



HM Government

The BEIS Public Attitudes Tracker

Have your say, inform key decisions

The BEIS Public Attitudes Tracker is an official Government study that allows your views to be heard on a wide range of issues affecting how people live and work in the UK.

Your contribution will help to inform decisions being made about important topics such as climate change, new technologies and workers' rights.

Who should complete the questionnaire?

Up to four people in your household can complete the questionnaire as long as they are all aged 16 or over. If you need more paper questionnaires, please use the contact details provided in your invitation letter.

Please read the rest of the information on this page, then turn over the page to start the survey.

How do I fill in the questionnaire?

1. Most questions can be answered by putting a cross in the box next to the answer that applies to you, like this:

Or by writing in a number like this:

1	0
---	---

2. Some questions will ask you to "cross all that apply." Please cross as many boxes that apply to you when you see this instruction.

3. Please try to answer every question. If you cannot remember, do not know, or the question does not apply to you then please cross the relevant box where shown or leave the question blank.

4. If you change your mind about an answer you have given, completely block out the box you have crossed like this, and then put a cross in your preferred box.

5. Please use black or blue ink to complete the questionnaire.

Where can I get more information?

✉ : www.patsurvey.co.uk

☎ : 0800 051 0887 (9am to 5pm)

Information about how your data is processed and information about your rights in relation to the data we collect is available in the privacy policy enclosed with your invitation letter. You can also access our privacy policy at:

uk.kantar.com/surveys

KANTAR PUBLIC

Section A: About you

In this first section, we would like to find out a little about you and your household.

The information is used to understand the experiences of different groups and will not identify you or anyone in your household.

Q1 Including yourself, how many adults aged 16 or over do you live with?

Include anyone aged 16 or over with whom you usually share cooking facilities as well as a living room, sitting room or dining area

- | | |
|----------------------------|------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 5 | <input type="checkbox"/> 10+ |

Q2 Are you living with someone in this household as a couple?

- Yes
 No → Go to Q4

Q3 Are you married or in a civil partnership with this person?

- Yes
 No

Q4 How many children aged under 16 currently live in your household?

- | | |
|----------------------------|------------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 10+ |
| <input type="checkbox"/> 5 | |

Q5 What is your age?

Please write in your age below.

→ If age provided go to Q7

Q6 Which of the following age bands are you in?

- 16 to 19
 20 to 24
 25 to 34
 35 to 44
 45 to 54
 55 to 64
 65 to 74
 75 or over

Q7 Would you describe yourself as...

- Male
 Female
 Prefer to self-describe – please specify

Section B: Environmental Issues

Next are some questions about your general attitudes towards environmental issues.

Q8 How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'?

- Very concerned
- Fairly concerned
- Not very concerned
- Not at all concerned
- Don't know

Q9 The UK government is aiming to reduce UK greenhouse gas emissions to 'net zero' by 2050. This will involve significantly reducing emissions produced by our industries, transport, food, and homes. Any remaining emissions will be balanced by actions that reduce greenhouse gases already in the atmosphere, such as planting trees.

Before today, how much, if anything, did you know about the concept of 'net zero'?

- Never heard of this
- Hardly anything but I've heard of this
- A little
- A fair amount
- A lot

Q10 The next question is about renewable energy. This includes a number of different forms of energy, such as wind power, solar energy and biomass.

Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat?

- Strongly support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose
- Don't know

Q11 Generally speaking, do you support or oppose the use of the following renewable energy developments:

➡ Please cross one box per row ☒

	Strongly support	Support	Neither support nor oppose	Oppose	Strongly oppose	Don't know
On-shore wind	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Biomass – this refers to any plant or animal-based material (for example, food waste, branches, sawdust) or purposely grown crops which can be burned to produce heat and electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Off-shore wind	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wave and tidal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 In the lead up to 2050, the way we heat almost all of our homes and buildings will need to change in order to reach the UK government's net zero target. Before today, how much if anything did you know about this?

- Never heard of this
- Hardly anything but I've heard of this
- A little
- A fair amount
- A lot

Q13 The next question is about low-carbon heating systems. By this we mean environmentally friendly heating systems which no longer rely on conventional gas central heating but instead use energy from low-carbon alternatives such as hydrogen, the sun, or heat pumps which draw heat from the ground, air or water to heat your home.

Before today, how much if anything did you know about low-carbon heating systems?

- Never heard of this
- Hardly anything but I've heard of this
- A little
- A fair amount
- A lot

Q14 As far as you know, which of these are used as energy sources in your home – for example, to provide heating or to power appliances.

Please exclude anything used outside of your home – for example fuel for vehicles.

➔ Please cross all that apply ☒

- Electricity
- Natural gas (mains gas)
- Bottled gas
- Oil
- Wood
- Coal
- Other
- Don't know

Section C: Artificial Intelligence

Now a few questions about artificial intelligence, otherwise known as 'AI'. By this we mean technologies with the ability to perform tasks that would otherwise require human intelligence, such as speech recognition and language translation.

Q15 Before today, how much, if anything, did you know about artificial intelligence, otherwise known as 'AI'?

- Never heard of this
- Hardly anything but I've heard of this
- A little
- A fair amount
- A lot

Q16 Which of these statements best describes your level of interest in artificial intelligence?

- I'm very interested in AI and will actively seek out information about future developments
- I'm interested in AI and will take an interest in news stories or articles about future developments
- I'm interested in AI but unlikely to make a special effort to keep informed
- I'm not particularly interested in AI
- I'm not at all interested in AI
- Not applicable - never heard of this before today

Q17 Overall, how positive or negative do you feel about the increasing use of artificial intelligence in the UK?

- Very positive
- Fairly positive
- Neither positive nor negative
- Fairly negative
- Very negative
- Don't know

Q18 Before today, how much, if anything, did you know about the following applications of artificial intelligence?

➤ Please cross one box per row ☒

	Never heard of this	Hardly anything but I've heard of this	A little	A fair amount	A lot
Computer applications that can recognise speech and answer questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facial recognition applications which can recognise images	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer applications that target advertising based on web browsing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer applications which help diagnose patients by analysing medical symptoms and records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer applications that review CVs and help employers decide who to interview	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 And to what extent do you support or oppose each of the following applications of artificial intelligence?

➤ Please cross one box per row ☒

	Strongly Support	Support	Neither support nor oppose	Oppose	Strongly oppose	Don't know
Computer applications that can recognise speech and answer questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facial recognition applications which can recognise images	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer applications that target advertising based on web browsing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer applications which help diagnose patients by analysing medical symptoms and records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer applications that review CVs and help employers decide who to interview	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section D: Energy Sources

Now some questions about sources of energy.

Q20 Fusion energy is an experimental technology that works by fusing together atoms in order to release energy. The UK is exploring whether this technology could be used to generate zero carbon electricity.

Before today, how much, if anything, did you know about fusion energy?

- Never heard of this
- Hardly anything but I've heard of this
- A little
- A fair amount
- A lot

Q21 From what you know, or have heard about, fusion energy, do you support or oppose the UK developing this technology?

- Strongly support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose
- Don't know

Q22 The next question is about shale gas. Shale gas is natural gas found in shale, a type of rock which does not allow the gas to escape.

Hydraulic fracturing or "fracking" is a process of pumping water at high pressure into shale to create narrow fractures which allow the gas to be released and captured. The gas can then be used for electricity and heating.

Before today, how much, if anything, did you know about hydraulic fracturing for shale gas, otherwise known as 'fracking'?

- Never heard of this
- Hardly anything but I've heard of this
- A little
- A fair amount
- A lot

Q23 From what you know, or have heard about, extracting shale gas to generate the UK's heat and electricity, do you support or oppose its use?

- Strongly support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose
- Don't know

Q24 The next question is about **Small Modular Reactors**. These are new types of nuclear reactors, similar to existing nuclear power stations, but on a smaller scale. They can be used for electricity generation, to provide industry with heat and power, or to provide energy to UK communities. not connected to the national gas grid.

Before today, how much, if anything, did you know about Small Modular Reactors?

- Never heard of this
- Hardly anything but I've heard of this
- A little
- A fair amount
- A lot

Section E: Workers' Rights

Q25 Have you worked as an employee in the last two years, that is since September 2019?

- Currently working as an employee → [Go to Q26](#)
- Not currently working as an employee, but have done in the past two years → [Go to Q29](#)
- Not worked as an employee in the last two years → [Go to Section F](#)

Q26 Thinking about your main job, which of the following applies to you?

If you are temporarily not working (for example, due to furlough) please answer about your job before your status changed.

→ Please cross all that apply ☒

- My job is permanent
- I work for an employment agency
- My work is casual or seasonal
- My work is done under contract for a fixed period or for a fixed task
- My work is done under a zero-hours contract
- My job is temporary in some other way
- Don't know (EXCLUSIVE)

Q27 How much would you say you know about your employment rights at work?

- Nothing
- A little
- A fair amount
- A lot
- Don't know

Q28 If you needed to find out information about your employment rights at work, who would you contact or where would you look for information?

➤ Please cross all that apply ☒

- | | |
|--|---|
| <input type="checkbox"/> Employer/HR department | <input type="checkbox"/> Government department/
government websites |
| <input type="checkbox"/> Citizens Advice | <input type="checkbox"/> General internet search |
| <input type="checkbox"/> Solicitor | <input type="checkbox"/> Other - please specify |
| <input type="checkbox"/> Trade Union/other professional body | <div style="border: 1px solid black; height: 40px; width: 100%;"></div> |
| <input type="checkbox"/> ACAS | |
| <input type="checkbox"/> Family and friends | <input type="checkbox"/> Don't know |

Q29 In the last two years, since September 2019 have you personally had a problem to do with your employment rights at work in any of these areas?

➤ Please cross all that apply ☒

- | | |
|--|--|
| <input type="checkbox"/> Taking unpaid parental leave | <input type="checkbox"/> Receiving a contract or written statement of the terms and conditions of your job |
| <input type="checkbox"/> Taking shared parental leave or pay following birth or adoption | <input type="checkbox"/> Employer not following/not aware of set procedure when dealing with a complaint against you at work |
| <input type="checkbox"/> Taking time off to look after a dependent child or relative in an emergency | <input type="checkbox"/> Employer not following/not aware of set procedure when dealing with a work-related grievance or other problem |
| <input type="checkbox"/> Maternity leave/pay | <input type="checkbox"/> I was unfairly dismissed |
| <input type="checkbox"/> Paternity leave/pay | <input type="checkbox"/> Employer not informing you about changes at the workplace |
| <input type="checkbox"/> Adoption leave or pay | <input type="checkbox"/> Problems to do with health and safety at work |
| <input type="checkbox"/> Taking rest breaks at work | <input type="checkbox"/> Problems to do with taking time off sick or sick pay |
| <input type="checkbox"/> Holiday entitlement/holiday pay | <input type="checkbox"/> Problems to do with your pension / retirement |
| <input type="checkbox"/> Total number of hours you were required to work | <input type="checkbox"/> Discrimination |
| <input type="checkbox"/> Your working pattern (for example, having to work evenings, weekends) | <input type="checkbox"/> Other employment rights problems at work |
| <input type="checkbox"/> A request you made to work flexibly | <input type="checkbox"/> None of these (EXCLUSIVE) |
| <input type="checkbox"/> Rights to work at home | |
| <input type="checkbox"/> Problems to do with pay | |
| <input type="checkbox"/> Your rights as an agency worker/ temp | |
| <input type="checkbox"/> Your rights as a part-time worker | |

Section F: Consumer Rights

Q30 Now some questions about terms and conditions when you buy products and services online. Terms and conditions provide customers with additional information regarding the product or service they are purchasing and their rights if something goes wrong.

In the last 12 months, how easy or difficult have you found it to understand the terms and conditions...

➡ Please cross one box per row ☒

	Very easy	Fairly easy	Fairly difficult	Very difficult	I haven't seen/read the terms and conditions	I haven't used a site like this in the past 12 months
When you buy from a website with multiple sellers (for example, Amazon, eBay, Gumtree, Etsy)	<input type="checkbox"/>	<input type="checkbox"/>				
When you buy from a single retailer website (for example, a high street retailer website)	<input type="checkbox"/>	<input type="checkbox"/>				
When you use streaming services (for example, Netflix, Spotify)	<input type="checkbox"/>	<input type="checkbox"/>				
When you rent a service from another individual (for example, AirBnB, Uber, Just Park)	<input type="checkbox"/>	<input type="checkbox"/>				

Q31 The next question is about privacy notices. This includes information on how your personal data will be collected, processed and used.

How easy or difficult have you found it to understand privacy notices for social media platforms you use – for example, Facebook, Twitter and Instagram?

- Very easy
- Fairly easy
- Fairly difficult
- Very difficult
- Not applicable – I don't use social media
- Not applicable - I have not seen or read privacy notices

Q32 Which of the following do you think offers the best protection in terms of your consumer rights...

➡ Please cross one box only ☒

- ...When you buy from a store on the high street
- ...When you buy from the website of a high street retailer
- ...Or is there no difference?
- Depends on the shop/site
- Don't know

Q33 Which of the following do you think offers the best protection in terms of your consumer rights...

➡ Please cross one box only ☒

- ...When you buy from the website of a high street retailer
- ...When you buy from a private seller online
- ...Or is there no difference?
- Depends on the shop/site
- Don't know

Q34 Consumer dispute resolution services are independent organisations which help people resolve a consumer dispute.

Before today, had you heard of any any of these consumer dispute resolution services?

➡ Please cross all that apply ☒

- Financial Ombudsman Service
- Ombudsman Services: Energy/Communications
- The Motor Ombudsman
- Centre for Effective Dispute Resolution (CEDR)
- Consumer Dispute Resolution Limited (CDRL), or CDRL's Aviation ADR scheme
- Another Ombudsman
- A different dispute resolution provider
- None of these

Q35 Now some statements about ombudsman services. For each, please tell me whether you think it is true or false.

➡ Please cross one box per row ☒

	True	False	It depends	Don't know
An ombudsman is independent of business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumers need to pay a fee for using an ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Businesses are required to act on the decision of an ombudsman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An ombudsman is impartial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consumers can only use an ombudsman if they have first given the business they are in dispute with an opportunity to resolve their complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q36 Here is a list of consumer organisations and public authorities that protect consumers or provide information or help if things go wrong. Before today, which organisations had you heard of?

➡ Please cross all that apply ☒

- | | |
|--|--|
| <input type="checkbox"/> Resolver | <input type="checkbox"/> Which? |
| <input type="checkbox"/> Citizens Advice/CAB | <input type="checkbox"/> Trading Standards |
| <input type="checkbox"/> Office of Product Safety and Standards (OPSS) | <input type="checkbox"/> Ofcom |
| <input type="checkbox"/> Competition and Markets Authority (CMA) | <input type="checkbox"/> British Standards Institution (BSI) |
| | <input type="checkbox"/> None of these |

Q37 How much, if at all, do you trust the following to give you impartial information?

➡ Please cross one box per row ☒

	A lot	A fair amount	Not very much	Not at all	Don't know
Ofgem	<input type="checkbox"/>				
Energy suppliers	<input type="checkbox"/>				
Price comparison websites	<input type="checkbox"/>				
Consumer groups, for example, Which?, Money Saving Expert	<input type="checkbox"/>				
Citizens Advice/CAB	<input type="checkbox"/>				
Trading Standards	<input type="checkbox"/>				
Government websites (gov.uk websites)	<input type="checkbox"/>				

Section G: A little more about you

Finally, a few questions about you and your circumstances

Q38 Does your household own or rent the accommodation where you live?

- Own outright
- Own with a mortgage or loan

Go
to
Q40

- Part-own and part rent (shared ownership)
- Rent it (with or without housing benefit)
- Live here rent-free

Go
to
Q39

Q39 Who is your landlord?

- The local authority or council or ALMO
- A housing association, RSL, charitable trust or Local Housing Company
- Employer (organisation) of a household member
- Another organisation
- Relative or acquaintance of any current household member from before this tenancy started
- Employer (individual) of a household member
- Another individual private landlord

Q40 Do you (and your household) live in...

A whole house or bungalow that is:

- detached
- semi-detached
- terraced (including end-terrace)

A flat, maisonette or apartment that is:

- in a purpose built block of flats or tenement
- part of a converted or shared house (including bedsits)
- part of another converted building (for example, former school, church, or warehouse)
- in a commercial building (for example, in an office building, hotel, or over a shop)

A mobile or temporary structure:

- a caravan or other mobile or temporary structure

Q41 What is your highest qualification?

Please include your highest educational, professional or vocational qualification.

- Degree level or above
- Another kind of qualification
- No qualifications
- Don't know

Q42 How often do you use the internet?

- Almost all the time
- Many times a day
- About once a day
- Several times a week
- Less often
- Never

Q43 What is your current working status?

- Working full time (30+hours a week)
- Working part time (less than 30 hours a week)
- On maternity or paternity leave
- Employed but on furlough

Go
to
Q45

- Unemployed and available for work
- On government supported training
- Wholly retired from work
- Full-time education at school, college or university
- Looking after home or family
- Permanently sick or disabled
- Doing something else

Go
to
Q44

Q44 Have you EVER had a paid job, apart from casual or holiday work?

- Yes ➔ [Go to Q45](#)
- No ➔ [Go to Q50](#)

Q45 Please think about your (last) main job - that is the one with the most hours. Are/Were you working as an employee or are/were you self-employed?

- Employee ➔ [Go to Q46](#)
- Self-employed with employees ➔ [Go to Q48](#)
- Self-employed or freelance without employees ➔ [Go to Q49](#)

Q46 In your job, do/did you have responsibility for supervising the work of other employees on a day-to-day basis?

- Yes
- No

Q47 How many people work/worked for your employer at the place where you work or worked?

- 1 to 24
- 25 or more
- Don't know

➔ [Now go to Q49](#)

Q48 How many people do/did you employ?

- 1 to 24
- 25 or more
- Don't know

Q49 Which of the following best describes the type of work you do/did in your (last) main job?

- Modern professional occupations such as: teacher, nurse, physiotherapist, social worker, welfare officer, artist, musician, police officer (sergeant or above) or software designer
- Clerical and intermediate occupations such as: secretary, personal assistant, clerical worker, office clerk, call centre agent, nursing auxiliary or nursery nurse
- Senior managers or administrators (usually responsible for planning, organising and co-ordinating work and for finance) such as: finance manager or chief executive
- Technical and craft occupations such as: motor mechanic, fitter, inspector, plumber, printer, tool maker, electrician, gardener or train driver
- Semi-routine manual and service occupations such as: postal worker, machine operative, security guard, caretaker, farm worker, catering assistant, receptionist or sales assistant
- Routine manual and service occupations such as: HGV driver, van driver, cleaner, porter, packer, sewing machinist, messenger, labourer, waiter or waitress, or bar staff
- Middle or junior managers such as: office manager, retail manager, bank manager, restaurant manager, warehouse manager or publican
- Traditional professional occupations such as: accountant, solicitor, medical practitioner, scientist, or civil or mechanical engineer

