



HM Government

The Resident(s)

<Address1>

<Address2>

<Address3>

<Address4>

<Address5>, <Address6>

<Postcode>

<DespatchD>

Reference Number: <HHSerial>

Job Number: C111002385

<Mailing Type>

Dear Resident(s),

Your household has been chosen to be part of the **Community Life Survey**. This is an official Government study that allows your views to be heard on a range of issues affecting your local area.

Your contribution will help the Government, charities and other public sector organisations understand your local community, track changes to it over time, and design policies to help strengthen local communities.

Up to <NumLogins> <People_person> in your household aged 16 or over can take part, but each set of log-in details can only be used once. Each person who completes the survey will receive a **£10 voucher** to thank them for their time.

How to take part

[1]



Go to **www.commlife.co.uk** or scan the QR code and select 'Click here to complete the survey'.



[2]



Enter a **reference number and password below** in the boxes on screen:

Person 1 <IndividualSerial1> > <Pass1>	Person 2 <IndividualSerial2> > <Pass2>
Person 3 <IndividualSerial3> >	Person 4 <IndividualSerial4> >

[3]



Click '**START NOW**' to complete the survey. At the end you will be able to claim your £10 e-voucher.

The survey should take around 25-30 minutes to complete.

If you are unable to complete the survey online, you can request a **paper version** of the questionnaire by calling 0800 158 2952 or emailing communitylifesurvey@veriangroup.com.

This study is being conducted on behalf of the Government by Verian, an independent social research organisation. If you would like to talk to someone about the study, please contact Verian on 0800 158 2952 or at communitylifesurvey@veriangroup.com.

I hope you enjoy the questionnaire and the opportunity to express your thoughts and opinions about your local area.

Yours faithfully,

Sarah Lasher

Head of Profession for Statistics

Department for Culture, Media and Sport

HM Government

Why did we choose your address?

As it is not possible to ask everyone to take part in the survey, we select a sample of addresses to represent the entire country. Your address was selected at random from a list of private addresses held by the Royal Mail.

Who is conducting the survey?

The survey is being conducted on behalf of the Department for Culture, Media & Sport (DCMS) and the Ministry of Housing, Communities & Local Government (MHCLG) by **Verian**, an independent research agency. More information about the survey is available online at www.gov.uk/government/collections/community-life-survey--2

Who are Verian?

Verian is an independent research agency providing services to government and the public realm. Verian is bound by the Market Research Society (MRS) Code of Conduct – a set of agreements that ensure research is conducted in an ethical and safe manner. Further information about Verian can be found at <https://www.veriangroup.com/>.

Is this survey confidential?

Yes. The information that is collected will only be used for research and statistical purposes. Your contact details are kept separate from your answers and will not be passed on to any other organisation outside of Verian or supplier organisations who assist in running the survey.

Data from the survey will be shared with DCMS and MHCLG, and MHCLG's appointed research contractors, for the purpose of producing and publishing statistics, and policy evaluation. The data shared with these parties won't contain your name or contact details, and no individual or household will be identifiable from the results unless we have asked, and you have consented, for an alternative arrangement. Your answers will be combined with others participating in the survey. You will not receive any 'junk mail' after taking part. For more information about how we keep your data safe, you can visit www.commlife.co.uk.

Why are my views important?

We need people from all age groups and backgrounds to take part. Your views are important to us as without them we may not have a representative picture of the communities that people live in.

Data Protection

All information will be processed in compliance with the Data Protection Act 2018 and General Data Protection Regulation for the performance of official authority and public interest and will only be held for as long as it is being used to produce statistics.

Further information about the way we handle your personal data can be found at commlife.co.uk/surveypolicy. Should you have any specific concerns or queries please contact: communitylifesurvey@veriangroup.com and quote 'Community Life Survey' or call **0800 158 2952**.

What do I need to do?

<NumLogins> <People_person> aged 16 or over in your household can go to www.commlife.co.uk, or scan the QR code and select 'Click here to complete the survey'. Enter one of the reference numbers and associated password provided and complete the questionnaire. On average, the online survey takes 25-30 minutes to complete.

If you would like to take part but are unable to complete the survey online, please contact Verian on 0800 158 2952 and a paper version of the questionnaire will be sent to you along with a pre-paid envelope.

How do I collect the voucher?

Once you have completed the online survey you will be directed to Merit, our voucher website, where you can choose from a range of different **£10 e-vouchers**. If you complete the paper survey, we will post a £10 shopping voucher to you once we have received the completed questionnaire. More details on the voucher claim process, including timings for receiving the voucher, can be found at commlife.co.uk/faq.html under 'How can I claim my voucher?'.

How will the information be used?

The information will be used to produce and publish statistics on themes such as volunteering and communities. The information helps Government departments create and evaluate policies aimed at building stronger communities, enabling people to play a more active role in their communities and society.

The information will also be used by local decision-makers, voluntary groups, Local Government and Councils to understand and drive improvements in local communities.

What are my rights?

Completion of this survey is voluntary. We will ask for details such as your views on the community. We will also ask you for sensitive information such as your ethnicity and religion, but you don't have to answer these questions. For more information see <https://ico.org.uk/for-the-public/>.

If you are not happy with the way we are processing your data, you have the right to lodge a complaint to the Information Commissioner's Office about our practices at: <https://ico.org.uk/make-a-complaint/>