

**BEIS Public Attitudes Tracker – Wave 30 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

### 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)

## 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. PROBE: Any others?

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. PROBE: Any others?

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?

PROBE: ANY OTHERS?

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? PROBE:  
Any others?

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 service (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. Nothing
12. Other (specify)
13. Don't know

**ASK IF (Q121 = 2 or Q122 = 2) AND (Q123 does not = 3 or 4)**

**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.

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



## Artificial intelligence (AI)

### ASK ALL: READ OUT

We would now like to ask you 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.

### ASK ALL

**Q210.** Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?

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

### ASK ALL

**Q211.** Which of these statements best describes your level of interest in artificial intelligence?

SHOW SCREEN. SELECT ONE ONLY

1. I'm very interested in AI and will actively seek out information about future developments
2. I'm very interested in AI and will take an interest in news stories or articles about future developments
3. I'm interested in AI but I am unlikely to make a special effort to keep informed
4. I'm not particularly interested in AI
5. I'm not at all interested in AI
6. Don't know

### ASK ALL

**Q212.** Overall, how positive or negative do you feel about the impact of increasing use of artificial intelligence in the UK?

SHOW SCREEN. SELECT ONE ONLY

1. Very positive
2. Fairly positive
3. Neither positive nor negative
4. Fairly negative
5. Very negative
6. Don't know

### ASK ALL

**Q213.** Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

RANDOMISE STATEMENTS

- a) Computer applications that can recognise speech and answer questions
- b) Facial recognition applications which can recognise images
- c) Computer applications that target advertising based on web browsing
- d) Computer applications which help diagnose patients by analysing medical symptoms and records
- e) Computer applications that review CVs and help employers decide who to interview

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

**ASK ALL**

**Q214.** And to what extent do you support or oppose each of the following applications of artificial intelligence?

RANDOMISE STATEMENTS

- a) Computer applications that can recognise speech and answer questions
- b) Facial recognition applications which can recognise images
- c) Computer applications that target advertising based on web browsing
- d) Computer applications which help diagnose patients by analysing medical symptoms and records
- e) Computer applications that review CVs and help employers decide who to interview

SHOW SCREEN. SELECT ONE ONLY

- 1. Strongly support
- 2. Support
- 3. Neither support nor oppose
- 4. Oppose
- 5. Strongly oppose
- 6. (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**

<b>Annual</b>	<b>Weekly</b>	<b>Monthly</b>
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

<b>Annual</b>	<b>Weekly</b>	<b>Monthly</b>
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