

Neither likely nor unlikely

Not very likely

Not at all likely

{ASK ALL}

**[VaccVul]**

“And how likely or unlikely are you to visit vulnerable family and (once you have been/now that you are) fully vaccinated against COVID-19?”

{#G\_Single\_II1}”

Very likely

Fairly likely

Neither likely nor unlikely

Not very likely

Not at all likely

{ASK ALL}

**[FutureSI]**

(Once fully vaccinated/Now that you are fully vaccinated) against COVID-19, how likely or unlikely (would you be/are you) to self-isolate if asked to do so (again)?"

{#G\_Single\_II1}"

1. Very likely
2. Fairly likely
3. Neither likely nor unlikely
4. Not very likely
5. Not at all likely

{ASK IF FutureSI=4,5}

**[FutureNo]**

"Which, if any, of the following reasons describe the reason(s) you wouldn't be likely to self-isolate if asked to do so once fully vaccinated against COVID-19?"

{#G\_Multi\_II1}"

1. I do not think it would be necessary
2. I have caring responsibilities that would make self-isolation impossible
3. Self-isolation would have a negative impact on my mental health
4. I could not afford to self-isolate financially
5. Self-isolation would be too boring
6. I would find it hard to ask for time off work once fully vaccinated
7. I don't think my employer would let me have time off to self-isolate once fully vaccinated
8. Another reason (please write in)
9. None of these reasons [EXCLUSIVE]

## Additional demographics

[Intro4]

\_WEB: "Before we finish we would like to ask you a few more questions about yourself to help us better understand how people's experience of self-isolation differs across Scotland. As with all the questions in the survey, you can choose not to answer any question if you don't want to."

\_Tel: INTERVIEWER READ OUT: "Before we finish we would like to ask you a few more questions about yourself to help us better understand how people's experience of self-isolation differs across Scotland As with all the questions in the survey, you can choose not to answer any question if you don't want to."

{ASK ALL}

### [Ethnic]

"Which one of the following best describes your ethnic group or background?"

{#G\_Single\_II1}"

1. "White
2. Mixed or multiple ethnic background  
{\_WEB: "please type in"}  
{TEL: "Please describe in more detail if you wish"}
3. Asian
4. Black
5. Other ethnic background

{ASK IF ETHNIC =1. White}

### [EthWhit]

"And which of the following best describes your ethnic group or background?"

{#G\_Single\_II1}"

1. "White – Scottish
2. White – other British
3. White – Irish
4. White – Gypsy / Traveller
5. White – Polish
6. White – Any other White background  
{\_WEB: "please type in"}  
{TEL: "Please describe in more detail if you wish"}

{ASK IF ETHNIC=3. Asian}

### [EthnAs]

"And which of the following best describes your ethnic group or background?"

{#G\_Single\_II1}"

1. "Asian, Asian Scottish or Asian British – Pakistani, Pakistani Scottish or Pakistani British
2. Asian, Asian Scottish or Asian British – Indian, Indian Scottish or Indian British
3. Asian, Asian Scottish or Asian British – Bangladeshi, Bangladeshi Scottish or Bangladeshi British
4. Asian, Asian Scottish or Asian British – Chinese, Chinese Scottish or Chinese British
5. Asian, Asian Scottish or Asian British – Any other Asian Background  
{\_WEB: "please type in"}  
{TEL: "Please describe in more detail if you wish"}

{ASK IF ETHNIC=4. Black}

**[EthnBlk]**

"And which of the following best describes your ethnic group or background?"

{#G\_Single\_II1}"

1. "African, African Scottish or African British
2. African, African Scottish or African British – Any other Asian Background (please specify)
3. Caribbean, Caribbean Scottish or Caribbean British
4. Black, Black Scottish or Black British
5. Any other Caribbean or Black background  
{\_WEB: "please type in"}  
{TEL: "Please describe in more detail if you wish"}

{ASK IF ETHNIC=5. Other ethnic background}

**[EthOth]**

"And which of the following best describes your ethnic group or background?"

{#G\_Single\_II1}"

1. "Arab, Arab Scottish or Arab British
2. Any other ethnic group  
{\_WEB: "please type in"}  
{TEL: "Please describe in more detail if you wish"}

Prefer not to answer"

{ASK ALL}

**[Lang]**

"What is your main language?"

{#G\_Single\_II1}"

1. "English
2. Another language {\_WEB: "Please type in"; \_TEL: "Please specify"}

{ASK ALL}

**[PCode]**

"What is your full home postcode?"

{\_WEB: "This will be used for analysis purposes only and will not be used to identify you or your answers."}

{\_TEL: INTERVIEWER READ OUT: "This will be used for analysis purposes only and will not be used to identify you or your answers."}

{\_WEB: "Please type in your full postcode with no spaces e.g. EH24AW."}

{\_TEL: INTERVIEWER: PLEASE ENTER FULL POSTCODE WITH NO SPACES}

STRING{7}

DK/REF

{ASK all}

**[BenRec]**

“Do you currently receive any of the following benefits?”

{#G\_Single\_II1}”

1. “Universal Credit (not universal benefit e.g. child benefit)
2. Working Tax Credit
3. Income-based Employment and Support Allowance
4. Income-based Jobseeker's Allowance
5. Income Support
6. Housing Benefit
7. Pension Credit
8. Council Tax Reduction

Yes

No

{ASK ALL}

**[Pets]**

“Do you have any pets that require someone to take them on a walk for exercise?”

{#G\_Single\_II1}”

1. “Yes
2. No”

{ASK ALL}

[SubComp]

Which of the following best describe how you managed to comply with self-isolation?

{#G\_Single\_II1}”

Followed the self-isolation guidance all of the time

Followed the self-isolation guidance some of the time

Was not able to follow the self-isolation guidance at all

## Recontact section

{ASK ALL}

[Recontact]

{\_TEL: "INTERVIEWER READ OUT:"}

The research team at ScotCen would like to speak to some people in more detail to get a fuller picture of what it's like to self-isolate. Finding out more about the challenges people can face when isolating and what, if anything, might improve the self-isolation experience will help inform future decision-making in this area. Taking part would involve taking part in a brief interview with a member of the research team online or by telephone.

Your details will be stored securely and only the research team at ScotCen will have access to them. Details will not be shared with other parties, they will only be used for the purposes of this research and will be confidentially destroyed at the end of the project.

You can cancel this permission at any time in by contacting ScotCen directly on [covidsupportstudy@scotcen.org.uk](mailto:covidsupportstudy@scotcen.org.uk) or by visiting or study web page [www.scotcen.org.uk/covidsupportstudy](http://www.scotcen.org.uk/covidsupportstudy)

Are you happy to be contacted for this follow up research? Even if you say yes today, you will be free to change your mind when we contact you.

1. Yes
2. No (go to [Close])

{ASK IF RECONTACT=1}

**[Cancel]**

{IF TEL: "INTERVIEWER READ OUT:"}

Press NEXT to proceed.

{ASK IF RECONTACT=1}

**[BestCont]**

Is it better to contact you by phone, email or doesn't it matter?

{#G\_Single\_II1}"

1. Phone
2. Email
3. Either phone or email

{IF RECONTACT=1}

**Name**

{\_TEL: "INTERVIEWER READ OUT:"}

"It is important that we have the correct details for you.

Please be assured that your details will only be used for the purpose of contacting you in relation to our research, will not be shared with anybody outside of our research team and will securely destroyed once the project is completed.

Can you please provide us with your name?

"Title"

[free entry]

"First name "

[free entry]

"Surname "

[free entry]

1) {IF WEB: "I do"}{IF TEL: "Respondent does"} not wish to give {IF WEB: "my"/IF TEL: "their"} name

SOFTCHECK: IF Firstname or Surname is only 1 character: "The first name you have provided is only one character long. Are you sure this is correct?"

HARDCHECK: IF Firstname or Surname contains numbers: "Please check and amend. First names should not contain numbers"

{ASK IF BESTCONT=2,3}

{\_TEL: "INTERVIEWER READ OUT:"}

What is your email address so we can contact you directly about the follow up research if we need to?

Note that your email address will **only** be used to contact you as part of this research.

Please enter your email below

OPEN FREETEXT

1. {IF WEB: "I do"}{IF TEL: "Respondent does"} not have an email address
2. {IF WEB: "I do"}{IF TEL: "Respondent does"} not wish to give {IF WEB: "my"/IF TEL: "their"}e-mail address

HARDCHECK: If answer provided does not include @ or full-stop: "Please check and amend. E-mail addresses should contain an @ character and a full stop."

{\_TEL: INTERVIEWER: READ EMAIL ADDRESS BACK TO PARTICIPANT AND CONFIRM}

{ASK IF \_WEB AND consEmail not 1 or 2}

**[ConsEmail]**

{\_TEL: "INTERVIEWER READ OUT:"}

"The email address you gave us is:

Display openfreetext entered at ConsEmail

Is that correct?

Yes

No

{ASK IF \_WEB AND If ConsEmail=2}

**[CorrEmail]**

What is the correct email address to use?

OPEN FREE TEXT

HARDCHECK: If answer provided does not include @ or full-stop: "Please check and amend. E-mail addresses should contain an @ character and a full stop."

**PAGE END**

{ASK IF RECONTACT=1 AND BESTCONT=1 or 3}

**ConsMob**

What is the best phone number to contact you on? Your phone number will **only** be used to contact you as part of this research.

OPEN 2. {IF WEB: "I do"}{IF TEL: "Respondent does"} not wish to give {IF WEB: "my"/IF TEL: "their"} other phone number

HARDCHECK: If contains characters other than numbers "Please only use numbers without any additional characters or spaces."

HARDCHECK: If does not contain 10 or 11 digits or does not start with a 0. "Your answer is not a valid telephone number. UK phone numbers start with 0 and are 10 or 11 digits. Please check and amend."

{\_TEL:: READ NUMBER BACK TO PARTICIPANT AND CONFIRM}

{ASK IF number given at ConsMob}

**ConsOthn**

"And do you have another phone number we could contact you on? Again, this will only be used to contact you as part of this research"

1. Yes

2. No

{IF ConsOthn =1}

**[ConsTeIn]**

{IF WEB: "Please enter"}{IF TEL: "Could I take"} your other phone number {IF TEL: "?"}

INTERVIEWER: READ PHONE NUMBER BACK TO PARTICIPANT AND CONFIRM

OPEN

1. {IF WEB: "I do"}{IF TEL: "Respondent does"} not have another phone number

2. {IF WEB: "I do"}{IF TEL: "Respondent does"} not wish to give {IF WEB: "my"/IF TEL: "their"} other phone number

HARDCHECK: If contains characters other than numbers "Please only use numbers without any additional characters or spaces."

HARDCHECK: If does not contain 10 or 11 digits or does not start with a 0. "Your answer is not a valid telephone number. UK phone numbers start with 0 and are 10 or 11 digits. Please check and amend."

## Thank you text

{ASK ALL}

[Close]

“Thank you very much for taking the time to complete the survey and for providing valuable information on the experiences of those who have been asked to self-isolate.

## \_WEB

{ASK ALL}

[Support\_WEB]

There are several organisations that you may find helpful (as you finish/now that you have finished) your self-isolation period. A few of these are listed below and a longer list, along with more information on the survey, can be found on the study website: [www.scotcen.org.uk/covidsupportstudy](http://www.scotcen.org.uk/covidsupportstudy).

**Citizen’s Advice Bureau** – for help with financial struggles and other COVID-19 related support

W: <https://www.cas.org.uk/>

T: 0800 028 1456 (Monday to Friday, 9am to 5pm)

**Samaritans** – are available to listen, whatever the problem, 24 hours a day, 365 days a year to help

W: <https://www.samaritans.org/how-we-can-help/>

T: 116 123

The **Scottish Association for Mental Health** is available for support, information for you or if you just want to have chat about mental health.

W: <https://www.samh.org.uk/>

T: 0344 800 0550 (Monday to Friday, 9am to 5pm)

**NHS Inform** is available for information relating to your physical health and/or your mental health, including the longer term effects of COVID-19 if you are experiencing those.

W: <https://www.nhsinform.scot/>

Thank you very much for your participation.

If you have any further information you’d like to add, please include it in the box below.

Otherwise, please click ‘NEXT’ to submit your answers.”

ANALYSIS: “End.”

OPEN

ALLOW NA

\_CATI

{ASK ALL}

[Support\_TEL]

There are several organisations that you may find helpful as you finish your self-isolation period. Would you like us read out the contact details for a few of these organisations now or would you prefer our study web page address so you can see the full list if you wish?

- 1 Like to hear them now
- 2 Prefer to view myself on study web page

\_CATI

{ASK IF SUPPORT\_TEL=2}

[TelOrgL]

The full list of useful organisations is on our study web page which is [www.scotcen.org.uk/covidsupportstudy](http://www.scotcen.org.uk/covidsupportstudy).

\_CATI

{ASK IF SUPPORT\_TEL=1}

**[TelOrgD]**

INTERVIEWER READ OUT

For help with financial struggles and other COVID-19 related support you can contact the **Citizen's Advice Bureau** on [www.cas.org.uk/](http://www.cas.org.uk/) or on 0800 028 1456 (Monday to Friday, 9am to 5pm)

**The Samaritans** are available to listen, whatever the problem, 24 hours a day, 365 days a year to help on 116 123 or at [www.samaritans.org/how-we-can-help/](http://www.samaritans.org/how-we-can-help/)

**NHS Inform** is available on [www.nhsinform.scot/](http://www.nhsinform.scot/) for information relating to your physical health and/or your mental health, including the longer term effects of COVID-19 if you are experiencing those.

The **Scottish Association for Mental Health** is available for support, information for you or if you just want to have chat about mental health on [www.samh.org.uk/](http://www.samh.org.uk/) or on 0344 800 0550 (Monday to Friday, 9am to 5pm)

The full list can be found on our study web page [www.scotcen.org.uk/covidsupportstudy](http://www.scotcen.org.uk/covidsupportstudy)

\_CATI

{ASK ALL}

**[TelThank]**

Thank you very much for your participation.

Is there anything you'd like to add before we finish?

INTERVIEWER IF NOTHING TO ADD: please click 'NEXT' to submit answers."

Thank you again for your time.

ANALYSIS: "End."

OPEN

ALLOW NA