

**BEIS Public Attitudes Tracker – Wave 26 questionnaire**

## Renewable energy

**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

## 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

## Clean growth

### ASK ALL

**Q80.** 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?

SHOW SCREEN. 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

## Shopping around

### ASK ALL

**Q90.** Which of these products or services have you taken out in the last 12 months? This includes making a new purchase, switching providers, upgrading or renewing existing deals.

SHOW SCREEN. SELECT ALL THAT APPLY.

1. Energy (gas/electricity)
2. A Current account
3. A Credit card
4. A Mortgage
5. Home insurance
6. Car insurance
7. A Mobile phone contract
8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)
9. Broadband (not bundled with another product)
10. Pay TV (not bundled with another product)
11. None of these
12. Don't know

### ASK ALL

The next few questions are about shopping around, by which we mean comparing different products, services, deals or providers.

### ASK ALL

**Q91.** Which, if any, of these products or services have you personally shopped around for in the last 12 months? Please include shopping around you did online, by telephone, or in person.

SHOW SCREEN. SELECT ALL THAT APPLY.

1. Energy (gas/electricity)
2. A Current account
3. A Credit card
4. A Mortgage
5. Home insurance
6. Car insurance
7. A Mobile phone contract
8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)
9. Broadband (not bundled with another product)
10. Pay TV (not bundled with another product)
11. None of these
12. Don't know

### ASK IF ANY OF CODES 1-10 SELECTED AT Q91

### ASK FOR EACH PRODUCT SELECTED AT Q91

**Q92.** Please think about the last time you shopped around for [PRODUCT] in the last 12 months.

In which ways did you shop around for [PRODUCT]?

SHOW SCREEN. SELECT ALL THAT APPLY.

1. An online price comparison website or app
2. Phoning or emailing providers/suppliers directly (or they phoned you)
3. Visiting websites of individual providers/suppliers
4. Checked best-buy tables (e.g. internet, newspaper)
5. Consumer websites (e.g. Which?, Moneysavingexpert.com)
6. Customer review websites (e.g. Trustpilot)
7. Visiting providers/suppliers in person (e.g. shops, banks, offices)
8. Using a broker/financial adviser
9. Looked at leaflets/information sent in the mail
10. Sought advice from family, friends, colleagues
11. Other (specify)
12. Don't know

**ASK IF ANY PRODUCTS SELECTED AT Q90 BUT NOT AT Q91 (I.E. IF PURCHASED WITHOUT SHOPPING AROUND)**

**ASK FOR EACH PRODUCT SELECTED AT Q90 BUT NOT AT Q91**

**Q93.** Are there any particular reasons why you have taken out [PRODUCT] without shopping around?

DO NOT PROMPT. SELECT ALL THAT APPLY.

1. Takes too much time/effort
2. Too difficult to compare
3. Too difficult to find information about products/services
4. Not worth it as no real difference between providers
5. Don't know where to shop around
6. Wouldn't know what to look for
7. The offer from the provider was just what I wanted
8. I feel loyalty to my provider / have an established relationship
9. Provider understands my needs
10. Too risky to switch (e.g. disruption to service)
11. Never really thought about it
12. Other (please write in)
13. Don't know

## Switching

### ASK ALL

The next questions are about switching providers or contracts for different products or services. This includes switching to a new provider or taking out a different contract with an existing provider.

### ASK ALL

**Q94.** In the last 12 months, that is since [MONTH YEAR], have you switched provider or contract for any of these products or services?

IF NECESSARY: This includes switching to a new provider or taking out a different contract with an existing provider.

SHOW SCREEN. SELECT ALL THAT APPLY.

1. Energy (gas/electricity)
2. A Current account
3. A Credit card
4. A Mortgage
5. Home insurance
6. Car insurance
7. A Mobile phone contract
8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)
9. Broadband (not bundled with another product)
10. Pay TV (not bundled with another product)
11. None of these
12. Don't know

### ASK IF NOT ALL CODES FROM 1-10 SELECTED AT Q94

**Q95.** Thinking about the products and services that you have not switched in the last 12 months. Which of these are you responsible for purchasing, either on your own or jointly? Please only select products or services that you currently hold.

SHOW SCREEN. SELECT ALL THAT APPLY.

1. Energy (gas/electricity)
2. A Current account
3. A Credit card
4. A Mortgage
5. Home insurance
6. Car insurance
7. A Mobile phone contract
8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)
9. Broadband (not bundled with another product)
10. Pay TV (not bundled with another product)
11. None of these
12. Don't know

### ASK IF ANY OF CODES 1-10 SELECTED AT Q95

### ASK FOR UP TO TWO PRODUCTS SELECTED AT Q95

**Q96.** Why have you not switched provider or contract for [PRODUCT] in the last 12 months?

DO NOT PROMPT. SELECT ALL THAT APPLY.

1. Happy with current provider or contract
2. Don't know how to switch
3. Takes too much time to switch
4. Too much hassle to switch
5. Don't think it would make any difference
6. Too risky to switch
7. Couldn't find a better deal
8. Difficult to switch as not online / not comfortable online
9. Product was not due for renewal
10. Not responsible for this decision
11. Other (specify)
12. Don't know

**ASK IF ANY OF CODES 1-10 SELECTED AT Q94**

**ASK FOR EACH PRODUCT SELECTED AT Q94**

**Q97.** How easy or difficult did you find it to exit the previous contract?

SHOW SCREEN. SELECT ONE ONLY.

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. Not applicable
6. Don't know

**ASK IF ANY OF CODES 1-10 SELECTED AT Q94**

**ASK FOR EACH PRODUCT SELECTED AT Q94**

**Q98.** How easy or difficult was it for you to find a new provider or contract?

SHOW SCREEN. SELECT ONE ONLY.

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. Not applicable
6. Don't know

**ASK IF ANY OF CODES 1-10 SELECTED AT Q94**

**ASK FOR EACH PRODUCT SELECTED AT Q94**

**Q99.** Did you experience any problems during the switching process once you selected a new provider or contract?

SHOW SCREEN. SELECT ONE ONLY.

1. Yes
2. No



3. Don't know

## Consumer rights

### ASK ALL

**Q110.** In the last 12 months, have you bought anything online from the following types of website?

SHOW SCREEN. SELECT ALL THAT APPLY.

1. A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)
2. A single retailer website (e.g. a high street retailer website)
3. No purchases of this type in the last 12 months
4. Don't know

### ASK ALL

**Q111.** Which, if any, of the following online services have you used in the last 12 months?

SHOW SCREEN. SELECT ALL THAT APPLY.

1. Streaming services (e.g. Netflix, Spotify)
2. Social media (e.g. Facebook, Twitter, Instagram)
3. Renting a service from another individual (e.g. Airbnb, Uber)
4. None of these
5. Don't know

### ASK IF Q110 = 1 or 2 or Q111 = 1 or 3

**Q112.** I'm now going to ask you 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.

How easy or difficult have you found it to understand the terms and conditions...

SHOW SCREEN. READ OUT ITEMS. SELECT ONE RESPONSE FOR EACH ITEM.

	Very easy	Fairly easy	Fairly difficult	Very difficult	I have not seen / read the terms and conditions	Don't know
IF Q110 = 1: When you buy from a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)						
IF Q110 = 2: When you buy from a single retailer website (e.g. a high street retailer website)						
IF Q111 = 1: When you use streaming services (e.g. Netflix, Spotify)						
IF Q111 = 3: When you rent a service from another individual (e.g. Airbnb, Uber, JustPark)						

**ASK IF Q111 = 2**

**Q113.** 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?

SHOW SCREEN. SELECT ONE ONLY.

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. I have not seen or read privacy notices
6. Don't know

**ASK ALL**

**Q114.** Which of the following do you think offers the best protection in terms of your consumer rights?

1. When you buy from a store on the high street
2. When you buy from the website of a high street retailer
3. Or is there no difference?
4. DO NOT READ OUT: Depends on the shop/site
5. DO NOT READ OUT: Don't know

**ASK ALL**

**Q115.** Which of the following do you think offers the best protection in terms of your consumer rights?

1. When you buy from the website of a high street retailer
2. When you buy from a private seller online
3. Or is there no difference?
4. DO NOT READ OUT: Depends on the shop/site
5. DO NOT READ OUT: Don't know

## Consumer dispute resolution services

### ASK ALL

**Q116.** I would now like to ask you about **consumer dispute resolution services**. These are independent organisations which help people resolve a consumer dispute, such as an ombudsman.

Before today, had you heard of any of these types of services?

CODE ONE ONLY

1. Yes
2. No

### ASK IF Q116 = 1

**Q117.** I'm now going to read out a series of statements about ombudsman services. For each, please tell me whether you think it is true or false.

READ OUT STATEMENTS. RANDOMISE ORDER OF STATEMENTS.

	True	False	It depends [DO NOT PROMPT]	Don't know
An ombudsman is independent of businesses				
Consumers need to pay a fee for using an ombudsman				
Businesses are required to act on the decision of an ombudsman				
Using an ombudsman means you have to go to court to resolve your dispute				
An ombudsman's decision is impartial				
Consumers can only use an ombudsman if they have first given the business they are in dispute with an opportunity to resolve their complaint				

## Consumer problems

### ASK ALL

**Q120.** In the last 12 months, that is since [MONTH / YEAR], have you experienced a problem with any of the following providers, whether or not this was eventually resolved?

SHOW SCREEN. SELECT ALL THAT APPLY.

1. Energy provider
2. Current account provider
3. Credit card provider
4. Insurance provider
5. Mortgage provider
6. Broadband provider
7. Mobile phone provider
8. Water company
9. Pay-tv company (e.g. Sky)
10. Rail company
11. Estate agent/letting agent
12. Builder/home improvements or repairs company
13. Holiday company/airline
14. Retail/shop/online shopping provider
15. None of the above
16. Don't know

### ASK IF Q120 = ANY OF CODES 1-14

#### ASK FOR EACH PROBLEM

\*\*\***Q121.** Thinking about your most recent problem with the [PROVIDER], did you contact anyone about this problem?

SHOW SCREEN. SELECT ALL THAT APPLY.

1. Yes, I contacted the company / provider
2. Yes, I contacted someone else / another organisation
3. I took no action / I have not taken any action yet [EXCLUSIVE CODE]
4. Don't know

### ASK IF Q120 = ANY OF CODES 1-14

#### ASK FOR EACH PROBLEM

\*\*\***Q122.** And did you resolve the problem directly with the provider?

1. Yes
2. No
3. Issue still ongoing
4. Don't know

**ASK IF Q121 = 2 or Q122 = 2**

**ASK FOR EACH PROBLEM**

**\*\*\*Q123.** Apart from any contact you had with the [PROVIDER} directly, what else did you do in response to your problem?

SHOW SCREEN. SELECT ALL THAT APPLY.

1. Took dispute to court/took out a claim
2. Sought legal advice
3. Contacted an Ombudsman
4. Used a dispute resolution services (for example, conciliation/mediation/arbitration)
5. Contacted a sector regulator (e.g. Ofgem, Ofcom, the Financial Conduct Authority)
6. Sought advice from Citizens Advice/Consumer Helpline
7. Contacted Trading Standards
8. Complained via Resolver (part of MoneySavingExpert.com)
9. Raised it on social media (e.g. Facebook, Twitter)
10. Not yet resolved
11. Other (specify)
12. Don't know

**ASK IF Q121 = 2 or Q122 = 2**

**ASK FOR EACH PROBLEM**

**\*\*\*Q124.** Are there any particular reasons why you didn't use an ombudsman or another dispute resolution service for your problem with the [PROVIDER]?

SHOW SCREEN. SELECT ALL THAT APPLY.

1. Didn't need to, problem was resolved
2. Complaint was of low monetary value /not worth it
3. Too trivial/not important
4. Not aware of these services
5. Didn't know how to access these services
6. The service provider refused to participate
7. I did not think it would make a difference
8. Thought it would take too long
9. Thought it would cost me money
10. Didn't have time/too much hassle
11. Other (specify)
12. Don't know

## Trust in consumer organisations

**ASK ALL**

**Q130.** How much, if at all, do you trust the following to give you impartial information?

[RANDOMISE ORDER OF ITEMS]

SHOW SCREEN AND READ OUT ITEMS.

	<b>A lot</b>	<b>A fair amount</b>	<b>Not very much</b>	<b>Not at all</b>	<b>Don't know</b>
Ofgem					
Energy suppliers					
Price comparison websites					
Consumer groups e.g. Which, Money Saving Expert					
Citizens Advice					
Trading standards					
Government websites					