



Qualitative interview guide

Pre-amble

I would like to find out about your experiences with paying for and using energy at home, and whether this has changed recently. When we talk about using energy in the home, we mean heating and cooling your home, heating up water to wash, cooking, lighting, washing and drying clothes and using electrical appliances. During the interview I will ask about these experiences, and how you manage to access adequate energy to meet your needs. I will also ask you about the [intervention]. I would also like to discuss your energy use in relation to some wider issues such as your health, wellbeing and social life.

I have given you a detailed information sheet about our research project, did you get a chance to read that? *If no, take them through the info sheet in more detail; if yes:* Just to say that the WELLBASED study aims to find out how city projects on energy can improve people's health and wellbeing. [Add specific information about pilot intervention]. As part of this study we also want to gather some detailed information about how people are affected by these projects. This will help us to understand your energy use and health and wellbeing experiences, as well as what happens to you as the project goes on.

- Consent form: The form we are asking you to sign is to say you are happy to take part in the research. Some of the things on the form that I want to point out to you are:
 - You are free to withdraw at any time without giving any reason and without there being any negative consequences.
 - You can choose not to answer particular questions.
 - Your responses will be kept confidential, and only shared with the research team.
 - You will not be identified or identifiable in the reports that result from the research.
 - Our conversation today will be recorded, and then transcribed (typed out). The transcription might be used in future research, and will be stored in an anonymised form in a data archive at the University of Leeds.
 - There is no obligation for you to participate in the research.
- Are you happy with these conditions? *Ask participant to sign consent form before starting the recording.*
- *Check it is ok to audio record the interview. [turn on recording]*
- *Check the participant's unique identifier with them.*
- *Ask if they have any questions before we start asking questions.*

About the house/home/household and you

1. How did you come to live in this house?
 - How long have you lived here?
 - What does it mean to you?
 - Do you want to stay here? If not where next?
2. Who lives here with you?
 - Is there anyone else who visits regularly?



3. Can you explain how each person uses the house in a typical day? (include regular visitors)
 - When are people in and out of the house?
 - Identify specific needs from the home (e.g. working from home, being at home a lot, particular people's energy needs)

About energy use in your home

4. How easy is it to keep your house at a good temperature?
 - Challenges in keeping warm enough
 - Challenges in keeping cool enough
5. How affordable are your energy bills?
 - *If bills unaffordable* – how do high bills affect your energy use?
 - How do high bills affect your spending elsewhere?
 - Have you changed energy supplier recently? (*if possible*) Did this help to make bills more affordable?
6. Do you have any mould or damp in the house?
 - *If yes* can you tell me more?
 - Where do you have mould and damp?
 - Do you know why it is mouldy/damp?
 - How do you manage mould and damp?
7. Do you have all the electrical appliances you need at home? (e.g. washing machine, fridge, freezer)
 - *If not*, which ones are you missing and what difference does that make?

What you do in your home to make it work

We know that people find ways to make things work, despite the challenges they face in affording/accessing adequate energy.

8. What sort of things do you do to cope in your home when it is too cold?
9. What sort of things do you do to cope in your home when it is too hot?
10. How do you manage to keep the electricity bill affordable?
11. Do you have to change your spending on other things to make it possible to pay your energy bills?
 - Prompt for travel costs and food

Wider effects

Given everything that we've talked about so far, I'd like to talk about how any challenges you face with energy use that affect your life in a wider sense.

12. What are the effects of [cold/heat/damp/electrical access] on your physical health?
13. What are the effects of [cold/heat/damp/electrical access] on your mental health and sense of wellbeing?
14. What are the effects of [cold/heat/damp/electrical access] on your social life?
 - Inside the home
 - With friends and family outside the home
 - In your neighbourhood



- At work

15. How are other people in your home affected by your situation [cold/heat/damp/electrical access]? Does their experience differ from yours?

Intervention (interview 1)

You are being involved in [describe intervention]

16. What do you think about the [intervention]?

17. Do you think that the [intervention] will have an impact on your life, or on the lives of other people that live with you?

- Ask them to explain their answer (*prompt for: physical health, mental health, social life, work life, school life, finances, relationship with landlord, conditions in your home – note only ask where appropriate*).

18. Do you think that the [intervention] will change anything that you do? Please explain.

- Health choices
- Energy choices

19. What else would you like to happen to make your life easier?

- By [city administration]
- By national government
- By energy companies

20. What do you think about government commitments to reduce energy use to combat climate change? How do you think these will affect you?

Closing

21. Do you have any questions for us?

[point out that we will return for interview 2 and remind them of when this will be]