

Wave 33 questionnaire

Energy saving and wasting

ASK ALL

SHOW SCREEN

Q2. How much thought, if any, would you say you give to saving energy in your home?

[INVERT RESPONSE LIST]

1. A lot
2. A fair amount
3. Not very much
4. None at all
5. Don't know

Renewables (pt. 1)

ASK ALL

SHOW SCREEN

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.

IF SUPPORT: Is that strongly support, or just support?

IF OPPOSE: Is that strongly oppose, or just oppose?

[INVERT ORDER OF RESPONSES 1-5]

1. Strongly support
2. Support
3. Neither support nor oppose
4. Oppose
5. Strongly oppose
6. Don't know

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q4. How often, if at all, do you personally do any of the following?

[RANDOMISE ORDER OF STATEMENTS]

- a) Leave the lights on when you are not in the room
- b) Boil the kettle with more water than you are going to use
- c) Wash clothes at 30 degrees or lower
- d) Try to keep rooms that you are not using at a cooler temperature than those you are using
- e) Leave the heating on when you go out for a few hours

[INVERT ORDER OF RESPONSES 1-5]

1. Always
2. Very often
3. Quite often
4. Occasionally
5. Never
6. Don't know
7. Not applicable

Smart meters

ASK ALL

SHOW SCREEN

The next question is about smart meters.

Smart meters are able to communicate with energy suppliers by sending and receiving information about the amount of energy being used. Smart meters are installed by a professional engineer from your gas or electricity company, unlike an energy monitor which can be installed by householders themselves.

ASK ALL

Q8. Before today, had you heard of smart meters?

IF YES ASK: Do you have one?

- 1) Yes, I have one
- 2) Yes, but I do not have one
- 3) No – I have never heard of them

Renewables (pt. 2)

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q12. I'm now going to read out a number of statements about **renewable** energy. Please tell me how much you agree or disagree with each one. As mentioned earlier, **renewable** energy covers a number of different forms, including wind power, solar energy and biomass.

[RANDOMISE ORDER OF STATEMENTS]

- a) Renewable energy industries and developments provide economic benefits to the UK
- b) I would be happy to have a large scale renewable energy development in my area
- c) Renewable energy developments should provide direct benefit to the communities in which they are located

IF AGREE/DISAGREE: Is that strongly or slightly?

[INVERT ORDER OF RESPONSES 1-5]

- 1. Strongly agree
- 2. Slightly agree
- 3. Neither agree nor disagree
- 4. Slightly disagree
- 5. Strongly disagree
- 6. Don't know

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

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

[RANDOMISE ORDER OF STATEMENTS]

- a) On-shore wind
- b) Biomass – this includes any plant or animal base material such as wood, specially grown energy crops, and other organic wastes that can be used in the process of creating energy
- c) Off-shore wind
- d) Wave and tidal
- e) Solar

IF SUPPORT: Is that strongly support, or just support?

IF OPPOSE: Is that strongly oppose, or just oppose?

[INVERT ORDER OF RESPONSES 1-5]

- 1. Strongly support
- 2. Support
- 3. Neither support nor oppose
- 4. Oppose
- 5. Strongly oppose
- 6. Don't know

Nuclear energy

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q14. I'm now going to ask you for your opinion on a number of issues in relation to **nuclear energy**. Please just tell me how much you agree or disagree with the following statements.

[RANDOMISE ORDER OF STATEMENTS]

- a) Nuclear energy will help combat climate change in the UK
- b) Nuclear energy provides a reliable source of energy in the UK
- c) Nuclear energy offers affordable energy for the UK
- d) Nuclear energy provides a safe source of energy in the UK

IF AGREE/ DISAGREE: Is that strongly or slightly?

[INVERT ORDER OF RESPONSES 1-5]

- 1. Strongly agree
- 2. Slightly agree
- 3. Neither agree nor disagree
- 4. Slightly disagree
- 5. Strongly disagree
- 6. Don't know

ASK ALL

SHOW SCREEN

Q14a. From what you know, or have heard about using **nuclear energy** for generating electricity in the UK, do you support or oppose its use?

IF SUPPORT: Is that strongly support, or just support?

IF OPPOSE: Is that strongly oppose, or just oppose?

[INVERT ORDER OF STATEMENTS 1-5]

- 1. Strongly support
- 2. Support
- 3. Neither support nor oppose
- 4. Oppose
- 5. Strongly oppose
- 6. Don't know/no opinion

Carbon capture and storage

ASK ALL

SHOW SCREEN

Q15. How much, if anything, do you know about carbon capture and storage?

[INVERT ORDER OF RESPONSES]

1. Know a lot about it
2. Know a little about it
3. Aware of it but don't really know what it is
4. Never heard of it

ASK IF Q15 = 1 or 2

SHOW SCREEN

Q15ai. From what you know, or have heard about using carbon capture and storage in the UK, do you support or oppose its use?

IF SUPPORT: Is that strongly support, or just support?

IF OPPOSE: Is that strongly oppose, or just oppose?

[INVERT ORDER OF STATEMENTS 1-5]

1. Strongly support
2. Support
3. Neither support nor oppose
4. Oppose
5. Strongly oppose
6. Don't know/no opinion

Shale gas

ASK ALL

The next question is about shale gas. 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.

ASK ALL

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

[INVERT ORDER OF RESPONSES 1-4]

1. Knew a lot about it
2. Knew a little about it
3. Aware of it but did not really know what it was
4. Never heard of it

ASK ALL

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?

IF SUPPORT: Is that strongly support, or just support?

IF OPPOSE: Is that strongly oppose, or just oppose?

[INVERT ORDER OF STATEMENTS 1-5]

1. Strongly support
2. Support
3. Neither support nor oppose
4. Oppose
5. Strongly oppose
6. Don't know/no opinion

ASK IF Q15b=1 OR 2

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

DO NOT SHOW SCREEN. CODE ALL THAT APPLY.

1. Good for local jobs and investment
2. Reduces dependence on other countries for UK's energy supply
3. Reduces dependence on other fossil fuels (coal, oil)
4. Need to use all available energy sources
5. Will have positive impact on climate change / meeting carbon reduction targets
6. May result in cheaper energy bills

7. Will have positive impact on UK economy
8. Won't affect me/my local area so no personal impact
9. Positive reports in the media
10. Community benefits
11. Shale Wealth Fund
12. No specific reason (SINGLE CODE)
13. Other (specify)
14. Don't know

ASK IF Q15b=4 OR 5

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

DO NOT SHOW SCREEN. CODE ALL THAT APPLY.

IF RESPONDENT SAYS THEY WILL BE PERSONALLY AFFECTED BY A SITE (E.G. ONE IS PROPOSED NEAR THEM) ASK WHAT ASPECTS / IMPACTS OF THE DEVELOPMENT THEY OPPOSE AND CODE AS APPROPRIATE.

IF RESPONDENT MENTIONS RISK / UNCERTAINTY ASK WHICH ISSUES THEY ARE CONCERNED ABOUT AND CODE AS APPROPRIATE. IF ONLY GENERAL CONCERNS USE CODE 10.

1. Loss/destruction of natural environment
2. Increased traffic/noise/disruption
3. Local house prices will fall
4. Use of chemicals in the process
5. Should focus on developing renewable energy sources
6. Should focus on developing other energy sources
7. Risk of contamination to water supply
8. Risk of earthquakes
9. Negative impact on climate change / meeting carbon reduction targets
10. Not a safe process
11. Will not be regulated effectively
12. Negative reports in the media
13. Too much risk / uncertainty to support at present
14. No specific reason (SINGLE CODE)
15. Other (specify)
16. Don't know

ASK IF Q15b=3 OR 6

Q15e. You said that you [IF Q15b=6 - don't know whether you support or oppose] [IF Q15b=3 - neither support nor oppose] hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

DO NOT SHOW SCREEN. CODE ALL THAT APPLY.

1. Don't know enough about it
2. Not interested in it
3. I can see the positives and negatives
4. Haven't made up my mind yet
5. Will have no impact on me

6. There are many vocal campaigns and I don't know what to believe
7. Have never heard of it
8. Other (specify)

Energy bills and suppliers

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q16. Over the last three months, how worried, if at all, have you been about paying for the following...

INTERVIEWER: IF RESPONDENT IS NOT RESPONSIBLE FOR PAYING FOR THESE ASK:

'As far as you know, how worried has the person in your household who is responsible for paying for these been about this over the last three months'?

[RANDOMISE ORDER OF STATEMENTS]

- a) Energy bills
- b) Food and other household shopping
- c) Transport, including petrol/diesel and public transport costs
- d) Mortgage or rent payments

[INVERT ORDER OF RESPONSES 1-4]

- 1. Very worried
- 2. Fairly worried
- 3. Not very worried
- 4. Not at all worried
- 5. Don't know
- 6. Not applicable

ASK IF (Q16a = 1 and Q16b/c both = 2/3/4) OR (Q16a = 2 and Q16b/c both =3/4) – I.E. ASK IF VERY/FAIRLY WORRIED ABOUT ENERGY BILLS AND LESS WORRIED ABOUT FOOD AND OTHER SHOPPING/TRANSPORT

SHOW SCREEN

Q16e. You said you were more worried about paying for your energy bills compared with some of the other outgoings I mentioned at the last question. Why is this?

SHOW SCREEN. CODE ALL THAT APPLY.

[RANDOMISE ORDER OF RESPONSES 1-5]

- 1. Energy bills are more expensive than other items
- 2. Energy prices have increased more than shopping/transport prices
- 3. Have less control over energy bills (i.e. energy used by others in household)
- 4. Cannot easily 'go without' energy like I can for other items
- 5. Don't know how much energy bill will cost in advance so harder to budget
- 6. Other (specify)
- 7. Don't know

ASK ALL

SHOW SCREEN

Q17a. Thinking about your gas and electricity supplier, which of the following best describes your current situation?

INTERVIEWER: IF RESPONDENT SAYS THEY HAVE DIFFERENT SUPPLIERS FOR GAS AND ELECTRICITY ASK THEM TO ANSWER BASED ON EITHER SUPPLIER – SO IF THEY HAVE SWITCHED THEIR GAS SUPPLIER IN THE LAST YEAR BUT NOT THEIR ELECTRICITY SUPPLIER THEY SHOULD SELECT "I have switched supplier in the last year".

1. I have switched supplier in the last year
2. I have switched supplier but more than a year ago
3. I have never switched supplier
4. Don't know

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q18. How much, if at all, do you trust your energy supplier to do the following?

INTERVIEWER: IF RESPONDENT SAYS THEY HAVE DIFFERENT SUPPLIERS FOR GAS AND ELECTRICITY ASK THEM TO GIVE AN OVERALL RATING TAKING INTO ACCOUNT THEIR VIEWS ON BOTH SUPPLIERS.

[RANDOMISE ORDER OF STATEMENTS]

- a) Give customers a fair deal
- b) Provide you with a bill which accurately reflects the energy you have used
- c) Provide a breakdown of the components of your bill
- d) Inform you about the best tariff for you
- e) Improve your home to make it more energy efficient, if you paid them to do this – for example through installing different technologies to reduce heat loss, or generate electricity
- f) Provide impartial and accurate advice on energy efficiency measures

[INVERT ORDER OF RESPONSES 1-4]

1. A lot
2. A fair amount
3. Not very much
4. Not at all
5. Don't know
6. Not applicable

Climate change (pt. 1)

ASK ALL

SHOW SCREEN

Q21. How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'?

[INVERT ORDER OF RESPONSES 1-4]

1. Very concerned
2. Fairly concerned
3. Not very concerned
4. Not at all concerned
5. Don't know

ASK ALL

SHOW SCREEN

Q22. Thinking about the causes of climate change, which, if any, of the following best describes your opinion?

[INVERT ORDER OF RESPONSES 1-5]

1. Climate change is entirely caused by natural processes
2. Climate change is mainly caused by natural processes
3. Climate change is partly caused by natural processes and partly caused by human activity
4. Climate change is mainly caused by human activity
5. Climate change is entirely caused by human activity
6. I don't think there is such a thing as climate change.
7. Don't know
8. No opinion

Energy security

ASK ALL

SHOW SCREEN

Q23a. I'm now going to ask you how **concerned** you are about various things happening in the future. When I talk about 'the future' I mean the next 10-20 years.

So, how **concerned**, if at all, are you about...

RANDOMISE ORDER OF STATEMENTS

- a) Steep rises in energy prices in the future
- b) Power cuts becoming more frequent in the future

[INVERT ORDER OF RESPONSES 1-4]

- 1. Very concerned
- 2. Fairly concerned
- 3. Not very concerned
- 4. Not at all concerned
- 5. Don't know

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q23b. And still thinking about the next 10-20 years, how **concerned**, if at all, are you about...

RANDOMISE ORDER OF STATEMENTS

- a) UK supplies of fossil fuels not being sufficient to meet the UK's demand for them
- b) The UK becoming too dependent on energy from other countries
- c) The UK not investing fast enough in alternative sources of energy
- d) The UK not developing technology to use existing sources of fossil fuels sufficiently

[INVERT ORDER OF RESPONSES 1-4]

- 1. Very concerned
- 2. Fairly concerned
- 3. Not very concerned
- 4. Not at all concerned
- 5. Don't know

ASK IF Q23bb = 1 or 2 (i.e. Very or fairly concerned about the UK becoming too dependent on energy from other countries)

Q23c. You said that you are [very / fairly] concerned about the UK becoming too dependent on energy from other countries. When you gave this answer, were you thinking about specific energy types?

IF NO: Select code 1.

IF YES: Which types of energy are you particularly concerned about?

DO NOT PROMPT. MULTICODE FOR CODES 2-5.

1. No specific sources
2. Oil
3. Gas
4. Electricity
5. Other source (specify)
6. Don't know

Energy sources

ASK ALL

SHOW SCREEN

Q37. 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.

1. Electricity
2. Natural gas (mains gas)
3. Bottled gas
4. Oil
5. Wood
6. Coal
7. Other
8. Don't know

Clean growthNet Zero

ASK ALL

SHOW SCREEN

Q80 (Q3). Now a question on a different topic...

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

SELECT ONE ONLY.

1. ~~Hadn't heard about this before now~~
2. ~~Hardly anything but I've heard of this~~
3. ~~A little~~
4. ~~A fair amount~~
5. ~~A lot~~
6. ~~Don't know~~

ASK ALL

SHOW SCREEN

Q220. Now a question on a different topic...

The Government promotes the concept of 'Net Zero'. Before today, how much, if anything, did you know about this concept?

SELECT ONE ONLY.

1. Hadn't heard about this before now
2. Hardly anything but I've heard of this
3. A little
4. A fair amount
5. A lot
6. Don't know

Climate change (pt. 2)

ASK ALL

And now a few more questions about climate change, also known as global warming. By climate change we mean a long-term shift in the planet's weather patterns and rising average global temperatures.

ASK IF Q22 = 1/2/3/4/5/7/8

SHOW SCREEN

Q180. Which of these describes your views about the impact of climate change in the UK?

INVERT ORDER OF RESPONSE CODES 1-4

SINGLE CODE

1. Climate change is already having an impact in the UK
2. Climate change is not yet having an impact in the UK, but will do in my lifetime
3. Climate change will not have an impact in my lifetime, but will do for future generations in the UK
4. Climate change is not happening / will never have an impact in the UK
5. (Don't know)

ASK IF Q22 = 1/2/3/4/5/7/8

SHOW SCREEN

Q181. And how much, if at all, do you think climate change is currently affecting...

SINGLE CODE FOR EACH

- a) Your local area
- b) People in the UK as a whole
- c) People in other countries

INVERT ORDER OF RESPONSE CODES 1-4

1. A great deal
2. To some extent
3. Not too much
4. Not at all
5. (Don't know)

ASK IF Q22 = 1/2/3/4/5/7/8

DO NOT SHOW SCREEN

Q182. Thinking just about the UK, have you noticed any impacts of climate change over the past few years? If so, which ones?

DO NOT PROMPT. CODE ALL THAT APPLY

1. Rising sea levels/ more flooding
2. Reduced food availability/impact on farming
3. Reduced water availability/droughts
4. Changes in plants or wildlife /plant or animal extinction
5. More health problems (e.g. asthma)
6. Rising temperatures/heat/hotter summers
7. More extreme events such as storms
8. Increased pollution
9. Increased wildfires
10. Increased coastal erosion
11. Other (specify)
12. None/have not noticed any impacts
13. (Don't know)

ASK IF Q22 = 1/2/3/4/5/7/8

SHOW SCREEN

Q183. Which of these do you think are likely to occur in the UK in the next 15 to 20 years as a result of climate change? You can choose as many as you want.

CODE ALL THAT APPLY

RANDOMISE ORDER OF CODES 1-10

1. Rising sea levels/ more flooding
2. Reduced food availability/impact on farming
3. Reduced water availability/droughts
4. Changes in plants or wildlife /plant or animal extinction
5. More health problems (e.g. asthma)
6. Rising temperatures/heat/hotter summers
7. More extreme events such as storms
8. Increased pollution
9. Increased wildfires
10. Increased coastal erosion
11. Other (specify)
12. None of these
13. (Don't know)

ASK ALL

SHOW SCREEN

Q184. Thinking now about your everyday life, do you do any of these things? You can just read out any numbers which apply.

CODE ALL THAT APPLY

RANDOMISE ORDER OF CODES 1-8

1. Choose to walk, cycle or use public transport more instead of using a car
2. Avoid/Eat less meat
3. Avoid/Eat less dairy produce
4. Avoid/minimise throwing away food
5. Drive an electric or hybrid car
6. Think about the energy efficiency of products and appliances when making a purchase
7. Minimise the amount of energy you use at home (for example washing at lower temperatures, switch off lights)
8. Avoid/minimise air travel
9. None of the above
10. (Don't know)

IF ANY OF CODES 1-8 SELECTED AT Q184

SHOW SCREEN

Q185. You mentioned that you currently do [INSERT ITEM MENTIONED AT Q184].

Looking at this screen, what would you say is the main reason for this?
[FOR SUBSEQUENT MENTIONS] And what about...?

CODE ONE ONLY

1. I do this mainly because I want to help limit the effects of climate change
2. I do this mainly for other reasons (e.g. lifestyle choice, cost, convenience, health, ethical reasons)
3. (A mixture of both)
4. (No particular reason)
5. (Don't know)

ASK IF Q22 = 1/2/3/4/5/7/8

SHOW SCREEN

Q186. If everybody in the UK did the following, which three of these do you think would have the biggest impact on tackling climate change in the UK?

MULTI CODE – ALLOW UP TO 3 RESPONSES TO BE SELECTED [CODE 9 SINGLE CODE]

RANDOMISE ORDER OF CODES 1-8

1. Choose to walk, cycle or use public transport more instead of using a car
2. Avoid/Eat less meat
3. Avoid/Eat less dairy produce
4. Avoid/minimise throwing away food
5. Drive an electric or hybrid car
6. Think about the energy efficiency of products and appliances when making a purchase
7. Minimise the amount of energy you use at home (for example washing at lower temperatures, switch off lights)
8. Avoid/minimise air travel
9. None of these will have an impact on climate change
10. (Don't know)

ASK IF Q22 = 1/2/3/4/5/7/8

SHOW SCREEN

Q187. Looking at this screen, which one of these do you think should have the most responsibility for tackling the effects of climate change in the UK?

SINGLE CODE

RANDOMISE ORDER OF CODES 1-3

1. The general public, by making changes to their lifestyle
2. Businesses, by doing more to reduce their impact on the environment
3. Government, by introducing more policies to reduce the level of carbon emissions
4. (DO NOT READ OUT - Can't choose, all/more than one equal)

ASK ALL

SHOW SCREEN

Q188. And now a few questions about trust in information sources.

[READ OUT ON EACH SCREEN]:

How much do you trust [INSERT ITEM] to provide accurate information about climate change?

SINGLE CODE FOR EACH

RANDOMISE ORDER OF CODES A-H. INVERT ORDER OF RESPONSE OPTIONS 1-4

- a) Newspapers or newspaper websites
- b) TV news such as BBC, ITV, Sky
- c) Social media such as Facebook, Twitter
- d) TV and radio documentaries
- e) UK Government

- f) Scientists working at universities
- g) Scientific organisations such as Royal Society, Met Office
- h) Charities, Environmental or Campaign groups such as Greenpeace, Friends of the Earth

- 1. Trust a great deal
- 2. Trust to some extent
- 3. Do not have much trust
- 4. Do not trust at all
- 5. Not applicable
- 6. (Don't know)
- 7. (It depends)

ASK ALL

SHOW SCREEN

Q189. How much do you agree or disagree with the following statements?

SINGLE CODE FOR EACH

RANDOMISE ORDER OF CODES A-E. INVERT ORDER OF RESPONSE OPTIONS 1-5

- a) It's not worth doing things to help reduce climate change if others don't do the same
 - b) There is so much conflicting information about climate change it is difficult to know what to believe
 - c) If everyone does their bit, we can reduce the effects of climate change
 - d) I have the ability to make changes in my life that could help reduce climate change
 - e) The media exaggerates the impacts of climate change
-
- 1. Agree strongly
 - 2. Agree slightly
 - 3. Neither agree nor disagree
 - 4. Disagree slightly
 - 5. Disagree strongly
 - 6. (Don't know)

Corporate trust and transparency

ASK ALL

And now for a few questions on some different topics. Firstly a few questions about businesses in the UK.

ASK ALL

SHOW SCREEN

Q190. Please now think about large financial and legal businesses, such as larger accountancy, law and banking firms. How much do you trust these types of businesses in the UK to...

[FOR SUBSEQUENT MENTIONS How much do you trust large financial and legal businesses to]:

SINGLE CODE FOR EACH

RANDOMISE ORDER OF CODES A-E. INVERT ORDER OF RESPONSE OPTIONS 1-4

- a) ...tell the truth
- b) ...be open and honest in their dealings with customers
- c) ...act in a socially responsible way
- d) ...be open and honest about how much tax they pay
- e) ...treat all their employees fairly

- 1. Trust them a great deal
- 2. Trust to some extent
- 3. Do not have much trust
- 4. Do not trust them at all
- 5. (Don't know)

Office of Product Safety and Standards

ASK ALL

SHOW SCREEN

Q200. The screen shows a list of consumer organisations and public authorities that protect consumers or provide information or help if things go wrong. Which organisations have you heard of? Please read out the number or numbers that apply.

MULTICODE. RANDOMISE ORDER OF CODES 1-9

1. Ombudsman
2. Citizens Advice/CAB
3. Resolver
4. Office of Product Safety and Standards (OPS&S)
5. ~~Office of Fair Trading (OFT)~~ Competition and Markets Authority (CMA)
6. Which?
7. Trading Standards
8. Ofcom
9. British Standards Institution (BSI)
10. None of these
11. (Don't know)

ASK IF Q200 = 4 (I.E. HEARD OF OPS&S)

SHOW SCREEN

Q201. You said that you heard of the Office of Product Safety and Standards. In which of these ways, if any, have you seen or read anything about this?

MULTICODE. RANDOMISE ORDER OF CODES 1-5

1. Visited their website
2. Read guidance published by them (either in print or online)
3. Read about them in newspapers/seen something on TV
4. Seen an advert (press or TV)
5. Been in contact with them (by phone or email)
6. Other (specify)
7. (None)
8. (Don't know)

ASK IF Q200 = 4 (I.E. HEARD OF OPS&S)

SHOW SCREEN

Q202. How much do you trust the Office of Product Safety and Standards to protect consumers from unsafe products?

SINGLE CODE. INVERT ORDER OF RESPONSE CODES 1-4

1. Trust a great deal
2. Trust to some extent
3. Do not have much trust
4. Do not trust at all
5. (Don't know)

Demographics

ASK ALL

SHOW SCREEN

Q27. Which of the following types of property best describes your accommodation?

1. Flat or Maisonette
2. Terrace Property
3. Semi Detached Property
4. Detached Property
5. Other (specify)
6. Don't know

ASK ALL

SHOW SCREEN

Q28. And what is the **main** way you heat this property during the winter?

CODE ONE ONLY

Central heating

1. Gas
2. Oil
3. Solid fuel – coal
4. Solid fuel – biomass (e.g. wood)

Fixed room heaters

5. Electric (storage)
6. Gas
7. Electric (not storage)
8. Solid fuel (open fire/enclosed stove) – coal
9. Solid fuel (open fire/enclosed stove) – wood

Portable heaters

10. Electric
11. Other

Other

12. Communal or district heating
13. Other (specify)
14. Don't know

ASK ALL

Q29. Can I just check, are you connected to mains gas in your property?

1. Yes
2. No
3. Don't know

IF Q29 = YES

Q30. And do you **use** mains gas in your property?

1. Yes
2. No
3. Don't know

ASK ALL

Q31. Please can I check, are there any pensioners living in this household?

By this I mean people over state pension age.

1. Yes
2. No
3. Don't know
4. Refused

ASK ALL

Q32. Does anyone in your household have a long-standing illness, disability or infirmity? By long-standing I mean anything that has troubled you or them over a period of time or that is likely to affect you or them over a period of time.

1. Yes
2. No
3. Don't know
4. Refused

ASK ALL

Q33. Please could you look at this screen and tell me which of these represents your **household's total income**, before tax and any other deductions. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

Please just tell me the letter that applies to your household.

SHOW SCREEN

Annual	Weekly	Monthly
E) Under £2,500	Under £50	Under £200
J) 2,500 - £4,999	£50 - £99	£200 - £399
C) £5,000 - £9,999	£100 - £199	£400 - £829
G) 10,000 - £15,999	£200 - £309	£830 - £1329
K) 16,000 - £19,999	£310 - £389	£1,330 - £1,649
A) £20,000 - £24,999	£390 - £489	£1,650 - £2,099
D) 25,000 - £29,999	£490 - £579	£2,100 - £2,499
M) 30,000 - £34,999	£580 - £679	£2,500 - £2,899
B) £35,000 - £39,999	£680 - £769	£2,900 - £3,349
H) 40,000 - £44,999	£770 - £869	£3,350 - £3,749
L) 45,000 - £49,999	£870 - £969	£3,750 - £4,149
F) £50,000 or more	£970 or more	£4,150 or more
Don't know		
Refused		

ASK if Q33=DK

Q33_1. Please could you look at this screen and tell me which of these represents your **household's total income**, before tax and any other deductions. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

Please just tell me the letter that applies to your household.

SHOW SCREEN

Annual	Weekly	Monthly
E) Up to £15,999	Up to £309	Up to £1,329
J) 16,000 - £24,999	£310 - £489	£1,330 - £2,099
C) £25,000 - £34,999	£490 - £679	£2,100 - £2,899
G) £35,000 - £49,999	£680 - £969	£2,900 - £4,149
K) £50,000 or more	£970 or more	£4,150 or more
Don't know		
Refused		

ASK IF Q33_1 = DK

Q34_1. Can I just check, is your **household's total income**, before tax and any other deductions more than or less than £16,000 per year?

1. £16,000 or more per year
2. Less than £16,000 per year
3. Don't know
4. Refused