**Step-by-step guide to telephone interviews**

Officers will give referrals to <owner> with the contact details of people who have given their consent to be contacted.

**Stage 1: Setup**

* Contact details are recorded on a spreadsheet.

\*\*\*Before you start calling make sure that you have an information sheet to read through and that the survey is loaded on your computer screen\*\*\*\*\*

**Stage 2: Contacting participant**

* Call the person on the number provided.
* Introduce yourself:
	+ Name
	+ A little while ago you visited the housing office and gave consent to do a survey with us.
	+ It’s a short confidential survey (15 mins) and we will send you five pounds for taking part.
	+ Is now a good time to talk?
	+ **If No – Ask if you would like them to call back. If they do not want a call back then mark them as not wanted to take part.**
	+ **If Yes – Move to next stage……**

**Stage 3: Consent**

* Let the person know that you will be reading out the information sheet. Warn them that this will take a couple of minutes!
* Read through the info sheet
* Ask participant if they have any questions.
	+ **If Yes – Try to answer them!**
	+ **If No – Move to next stage.**

**Stage 4: The survey**

* Begin the survey with the participant. Asking all questions as you go through.
* Remember that you might need to read options out to people.
* You may need to use paraphrasing here.

**Stage5: Follow-up**

* Thank participant for taking part.
* Check where best to send the incentive to. Let them know you will send it with an information sheet with contact details if they have any further questions.
* Log down the address (this could be a care of address if person has no fixed address.)
* Send information sheet, compliments slip and incentive in envelope.