Department for Business, Energy & Industrial Strategy

BEIS PUBLIC ATTITUDES TRACKER

September 2018 (Wave 27)

Questions on Clean Growth, Renewable energy, Shale Gas, Radioactive Waste, Small Modular Reactors, Decommissioning, Insulation, Energy Performance Certificates, Energy Standards for Rental Properties and Workers' Rights

September 2018

INDUSTRIAL
STRATEGY

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Contents

Glossary

- **Base size:** The number of people answering a survey question.
- **Cognitive testing:** An in-depth interviewing method to determine the reliability and validity of survey questions.
- **Clean Growth:** Growing national income while cutting greenhouse gas emissions.
- **Decommissioning:** The process of removing or withdrawing oil fields from service when it has reached the end of its life. This includes removal of the physical infrastructure that has been used to extract the oil and gas.
- **Energy Performance Certificates:** A certificate for a property that provides an energy rating from A (most efficient) to G (least efficient) and is valid for 10 years.
- **Fieldwork:** The period where face-to-face interviews are conducted.
- **Geological disposal facilities:** Deep underground facilities for the permanent disposal of highly radioactive waste.
- **Omnibus survey:** A method of quantitative survey research where data on a wide variety of subjects is collected during the same interview.
- **Quotas:** A target number of interviews for a certain characteristic during survey fieldwork (e.g. age).
- **Radioactive waste:** Items that have no further use and are a source of harmful radiation.
- **Random location quota sampling:** A form of quota sampling that combines elements of random sampling and quota sampling. Once a random sample is drawn, interviewers are tasked with interviewing a range of sub-groups across different timing patterns based on pre-agreed quotas.
- **Representativeness:** Similarity of the sample profile to benchmark population statistics, such as the Office for National Statistics mid-year population estimates.
- **Sample size:** The number of people included in the sample (a subset of the population).
- **Shale gas and fracking:** Shale gas is natural gas found in shale, a non-porous 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.
- **Social grade:** Social grade is a classification system based on occupation. It contains the following categories:
    - A: Higher managerial, administrative and professional

    - B: Intermediate managerial, administrative and professional
    - C1: Supervisory, clerical and junior managerial, administrative and professional
    - C2: Skilled manual workers
    - D: Semi-skilled and unskilled manual workers
    - E: State pensioners, casual and lowest grade workers, unemployed with state benefits only

- **Statistical significance:** A statistical test to determine whether relationships observed between two survey variables exist in the population from which the sample is drawn.
- **Survey outputs:** The key deliverables from the survey. This includes:
    - Excel summary tables, showing trends across all waves of the tracker.
    - An Excel dataset containing questionnaire variables, demographic variables and derived variables for further analysis. An SPSS version of the dataset is available upon request for the current wave of the tracker.
    - PDF data tables for the current wave, including demographic and key question sub-group comparisons for all questions.
- **Weighting:** An adjustment made to the data to ensure that survey results are representative of the target population (in this case, all UK adults).
- **Workers' rights:** The legal employment rights that employees have when working in a workplace.

Executive Summary

The key findings for the September 2018 wave of the tracker are presented below.

Clean growth

- Public awareness of “Clean Growth” remained low in September 2018, with the proportion of people claiming that they had not heard of it increasing from 71% in July 2018 to 78% in September 2018.

Renewable energy

- Eight in ten people (80%) supported renewable energy in September 2018. The level of support for renewables has remained fairly stable in recent years, though the current level is below the peak of 85% support in March 2018.
- Most of the public continue to support each of the range of renewable energy sources: solar (83%); on-shore wind (76%); off-shore wind (79%); wave and tidal (77%); and biomass (68%). Levels of support have remained stable over recent waves of the survey. However, support for solar energy, off-shore wind, and wave and tidal has decreased slightly since March 2018 (from 87%, 83%, and 81% respectively).

Shale gas

- Three quarters (75%) of the public knew what fracking was in September 2018. The proportion claiming to know about fracking has remained stable between 70% and 80% over the last four and half years.
- Despite high levels of awareness, half of the public (50%) neither support nor oppose fracking, with the main reason given being a lack of knowledge about it.
- Opposition of fracking decreased from 36% in September 2017 to 31% in September 2018. People are still more likely to oppose fracking, than support it (31% vs 15% respectively).

Radioactive waste

- In September 2018, 12% of people were aware of how the UK manages radioactive waste. This was the lowest level of awareness since the question was first asked in July 2013.
- Awareness of Geological Disposal Facilities (GDF) has decreased from 46% in September 2017 to 39% in September 2018.

Small modular reactors

- A new question on small modular reactors was introduced in September 2018 to understand public awareness. Sixteen per cent of people said they had heard of small modular reactors.

Decommissioning oil and gas

- A new question was introduced in September 2018 to capture the public's awareness of decommissioning offshore oil and gas infrastructure. Just under half (46%) claimed to be aware of it.

Insulation

- Double glazing and loft or top-up insulation are the most commonly installed insulation measures (74% and 63% respectively).
- Based on those surveyed, there was no change in the take up levels of insulation measures in September 2018, apart from double glazing installations which has decreased from 78% in March 2018 to 74%.

Energy performance certificates

- Six in ten people (58%) were aware of Energy Performance Certificates (EPC) in September 2018. Levels of awareness have shown little change since the question was first asked in September 2015.
- Six per cent of people said they knew their exact EPC rating. This has decreased from 9% in March 2018.
- Seventeen per cent of people said they had seen the section on their EPC which recommended how they could improve the energy efficiency of their home.
- Of those who spotted the energy efficiency recommendations on their EPC, 12% said they had made changes to their home directly because of the guidance included in their Energy Performance Certificate (EPC). This equates to 2% of all people. Owner occupiers (3%) were a little more likely to say they had made changes because of the EPC guidance than private renters (1%) or social renters (less than 1%).
- Half (48%) of those who made changes due to the guidance in their EPC said the EPC gave them all the information they needed to go ahead with changes.

Energy standards for rental properties

- A new question was added in September 2018 to understand how much people knew about the minimum energy standards for rental properties. A quarter of people (26%) said they were aware of these standards.

Workers' rights

- New questions on workers' rights were introduced in September 2018 to capture public awareness and understanding of them. Seven in ten people (71%) claimed to know either a lot or a fair amount about their employment rights at work in September 2018.
- Two in ten (19%) of those that were employed or had been employed in the last two years had experienced at least one problem at work in the last two years.
- The most common problems experienced were taking rest breaks at work (5%), problems to do with pay (4%), and the employer either not following or being

unaware of the set procedure when dealing with a complaint against them at work (4%).

Introduction

The Public Attitudes Tracker (PAT) survey covers public attitudes towards BEIS policies such as energy, climate change and worker's rights. The survey began in March 2012 and runs four times a year. Questions on issues where we think attitudes might shift quickly or be affected by seasonal changes are repeated quarterly; other questions are asked annually. The tracker is regularly reviewed to ensure that the dataset continues to offer valuable insight.

This report presents summary headline findings from September 2018 (Wave 27).

Ahead of July 2018 fieldwork, BEIS undertook a review the survey, to understand how the survey could meet BEIS's priorities and reflect the broader area covered under the department's remit. The review covered:

- The survey topic areas
- The frequency of the survey
- The sample size
- Surveys outputs

Changes were made from July 2018 fieldwork onwards, following this review. The sample size has increased from c. 2,000 to c. 4,000 to allow greater scope for more sub group and regional analysis. Previously, the PAT consisted of one annual survey every March and three shorter surveys, in June, September and December. The survey now consists of quarterly waves of similar length, and new topics have been introduced to reflect BEIS's full remit. Changes have also been made to the following survey deliverables:

- The Excel summary tables now include more information on trends.
- PDF tables, containing demographic and sub-group comparisons for all questions, are now published.
- The quarterly summary report now includes a glossary of key terms and data visualisation.

The twenty-seventh wave of data was collected between 19 September to 30 September 2018 using face-to-face in-home interviews with a representative sample of 4,258 households in the UK. Data was collected using the Kantar TNS Omnibus, which uses a random location quota sampling method.

The questionnaire was designed by BEIS and Kantar Public drawing on several questions from previous surveys. Questions were refined through cognitive testing. Full details of the methodology are provided in the technical note.

The wave 27 questionnaire covers the following topics:

- Clean Growth

- Renewable energy
- Shale gas
- Radioactive waste
- Small modular reactors
- Decommissioning oil and gas
- Insulation
- Energy performance certificates
- Energy standards for rental properties
- Workers’ rights

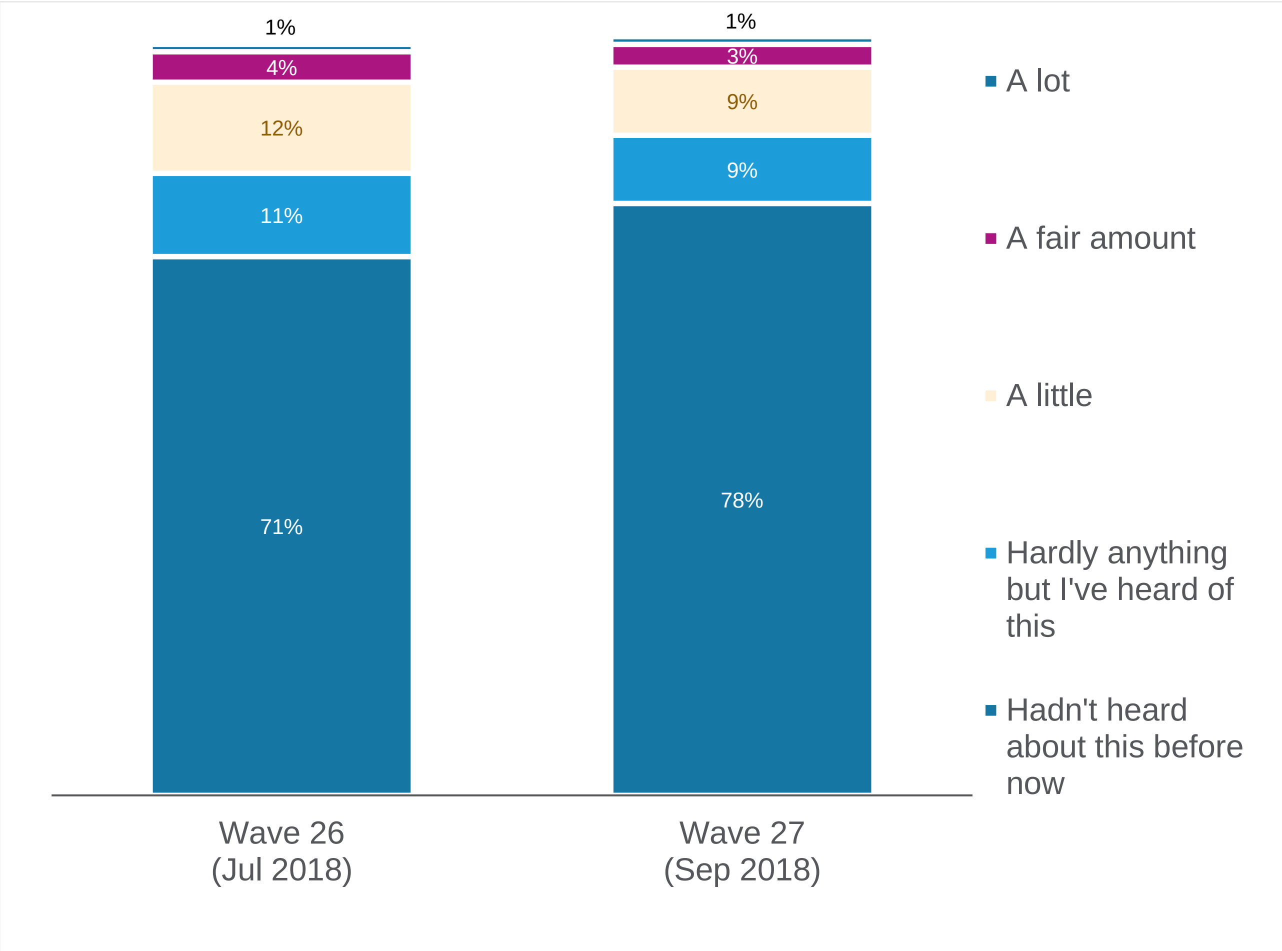
Summary of headline findings

Questions on energy

Clean growth

Public awareness of the "Clean Growth" concept remained low. Eight in ten had not heard of "Clean Growth", an increase from seven in ten when the question was first asked in July 2018. Three per cent said they knew a lot or a fair amount. Levels of awareness were broadly consistent across demographic groups.

Figure 1: Awareness of the Concept of 'Clean Growth'



Q80. The Government has recently begun to promote the concept of 'Clean Growth'. Before today, how much, if anything, did you know about this concept?

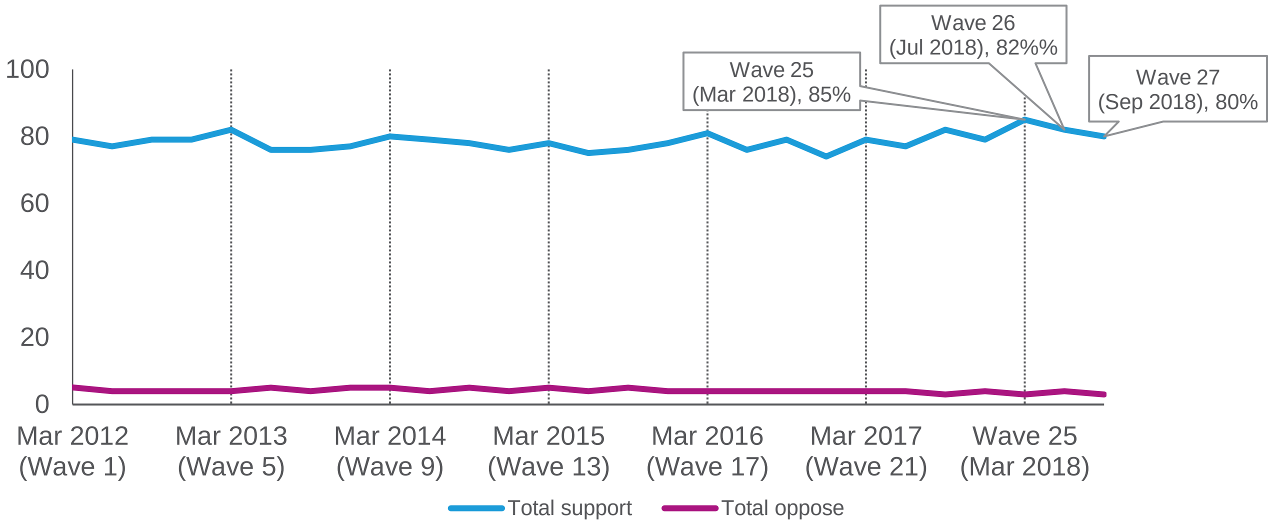
Bases: All wave respondents – July 2018 (4,268); September 2018 (4,258)

Energy infrastructure

Renewable energy

In September 2018, 80% of the public expressed support for the use of renewable energy. This figure has remained largely stable over recent waves of the survey (July 2018) but is slightly lower than the peak of 85% observed in March 2018. Opposition to renewable energy remained low at 3%, with only 1% strongly opposed.

Figure 2: Support for Renewable Energy



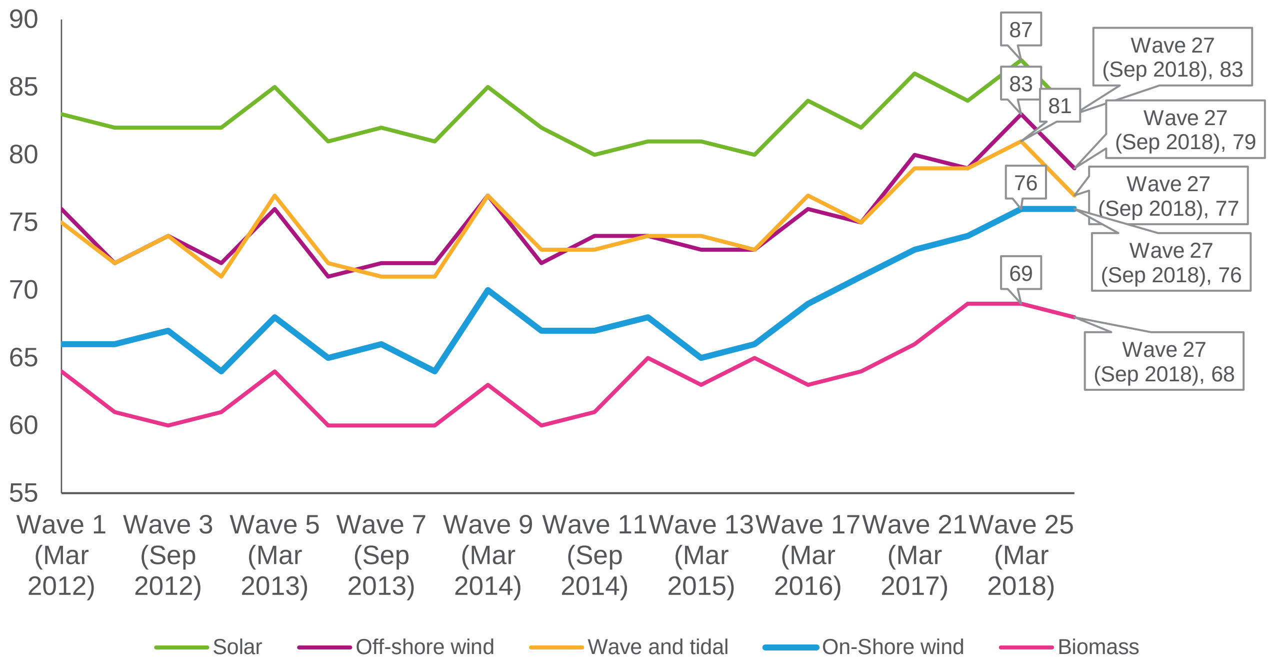
Q3. The next question is about renewable energy. This covers a number of different forms, including wind power, solar energy and biomass. Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat?

Bases: All wave respondents - March 2012 (2,121); June 2012 (2,100); September 2012 (2,118); December 2012 (2,107); March 2013 (2,051); July 2013 (2,024); September 2013 (2,103); December 2013 (2,110); March 2014 (2,040); June 2014 (2,087); September 2014 (2,103); December 2014 (2,119); March 2015 (1,981); June 2015 (2,118); September 2015 (2,121); December 2015 (2,121); March 2016 (2,105); June 2016, (2,114); September 2016 (2,080); December 2016 (2,138); March 2017 (2,180); June 2017 (2,097); September 2017 (2,105); December 2017 (2,078); March 2018 (2,102); July 2018 (4,268); September 2018 (4,258)

Support was higher among men (83%, compared with 78% of women), those in social grade AB (88%, compared with 71% of those in social grade DE), and those with household incomes of £50,000 and over (92%, compared with 72% of those with household incomes under £16,000).

Support for a range of renewable energy developments remained high in September 2018, although levels of support for solar, off-shore wind and wave and tidal energy decreased from the peak observed in March 2018 to the levels observed in September 2017. Levels of support for on-shore wind and biomass energy remained stable. Opposition levels ranged from 1% and 3% across all renewable energy developments.

Figure 3: Support for different forms of renewable energy



Q13. Generally speaking, do you support or oppose the use of the following renewable energy developments.

Bases: All wave respondents - March 2012 (2,121); June 2012 (2,100); September 2012 (2,118); December 2012 (2,107); March 2013 (2,051); July 2013 (2,024); September 2013 (2,103); December 2013 (2,110); March 2014 (2,040); September 2014 (2,103); March 2015 (1,981); September 2015 (2,121); March 2016 (2,105); September 2016 (2,080); March 2017 (2,180); September 2017 (2,105); March 2018 (2,102); September 2018 (4,258)

The key findings for renewable energy development are summarised below:[1]

- Support for solar energy decreased from 87% in March 2018 to 83% in September 2018. Support was highest among those aged under 44 (86% vs. 79% of respondents aged 65 or over), and those living in the East of England (87%) and the North East (83%).
- Support for off-shore wind fell from 83% in March 2018 to 79% in September 2018. Support was higher among those living in the East of England (83%), the South East (82%) and Northern Ireland (82%).
- Three quarters (77%) of the public supported wave and tidal in September 2018, a decrease from 81% in March 2018. Support was highest among those living in Northern Ireland (84%).
- Support for on-shore wind remained at its peak of 76% in September 2018. Support was highest those in social grades ABC1 (80%), those aged between 35 and 44

[1] Support for renewable energy developments across demographic sub-groups were generally consistent with the findings for renewable energy. The findings included here only include demographic sub-group analysis where this differs from the renewable energy findings.

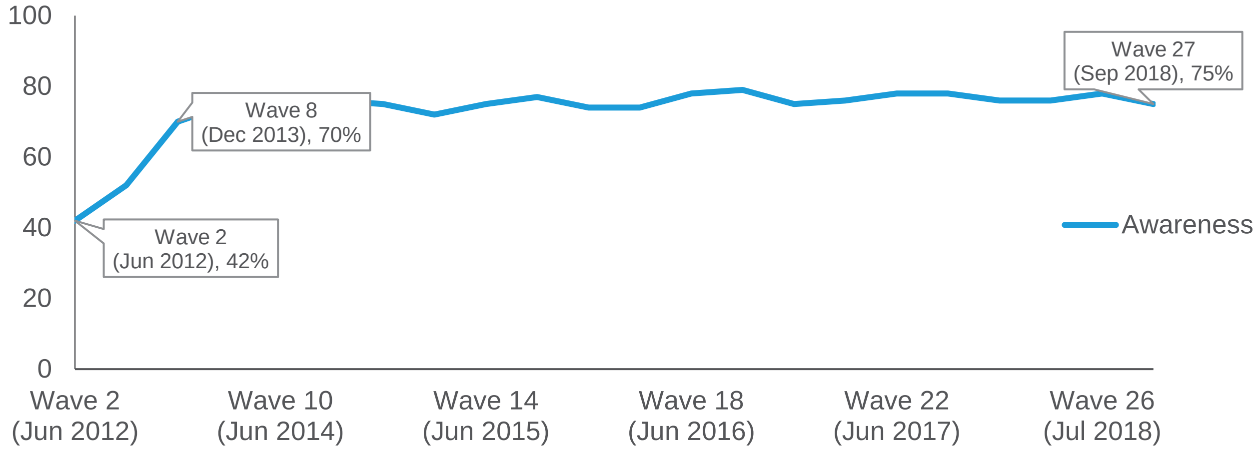
(80%) and those living in the East of England or Northern Ireland (82% and 80%, respectively).

- Seven in ten (68%) supported biomass. This figure has remained stable over the last year, since September 2017. Support was highest among those living in Northern Ireland and the East of England (84% and 75%, respectively).

Shale gas

Three quarters of people were aware of fracking (75%) in September 2018, a slight decrease from 78% in September 2017. Awareness of fracking has remained between 70% and 80% over the last four and a half years of the tracker, following an increase between June 2012 (42%) and December 2013 (70%).

Figure 4: Awareness of fracking



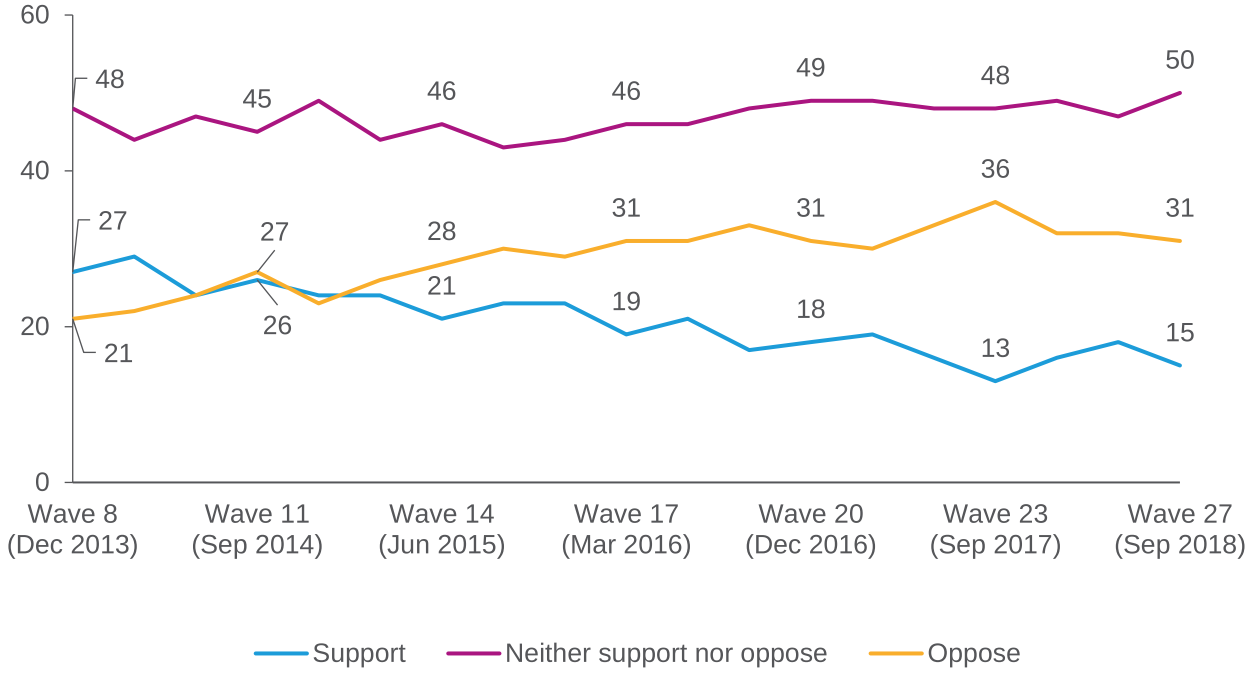
Q15a. Before today, how much, if anything did you know about hydraulic fracturing for shale gas, otherwise known as 'fracking'?

Bases: All wave respondents - June 2012 (2,100); March 2013 (2,051); December 2013; (2,110); March 2018 (2,040); June (2,087); September 2014 (2,103); December 2014 (2,119); March 2015 (1,981); June 2015 (2,118); September 2015 (2,121); December 2015 (2,121); March 2016 (2,105); June 2016, (2,114); September 2016 (2,080); December 2016 (2,138); March 2017 (2,180); June 2017 (2,097); September 2017 (2,105); December 2017 (2,078); March 2018 (2,102); July 2018 (4,268); September 2018 (4,258)

Despite these high levels of awareness, only a small proportion claimed to know a lot about fracking (11%). Just under half (45%) claimed they knew a little about fracking, and two in ten (19%) were aware of fracking but did not really know what it was. Awareness of fracking was higher amongst those aged 65 and over (86%, compared with 56% of 16 to 24 year olds), those in social grade AB (87%, compared with 61% in social grade DE), and those with household incomes of £50,000 and over (89%, compared with 70% with household incomes up to £16,000) and those living in the North West and Wales (84% 83% respectively, compared with 56% of those living in London).

When asked whether they support or oppose fracking, half of the public neither supported or opposed it (50%), with a further 4% saying they did not know whether they supported or opposed it. Three in ten (31%) opposed fracking (a decrease from 36% in September 2017), while 15% supported fracking (a similar proportion to the 13% in September 2017).

Figure 5: Whether support of oppose fracking

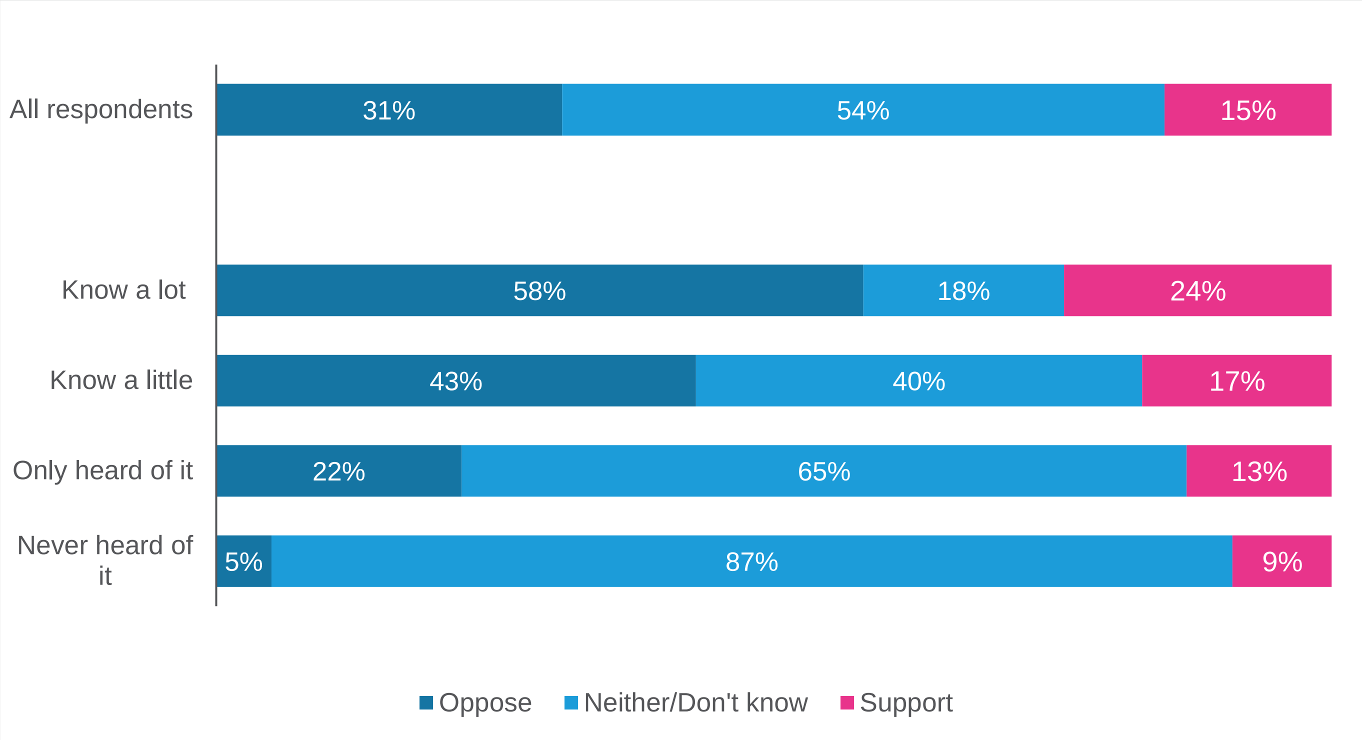


Q15b. From what you know, or have heard about, extracting shale gas to generate the UK's heat and electricity, do you support or oppose its use?

Base: All wave respondents – December 2013 (2,110); March 2014 (2,040); June 2014 (2,087); September 2014 (2,103); December 2014 (2,119); March 2015 (1,981); June 2015 (2,118); September 2015 (2,121); December 2015 (2,121); March 2016 (2,105); June 2016 (2,114); September 2016 (2,080); December 2016 (2,138); March 2017 (2,180); June 2017 (2,097); September 2017 (2,105); December 2017 (2,078); March 2018 (2,102); September 2018 (4,258)

Those who claimed greater knowledge of fracking were more likely to oppose than support it. Six in ten (58%) of those who claimed to know a lot about fracking opposed it, compared with a quarter (24%) who supported it. Those who claimed less knowledge about fracking were much more likely to say they neither supported or opposed it.

Figure 6: Levels of fracking support by levels of fracking knowledge



Q15b. 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?

Base: All wave respondents (4,258); Know a lot (429); Know a little (1,808); Only heard of it (818); Never heard of it (1,203)

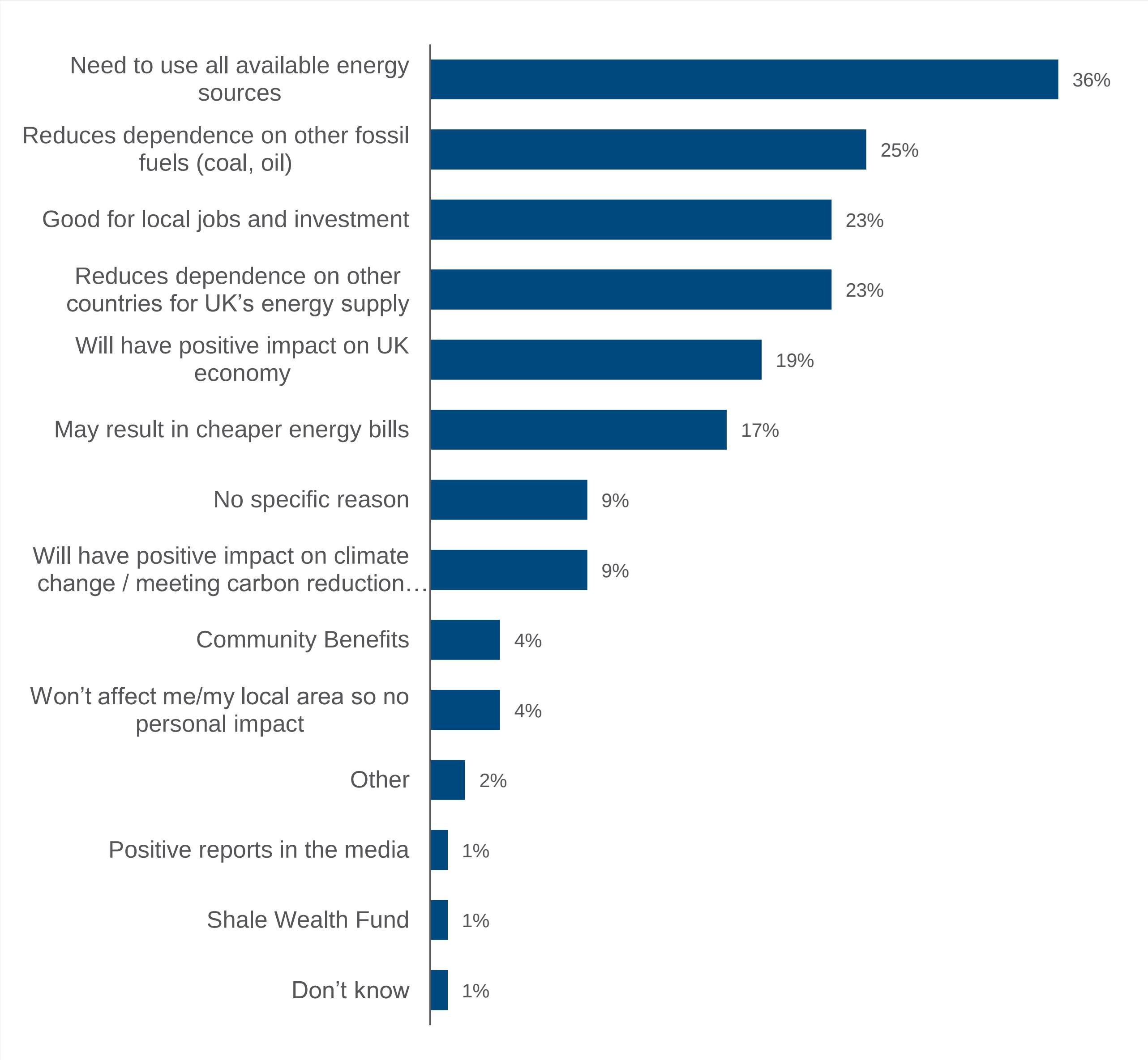
Groups more likely to have higher levels of support for fracking included:

- Men (20%, compared with 10% of women)
- Those aged 65 and over (20%, compared with 11% of 16 to 24 year olds)
- Those with household incomes of £50,000 or more (21%, compared with 15% of those with household incomes up to £16,000)
- Those living in the East Midlands (21%, compared with 6% in Northern Ireland)

Those in social grade AB (39% vs 25% in social grade DE) and those living in Wales (41%), the North West (38%) and Scotland (36%) were most likely to oppose fracking

Follow-up questions were asked to determine why people support, oppose or are neutral about fracking. The most common reasons for supporting fracking were the need to use all available energy sources, to reduce dependence on other fossil fuels, because it is good for local jobs and investment and to reduce dependence on other countries for the UK's energy supply.

Figure 7: Reasons for supporting fracking

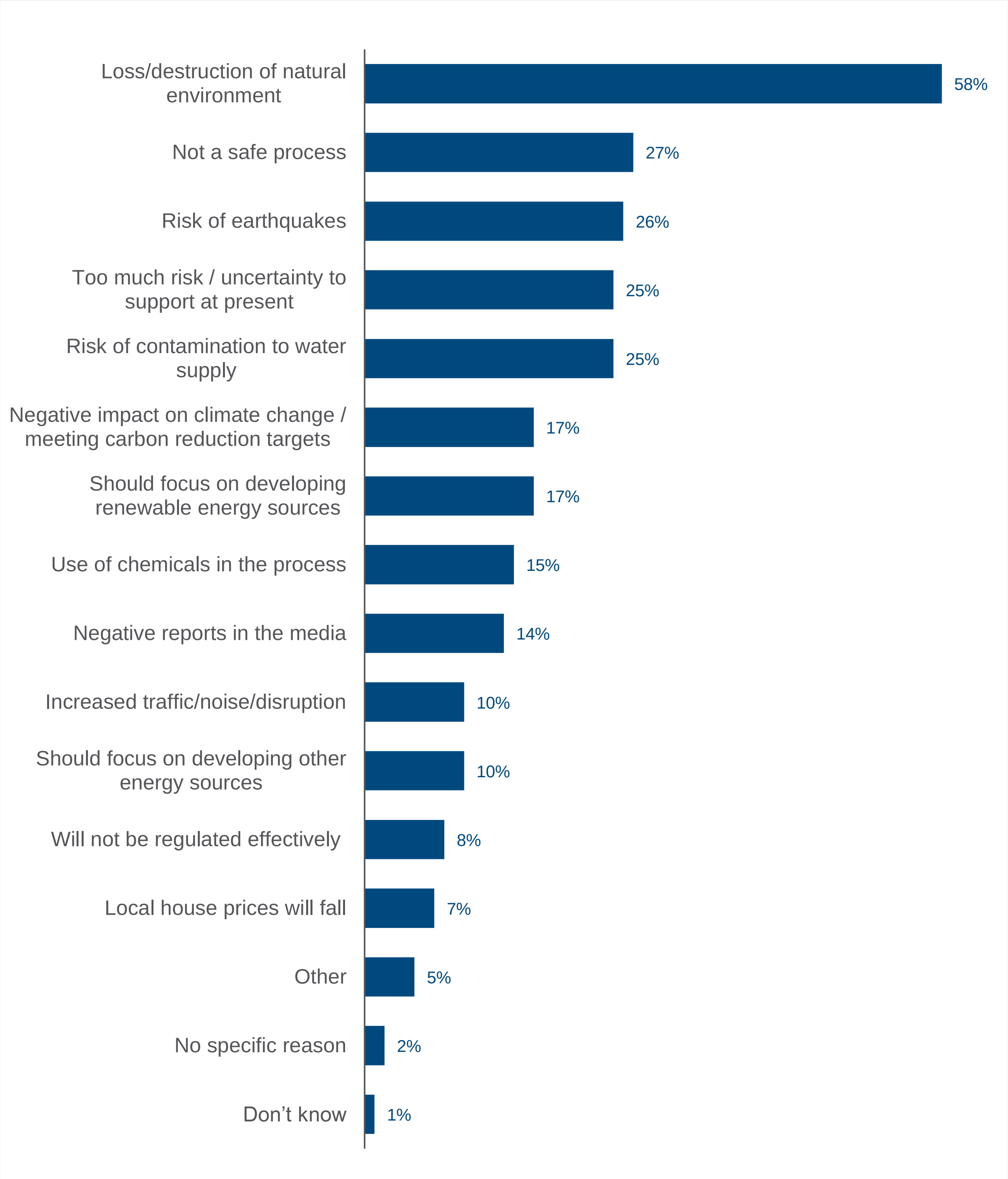


Q15c. You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who support fracking (664)

The most common reason for opposing fracking was the loss or destruction of natural environment. Other common reasons for opposing fracking were that it is not a safe process, the risk of earthquakes, that there is too much risk and uncertainty, and the risk of contamination to water supplies.

Figure 8: Reasons for opposing fracking



Q15d. You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who oppose fracking (1,261)

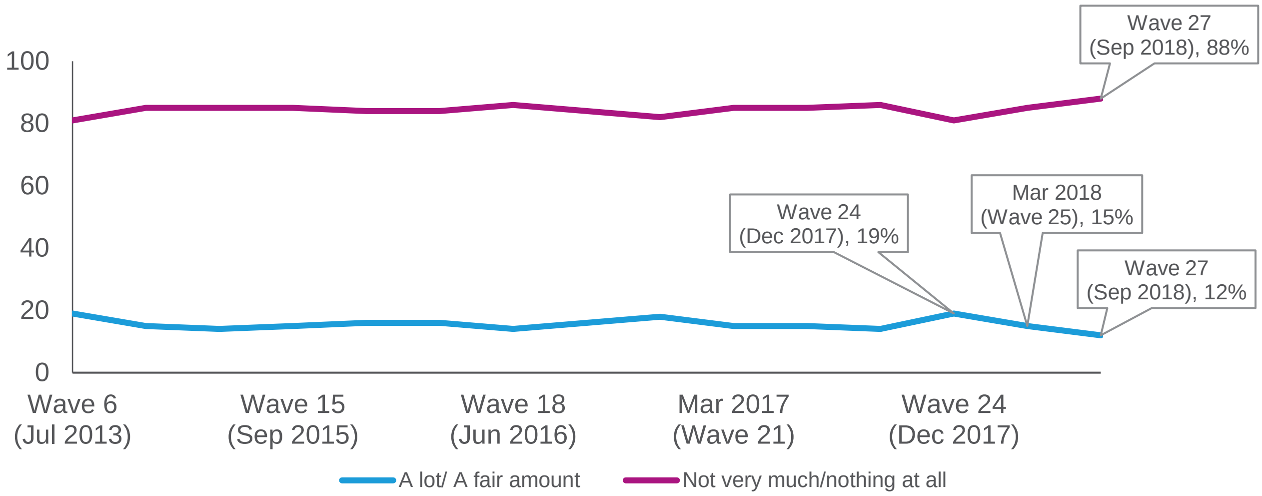
The main reason for neither supporting nor opposing fracking was a lack of knowledge about it (77%).

Radioactive waste

In September 2018, the proportion of the public that were aware of how the UK manages radioactive waste was at its lowest point since the question was first asked in July 2013, with 12% claiming to know a lot or a fair amount about it. This has decreased from 19% in December 2017 and 15% in March 2018. Nine in ten (88%) said that they did not know much about it or knew nothing at all.

Awareness was higher among those in social grade AB (18%, compared with those in social grade DE 8%), those living in the South West (17%), and those with household incomes between £35,000 and £49,000 (17%, compared with 11% of those with household incomes under £16,000).

Figure 9: Awareness of how the UK manages Radioactive waste

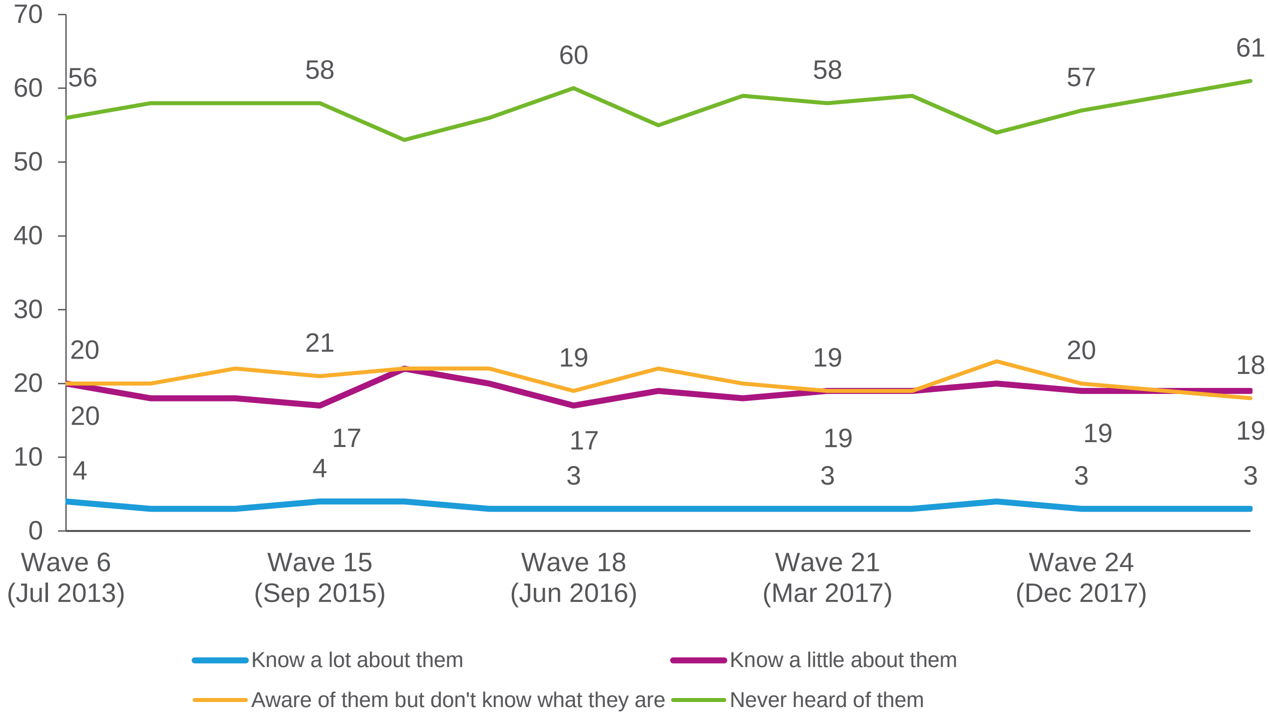


Q26a. How much, if anything, do you know about the way the UK currently manages radioactive waste?

Bases: All wave respondents – July 2013 (2,124); June 2014 (2,087); June 2015 (2,118); September 2015 (2,121); December 2015 (2,121); March 2016 (2,105); June 2016 (2,114); September 2016 (2,080); December 2016 (2,138); March 2017 (2,180); June 2017 (2,097); September 2017 (2,105); December 2017 (2,078); March 2018 (2,102); September 2018 (4,258)

Six in ten (61%) had never heard of Geological Disposal Facilities (GDF) in September 2018. Most who were aware did not have a lot of knowledge; 18% said they were aware but did not really know what they are, and 19% knew a little about them. Four in ten (39%) claimed to have some knowledge of GDF, a decrease from 46% at this point last year (September 2017). Only 3% said they knew a lot about GDF. Knowledge was higher among men (47%, compared with 32% of women), those aged 65 and over (52%, compared with 27% of 16 to 24 year olds) and those in social grade AB (55%, compared with 30% of those in social grade DE).

Figure 10: Awareness of Geological Disposal Facilities



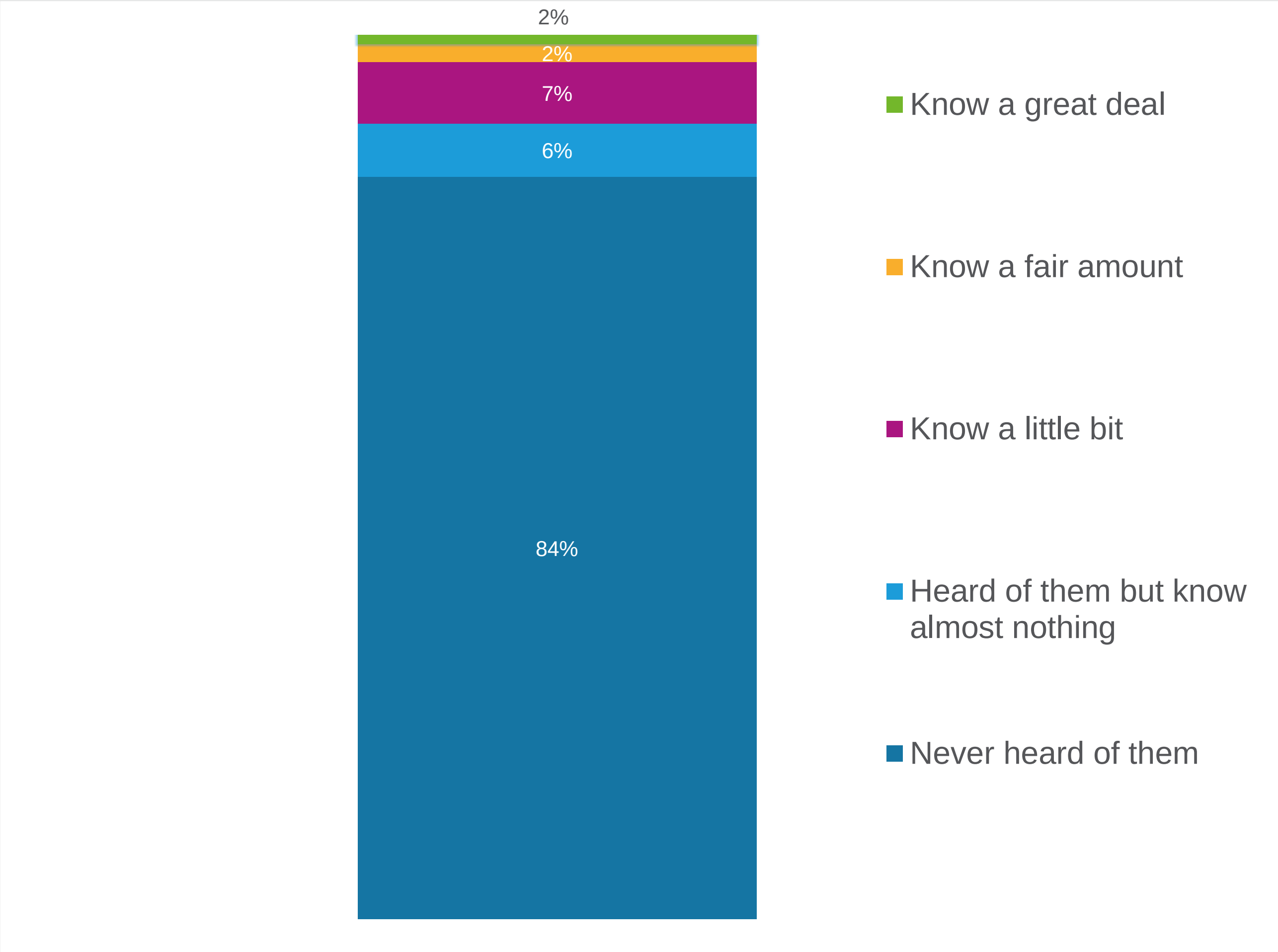
Q26b. The next question is about Geological Disposal Facilities. These are deep underground facilities for the permanent disposal of radioactive waste. Before today, how much, if anything, did you know about the UK's plans to dispose of radioactive waste in Geological Disposal Facilities in the UK?

Bases: All wave respondents – July 2013 (2,124); June 2014 (2,087); June 2015 (2,118); September 2015 (2,121); December 2015 (2,121); March 2016 (2,105); June 2016 (2,114); September 2016 (2,080); December 2016 (2,138); March 2017 (2,180); June 2017 (2,097); September 2017 (2,105); December 2017 (2,078); March 2018 (2,102); September 2018 (4,258)

Small modular reactors

A question was introduced in September 2018 to understand the public's knowledge of small modular reactors. Awareness of small modular reactors was low, with 16% claiming to have heard something about them, and 2% saying they knew a great deal. Eight in ten had never heard of small modular reactors. Men (22% vs 11% of women) and those in social grade AB (23% vs 11% of those in social grade DE) were more likely to claim some awareness.

Figure 11: Awareness of Small Modular Reactors



Q160. Before today, how much, if anything, did you know about Small Modular Reactors?

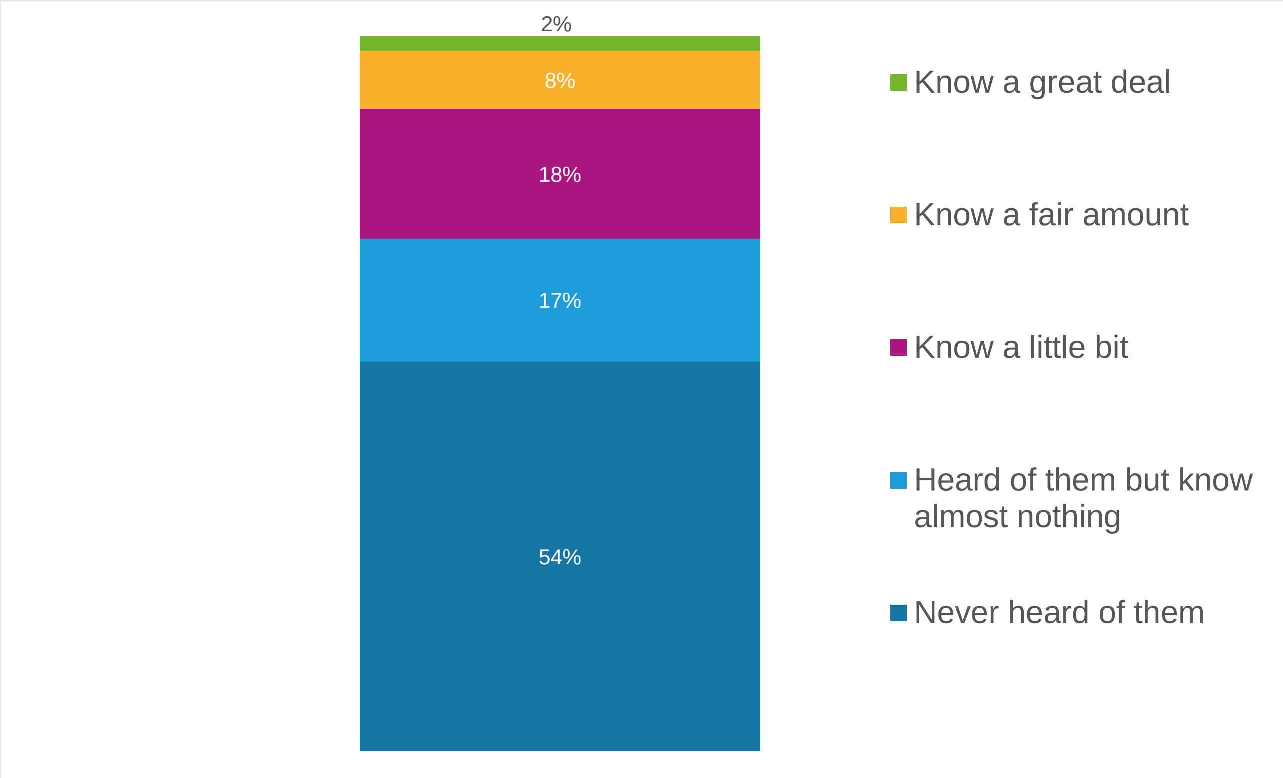
Base: All wave respondents – September 2018 (4,258)

Decommissioning oil and gas

In September 2018, a question was introduced to capture the public's awareness of decommissioning offshore oil and gas infrastructure. Just under half (46%) of respondents claimed to be aware of it, with 29% claiming to know at least a little about it, and 2% claiming to know a great deal. Over half (54%) had never heard of it.

Those in social grade AB (61%, compared with 32% of those in social grade DE), and those with household incomes of £35,000 or more were more likely to claim awareness (60% of those with household incomes between £35,000 and £49,999 and 65% of those with household incomes of £50,000 or more, compared with 45% who earn up to £16,000).

Figure 12: Knowledge of decommissioning offshore oil and gas infrastructure



Q170. Before today, how much, if anything do you know about decommissioning offshore oil and gas infrastructure?

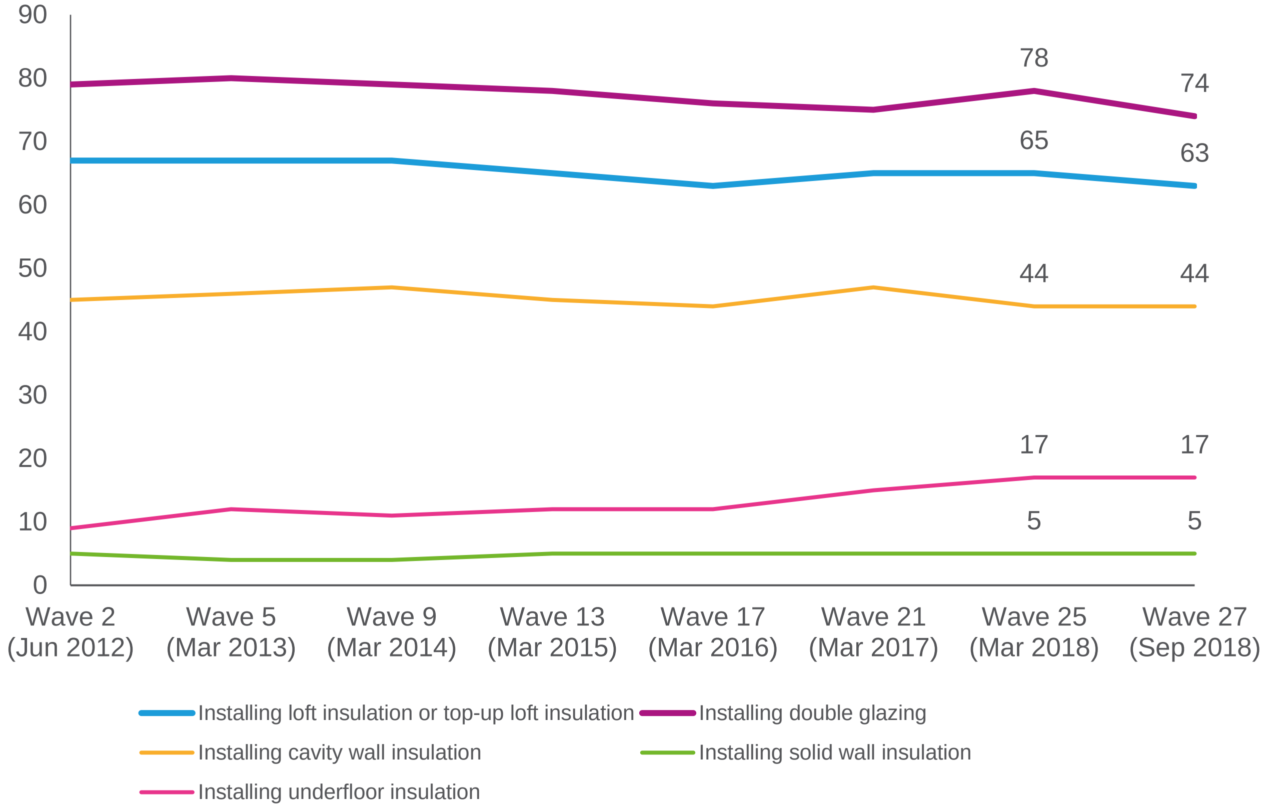
Base: All wave respondents – September 2018 (4,258)

Home energy efficiency and insulation

Insulation

In September 2018, the questionnaire included a tracking question to assess the take of insulation measures.[2] The insulation measures most commonly installed were double glazing (74%), and loft or top-up loft insulation (63%). More than four in ten (44%) had installed cavity wall insulation, whereas much smaller proportions had installed under floor insulation (17%) and solid wall insulation (5%). Apart from double glazing installations, which fell from 78% in March 2018 to 74% in September 2018, levels of take up across all measures have remained stable.

Figure 13: Whether insulation measures have been installed.



Q5. Which answer best applies to you and your household at the moment with regards to the following measures? When answering, please think about whether or not this has been done to your home, even if the decision was not made by you personally.

Base: All wave respondents – Loft insulation or top-up loft insulation/ Double glazing/ Cavity wall insulation/ Underfloor insulation June 2012 (2,100); March 2013 (2,051); March 2014 (2,040); March 2015 (1,981); March 2016 (2,105); March 2017 (2,180); March 2018 (2,102); September 2018 (4,258) / Solid wall insulation June 2012 (1,761); March 2013 (1,694); March 2014 (1,682); March 2015 (1,619); March 2016 (1,696); March 2017 (1,728); March 2018 (1,687); September 2018 (3,459)

[2] Please note that these measures could have been installed before the individual moved into their property.

Nearly half (46%) had three or more measures installed in their home. Two in ten (20%) had two measures installed and one in ten (11%) had one measure installed. Two in ten (23%) had not installed any insulation measures.

Across all measures, people were more likely to have had measures installed over a year ago, than in the last 12 months (57% vs 6% for loft or top-up loft insulation; 67% vs 8% for double glazing; 40% vs 4% cavity wall insulation; 4% vs 1% solid wall insulation and 14% v 3% under floor insulation, respectively).

Awareness of, and interest in, under floor insulation and solid wall insulation was much lower than for the other insulation measures. For solid wall insulation, one in ten (9%) had not heard of it, two in ten had not thought about installing it (18%), and two in ten did not want to install it (22%). For under floor insulation, a slightly smaller proportion had not heard of it (6%), while two in ten (20%) had not thought about installing it, and a quarter (23%) did not want to install it.

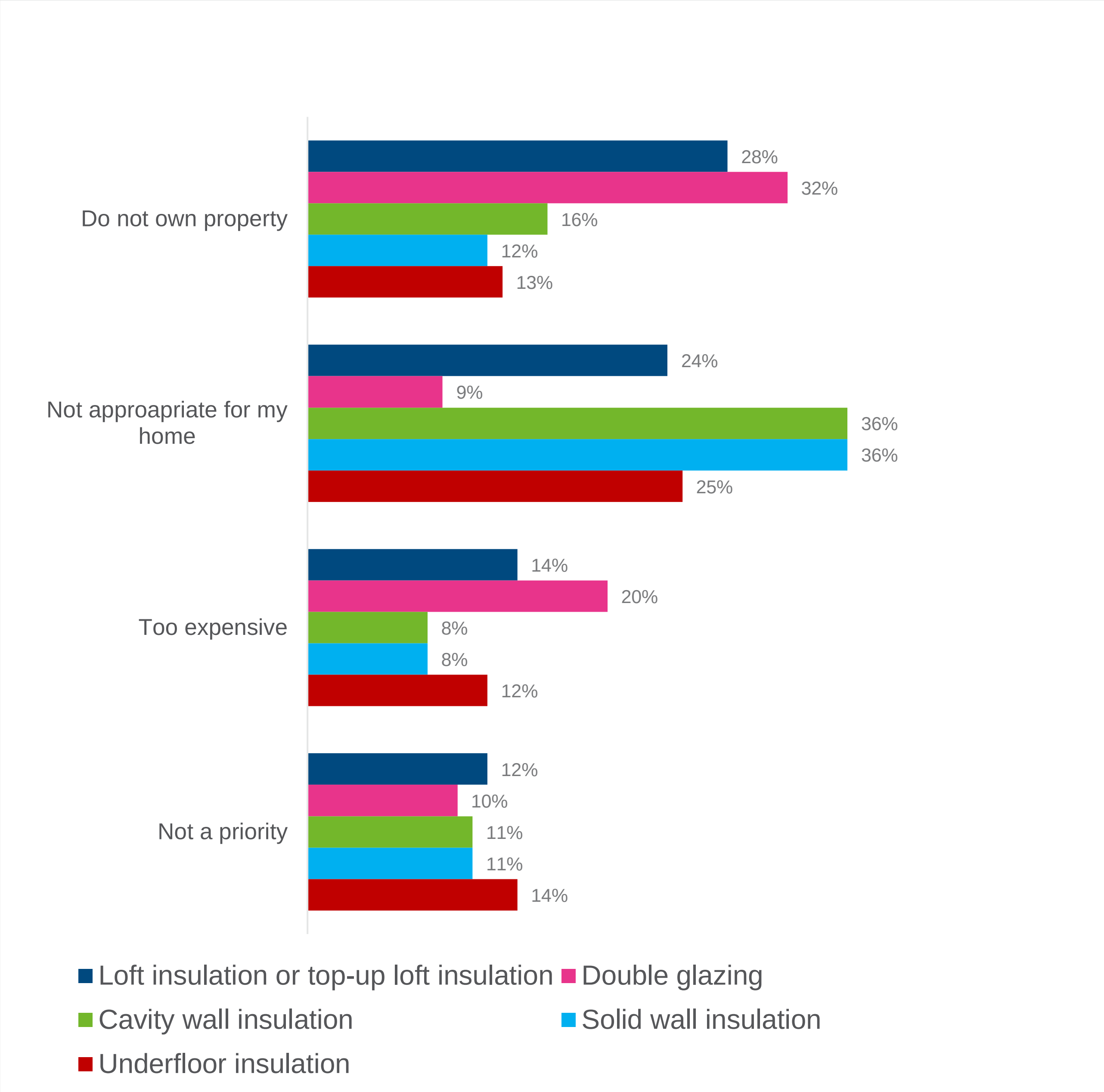
Of those who have more than one measure installed in their home, 14% had them installed at the same time, whereas eight in ten (79%) had them installed separately.

New questions were introduced in September 2018 to understand the reasons why:

- People are thinking about having measures installed
- People would like to have measures installed but have not done so yet
- People do not or will not have measures installed

The main reasons cited were due to people not owning their property, it not being appropriate for their home, it being too expensive, or it not being a priority. The reasons were consistent across all measures apart from double glazing, where people were less likely to say that it was not appropriate for their home and more likely to say it was expensive (see Figure 14).

Figure 14: Reasons why measures have not been installed



Q6C_1-5. Are there any specific reasons why you haven't installed [MEASURE] so far?

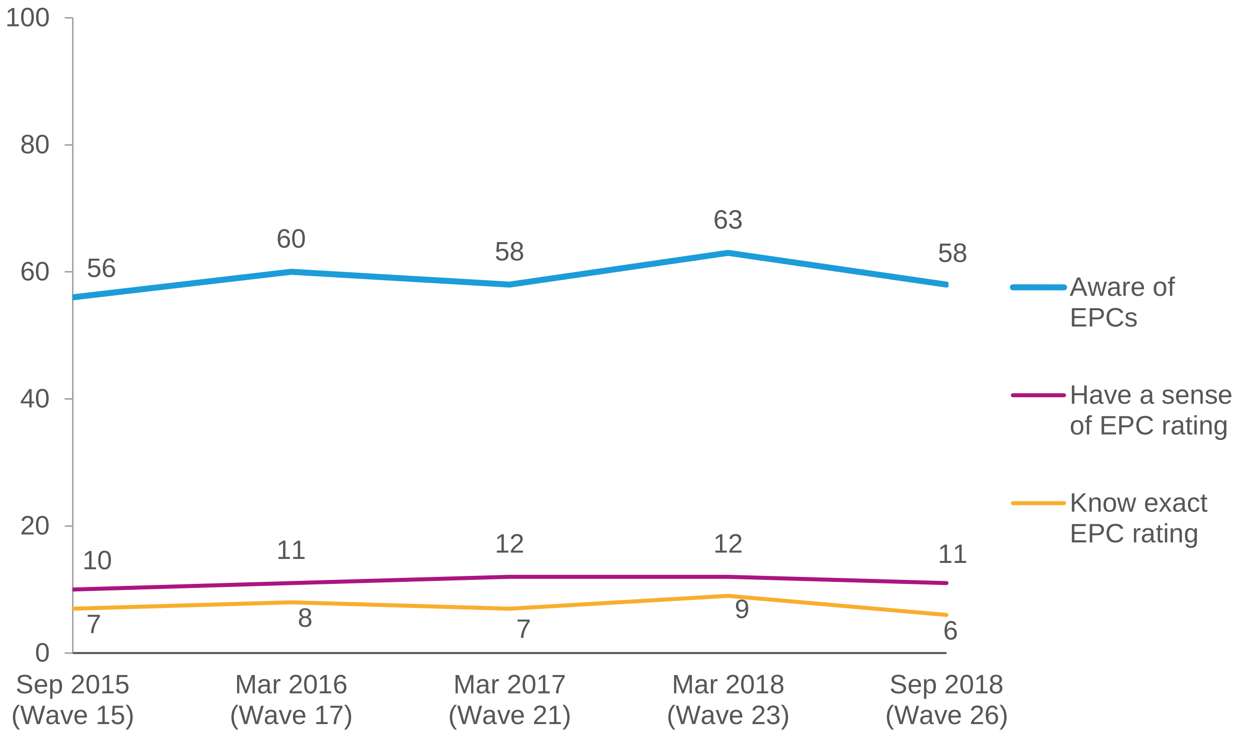
Base: All who are thinking about installing measure, who would like to install measure but have not done so yet, or who do not want to or will not install measure – Loft insulation or top-up loft insulation (260) Double glazing (160); Cavity wall insulation (520); Solid wall insulation (804); Underfloor insulation (1,124)

Energy performance certificates (EPCs)

The questionnaire included a tracking question to assess awareness of EPCs and their ratings. Additional questions were added in September 2018 to provide more information on recollection and usefulness of the recommendations in the EPCs.

Overall levels of awareness and knowledge of EPCs have shown little change since this question was first asked in September 2015. Six in ten people were aware of EPCs in September 2018, with four in ten unaware. A smaller proportion had some knowledge of their home's EPC rating: 6% said they knew the exact rating and 11% that they had a sense of the rating. The proportion claiming they knew the exact EPC rating of their home decreased from 9% in March 2018. However, overall levels of awareness and knowledge of EPCs have shown little change since this question was first asked in 2015.

Figure 15: Awareness and knowledge about EPCs



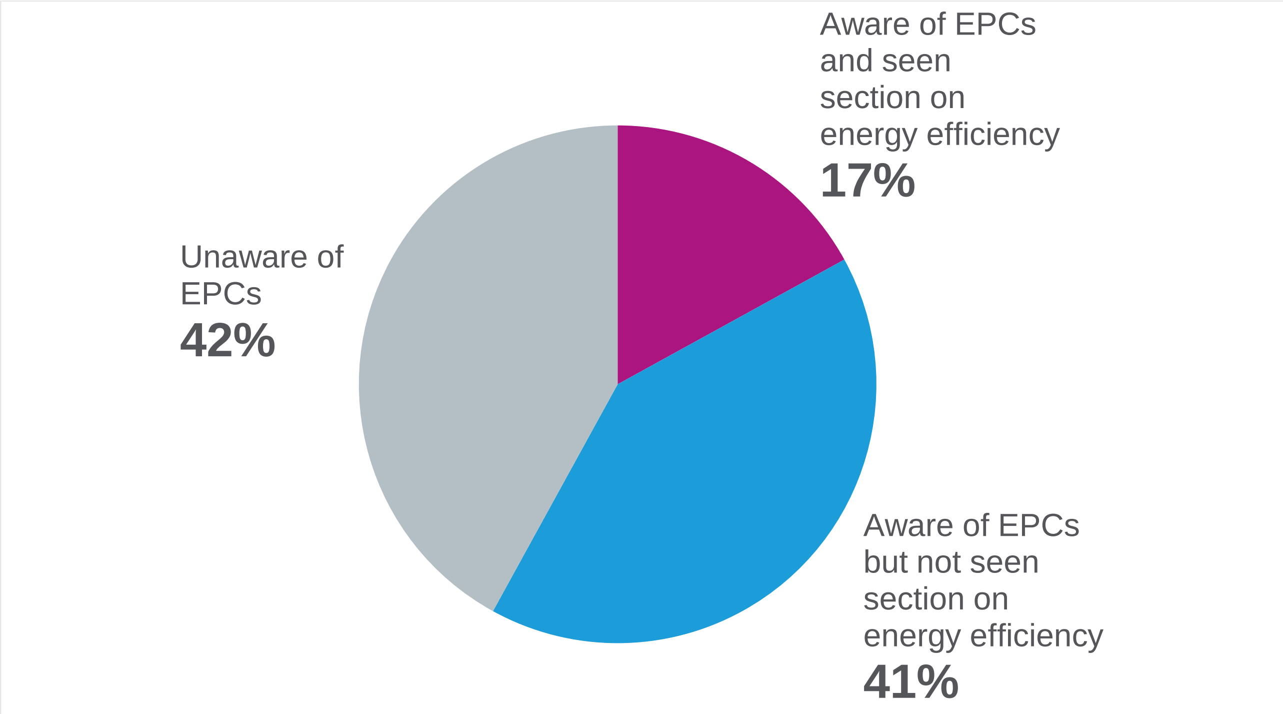
Q24a. Do you know what the Energy Performance Certificate (EPC) rating for your home is?

Bases: All wave respondents – September 2015 (2,121); March 2016 (2,105); March 2017 (2,180); March 2018 (2,102); September 2018 (4,258)

In September 2018, owner occupiers were more likely to be aware of EPCs than renters. Seven in ten owner occupiers (68%) were aware of EPCs compared with just under half of private renters (46%) and three in ten social renters (32%). Owner occupiers were also more likely to know their exact EPC rating, though still fewer than one in ten said they knew this (8%, compared with 5% of private renters and 3% of social renters).

Those who were aware of EPCs were asked a new question in September 2018 to check whether they had seen a section on the EPC which recommended how they could improve the energy efficiency of their home. Three in ten (29%) of those aware of EPCs said they recalled seeing this section. This equates to 17% of the all people, including those unaware of EPCs.

Figure 16: Whether recall seeing section on EPC which recommended how to improve the energy efficiency of your home (based on all people)



Q24a. Do you know what the Energy Performance Certificate (EPC) rating for your home is?

Q24b. Do you recall seeing a section on your Energy Performance Certificate which recommended how you could improve the energy efficiency of your home?

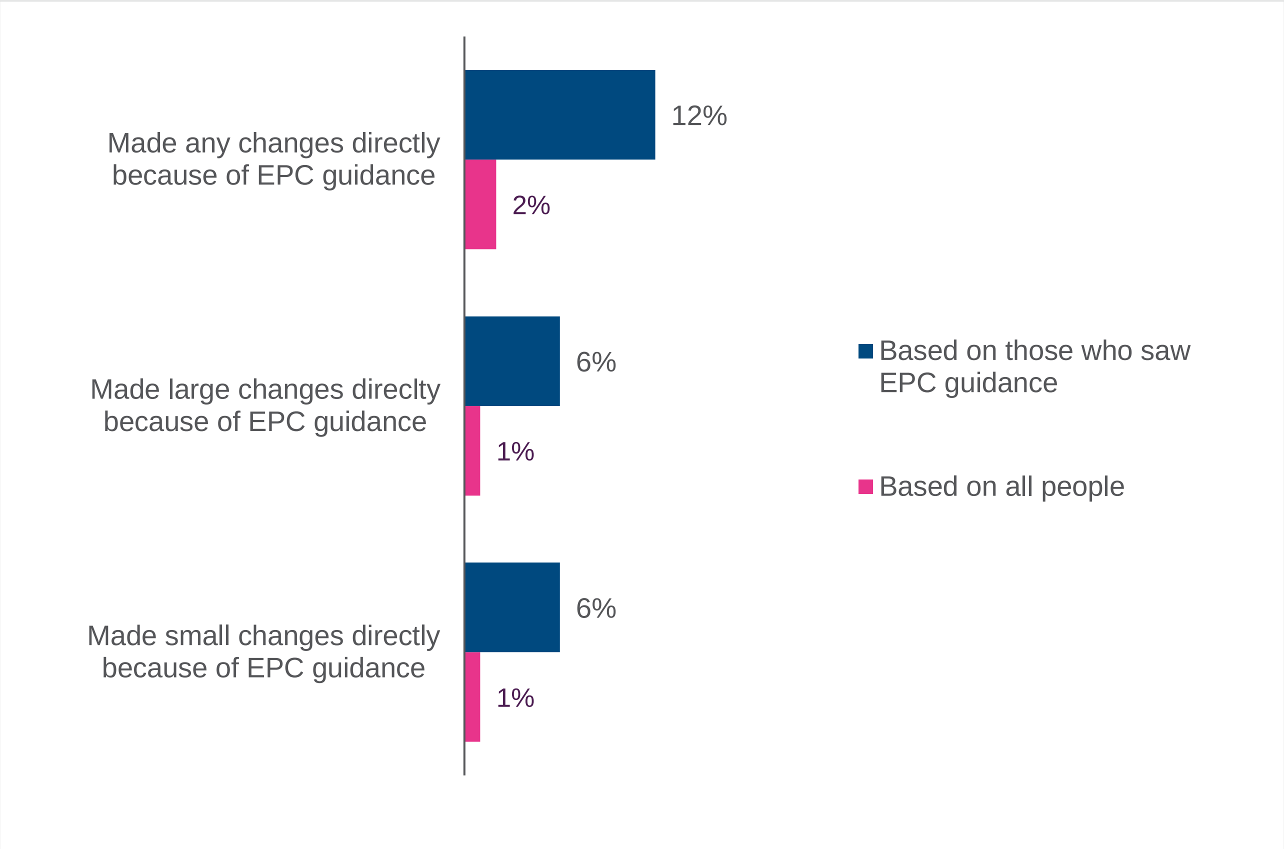
Bases: All wave respondents – September 2015 (2,121); March 2016 (2,105); March 2017 (2,180); March 2018 (2,102); September 2018 (4,258)

Those who recalled seeing the section on their EPC on energy efficiency were asked whether they made large or small changes to their home based on these recommendations. Those who said they had made changes were then asked a clarification question to confirm whether they made these changes directly because of the guidance in the EPC, or if they would have made the changes anyway. The results presented here are based only on those who made changes directly because of the EPC.

Overall, 2% of people said they made changes to their home directly because of the guidance included in the EPC: 1% said they made large changes (e.g. installing insulation, or a new boiler) and 1% said they made small changes (e.g. installing energy efficient light bulbs). Owner occupiers (3%) were a little more likely to say they had made changes because of the EPC guidance than private renters (1%) or social renters (less than 1%).

Of those who spotted this guidance in the EPC, 12% said they made changes to their home directly because of the EPC.

Figure 17: Whether made changes to home directly because of guidance included in EPC



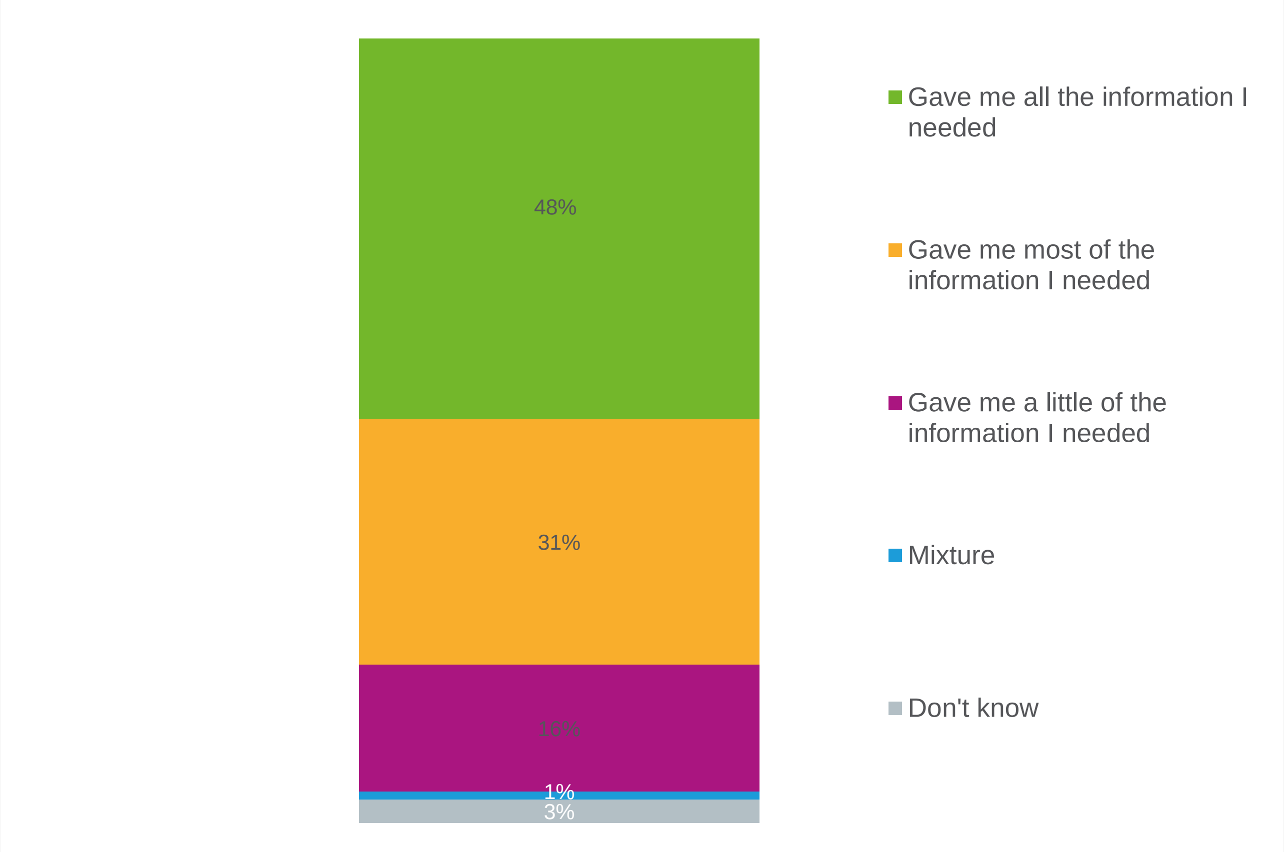
Q24c_1. Now think about the recommendations you saw on your Energy Performance Certificate on how you could improve the energy efficiency of your home. Did you make any changes to your home based on these recommendations? Please select all that apply.

Q24c_2. And did you make these changes…

Base: Those who saw EPC guidance (569) / All people (4,258)

Those who made changes to their home, either directly or indirectly, because of the recommendations in the EPC were asked the extent to which the EPC gave them the information they needed to go ahead with the changes. Half said the EPC gave them all the information they needed, with three in ten saying it gave them most of the information needed. Sixteen per cent said the EPC only gave them a little of the information they needed and that they needed a lot of further information. Those who made large changes were less likely than those making smaller changes to say the EPC gave them all the information they needed (37% vs. 56%).

Figure 18: Extent to which recommendations in EPC informed you about what was needed to go ahead with changes to home



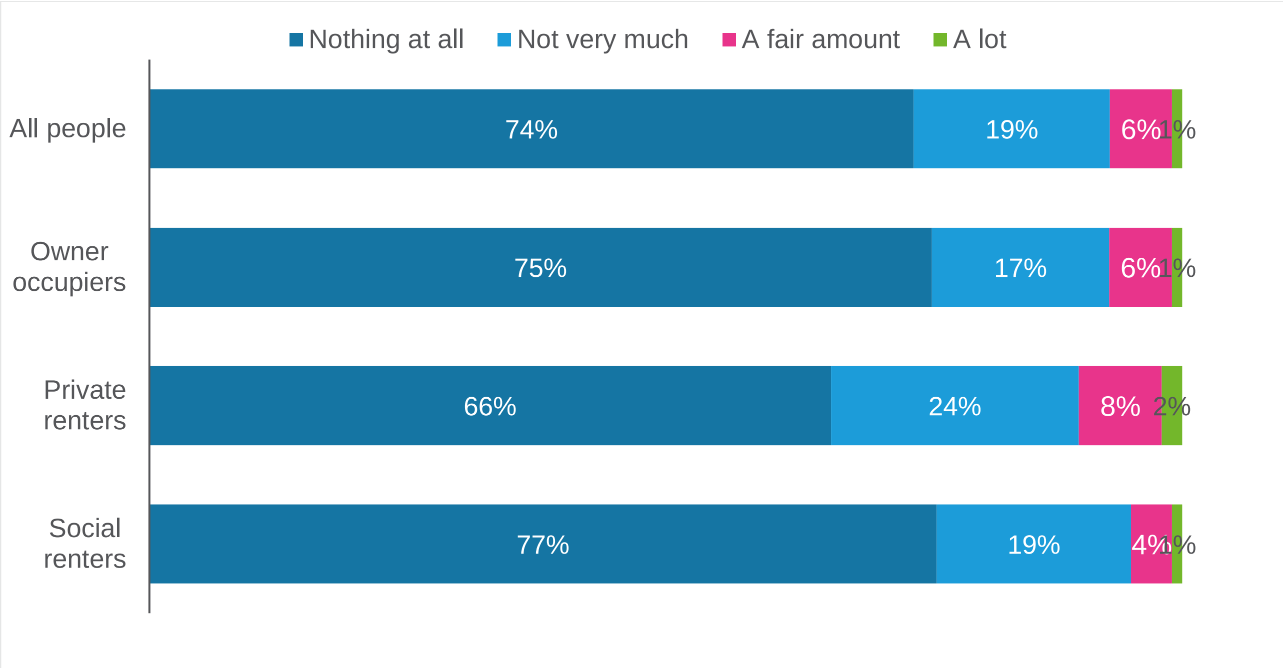
Q24c_3. To what extent did the recommendations on the Energy Performance Certificate inform you about what was needed to go ahead with the changes you made?

Bases: All who made any changes to home (directly and indirectly) based on EPS recommendations: 235

Energy standards for rental properties

A new question was added in September 2018 to ask people how much they knew about the minimum energy standards for rental properties. Three quarters of people said they knew nothing about this, with a further two in ten saying they did not know very much. Very few people said they knew a lot or a fair amount about these standards. Awareness was a little higher for private renters compared with owner occupiers and social renters.

Figure 19: Knowledge about minimum energy standards for rental properties (overall and by tenure)



Q140. How much, if anything, do you know about the minimum energy standards for rental properties?

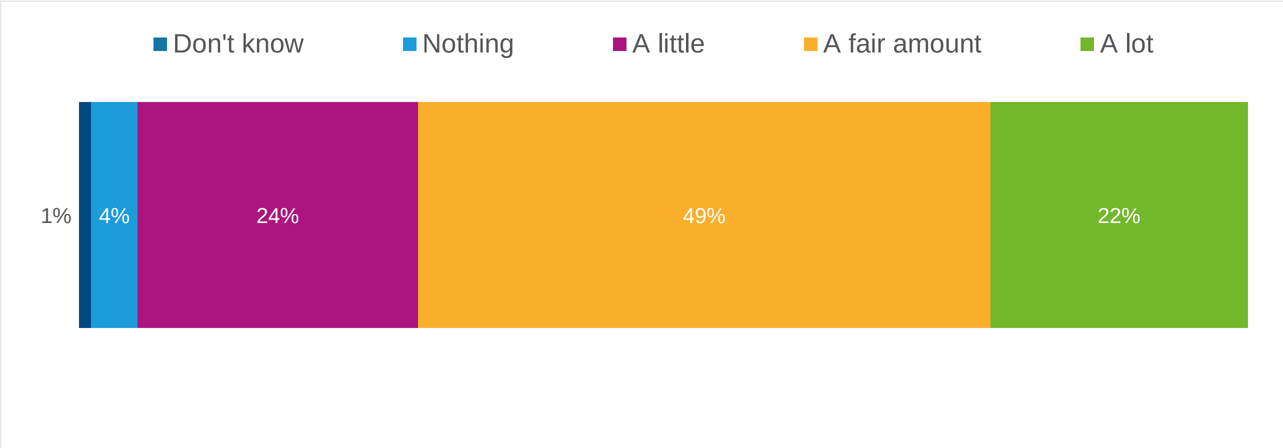
Bases: All people - 4,258; Owner occupiers: 2,267; Private renters: 820; Social renters: 1,102

Questions on workers' rights

New questions on workers' rights were introduced in September 18 to capture public awareness and understanding of them.

Those who were employed were asked whether they know about their employment rights at work. Seven in ten (71%) claimed to know a lot or a fair amount about their employment rights at work. Four per cent say they did not know anything about their employment rights at work.

Figure 20: Knowledge about employment rights at work



Q154. How much would you say you know about your employment rights at work?

Bases: All employed full/part time or on maternity/paternity leave (1,698)

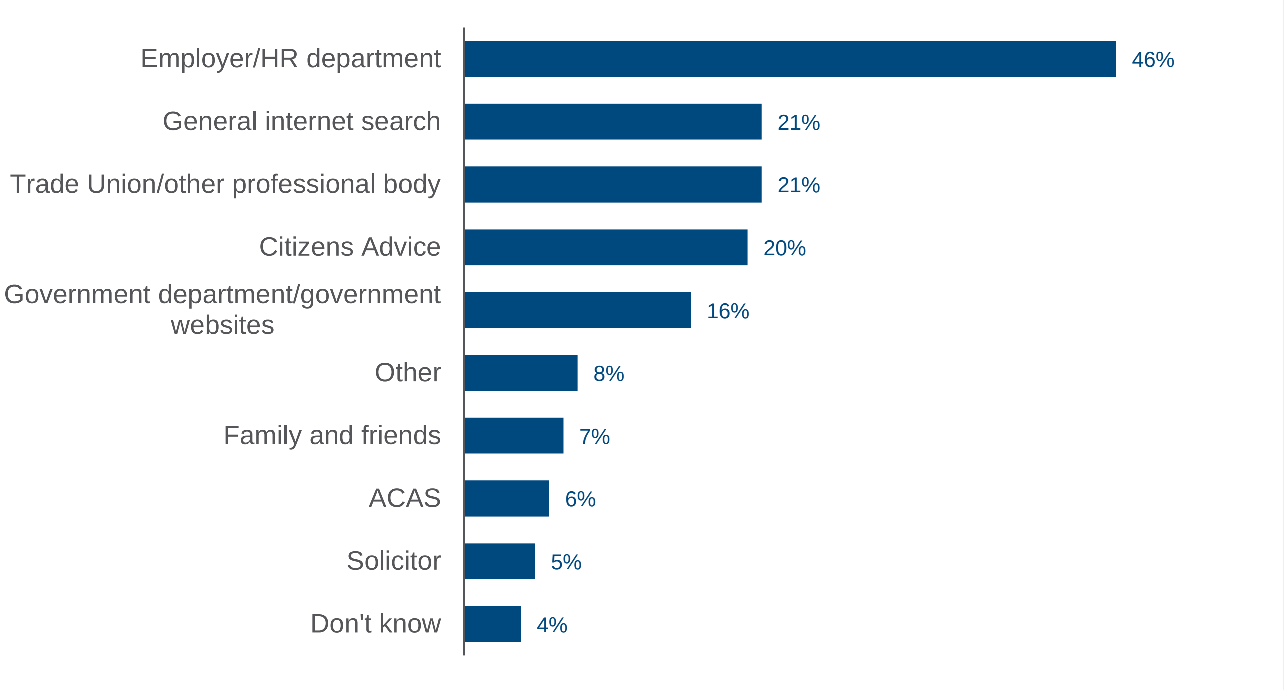
Permanent workers were more likely to be aware of the employment rights than non-permanent workers (72% vs 58%, respectively), as were those in continuous employment (72% vs 54% who work on a job-by-job basis).[3]

There were also differences between demographic groups. Older age groups were more likely to know a lot or a fair amount about their employment rights than younger age groups (75% among those aged 65 and over vs. 60% among those aged between 16 and 24), as were those living in Northern Ireland and the East Midlands (83% and 80%, respectively, compared with 55% of those living in in the North East).

A further question was asked to find out the sources people use to get information on their employment rights at work. The most common sources used were their employer or human resources departments, using a general internet search, a Trade Union or other professional body and Citizens Advice.

[3] Non-permanent workers include those who work for an employment agency, who work casually or seasonally, who work under contract for a fixed period or for a fixed task, or those who work on a temporarily in some other way.

Figure 21: Sources used to get information on employment rights at work

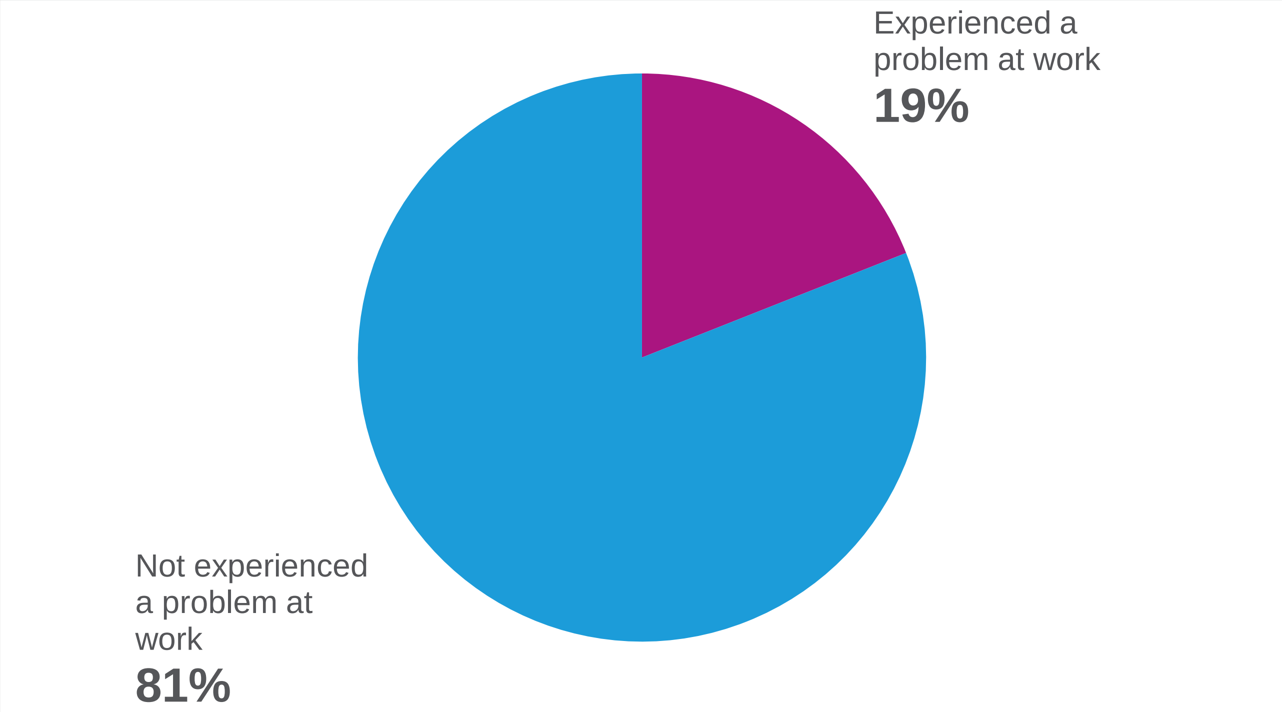


Q155. If you needed to find information about your employment rights at work, where would you find this?

Base: All who are employed or on maternity or paternity leave (1,698)

Those that were employed or who had been employed in the last two years were asked if they had experienced any problems at work in the last two years. Two in ten had experienced at least one problem at work in the last two years.

Figure 22: Whether had any problem to do with employments rights at work in the last two years



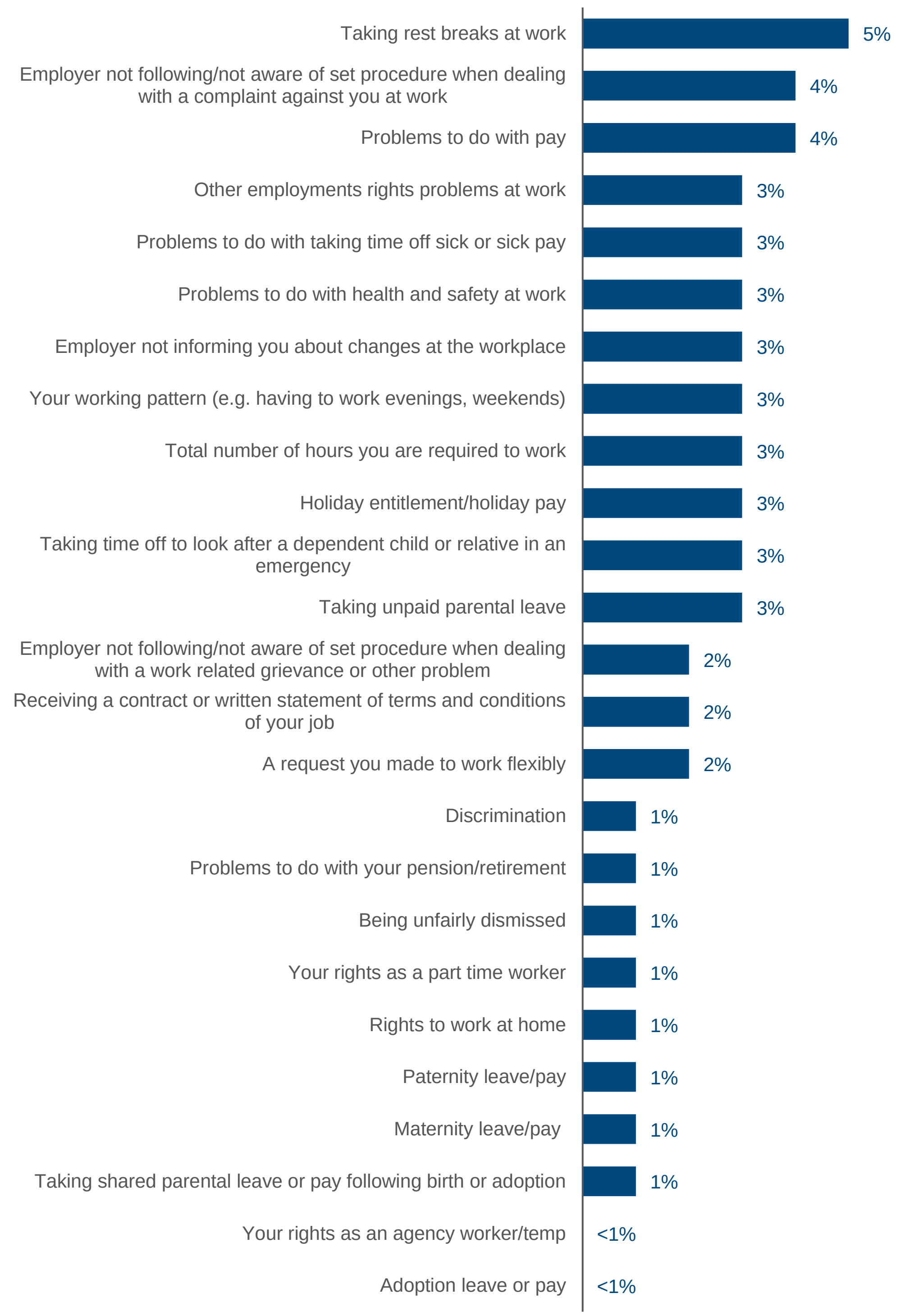
Q157/Q158/Q159. In the last two years, have you personally had a problem to do with your employment rights at work in any of these areas?

Base: All who are employed or on maternity or paternity or have worked as an employee in the last 2 years (2,038).

Those in non-permanent work were more likely to have experienced a problem than those in permanent work (30% vs 17%, respectively), as were those who worked on a job-by-job basis (32%, compared with 17% who worked continuously). Those with household incomes under £16,000 were also more likely to have experienced a problem (34%, compared with 21% with household incomes of £50,000 or more), as were those with long standing disabilities or illnesses (27%, compared with 17% who did not have a long-standing disability or illness). One in ten (11%) had experienced three or more problems at work in the last two years.

The most common reasons cited for people experiencing a problem at work in the last two years were taking rest breaks at work (5%), problems to do with pay (4%) and the employer either not following or being unaware of the set procedure when dealing with a complaint against them at work (4%).

Figure 23: Whether had a problem to do with employments rights at work in the last two years



Q157/Q158/Q159. In the last two years, have you personally had a problem to do with your employment rights at work in any of these areas?

Base: All who are employed or on maternity or paternity or have worked as an employee in the last 2 years (2,038).

Technical appendix

Technical notes

The wave 27 summary report provides selected headlines and highlights statistically significant differences between wave 27 and previous waves.

Percentages included on charts in this report may not add up to 100% due to rounding, the exclusion of some categories (e.g. ‘Don’t know’ and ‘Refused’) and the option for more than one response to be selected at some questions.

This report is not an exhaustive overview of the findings. Please refer to the accompanying Excel summary tables, Excel dataset and PDF data tables to see full responses to all survey questions.

The results shown here are based on 4,258 face-to-face in-home interviews conducted with a representative sample of UK adults aged 16+. Fieldwork was conducted between 19th September and 30th September 2018 on the Kantar TNS Omnibus, which uses a random location quota sampling method. The questionnaire was designed by BEIS and Kantar Public drawing on several questions from previous surveys. Questions were refined through cognitive testing. The representativeness of the data was controlled through sample design, fieldwork quotas and post-fieldwork weighting. Data were weighted for the following characteristics: sex, age, social grade, region and tenure. Results included here are based on weighted data.

Fieldwork dates and sample sizes

Table 1: Fieldwork dates and sample sizes for each wave

Wave	Fieldwork dates	Sample sizes
Wave 1 (Mar 2012)	21 - 25 March 2012	2,121
Wave 2 (Jun 2012)	27 June - 1 July 2012	2,100
Wave 3 (Sep 2012)	26 - 30 September 2012	2,118
Wave 4 (Dec 2012)	12 December 2012 - 2 January 2013	2,107
Wave 5 (Mar 2013)	27 - 31 March 2013	2,051
Wave 6 (Jul 2013)	3 - 7 July 2013	2,124

Wave 7 (Sep 2013)	25 - 29 September 2013	2,103
Wave 8 (Dec 2013)	11 - 15 December 2013	2,110
Wave 9 (Mar 2014)	26 - 30 March 2014	2,040
Wave 10 (Jun 2014)	25 - 29 June 2014	2,087
Wave 11 (Sep 2014)	24 - 28 September 2014	2,103
Wave 12 (Dec 2014)	10 December 2014 - 8 January 2015	2,119
Wave 13 (Mar 2014)	18 - 29 March 2015	1,981
Wave 14 (Jun 2015)	24 - 28 June 2015	2,118
Wave 15 (Sep 2015)	23 - 27 September 2015	2,121
Wave 16 (Dec 2015)	9 - 13 December 2015	2,121
Wave 17 (Mar 2016)	23 - 27 March 2016	2,105
Wave 18 (Jun 2016)	29 June - 3 July 2016	2,114
Wave 19 (Sep 2016)	28 September - 2 October 2016	2,080
Wave 20 (Dec 2016)	14 - 18 December 2016	2,138
Wave 21 (Mar 2017)	29 March - 2nd April 2017	2,180

Wave 22 (Jun 2017)	30 June - 4 July 2017	2,097
Wave 23 (Sep 2017)	27 September - 1 October2017	2,105
Wave 24 (Dec 2017)	13 - 17 December 2017	2,078
Wave 25 (Mar 2018)	28 March - 6 April	2,102
Wave 26 (Jul 2018)	11 - 17 July	4,268
Wave 27 (Sep 2018)	19 - 30 September 2018	4,258

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