



Department for  
Business, Energy  
& Industrial Strategy

# BEIS PUBLIC ATTITUDES TRACKER

Technical note (issued with wave 37)



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# Introduction

## Background

The Public Attitudes Tracker (PAT) survey covers public attitudes towards Department for Business, Energy and Industrial Strategy (BEIS) policies such as energy, climate change, consumer rights, artificial intelligence and workers' rights. The survey began in March 2012 and runs four times a year. Questions on issues where attitudes are expected to shift more quickly or to be affected by seasonal changes are repeated quarterly; other questions are asked annually. The tracker is regularly reviewed to ensure that the data continue to offer valuable insight.

This technical report is issued following wave 37 of the PAT (conducted in March 2021). The report provides background information about the survey and notes changes that have been made to the design over the last year (covering waves 34-37).

## Survey and policy changes

Until March 2020 (wave 33) the survey was conducted using in-home interviews conducted via the Kantar UK face-to-face Omnibus. However, fieldwork in March 2020 stopped early due to the outbreak of Coronavirus (COVID-19) in the UK, and the associated lockdown measures. The findings from wave 33, based on a truncated face-to-face sample, were published in May 2020.<sup>1</sup> A parallel version of wave 33 was also conducted by web on the Kantar online omnibus. The purpose of this was to test and compare alternative methodologies with a view to deciding on the best approach for future waves, while lockdown restrictions remain in place. This online panel was also used for waves 34 to 37.

As a result of the change in methodology and subsequent break in time series, the Excel summary tables, which show trends across all waves of the tracker, were not published for waves 34 to 37. All other survey deliverables were published for waves 34 to 37. The key deliverables for this survey include:

- **A key findings report**, presenting summary headline findings from the current wave.
- **An Excel data set containing questionnaire variables**, demographic variables and derived variables for further analysis. An SPSS version of the dataset is available upon request.
- **Excel label data (CSV)**, containing labels for all variables.
- **Excel numeric data (CSV)**, containing numeric values for all variables.
- **Cross tabulation tables (PDF and Excel) for the current wave**, including demographic and key question sub-group comparisons for all questions.

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<sup>1</sup> The March 2020 (wave 33) report can be found here:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/884028/BEIS\\_PAT\\_W33 - Key findings Final .pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/884028/BEIS_PAT_W33_-_Key_findings_Final_.pdf)

## Coronavirus (COVID-19)

It should also be noted that fieldwork for waves 33 to 37 took place during the COVID-19 outbreak. It is unclear what effect the COVID-19 outbreak, associated lockdown measures and associated media coverage may have had on public behaviours, attitudes and perceptions towards the topics in this report across the UK. This is a further reason why comparisons with earlier face-to-face waves should be avoided.

# Methodology and sampling

Waves 34 to 37 of the PAT have been conducted on the Kantar UK online omnibus due to the outbreak of Coronavirus (COVID-19) and the associated lockdown measures, which meant that a face-to-face approach could not be used.

The Kantar online omnibus primarily uses the Kantar online access panel as the main sample source. The Kantar panel is part of an association of quality-conscious panel providers that work together to fulfil sample requirements that cannot be met by a single provider within the required timescales. For this survey the Kantar panel was supplemented with Lucid, which has been vetted by Kantar as reputable and offering high-quality sample. Lucid has been used on the online waves of the tracker to provide sample among groups that are harder to reach. Examples of groups Lucid has been used to reach on the tracker are those living in Northern Ireland and males aged between 16 and 34 in all areas.

Depending on the length of the interview at each wave, panellists were rewarded between 40 and 50 'points' for completing the survey. This is equivalent to between £0.40 and £0.50.

Using online access panels to source sample brings a number of benefits. These include allowing for data collection while social distancing measures are in place, speed, cost-efficiency, and helping to minimise social desirability bias (as there is no interviewer present). However, it is important to flag that there are some potential downsides to this approach as well:

- There is a risk that online panellists are not representative of the general population
- People volunteer to join online access panels and this approach may therefore be particularly prone to self-selection bias
- Online panel surveys exclude the off-line population
- Panellists can become “experienced” participants to repeated surveys

With this type of sample, the accuracy of estimates is conditional on the assumption that the combined effects of sampling, fieldwork protocols, quota application, and weighting have successfully eradicated biasing selection effects on the data. However, this assumption is untestable without substantial – and impractical – expenditure on collecting benchmark data using a random probability sampling approach.

The steps we have taken to minimise the risk of bias are as follows:

- The Kantar panel uses a diverse set of recruitment sources and a variety of recruitment methods. This includes opt-in email, co-registration, e-newsletter campaigns, and traditional banner placements.
- The sample was stratified by region before it was drawn. This helped to ensure that the final sample reflected, as far as possible, the regional profile of the general population.
- From wave 35 onwards, panel members who had taken part in previous online waves were exempt from taking part in subsequent waves of the survey. This was to prevent panel conditioning which presents a risk to survey measurement as respondents may

answer differently as a result of having participated in prior waves.<sup>2</sup> It should be noted that de-duplication did not occur between waves 33 and 34, and this should be considered when viewing the results.

- Quotas were set to compensate for known biases in online panels. Younger people and men are generally under-represented on online panels, so an interlocking quota by age and gender was set.
- Weighting was applied to ensure that the demographic profile of our sample matched the profile of the UK general population aged 16+. The variables included in the weighting matrix were: sex, age, social grade, region, tenure, property type, main way the property is heated, and whether there is someone with a long-standing illness or disability in the household. The Weighting section provides further details on the weighting approach used.

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<sup>2</sup> For example, a respondent may have said that they have no awareness of shale gas at wave 34, but may feel they have an idea of what shale gas is at wave 35 solely because they answered a question on it at that wave 34. Alternatively, a respondent who has no awareness of shale gas at wave 34 may do some research into shale gas after completing the survey to find out more about it, and so would genuinely know more about it at the next wave.

# Questionnaire

## Questionnaire design and cognitive testing

The original PAT questionnaire was designed by Kantar and BEIS. Many of the current survey questions have been asked since the early waves of the survey conducted from 2012. Where new topics are added to the survey, questions are jointly developed between Kantar and BEIS and refined through cognitive testing.

Cognitive testing was conducted prior to wave 35 (September 2020) to test new questions on nuclear fusion energy prior to adding them to the survey. Cognitive interviewing helps to identify any ambiguities in question or response wording and any words or phrases that are open to misunderstanding or misinterpretation. It does this through assessing the thought processes that respondents go through when trying to answer a question.

Eight cognitive interviews were carried out by members of Kantar prior to wave 35. Each interview was conducted using an online script, which was completed by respondents while the researcher viewed their screen over Microsoft Teams.

## Questionnaire structure

Where possible, the structure of the questionnaire follows previous waves. To minimise context effects, new topics are generally added to the end of the questionnaire, and new questions on existing topics to the end of the existing section.

A list of survey topics, the waves that they were included, whether the topic was existing or new (from wave 34 onwards), and a summary of the questions asked in each topic, is included in Table 1.

**Table 1: Survey topics and wave**

Survey topic	Waves included	Existing or new survey topic (from July 2020)	Summary of questions asked
Renewables	Wave 34 (Jul 2020), Wave 35 (Sep 2020), Wave 36 (Dec 2020), Wave 37 (Mar 2021)	Existing	Support/opposition to renewables energy overall (asked quarterly) and for five different renewable sources (asked biannually at wave 35 and wave 37).  Three attitudinal questions asked in relation to renewables.
Shale gas	Wave 34 (Jul 2020), Wave 35	Existing	Awareness/knowledge of, and



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	(Sep 2020), Wave 36 (Dec 2020), Wave 37 (Mar 2021)		support/opposition to, shale gas.  Follow-up questions asked of those who support, oppose and are neutral on shale gas to ask reasons for this.
Shopping around for products and services	Wave 34 (Jul 2020)	Existing	Experience of shopping around in different sectors in the last 12 months.
Switching products and services	Wave 34 (Jul 2020)	Existing	Experience of switching suppliers in different sectors in the last 12 months.
Consumer rights	Wave 34 (Jul 2020)	Existing	Understanding of terms and conditions and privacy notices when buying products or services online and perception of consumer rights protection for different channels.
Consumer dispute resolution services	Wave 34 (Jul 2020)	Existing	Awareness of, and attitudes towards, consumer dispute resolution services.
Consumer problems	Wave 34 (Jul 2020)	Existing	Whether experienced a problem with providers in a range of different sectors and experience of trying to resolve problems.
Trust in consumer organisations	Wave 34 (Jul 2020)	Existing	Trust in a range of different consumer organisations.

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Artificial intelligence	Wave 34 (Jul 2020)	Existing	Awareness/knowledge of AI.  Attitudinal questions and statements on AI.
Energy sources	Wave 35 (Sep 2020), Wave 37 (Mar 2021)	Existing	Which energy sources are used in home.
Insulation	Wave 35 (Sep 2020)	Existing	Whether different types of insulation installed in home.  Reasons for not installing insulation (where this applies).
Energy performance certificates (EPCs)	Wave 35 (Sep 2020)	Existing	Awareness/knowledge of EPCs.  Role of EPCs on making changes to homes to make them more energy efficient.
Energy standards for rental properties	Wave 35 (Sep 2020)	Existing	Knowledge about minimum energy standards for rental properties.
Workers' rights	Wave 35 (Sep 2020)	Existing	Background questions on employment status.  Knowledge about employment rights at work, information sources, and experience of problems to do with employment rights at work.
Radioactive waste	Wave 35 (Sep 2020)	Existing	Knowledge about how the UK currently manages radioactive waste and about geological disposal facilities.

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Small modular reactors	Wave 35 (Sep 2020)	Existing	Awareness/knowledge about small modular reactors.
Decommissioning oil and gas	Wave 35 (Sep 2020)	Existing	Awareness/knowledge about decommissioning offshore oil and gas.
Condensing boilers	Wave 36 (Dec 2020)	Existing	Whether have a condensing gas boiler.
Heat networks	Wave 36 (Dec 2020)	Existing	Awareness of heat networks, likelihood to join one and whether positive or negative about heat networks.
Renewable heating systems	Wave 36 (Dec 2020)	Existing	Awareness/knowledge about renewable heating systems overall and different types of renewable heating system.  Attitudes towards renewable heating systems.
Heat usage in the home	Wave 36 (Dec 2020)	Existing	Attention paid to heat used at home and reason for paying attention/not paying attention.
Installing or replacing heating systems	Wave 36 (Dec 2020)	Existing	Circumstances in which people would replace a boiler and motivation for replacing boiler.  Sources trusted to provide advice about which heating system to install in home.
Climate Change	Wave 34 (Jul 2020), Wave 35 (Sep 2020), Wave 36 (Dec 2020),	Existing	Level of concern about climate change (asked quarterly).

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	Wave 37 (Mar 2021)		Further questions on main cause of climate change, impact of climate change, changing behaviour, tackling climate change, trust in information sources and attitudes in relation to climate change.
Energy security	Wave 37 (Mar 2021)	Existing	Level of concern over different aspects of future energy security in the UK.
Nuclear energy	Wave 37 (Mar 2021)	Existing	Whether support or oppose nuclear energy and attitudes in relation to nuclear energy.
Carbon capture and storage	Wave 37 (Mar 2021)	Existing	Awareness/knowledge of, and support/opposition to, carbon capture and storage.
Energy saving and wasting	Wave 37 (Mar 2021)	Existing	Level of thought given to saving energy at home and frequency of engaging in a range of energy saving or wasting behaviours.
Smart meters	Wave 37 (Mar 2021)	Existing	Awareness and ownership of a smart meter.
Energy bills	Wave 37 (Mar 2021)	Existing	Level of worry over paying for energy bills and other household bills.
Energy suppliers and switching	Wave 37 (Mar 2021)	Existing	Whether switched energy supplier in last year.

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			Trust in energy suppliers on different metrics.
Corporate trust and responsibility	Wave 37 (Mar 2021)	Existing	Trust in large financial and legal business on different aspects.
Office for Product Safety and Standards (OPSS)	Wave 37 (Mar 2021)	Existing	Awareness of OPSS (alongside other organisations), where heard about OPSS and trust in OPSS.
Net Zero	Wave 34 (Jul 2020), Wave 35 (Sep 2020), Wave 36 (Dec 2020), Wave 37 (Mar 2021)	Existing	Awareness/knowledge of “Net Zero” (asked quarterly).
Fusion Energy	Wave 35 (Sep 2020)	New	Awareness of, and support/opposition to, fusion energy.

## Fieldwork

**Table 2: Fieldwork dates and sample sizes for each wave**

Wave	Fieldwork dates	Sample sizes
Wave 1 (Mar 2012)	21 to 25 March 2012	2,121
Wave 2 (Jun 2012)	27 June to 1 July 2012	2,100
Wave 3 (Sep 2012)	26 to 30 September 2012	2,118
Wave 4 (Dec 2012)	12 December 2012 to 2 January 2013	2,107
Wave 5 (Mar 2013)	27 to 31 March 2013	2,051
Wave 6 (Jul 2013)	3 to 7 July 2013	2,124
Wave 7 (Sep 2013)	25 to 29 September 2013	2,103
Wave 8 (Dec 2013)	11 to 15 December 2013	2,110
Wave 9 (Mar 2014)	26 to 30 March 2014	2,040
Wave 10 (Jun 2014)	25 to 29 June 2014	2,087
Wave 11 (Sep 2014)	24 to 28 September 2014	2,103
Wave 12 (Dec 2014)	10 December 2014 to 8 January 2015	2,119
Wave 13 (Mar 2015)	18 to 29 March 2015	1,981
Wave 14 (Jun 2015)	24 to 28 June 2015	2,118
Wave 15 (Sep 2015)	23 to 27 September 2015	2,121
Wave 16 (Dec 2015)	9 to 13 December 2015	2,121
Wave 17 (Mar 2016)	23 to 27 March 2016	2,105

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Wave 18 (Jun 2016)	29 June to 3 July 2016	2,114
Wave 19 (Sep 2016)	28 September to 2 October 2016	2,080
Wave 20 (Dec 2016)	14 to 18 December 2016	2,138
Wave 21 (Mar 2017)	29 March to 2 April 2017	2,180
Wave 22 (Jun 2017)	30 June to 4 July 2017	2,097
Wave 23 (Sep 2017)	27 September to 1 October 2017	2,105
Wave 24 (Dec 2017)	13 to 17 December 2017	2,078
Wave 25 (Mar 2018)	28 March to 6 April 2018	2,102
Wave 26 (Jul 2018)	11 to 17 July 2018	4,268 <sup>3</sup>
Wave 27 (Sep 2018)	19 to 30 September 2018	4,258
Wave 28 (Dec 2018)	5 to 16 December 2018	4,273
Wave 29 (Mar 2019)	13 to 24 March 2019	4,224
Wave 30 (Jun 2019)	5 to 16 June 2019	4,231
Wave 31 (Sep 2019)	11 to 22 September 2019	4,201
Wave 32 (Dec 2019)	4 to 22 December 2019	4,212
Wave 33 (Mar 2019)	11 to 17 March 2020	1,851 <sup>4</sup>
Wave 33 CAWI (Mar 2020)	3 April to 7 April 2020	2,544
Wave 34 CAWI (Jun 2020)	4 June to 9 June 2020	4,011

<sup>3</sup> The sample size increased to c. 4,200 from Wave 26 (July 2018) onwards to allow greater scope for regional analysis.

<sup>4</sup> Fieldwork finished early due to the outbreak of COVID-19, leading to a smaller size for this wave.

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Wave 35 CAWI (Sep 2020)	2 to 8 September 2020	4,033
Wave 36 CAWI (Dec 2020)	3 to 8 December 2020	4,022
Wave 37 CAWI (Mar 2021)	3 to 11 March 2021	4,029

**Table 3: Average fieldwork length for each wave**

<b>Wave</b>	<b>Average interview length in minutes</b>
Wave 34 CAWI	10:48
Wave 35 CAWI	09:36
Wave 36 CAWI	07:24
Wave 37 CAWI	13:18



# Data management, coding and weighting

## Data management

The data set is checked and cleaned each quarter. This includes:

- Routing checks on questionnaire variables
- Checks on all demographic variables
- Cleaning of variable names, variable labels and value labels
- Sense checks on all variables

Derived variables were created for analytical purposes.

## Coding

A small number of questions are included in the questionnaire with an 'other specify' code. Verbatim responses from the 'other' code are reviewed by Kantar during the data collection stage. Based on this a number of responses are back-coded to existing codes and a small number of new codes are added to capture additional common responses.

## Data and reporting outputs

Following fieldwork at each wave, Kantar provides the following outputs:

- **A key findings report**, presenting summary headline findings from the current wave.
- **An Excel data set containing questionnaire variables**, demographic variables and derived variables for further analysis. An SPSS version of the dataset is available upon request.
- **Excel label data (CSV)**, containing labels for all variables.
- **Excel numeric data (CSV)**, containing numeric values for all variables.
- **Cross tabulation tables (PDF and Excel) for the current wave**, including demographic and key question sub-group comparisons for all questions.

## Weighting

Results are weighted at the analysis stage to be representative of the UK adult population aged 16+. As with the waves carried out on the face-to-face PAT, data are weighted for the following characteristics: sex, age, social grade, region and tenure.

However, with this standard weighting applied there remained some large differences between the profile of the online sample and the profile typically achieved in recent waves of the face-to-face data PAT. These differences were most pronounced for (i) property type, (ii) the main way the property is heated, and (iii) whether anyone in the household has a long-standing illness. It was felt that the online sample was likely to be less representative of the population than the face-to-face sample. For this reason, the online sample was weighted so that these three variables matched recent waves of the face-to-face survey.

The weight is called Weight0 in the dataset. Any analysis of the data should be based on the weighted value for each individual. The source for each weighting variable is provided below (Table 4).

**Table 4: Weighting sources**

Weighting variable	Source
Age	Office for National Statistics (ONS) Mid-year Population Estimates 2019
Gender	Office for National Statistics (ONS) Mid-year Population Estimates 2019
Social grade	Kantar TGI (Jan 19 - Dec 19)
Region	Office for National Statistics (ONS) Mid-year Population Estimates 2019
Tenure	Annual Population Survey (Jan 19 - Dec 19)
Property type	Waves 30 to 33 of the face-to-face PAT survey
Main way property is heated	Waves 30 to 33 of the face-to-face PAT survey
Long-standing illness or disability in the household	Waves 30 to 33 of the face-to-face PAT survey

It should be noted that the weighting only corrects for observed bias (for the set of variables included in the weighting matrix) and there is a risk of unobserved bias. Furthermore, the raking algorithm used for the weighting only ensures that the sample margins match the population margins. There is no guarantee that the weights will correct for bias in the relationship between the variables.

## Analysis notes

The following points should be noted regarding the survey outputs produced for waves 34 to 37:

- Use of different outputs:
  - The PDF/Excel cross tabulation tables should be used for viewing question responses at an overall, demographic and sub-group level for the current wave of the survey.
  - The Excel data sets should be used for conducting further analysis of survey results for the current wave of the survey. This allows users to look at any question and derived variable breakdowns that are not included in the PDF/Excel cross tabulation tables.
- The following variables have been removed from the Excel data set due to potential risk of disclosure:
  - Wave 34: Q28 (main way property is heated<sup>5</sup>) and exactage (exact age variable<sup>6</sup>).
  - Wave 35: Numbhh (number of people living in the household<sup>7</sup>); Q28 and exactage.
  - Wave 36: Q42 (renewable heating systems installed in home); Q28, numbhh and exactage.
  - Wave 37: Q28, numbhh and exactage.
- All data sets include a number of derived variables where questionnaire response options have been combined or questions have been re-based. These derived variables are included at the end of each data set and the variable labels are prefixed with 'DV'.

### Comparisons with previous waves using face-to-face data collection.

The online results from wave 34 to wave 37 should not be directly compared with face-to-face results from previous waves.

The online and face-to-face results are not directly comparable for two reasons: selection effects (that is differences in the types of individuals that responded due to the different sampling methods employed) and measurement effects (that is differences in responses given by the same individuals due to the different interview modes).

Our weighting design attempts to reduce the **selection effects** between the online and face-to-face approaches (by weighting the online sample to match the face-to-face sample). However, it is likely that unobservable differences remain between the two samples.

When it comes to **measurement effects**, differences in results could be caused by a number of factors (see below). Measurement effects cannot be ameliorated by weighting, although it is

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<sup>5</sup> An aggregated version of this variable is included in data sets for all waves (q28\_net).

<sup>6</sup> All data sets include four banded age variables: cage2, cage3, cage7 and cage8.

<sup>7</sup> An aggregated version of this variable is included in data sets for all waves (chhs).

sometimes possible to estimate their direction and scale and (at least partially) account for them in analysis.

Some examples of measurement effects:

- Face-to-face interviewers can provide motivation or clarification when required; this cannot truly be replicated online.
- People who would not disclose sensitive personal information or socially undesirable opinions/behaviours to an interviewer may be more willing to provide this information online.
- Where a response scale is used (e.g. running from “strongly agree” to “strongly disagree”), interview respondents are generally more likely to select a ‘strong’ response – at either end of the scale – than they would if they were completing the survey online.
- For logistical reasons, the questionnaire has to be adapted slightly for each mode and this can affect measurement:
  - Long questions or response lists are not suitable for smartphone presentation and need to be edited in some cases for the online survey.
  - Unprompted questions (‘do not show screen’) have to be converted into prompted versions for online presentation which will limit compatibility.
  - Presentation of “don’t know” answer codes: In CAPI<sup>8</sup> and CATI<sup>9</sup> these are usually collected as spontaneous codes, i.e. the interviewer will only select these if the respondent mentions it. However, on CAWI<sup>10</sup> these codes have to be available more obviously for respondents (though they can be ‘hidden’ in the initial presentation).

While an attempt was made to ensure comparability between presentation of questions on face-to-face and CAWI, inevitably some of the differences outlined above remained.

It should also be noted that fieldwork for wave 33 and wave 34 took place during the first COVID-19 lockdown period (March to July 2020) and wave 36 took place during the period when regional tiered restrictions were in place (October to December 2020), the level of restrictions varying across the UK. It is unclear what effect the COVID-19 outbreak and associated media coverage during fieldwork may have had on public behaviours, attitudes and perceptions towards the topics in this report. This is a further reason why comparisons with earlier face-to-face waves should be avoided.

## Significance testing

Strictly speaking, significance tests can only be applied to probability samples and are not applicable to quota-based designs. However, we have used significance testing (based on a 95% confidence interval) on the assumption that the variance of the PAT sample is similar to

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<sup>8</sup> Computer assisted personal interviewing

<sup>9</sup> Computer assisted telephone interviewing

<sup>10</sup> Computer assisted web interviewing

that of an equally specified probability sample. This has been used for the following analysis and outputs:

- To flag significant differences between sub-groups at each wave in the PDF cross tabulation tables for each wave.
- To inform the analysis included in the summary report produced for each wave.

## Question changes

Due to the switch to web, many questions have been changed or removed from the PAT in waves 34 to 37. The ‘Don’t know’ option was made visible for all web questions, after being hidden off screen for face-to-face. A list of changes can be found in the Tables 5 and 6 below.

**Table 5: Question changes<sup>11</sup>**

Question	Face-to-face version	CAWI version	Summary of change
Q3 (Renewable energy)	<p>SHOW SCREEN</p> <p>The next question is about renewable energy. This covers a number of different forms, including wind power, solar energy and biomass.</p> <p>Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat?</p> <p>IF SUPPORT: Is that strongly support, or just support?</p> <p>IF OPPOSE: Is that strongly oppose, or just oppose?</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <p>1. Strongly support</p> <p>2. Support</p>	<p>The next question is about renewable energy. This covers a number of different forms, including wind power, solar energy and biomass.</p> <p>Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat?</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <p>1. Strongly support</p> <p>2. Support</p> <p>3. Neither support nor oppose</p> <p>4. Oppose</p> <p>5. Strongly oppose</p> <p>6. Don't know</p>	<p>Face-to-face interviewer instructions removed.</p>

<sup>11</sup> Any capitalised sentences are instructions for either the interviewer, scripter or respondent.

	<p>3. Neither support nor oppose</p> <p>4. Oppose</p> <p>5. Strongly oppose</p> <p>6. Don't know</p>		
Q15b (Shale gas)	<p>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?</p> <p>IF SUPPORT: Is that strongly support, or just support?</p> <p>IF OPPOSE: Is that strongly oppose, or just oppose?</p> <p>[INVERT ORDER OF STATEMENTS 1-5]</p> <p>1. Strongly support</p> <p>2. Support</p> <p>3. Neither support nor oppose</p> <p>4. Oppose</p> <p>5. Strongly oppose</p> <p>6. Don't know/No opinion</p>	<p>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?</p> <p>[INVERT ORDER OF STATEMENTS 1-5]</p> <p>1. Strongly support</p> <p>2. Support</p> <p>3. Neither support nor oppose</p> <p>4. Oppose</p> <p>5. Strongly oppose</p> <p>6. Don't know/No opinion</p>	<p>Face-to-face interviewer instructions removed.</p>
Q15c (Shale gas)	<p>You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?</p> <p>DO NOT SHOW SCREEN. CODE ALL THAT APPLY.</p>	<p>You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?</p> <p>PLEASE SELECT ALL THAT APPLY.</p>	<p>Face-to-face interviewer instructions replaced.</p> <p>Changed from unprompted list to prompted list.</p>

	<p>1. Good for local jobs and investment</p> <p>2. Reduces dependence on other countries for UK's energy supply</p> <p>3. Reduces dependence on fossil fuels (coal, oil)</p> <p>4. Need to use all available energy sources</p> <p>5. Will have positive impact on climate change / meeting carbon reduction targets</p> <p>6. May result in cheaper energy bills</p> <p>7. Will have positive impact on UK economy</p> <p>8. Won't affect me/my local area so no personal impact</p> <p>9. Positive reports in the media</p> <p>10. Community benefits</p> <p>11. Shale Wealth Fund</p> <p>12. No specific reason (SINGLE CODE)</p> <p>13. Other (specify)</p> <p>14. Don't know</p>	<p>1. Good for local jobs/ investment</p> <p>2. Reduces dependence on other countries for UK's energy supply</p> <p>3. Reduces dependence on other fossil fuels (coal, oil)</p> <p>4. We need to use all available energy sources</p> <p>5. Positive impact on climate change / meeting carbon reduction targets</p> <p>6. Cheaper energy bills</p> <p>7. Positive impact on UK economy</p> <p>8. No specific reason (SINGLE CODE)</p> <p>9. Other reason (please type in)</p> <p>10. Don't know</p>	<p>Face-to-face answer categories updated: 1, 4, 5, 6 &amp; 7.</p> <p>Face-to-face answer categories removed: 8, 9, 10 &amp; 11.</p>
<p>Q15d (Shale gas)</p>	<p>You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?</p>	<p>You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?</p>	<p>Face-to-face interviewer instructions replaced.</p>

	<p>DO NOT SHOW SCREEN. CODE ALL THAT APPLY.</p> <p>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.</p> <p>IF RESPONDENT MENTIONS RISK / UNCERTAINTY ASK WHICH ISSUES THEY ARE CONCERNED ABOUT AND CODE AS APPROPRIATE. IF ONLY GENERAL CONCERNS USE CODE 10.</p> <p>1. Loss/destruction of natural environment</p> <p>2. Increased traffic/noise/disruption</p> <p>3. Local house prices will fall</p> <p>4. Use of chemicals in the process</p> <p>5. Should focus on developing renewable energy sources</p> <p>6. Should focus on developing other energy sources</p> <p>7. Risk of contamination to water supply</p> <p>8. Risk of earthquakes</p>	<p>PLEASE SELECT ALL THAT APPLY.</p> <p>1. Loss/destruction of natural environment</p> <p>2. Increased traffic/noise/disruption</p> <p>3. Use of chemicals in the process</p> <p>4. Should focus on developing renewable energy sources</p> <p>5. Should focus on developing other energy sources</p> <p>6. Risk of contamination to water supply</p> <p>7. Risk of earthquakes</p> <p>8. Negative impact on climate change / meeting carbon reduction targets</p> <p>9. Not a safe process</p> <p>10. Negative reports in the media</p> <p>11. Too much risk / uncertainty to support at present</p> <p>12. No specific reason (SINGLE CODE)</p> <p>13. Other reason (please type in)</p> <p>14. Don't know</p>	<p>Changed from unprompted list to prompted list.</p> <p>Face-to-face answer categories removed: 3 &amp; 11.</p>
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	<p>9. Negative impact on climate change / meeting carbon reduction targets</p> <p>10. Not a safe process</p> <p>11. Will not be regulated effectively</p> <p>12. Negative reports in the media</p> <p>13. Too much risk / uncertainty to support at present</p> <p>14. No specific reason (SINGLE CODE)</p> <p>15. Other (specify)</p> <p>16. Don't know</p>		
<p>Q15e (Shale gas)</p>	<p>You said that you don't know whether you support or oppose/neither support nor oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?</p> <p>DO NOT SHOW SCREEN. CODE ALL THAT APPLY.</p> <p>1. Don't know enough about it</p> <p>2. Not interested in it</p> <p>3. I can see the positives and negatives</p> <p>4. Haven't made up my mind yet</p> <p>5. Will have no impact on me</p> <p>6. There are many vocal campaigns and I</p>	<p>You said that you don't know whether you support or oppose/neither support nor oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <p>1. Don't know enough about it</p> <p>2. Not interested in it</p> <p>3. I can see the positives and negatives</p> <p>4. Haven't made up my mind yet</p> <p>5. Will have no impact on me</p> <p>6. I've heard campaigns for and against and I</p>	<p>Face-to-face interviewer instructions replaced.</p> <p>Changed from unprompted list to prompted list.</p> <p>Face-to-face answer categories updated: 5</p>

	<p>don't know what to believe</p> <p>7. Have never heard of it</p> <p>8. Other (specify)</p>	<p>don't know what to believe</p> <p>7. Have never heard of it</p> <p>8. Other (specify)</p>	
Q220 (Net Zero)	<p>SHOW SCREEN</p> <p>Now a question on a different topic...</p> <p>The Government promotes the concept of 'Net Zero'. Before today, how much, if anything, did you know about this concept?</p> <p>SELECT ONE ONLY</p> <p>1. Hadn't heard about this before now</p> <p>2. Hardly anything but I've heard of this</p> <p>3. A little</p> <p>4. A fair amount</p> <p>5. A lot</p> <p>6. Don't know</p>	<p>Now a question on a different topic...</p> <p>The Government promotes the concept of 'Net Zero'. Before today, how much, if anything, did you know about this concept?</p> <p>1. Hadn't heard about this before now</p> <p>2. Hardly anything but I've heard of this</p> <p>3. A little</p> <p>4. A fair amount</p> <p>5. A lot</p> <p>6. Don't know</p>	<p>Face-to-face interviewer instructions removed.</p>
Q90 (Shopping around)	<p>SHOW SCREEN</p> <p>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.</p> <p>PROBE: Any others?</p> <p>SELECT ALL THAT APPLY.</p>	<p>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.</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <p>1. Energy (gas/electricity)</p>	<p>Face-to-face interviewer instructions replaced.</p>

	<ol style="list-style-type: none"> <li>1. Energy (gas/electricity)</li> <li>2. A Current account</li> <li>3. A Credit card</li> <li>4. A Mortgage</li> <li>5. Home insurance</li> <li>6. Car insurance</li> <li>7. A Mobile phone contract</li> <li>8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)</li> <li>9. Broadband (not bundled with another product)</li> <li>10. Pay TV (not bundled with another product)</li> <li>11. None of these</li> <li>12. Don't know</li> </ol>	<ol style="list-style-type: none"> <li>2. A Current account</li> <li>3. A Credit card</li> <li>4. A Mortgage</li> <li>5. Home insurance</li> <li>6. Car insurance</li> <li>7. A Mobile phone contract</li> <li>8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)</li> <li>9. Broadband (not bundled with another product)</li> <li>10. Pay TV (not bundled with another product)</li> <li>11. None of these</li> <li>12. Don't know</li> </ol>	
<p>Q91 (Shopping around)</p>	<p>SHOW SCREEN</p> <p>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.</p> <p>PROBE: Any others?</p> <p>SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. Energy (gas/electricity)</li> </ol>	<p>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.</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. Energy (gas/electricity)</li> <li>2. A Current account</li> <li>3. A Credit card</li> </ol>	<p>Face-to-face interviewer instructions replaced.</p>

	<p>2. A Current account</p> <p>3. A Credit card</p> <p>4. A Mortgage</p> <p>5. Home insurance</p> <p>6. Car insurance</p> <p>7. A Mobile phone contract</p> <p>8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)</p> <p>9. Broadband (not bundled with another product)</p> <p>10. Pay TV (not bundled with another product)</p> <p>11. None of these</p> <p>12. Don't know</p>	<p>4. A Mortgage</p> <p>5. Home insurance</p> <p>6. Car insurance</p> <p>7. A Mobile phone contract</p> <p>8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)</p> <p>9. Broadband (not bundled with another product)</p> <p>10. Pay TV (not bundled with another product)</p> <p>11. None of these</p> <p>12. Don't know</p>	
<p>Q92, replaced with Q92b (Shopping around)</p>	<p>ASK IF ANY OF CODES 1-10 SELECTED AT Q91</p> <p>ASK FOR EACH PRODUCT SELECTED AT Q91</p> <p>SHOW SCREEN</p> <p>Please think about the last time you shopped around for [PRODUCT] in the last 12 months.</p> <p>In which ways did you shop around for [PRODUCT]?</p>	<p>ASK IF ANY OF CODES 1,5,6,7 SELECTED AT Q91</p> <p>ASK FOR EACH PRODUCT SELECTED OUT OF [ENERGY, HOME INSURANCE, CAR INSURANCE, MOBILE PHONE CONTRACT] AT Q91</p> <p>Please think about the last time you shopped around for [PRODUCT] in the last 12 months.</p> <p>In which ways did you shop around for [PRODUCT]?</p>	<p>Routing updated</p> <p>Face-to-face interviewer instructions replaced.</p> <p>Face-to-face answer categories updated: 4 &amp; 5.</p> <p>Face-to-face answer categories removed: 4, 8 &amp; 9.</p>

	<p><b>SELECT ALL THAT APPLY.</b></p> <ol style="list-style-type: none"> <li>1. An online price comparison website or app</li> <li>2. Phoning or emailing providers/suppliers directly (or they phoned you)</li> <li>3. Visiting websites of individual providers/suppliers</li> <li>4. Checked best-buy tables (e.g. internet, newspaper)</li> <li>5. Consumer websites (e.g. Which?, Moneysavingexpert.co m)</li> <li>6. Customer review websites (e.g. Trustpilot)</li> <li>7. Visiting providers/suppliers in person (e.g. shops, banks, offices)</li> <li>8. Using a broker/financial adviser</li> <li>9. Looked at leaflets/information sent in the mail</li> <li>10. Sought advice from family, friends, colleagues</li> <li>11. Other (specify)</li> <li>12. Don't know</li> </ol>	<p><b>PLEASE SELECT ALL THAT APPLY.</b></p> <ol style="list-style-type: none"> <li>1. An online price comparison website or app</li> <li>2. Phoning or emailing providers/suppliers directly (or they phoned you)</li> <li>3. Visiting websites of individual providers/suppliers</li> <li>4. Consumer websites (e.g. Which?, Moneysavingexpert.co m)</li> <li>5. Customer review websites (e.g. Trustpilot)</li> <li>6. Visiting providers/suppliers in person (e.g. shops, banks, offices)</li> <li>7. Sought advice from family, friends, colleagues</li> <li>8. Other (please type in)</li> <li>9. Don't know</li> </ol>	
<p>Q93, replaced with Q93b (Shopping around)</p>	<p>ASK IF ANY PRODUCTS SELECTED AT Q90</p>	<p>ASK IF ANY PRODUCTS SELECTED AT Q90</p>	<p>Question text updated.</p>

	<p>BUT NOT AT Q91 (I.E. IF PURCHASED WITHOUT SHOPPING AROUND)</p> <p>ASK FOR EACH PRODUCT SELECTED AT Q90 BUT NOT AT Q91</p> <p>Are there any particular reasons why you have taken out [PRODUCT] without shopping around?</p> <p>PROBE: ANY OTHERS?</p> <p>DO NOT PROMPT. SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. Takes too much time/effort</li> <li>2. Too difficult to compare</li> <li>3. Too difficult to find information about products/services</li> <li>4. Not worth it as no real difference between providers</li> <li>5. Don't know where to shop around</li> <li>6. Wouldn't know what to look for</li> <li>7. The offer from the provider was just what I wanted</li> <li>8. I feel loyalty to my provider / have an established relationship</li> </ol>	<p>BUT NOT AT Q91 (I.E. IF PURCHASED WITHOUT SHOPPING AROUND)</p> <p>You mentioned that you bought the following products without shopping around:</p> <p>[LIST ALL PRODUCTS MENTIONED AT Q90 BUT NOT AT Q91].</p> <p>Are there any particular reasons why you took out this/these products without shopping around?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. Takes too much time/effort</li> <li>2. Too difficult to compare</li> <li>3. Too difficult to find information about products/services</li> <li>4. Not worth it as no real difference between providers</li> <li>5. The offer from the provider was just what I wanted</li> <li>6. I feel loyalty to my provider / have an established relationship</li> <li>7. Provider understands my needs</li> <li>8. Never really thought about it</li> </ol>	<p>Asked about all products in one question for web. For face-to-face, each product was asked about separately.</p> <p>Changed from unprompted list to prompted list.</p> <p>Face-to-face interviewer instructions replaced.</p> <p>Face-to-face answer categories removed: 5, 6 &amp; 10.</p>
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	<p>9. Provider understands my needs</p> <p>10. Too risky to switch (e.g. disruption to service)</p> <p>11. Never really thought about it</p> <p>12. Other (please write in)</p> <p>13. Don't know</p>	<p>9. Other (please write in)</p> <p>10. Don't know</p>	
<p>Q95, replaced with Q95b (Switching)</p>	<p>ASK IF NOT ALL CODES FROM 1-10 SELECTED AT Q94</p> <p>SHOW SCREEN</p> <p>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.</p> <p>SELECT ALL THAT APPLY.</p> <p>1. Energy (gas/electricity)</p> <p>2. A Current account</p> <p>3. A Credit card</p> <p>4. A Mortgage</p> <p>5. Home insurance</p> <p>6. Car insurance</p>	<p>ASK ALL</p> <p>Which of these are you responsible for purchasing, either on your own or jointly?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <p>1. Energy (gas/electricity)</p> <p>2. A Current account</p> <p>3. A Credit card</p> <p>4. A Mortgage</p> <p>5. Home insurance</p> <p>6. Car insurance</p> <p>7. A Mobile phone contract</p> <p>8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)</p> <p>9. Broadband (not bundled with another product)</p>	<p>Question moved before Q94b.</p> <p>Routing updated.</p> <p>Question text updated.</p> <p>Face-to-face interviewer instructions replaced.</p>

	<p>7. A Mobile phone contract</p> <p>8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)</p> <p>9. Broadband (not bundled with another product)</p> <p>10. Pay TV (not bundled with another product)</p> <p>11. None of these</p> <p>12. Don't know</p>	<p>10. Pay TV (not bundled with another product)</p> <p>11. None of these</p> <p>12. Don't know</p>	
<p>Q94, replaced with Q94b (Switching)</p>	<p>ASK ALL SHOW SCREEN</p> <p>In the last 12 months, that is since [MONTH YEAR], have you switched provider or contract for any of these products or services?</p> <p>IF NECESSARY: This includes switching to a new provider or taking out a different contract with an existing provider.</p> <p>SELECT ALL THAT APPLY.</p> <p>1. Energy (gas/electricity)</p> <p>2. A Current account</p> <p>3. A Credit card</p> <p>4. A Mortgage</p> <p>5. Home insurance</p>	<p>ASK ALL WHO ARE RESPONSIBLE FOR PURCHASING AT LEAST ONE PRODUCT AT Q95B ABOVE</p> <p>In the last 12 months, that is since [MONTH YEAR], have you switched provider or contract for any of these products or services?</p> <p>This includes switching to a new provider or taking out a different contract with an existing provider.</p> <p>[SHOW ON SCREEN ALL WHICH RESPONDENT IS RESPONSIBLE FOR PURCHASING at Q95b IF 2+ ITEMS IN LIST]</p> <p>PLEASE SELECT ALL THAT APPLY.</p>	<p>Question moved after Q95b</p> <p>Routing updated</p> <p>Question text updated.</p> <p>Face-to-face interviewer instructions replaced.</p>



	<p>6. Car insurance</p> <p>7. A Mobile phone contract</p> <p>8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)</p> <p>9. Broadband (not bundled with another product)</p> <p>10. Pay TV (not bundled with another product)</p> <p>11. None of these</p> <p>12. Don't know</p>	<p>1. Energy (gas/electricity)</p> <p>2. A Current account</p> <p>3. A Credit card</p> <p>4. A Mortgage</p> <p>5. Home insurance</p> <p>6. Car insurance</p> <p>7. A Mobile phone contract</p> <p>8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)</p> <p>9. Broadband (not bundled with another product)</p> <p>10. Pay TV (not bundled with another product)</p> <p>11. None of these</p> <p>12. Don't know</p>	
<p>Q96, replaced with Q96b (Switching)</p>	<p>ASK IF ANY OF CODES 1-10 SELECTED AT Q95</p> <p>ASK FOR UP TO TWO PRODUCTS SELECTED AT Q95</p> <p>Why have you not switched provider or contract for [PRODUCT] in the last 12 months?</p> <p>PROBE: Any others?</p>	<p>ASK IF ANY OF CODES 1-10 SELECTED AT Q95b BUT NOT AT Q94B (I.E. ALL WHO HAVE NOT SWITCHED PRODUCT OR SERVICE PROVIDER IN LAST 12 MONTHS)</p> <p>You said that you have not switched provider for the following products in the last 12 months</p> <p>[LIST ALL PRODUCTS MENTIONED AT Q95B]</p>	<p>Routing updated</p> <p>Asked about all products in one question for web. For face-to-face, asked for up to two products separately.</p> <p>Changed from unprompted list to prompted list.</p> <p>Question text updated.</p> <p>Face-to-face interviewer</p>

	<p>DO NOT PROMPT. SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. Happy with current provider or contract</li> <li>2. Don't know how to switch</li> <li>3. Takes too much time to switch</li> <li>4. Too much hassle to switch</li> <li>5. Don't think it would make any difference</li> <li>6. Too risky to switch</li> <li>7. Couldn't find a better deal</li> <li>8. Difficult to switch as not online / not comfortable online</li> <li>9. Product was not due for renewal</li> <li>10. Not responsible for this decision</li> <li>11. Other (specify)</li> <li>12. Don't know</li> </ol>	<p>BUT NOT MENTIONED AT Q94b]</p> <p>Why have you not switched provider or contract for [this product/these products] in the last 12 months?</p> <p>[IF 2+ ITEMS IN THE LIST]</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. Happy with current provider or contract</li> <li>2. Too much hassle to switch</li> <li>3. Don't think it would make any difference</li> <li>4. Too risky to switch</li> <li>5. Couldn't find a better deal</li> <li>6. Product was not due for renewal</li> <li>7. Other (please type in)</li> <li>8. Don't know</li> </ol>	<p>instructions replaced.</p> <p>Face-to-face answer categories removed: 2, 3, 8 &amp; 10.</p>
<p>Q97, replaced with Q97b (Switching)</p>	<p>ASK FOR EACH PRODUCT SELECTED AT Q94</p> <p>SHOW SCREEN</p> <p>How easy or difficult did you find it to exit the previous contract?</p> <p>SELECT ONE ONLY.</p>	<p>You said that you switched the following products in the last 12 months</p> <p>[LIST ALL PRODUCTS AT Q94b]</p> <p>[IF MORE THAN ONE PRODUCT IN THIS LIST: (Thinking about the product that you switched most recently)]</p>	<p>Asked about all products in one question for web. For face-to-face, each product was asked about separately.</p> <p>Question text updated.</p> <p>Face-to-face interviewer</p>

	<p>1. Very easy</p> <p>2. Fairly easy</p> <p>3. Fairly difficult</p> <p>4. Very difficult</p> <p>5. Not applicable</p> <p>6. Don't know</p>	<p>How easy or difficult did you find it to exit the previous contract?</p> <p>1. Very easy</p> <p>2. Fairly easy</p> <p>3. Fairly difficult</p> <p>4. Very difficult</p> <p>5. Not applicable</p> <p>6. Don't know</p>	<p>instructions replaced.</p>
<p>Q98, replaced with Q98b (Switching)</p>	<p>ASK FOR EACH PRODUCT SELECTED AT Q94</p> <p>SHOW SCREEN</p> <p>How easy or difficult was it for you to find a new provider or contract?</p> <p>SELECT ONE ONLY.</p> <p>1. Very easy</p> <p>2. Fairly easy</p> <p>3. Fairly difficult</p> <p>4. Very difficult</p> <p>5. Not applicable</p> <p>6. Don't know</p>	<p>Still thinking about this product that you switched (most recently). How easy or difficult was it for you to find a new provider or contract?</p> <p>1. Very easy</p> <p>2. Fairly easy</p> <p>3. Fairly difficult</p> <p>4. Very difficult</p> <p>5. Not applicable</p> <p>6. Don't know</p>	<p>Asked about all products in one question for web. For face-to-face, each product was asked about separately.</p> <p>Question text updated.</p> <p>Face-to-face interviewer instructions removed.</p>
<p>Q99, replaced with Q99b (Switching)</p>	<p>ASK FOR EACH PRODUCT SELECTED AT Q94</p> <p>SHOW SCREEN</p> <p>Did you experience any problems during the</p>	<p>Did you experience any problems during the switching process once you selected a new provider or contract?</p> <p>1. Yes</p> <p>2. No</p>	<p>Asked about all products in one question for web. For face-to-face, each product was asked about separately.</p> <p>Face-to-face interviewer</p>

	<p>switching process once you selected a new provider or contract?</p> <p>SELECT ONE ONLY.</p> <p>1. Yes</p> <p>2. No</p> <p>3. Don't know</p>	<p>3. Don't know</p>	<p>instructions removed.</p>
<p>Q110 (Consumer rights)</p>	<p>SHOW SCREEN</p> <p>In the last 12 months, have you bought anything online from the following types of website?</p> <p>SELECT ALL THAT APPLY.</p> <p>1. A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)</p> <p>2. A single retailer website (e.g. a high street retailer website)</p> <p>3. No purchases of this type in the last 12 months</p> <p>4. Don't know</p>	<p>In the last 12 months, have you bought anything online from the following types of website?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <p>1. A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)</p> <p>2. A single retailer website (e.g. a high street retailer website)</p> <p>3. No purchases of this type in the last 12 months</p> <p>4. Don't know</p>	<p>Face-to-face interviewer instructions replaced.</p>
<p>Q111 (Consumer rights)</p>	<p>SHOW SCREEN</p> <p>Which, if any, of the following online services have you used in the last 12 months?</p> <p>SELECT ALL THAT APPLY.</p>	<p>Which, if any, of the following online services have you used in the last 12 months?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <p>1. Streaming services (e.g. Netflix, Spotify)</p>	<p>Face-to-face interviewer instructions replaced.</p>

	<p>1. Streaming services (e.g. Netflix, Spotify)</p> <p>2. Social media (e.g. Facebook, Twitter, Instagram)</p> <p>3. Renting a service from another individual (e.g. Airbnb, Uber)</p> <p>4. None of these</p> <p>5. Don't know</p>	<p>2. Social media (e.g. Facebook, Twitter, Instagram)</p> <p>3. Renting a service from another individual (e.g. Airbnb, Uber)</p> <p>4. None of these</p> <p>5. Don't know</p>	
<p>Q112 (Consumer rights)</p>	<p>SHOW SCREEN</p> <p>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.</p> <p>How easy or difficult have you found it to understand the terms and conditions...</p> <p>READ OUT ITEMS. SELECT ONE RESPONSE FOR EACH ITEM.</p> <p>IF Q110 = 1: When you buy from a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)</p> <p>IF Q110 = 2: When you buy from a single retailer website (e.g. a</p>	<p>Now some questions about terms and conditions when you buy products and services online. Terms and conditions provide customers with additional information regarding the product or service they are purchasing and their rights if something goes wrong.</p> <p>How easy or difficult have you found it to understand the terms and conditions...</p> <p>IF Q110 = 1: When you buy from a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)</p> <p>IF Q110 = 2: When you buy from a single retailer website (e.g. a high street retailer website)</p> <p>IF Q111 = 1: When you use streaming services (e.g. Netflix, Spotify)</p> <p>IF Q111 = 3: When you rent a service from</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>high street retailer website)</p> <p>IF Q111 = 1: When you use streaming services (e.g. Netflix, Spotify)</p> <p>IF Q111 = 3: When you rent a service from another individual (e.g. Airbnb, Uber, JustPark)</p> <p>1. Very easy</p> <p>2. Fairly easy</p> <p>3. Fairly difficult</p> <p>4. Very difficult</p> <p>5. I have not seen/read the terms and conditions</p> <p>6. Don't know</p>	<p>another individual (e.g. Airbnb, Uber, JustPark)</p> <p>1. Very easy</p> <p>2. Fairly easy</p> <p>3. Fairly difficult</p> <p>4. Very difficult</p> <p>5. I have not seen/read the terms and conditions</p> <p>6. Don't know</p>	
<p>Q113 (Consumer rights)</p>	<p>SHOW SCREEN</p> <p>The next question is about privacy notices. This includes information on how your personal data will be collected, processed and used.</p> <p>How easy or difficult have you found it to understand privacy notices for social media platforms you use – for example, Facebook, Twitter and Instagram?</p> <p>SELECT ONE ONLY.</p> <p>1. Very easy</p> <p>2. Fairly easy</p> <p>3. Fairly difficult</p>	<p>The next question is about privacy notices. This includes information on how your personal data will be collected, processed and used.</p> <p>How easy or difficult have you found it to understand privacy notices for social media platforms you use – for example, Facebook, Twitter and Instagram?</p> <p>1. Very easy</p> <p>2. Fairly easy</p> <p>3. Fairly difficult</p> <p>4. Very difficult</p> <p>5. I have not seen/read privacy notices</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>4. Very difficult</p> <p>5. I have not seen/read privacy notices</p> <p>6. Don't know</p>	<p>6. Don't know</p>	
<p>Q114 (Consumer rights)</p>	<p>Which of the following do you think offers the best protection in terms of your consumer rights?</p> <p>1. When you buy from a store on the high street</p> <p>2. When you buy from the website of a high street retailer</p> <p>3. Or is there no difference?</p> <p>4. DO NOT READ OUT: Depends on the shop/site</p> <p>5. DO NOT READ OUT: Don't know</p>	<p>Which of the following do you think offers the best protection in terms of your consumer rights?</p> <p>1. When you buy from a store on the high street</p> <p>2. When you buy from the website of a high street retailer</p> <p>3. Or is there no difference?</p> <p>4. Depends on the shop/site</p> <p>5. Don't know</p>	<p>Face-to-face answer categories updated: 4 &amp; 5.</p>
<p>Q115 (Consumer rights)</p>	<p>Which of the following do you think offers the best protection in terms of your consumer rights?</p> <p>1. When you buy from the website of a high street retailer</p> <p>2. When you buy from a private seller online</p> <p>3. Or is there no difference?</p> <p>4. DO NOT READ OUT: Depends on the shop/site</p>	<p>Which of the following do you think offers the best protection in terms of your consumer rights?</p> <p>1. When you buy from the website of a high street retailer</p> <p>2. When you buy from a private seller online</p> <p>3. Or is there no difference?</p> <p>4. Depends on the shop/site</p>	<p>Face-to-face answer categories updated: 4 &amp; 5.</p>

	5. DO NOT READ OUT: Don't know	5. Don't know	
Q116 (Consumer dispute resolution services)	<p>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.</p> <p>Before today, had you heard of any of these types of services?</p> <p>CODE ONE ONLY</p> <p>1. Yes</p> <p>2. No</p>	<p>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.</p> <p>Before today, had you heard of any of these types of services?</p> <p>1. Yes</p> <p>2. No</p>	Face-to-face interviewer instructions removed.
Q117 (Consumer dispute resolution services)	<p>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.</p> <p>READ OUT STATEMENTS.</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. An ombudsman is independent of businesses</p> <p>b. Consumers need to pay a fee for using an ombudsman</p> <p>c. Businesses are required to act on the decision of an ombudsman</p> <p>d. Using an ombudsman means you</p>	<p>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.</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. An ombudsman is independent of businesses</p> <p>b. Consumers need to pay a fee for using an ombudsman</p> <p>c. Businesses are required to act on the decision of an ombudsman</p> <p>d. Using an ombudsman means you have to go to court to resolve your dispute</p>	<p>Face-to-face interviewer instructions removed.</p> <p>Face-to-face answer categories updated: 3.</p>



	<p>have to go to court to resolve your dispute</p> <p>e. An ombudsman’s decision is impartial</p> <p>f. Consumers can only use an ombudsman if they have first given the business they are in dispute with an opportunity to resolve their complaint</p> <p>1. True</p> <p>2. False</p> <p>3. It depends [DO NOT PROMPT]</p> <p>4. Don’t know</p>	<p>e. An ombudsman’s decision is impartial</p> <p>f. Consumers can only use an ombudsman if they have first given the business they are in dispute with an opportunity to resolve their complaint</p> <p>1. True</p> <p>2. False</p> <p>3. It depends</p> <p>4. Don’t know</p>	
<p>Q120 (Consumer problems)</p>	<p>SHOW SCREEN</p> <p>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?</p> <p>SELECT ALL THAT APPLY.</p> <p>1. Energy provider</p> <p>2. Current account provider</p> <p>3. Credit card provider</p> <p>4. Mortgage provider</p> <p>5. Insurance provider</p> <p>6. Mobile phone provider</p>	<p>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?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <p>1. Energy provider</p> <p>2. Current account provider</p> <p>3. Insurance provider</p> <p>4. Mobile phone provider</p> <p>5. Broadband provider</p> <p>6. Water company</p>	<p>Face-to-face interviewer instructions replaced.</p> <p>Face-to-face answer categories removed: 3 &amp; 4.</p>

	<p>7. Broadband provider</p> <p>8. Water company</p> <p>9. Pay-tv company (e.g. Sky)</p> <p>10. Rail company</p> <p>11. Estate agent/letting agent</p> <p>12. Builder/home improvements or repairs company</p> <p>13. Holiday company/airline</p> <p>14. Retail/shop/online shopping provider</p> <p>15. None of the above</p> <p>16. Don't know</p>	<p>7. Pay-tv company (e.g. Sky)</p> <p>8. Rail company</p> <p>9. Estate agent/letting agent</p> <p>10. Builder/home improvements or repairs company</p> <p>11. Holiday company/airline</p> <p>12. Retail/shop/online shopping provider</p> <p>13. None of the above</p> <p>14. Don't know</p>	
<p>Q130 (Trust in consumer organisations)</p>	<p>SHOW SCREEN AND READ OUT ITEMS</p> <p>How much, if at all, do you trust the following to give you impartial information?</p> <p>[RANDOMISE ORDER OF ITEMS]</p> <p>a. Ofgem</p> <p>b. Energy suppliers</p> <p>c. Price comparison websites</p> <p>d. Consumer groups e.g. Which, Money Saving Expert</p> <p>e. Citizens Advice</p> <p>f. Trading Standards</p>	<p>How much, if at all, do you trust the following to give you impartial information?</p> <p>[RANDOMISE ORDER OF ITEMS]</p> <p>a. Ofgem</p> <p>b. Energy suppliers</p> <p>c. Price comparison websites</p> <p>d. Consumer groups e.g. Which, Money Saving Expert</p> <p>e. Citizens Advice</p> <p>f. Trading Standards</p> <p>g. Government websites</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>g. Government websites</p> <ol style="list-style-type: none"> <li>1. A lot</li> <li>2. A fair amount</li> <li>3. Not very much</li> <li>4. Not at all</li> <li>5. Don't know</li> </ol>	<ol style="list-style-type: none"> <li>1. A lot</li> <li>2. A fair amount</li> <li>3. Not very much</li> <li>4. Not at all</li> <li>5. Don't know</li> </ol>	
<p>Q210 (Artificial intelligence)</p>	<p>SHOW SCREEN</p> <p>Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?</p> <p>SELECT ONE ONLY</p> <ol style="list-style-type: none"> <li>1. Hadn't heard about this before now</li> <li>2. Hardly anything but I've heard of this</li> <li>3. A little</li> <li>4. A fair amount</li> <li>5. A lot</li> <li>6. Don't know</li> </ol>	<p>Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?</p> <ol style="list-style-type: none"> <li>1. Hadn't heard about this before now</li> <li>2. Hardly anything but I've heard of this</li> <li>3. A little</li> <li>4. A fair amount</li> <li>5. A lot</li> <li>6. Don't know</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>
<p>Q211 (Artificial intelligence)</p>	<p>SHOW SCREEN</p> <p>Which of these statements best describes your level of interest in artificial intelligence?</p> <p>SELECT ONE ONLY</p> <ol style="list-style-type: none"> <li>1. I'm very interested in AI and will actively seek out information about future developments</li> </ol>	<p>Which of these statements best describes your level of interest in artificial intelligence?</p> <ol style="list-style-type: none"> <li>1. I'm very interested in AI and will actively seek out information about future developments</li> <li>2. I'm very interested in AI and will take an interest in news stories</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>

	<p>2. I'm very interested in AI and will take an interest in news stories or articles about future developments</p> <p>3. I'm interested in AI but I am unlikely to make a special effort to keep informed</p> <p>4. I'm not particularly interested in AI</p> <p>5. I'm not at all interested in AI</p> <p>6. Don't know</p>	<p>or articles about future developments</p> <p>3. I'm interested in AI but I am unlikely to make a special effort to keep informed</p> <p>4. I'm not particularly interested in AI</p> <p>5. I'm not at all interested in AI</p> <p>6. Don't know</p>	
Q212 (Artificial intelligence)	<p>SHOW SCREEN</p> <p>Overall, how positive or negative do you feel about the impact of increasing use of artificial intelligence in the UK?</p> <p>SELECT ONE ONLY</p> <p>1. Very positive</p> <p>2. Fairly positive</p> <p>3. Neither positive nor negative</p> <p>4. Fairly negative</p> <p>5. Very negative</p> <p>6. Don't know</p>	<p>Overall, how positive or negative do you feel about the impact of increasing use of artificial intelligence in the UK?</p> <p>1. Very positive</p> <p>2. Fairly positive</p> <p>3. Neither positive nor negative</p> <p>4. Fairly negative</p> <p>5. Very negative</p> <p>6. Don't know</p>	Face-to-face interviewer instructions removed.
Q213 (Artificial intelligence)	<p>SHOW SCREEN</p> <p>Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?</p>	<p>Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?</p>	Face-to-face interviewer instructions removed.

	<p>[RANDOMISE STATEMENTS]</p> <p>a. Computer applications that can recognise speech and answer questions</p> <p>b. Facial recognition applications which can recognise images</p> <p>c. Computer applications that target advertising based on web browsing</p> <p>d. Computer applications which help diagnose patients by analysing medical symptoms and records</p> <p>e. Computer applications that can review CVs and help employers decide who to interview</p> <p>SELECT ONE ONLY</p> <p>1. Hadn't heard about this before now</p> <p>2. Hardly anything but I've heard of this</p> <p>3. A little</p> <p>4. A fair amount</p> <p>5. A lot</p> <p>6. Don't know</p>	<p>[RANDOMISE STATEMENTS]</p> <p>a. Computer applications that can recognise speech and answer questions</p> <p>b. Facial recognition applications which can recognise images</p> <p>c. Computer applications that target advertising based on web browsing</p> <p>d. Computer applications which help diagnose patients by analysing medical symptoms and records</p> <p>e. Computer applications that can review CVs and help employers decide who to interview</p> <p>1. Hadn't heard about this before now</p> <p>2. Hardly anything but I've heard of this</p> <p>3. A little</p> <p>4. A fair amount</p> <p>5. A lot</p> <p>6. Don't know</p>	
<p>Q214 (Artificial intelligence)</p>	<p>SHOW SCREEN</p> <p>And to what extent do you support or oppose each of the following applications of artificial intelligence?</p>	<p>And to what extent do you support or oppose each of the following applications of artificial intelligence?</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>[RANDOMISE STATEMENTS]</p> <p>a. Computer applications that can recognise speech and answer questions</p> <p>b. Facial recognition applications which can recognise images</p> <p>c. Computer applications that target advertising based on web browsing</p> <p>d. Computer applications which help diagnose patients by analysing medical symptoms and records</p> <p>e. Computer applications that can review CVs and help employers decide who to interview</p> <p>SELECT ONE ONLY.</p> <p>1. Strongly support</p> <p>2. Support</p> <p>3. Neither support nor oppose</p> <p>4. Oppose</p> <p>5. Strongly oppose</p> <p>6. Don't know</p>	<p>[RANDOMISE STATEMENTS]</p> <p>a. Computer applications that can recognise speech and answer questions</p> <p>b. Facial recognition applications which can recognise images</p> <p>c. Computer applications that target advertising based on web browsing</p> <p>d. Computer applications which help diagnose patients by analysing medical symptoms and records</p> <p>e. Computer applications that can review CVs and help employers decide who to interview</p> <p>1. Strongly support</p> <p>2. Support</p> <p>3. Neither support nor oppose</p> <p>4. Oppose</p> <p>5. Strongly oppose</p> <p>6. Don't know</p>	
<p>Q27 (Demographics)</p>	<p>SHOW SCREEN</p> <p>Which of the following types of property best describes your accommodation?</p>	<p>Which of the following types of property best describes your accommodation?</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>1. Flat or Maisonette</p> <p>2. Terrace Property</p> <p>3. Semi Detached Property</p> <p>4. Detached Property</p> <p>5. Other (specify)</p> <p>6. Don't know</p>	<p>1. Flat or Maisonette</p> <p>2. Terrace Property</p> <p>3. Semi Detached Property</p> <p>4. Detached Property</p> <p>5. Other (specify)</p> <p>6. Don't know</p>	
<p>Q28 (Demographics)</p>	<p>SHOW SCREEN</p> <p>And what is the main way you heat this property during the winter?</p> <p>CODE ONE ONLY</p> <p>Central heating</p> <p>1. Gas</p> <p>2. Oil</p> <p>3. Solid fuel – coal</p> <p>4. Solid fuel – biomass (e.g. wood)</p> <p>Fixed room heaters</p> <p>5. Electric (storage)</p> <p>6. Gas</p>	<p>And what is the main way you heat this property during the winter?</p> <p>Central heating</p> <p>1. Gas</p> <p>2. Oil</p> <p>3. Solid fuel – coal</p> <p>4. Solid fuel – biomass (e.g. wood)</p> <p>Fixed room heaters</p> <p>5. Electric (storage)</p> <p>6. Gas</p> <p>7. Electric (not storage)</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>7. Electric (not storage)</p> <p>8. Solid fuel (open fire/enclosed stove) – coal</p> <p>9. Solid fuel (open fire/enclosed stove) – wood</p> <p>Portable heaters</p> <p>10. Electric</p> <p>11. Other</p> <p>Other</p> <p>12. Communal or district heating</p> <p>13. Other (specify)</p> <p>14. Don't know</p>	<p>8. Solid fuel (open fire/enclosed stove) – coal</p> <p>9. Solid fuel (open fire/enclosed stove) – wood</p> <p>Portable heaters</p> <p>10. Electric</p> <p>11. Other</p> <p>Other</p> <p>12. Communal or district heating</p> <p>13. Other (specify)</p> <p>14. Don't know</p>	
<p>Q33 (Demographics)</p>	<p>SHOW SCREEN</p> <p>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.</p> <p>Please just tell me the letter that applies to your household.</p> <p>E) Under £2,500</p>	<p>Please select the income group which 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.</p> <p>Under £2,500</p> <p>£2,500 - £4,999</p> <p>£5,000 - £9,999</p> <p>£10,000 - £15,999</p>	<p>*Note that in both face-to-face and CAWI versions of this question, income bands were presented in annual, weekly and monthly amounts. Only annual amounts are presented here, for the full set-up please see the W34, W35, W36 or W37 questionnaire.</p> <p>Question text update.</p> <p>Face-to-face interviewer</p>



	<p>J) £2,500 - £4,999</p> <p>C) £5,000 - £9,999</p> <p>G) £10,000 - £15,999</p> <p>K) £16,000 - £19,999</p> <p>A) £20,000 - £24,999</p> <p>D) £25,000 - £29,999</p> <p>M) £30,000 - £34,999</p> <p>B) £35,000 - £39,999</p> <p>H) £40,000 - £44,999</p> <p>L) £45,000 - £49,999</p> <p>F) £50,000 or more*</p> <p>Don't know</p> <p>Refused</p>	<p>£16,000 - £19,999</p> <p>£20,000 - £24,999</p> <p>£25,000 - £29,999</p> <p>£30,000 - £34,999</p> <p>£35,000 - £39,999</p> <p>£40,000 - £44,999</p> <p>£45,000 - £49,999</p> <p>£50,000 or more*</p> <p>Don't know</p> <p>Refused</p>	<p>instructions removed.</p>
<p>Q33_1 (Demographics)</p>	<p>SHOW SCREEN</p> <p>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.</p> <p>Please just tell me the letter that applies to your household.</p> <p>E) Up to £15,999</p>	<p>Please select the income group 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.</p> <p>Up to £15,999</p> <p>£16,000 - £24,999</p> <p>£25,000 - £34,999</p> <p>£35,000 - £49,999</p> <p>£50,000 or more*</p>	<p>*Note that in both face-to-face and CAWI versions of this question, income bands were presented in annual, weekly and monthly amounts. Only annual amounts are presented here, for the full set-up please see the W34, W35, W36 or W37 questionnaire.</p> <p>Question text update.</p> <p>Face-to-face interviewer</p>

	<p>J) £16,000 - £24,999</p> <p>C) £25,000 - £34,999</p> <p>G) £35,000 - £49,999</p> <p>K) £50,000 or more*</p> <p>Don't know</p> <p>Refused</p>	<p>Don't know</p> <p>Refused</p>	<p>instructions removed.</p>
<p>Q13 (Renewable energy)</p>	<p>SHOW SCREEN</p> <p>Generally speaking, do you support or oppose the use of the following renewable energy developments:</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>On-shore wind</p> <p>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</p> <p>a. Off-shore wind</p> <p>b. Wave and tidal</p> <p>c. Solar</p> <p>IF SUPPORT: Is that strongly support, or just support?</p> <p>IF OPPOSE: Is that strongly oppose, or just oppose?</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p>	<p>Generally speaking, do you support or oppose the use of the following renewable energy developments:</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>On-shore wind</p> <p>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</p> <p>a. Off-shore wind</p> <p>b. Wave and tidal</p> <p>c. Solar</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <p>1. Strongly support</p> <p>2. Support</p> <p>3. Neither support nor oppose</p> <p>4. Oppose</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>1. Strongly support</p> <p>2. Support</p> <p>3. Neither support nor oppose</p> <p>4. Oppose</p> <p>5. Strongly oppose</p> <p>6. Don't know</p>	<p>5. Strongly oppose</p> <p>6. Don't know</p>	
<p>Q5, replaced with Q5INTRO, Q5NEW1a-e and Q5NEW2a-e. (Insulation and energy efficiency)*</p>	<p><b>SHOW SCREEN AND READ OUT STATEMENTS</b></p> <p>Which answer best applies to you and your household at the moment with regards to the following measures?</p> <p>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.</p> <p><b>INTERVIEWER: PLEASE USE THE FOLLOWING RULES WHEN CODING:</b></p> <p><b>ONLY CODE AS 'DON'T KNOW' IF RESPONDENT HAS HEARD OF MEASURE BUT DOES NOT KNOW WHETHER IT HAS BEEN INSTALLED.</b></p> <p><b>IF RESPONDENT IS RENTING THEIR PROPERTY OR LIVES WITH OTHERS AND CAN SELECT AN ANSWER, CODE AS</b></p>	<p><b>Q5INTRO:</b></p> <p>Now some questions about types of insulation in your home. For each of the following types of insulation, please state whether this has been installed in your home.</p> <p><b>[RANDOMISE ORDER OF STATEMENTS]</b></p> <p>a. Loft insulation or top-up loft insulation</p> <p>b. Double glazing</p> <p>c. Cavity wall insulation</p> <p>d. Solid wall insulation</p> <p>e. Under floor insulation</p> <p><b>Q5NEW1a-e:</b></p> <p>Thinking [first/next] about [X], has this been installed in your home, even if not by you or your household?</p> <p>If you are renting or not the main householder, please answer based on what you think has been installed,</p>	<ul style="list-style-type: none"> <li>• * Note that Q5 was split into three parts at W35 for the CAWI version: Q5INTRO, Q5NEW1a-e &amp; Q5NEW2a-e.</li> <li>• Question text updated.</li> <li>• All face-to-face answer categories updated.</li> </ul>

	<p>APPROPRIATE. IF, BECAUSE THEY ARE RENTING OR LIVE WITH OTHERS, THEY CANNOT CHOOSE TO INSTALL THE MEASURE, CODE AS 'NOT MY DECISION TO MAKE BECAUSE I'M RENTING THE PROPERTY'.</p> <p>IF IT IS NOT PHYSICALLY POSSIBLE TO INSTALL THE MEASURE (E.G. CANNOT INSTALL LOFT INSULATION IF PROPERTY DOES NOT HAVE A LOFT) CODE AS 'NOT POSSIBLE TO INSTALL IN MY PROPERTY'</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. Installing loft insulation or top-up loft insulation</p> <p>b. Installing double glazing</p> <p>c. Installing cavity wall insulation</p> <p>d. Installing solid wall insulation</p> <p>e. Installing under floor insulation</p> <p>[INVERT ORDER OF RESPONSES 1-7]</p> <p>[PLEASE MAKE SURE THAT CODES 8 AND 9 APPEAR OFF-</p>	<p>otherwise record "don't know".</p> <ol style="list-style-type: none"> <li>1. Yes, in the last 12 months</li> <li>2. Yes, over a year ago</li> <li>3. In process of being installed</li> <li>4. No</li> <li>5. Don't know</li> </ol> <p>IF NO OR DK AT Q5NEW1</p> <p>Q5NEW2a-e:</p> <p>Still thinking about the installation of [X], which of the following best applies to your household?</p> <ol style="list-style-type: none"> <li>1. I am/We are thinking about doing this</li> <li>2. Would like to do this, but not at this stage</li> <li>3. Don't want to do this</li> <li>4. Haven't thought about doing this</li> <li>5. Have never heard of this</li> <li>6. Not applicable - not my decision to make</li> <li>7. Not applicable - not possible to install in my property</li> <li>8. Don't know</li> </ol>	
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	<p>SCREEN, WITH DK CODE]</p> <ol style="list-style-type: none"> <li>1. Already done/ have this in the last 12 months</li> <li>2. Already done/have this over a year ago</li> <li>3. In the process of doing this</li> <li>4. Thinking about doing this</li> <li>5. Would like to do this, but not at this stage</li> <li>6. Don't want to/ won't do this</li> <li>7. Haven't thought about doing this</li> <li>8. Haven't heard of this</li> <li>9. SPONTANEOUS ONLY: Not my decision to make</li> <li>10. SPONTANEOUS ONLY: Not possible to install in my property</li> <li>11. Don't know</li> </ol>		
<p>Q6a (Insulation and energy efficiency)</p>	<p>Which, if any, of these measures have been undertaken since you have lived in your property?</p> <p>INTERVIEWER: READ OUT EACH MEASURE AND CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> <li>1. [List of measures coded to 'already done this' at Q5]</li> </ol>	<p>Which, if any, of these measures have been undertaken since you have lived in your property?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. [List of measures coded to 'already done this' at Q5]</li> <li>2. None of these</li> </ol>	<p>Face-to-face interviewer instructions replaced.</p> <ul style="list-style-type: none"> <li>•</li> </ul>

	<p>2. None of these</p> <p>3. Don't know</p>	<p>3. Don't know</p>	
<p>Q6c_1 (Insulation and energy efficiency)</p>	<p>Are there any particular reasons why you haven't installed loft insulation or top-up loft insulation so far?</p> <p>DO NOT PROMPT</p> <p>1. Home is already energy efficient/ warm enough</p> <p>2. Too expensive</p> <p>3. Installation would cause too much hassle / disruption</p> <p>4. Concerned about quality of installation</p> <p>5. Not a priority</p> <p>6. Not convinced of the benefits</p> <p>7. Not appropriate for my home</p> <p>8. Do not own property</p> <p>9. Never thought about it</p> <p>10. I don't know how to do this/where to go for information</p> <p>11. Have not got around to it</p> <p>12. Other (specify)</p> <p>13. Don't Know</p>	<p>Are there any particular reasons why you haven't installed loft insulation or top-up loft insulation so far?</p> <p>[RANDOMISE]</p> <p>1. Home is already energy efficient/ warm enough</p> <p>2. Too expensive</p> <p>3. Installation would cause too much hassle / disruption</p> <p>4. Not a priority</p> <p>5. Not convinced of the benefits</p> <p>6. Not appropriate for my home</p> <p>7. Do not own property</p> <p>8. Never thought about it</p> <p>9. Have not got around to it</p> <p>10. Other (specify)</p> <p>11. Don't Know</p>	<p>Face-to-face interviewer instructions replaced.</p> <p>Changed from unprompted list to prompted list.</p> <p>Face-to-face answer categories removed: 4 &amp; 10.</p>

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<p>Q6c_2 (Insulation and energy efficiency)</p>	<p>Are there any particular reasons why you haven't installed double glazing so far?</p> <p>DO NOT PROMPT</p> <ol style="list-style-type: none"> <li>1. Home is already energy efficient/ warm enough</li> <li>2. Too expensive</li> <li>3. Installation would cause too much hassle / disruption</li> <li>4. Concerned about quality of installation</li> <li>5. Not a priority</li> <li>6. Not convinced of the benefits</li> <li>7. Not appropriate for my home</li> <li>8. Do not own property</li> <li>9. Never thought about it</li> <li>10. I don't know how to do this/where to go for information</li> <li>11. Have not got around to it</li> <li>12. Other (specify)</li> <li>13. Don't Know</li> </ol>	<p>Are there any particular reasons why you haven't installed double glazing so far?</p> <p>[RANDOMISE]</p> <ol style="list-style-type: none"> <li>1. Home is already energy efficient/ warm enough</li> <li>2. Too expensive</li> <li>3. Installation would cause too much hassle / disruption</li> <li>4. Not a priority</li> <li>5. Not convinced of the benefits</li> <li>6. Not appropriate for my home</li> <li>7. Do not own property</li> <li>8. Never thought about it</li> <li>9. Have not got around to it</li> <li>10. Other (specify)</li> <li>11. Don't Know</li> </ol>	<p>Face-to-face interviewer instructions replaced.</p> <p>Changed from unprompted list to prompted list.</p> <p>Face-to-face answer categories removed: 4 &amp; 10.</p>
<p>Q6c_3 (Insulation and energy efficiency)</p>	<p>Are there any particular reasons why you haven't installed cavity wall insulation so far?</p> <p>DO NOT PROMPT</p>	<p>Are there any particular reasons why you haven't installed cavity wall insulation so far?</p> <p>[RANDOMISE]</p>	<p>Face-to-face interviewer instructions replaced.</p> <p>Changed from unprompted list to prompted list.</p>

	<ol style="list-style-type: none"> <li>1. Home is already energy efficient/ warm enough</li> <li>2. Too expensive</li> <li>3. Installation would cause too much hassle / disruption</li> <li>4. Concerned about quality of installation</li> <li>5. Not a priority</li> <li>6. Not convinced of the benefits</li> <li>7. Not appropriate for my home</li> <li>8. Do not own property</li> <li>9. Never thought about it</li> <li>10. I don't know how to do this/where to go for information</li> <li>11. Have not got around to it</li> <li>12. Other (specify)</li> <li>13. Don't Know</li> </ol>	<ol style="list-style-type: none"> <li>1. Home is already energy efficient/ warm enough</li> <li>2. Too expensive</li> <li>3. Installation would cause too much hassle / disruption</li> <li>4. Not a priority</li> <li>5. Not convinced of the benefits</li> <li>6. Not appropriate for my home</li> <li>7. Do not own property</li> <li>8. Never thought about it</li> <li>9. Have not got around to it</li> <li>10. Other (specify)</li> <li>11. Don't Know</li> </ol>	<p>Face-to-face answer categories removed: 4 &amp; 10.</p>
<p>Q6c_4 (Insulation and energy efficiency)</p>	<p>Are there any particular reasons why you haven't installed solid wall insulation so far?</p> <p>DO NOT PROMPT</p> <ol style="list-style-type: none"> <li>1. Home is already energy efficient/ warm enough</li> <li>2. Too expensive</li> </ol>	<p>Are there any particular reasons why you haven't installed solid wall insulation so far?</p> <p>[RANDOMISE]</p> <ol style="list-style-type: none"> <li>1. Home is already energy efficient/ warm enough</li> <li>2. Too expensive</li> </ol>	<p>Face-to-face interviewer instructions replaced.</p> <p>Changed from unprompted list to prompted list.</p> <p>Face-to-face answer categories removed: 4 &amp; 10.</p>



	<p>3. Installation would cause too much hassle / disruption</p> <p>4. Concerned about quality of installation</p> <p>5. Not a priority</p> <p>6. Not convinced of the benefits</p> <p>7. Not appropriate for my home</p> <p>8. Do not own property</p> <p>9. Never thought about it</p> <p>10. I don't know how to do this/where to go for information</p> <p>11. Have not got around to it</p> <p>12. Other (specify)</p> <p>13. Don't Know</p>	<p>3. Installation would cause too much hassle / disruption</p> <p>4. Not a priority</p> <p>5. Not convinced of the benefits</p> <p>6. Not appropriate for my home</p> <p>7. Do not own property</p> <p>8. Never thought about it</p> <p>9. Have not got around to it</p> <p>10. Other (specify)</p> <p>11. Don't Know</p>	
<p>Q6c_5 (Insulation and energy efficiency)</p>	<p>Are there any particular reasons why you haven't installed under floor insulation so far?</p> <p>DO NOT PROMPT</p> <p>1. Home is already energy efficient/ warm enough</p> <p>2. Too expensive</p> <p>3. Installation would cause too much hassle / disruption</p> <p>4. Concerned about quality of installation</p> <p>5. Not a priority</p>	<p>Are there any particular reasons why you haven't installed under floor insulation so far?</p> <p>[RANDOMISE]</p> <p>1. Home is already energy efficient/ warm enough</p> <p>2. Too expensive</p> <p>3. Installation would cause too much hassle / disruption</p> <p>4. Not a priority</p> <p>5. Not convinced of the benefits</p>	<p>Face-to-face interviewer instructions replaced.</p> <p>Changed from unprompted list to prompted list.</p> <p>Face-to-face answer categories removed: 4 &amp; 10.</p>

	<p>6. Not convinced of the benefits</p> <p>7. Not appropriate for my home</p> <p>8. Do not own property</p> <p>9. Never thought about it</p> <p>10. I don't know how to do this/where to go for information</p> <p>11. Have not got around to it</p> <p>12. Other (specify)</p> <p>13. Don't Know</p>	<p>6. Not appropriate for my home</p> <p>7. Do not own property</p> <p>8. Never thought about it</p> <p>9. Have not got around to it</p> <p>10. Other (specify)</p> <p>11. Don't Know</p>	
<p>Q24a (Awareness of EPC rating)</p>	<p>SHOW SCREEN</p> <p>Do you know what the Energy performance certificate (EPC) rating for your home is?</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <p>1. Yes, I know the exact rating</p> <p>2. Yes, I have a sense of what the rating is</p> <p>3. I'm aware of EPCs but I don't know what the EPC rating for my home is</p> <p>4. I've not heard of EPCs</p>	<p>Do you know what the Energy performance certificate (EPC) rating for your home is?</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <p>1. Yes, I know the exact rating</p> <p>2. Yes, I have a sense of what the rating is</p> <p>3. I'm aware of EPCs but I don't know what the EPC rating for my home is</p> <p>4. I've not heard of EPCs</p>	<p>Face-to-face interviewer instructions replaced.</p>
<p>Q24c_1 (Awareness of EPC rating)</p>	<p>SHOW SCREEN</p> <p>Now think about the recommendations you saw on your Energy Performance Certificate</p>	<p>Now think about the recommendations you saw on your Energy Performance Certificate on how you could</p>	<p>Face-to-face interviewer instructions replaced.</p>

	<p>on how you could improve the energy efficiency of your home.</p> <p>Did you make any changes to your home based on these recommendations? Please select all that apply.</p> <p>1. Yes, I made large changes to my home (e.g. insulation, new boiler) based on the recommendations.</p> <p>2. Yes, I made small changes to my home (e.g. energy efficient light bulbs) based on the recommendations.</p> <p>3. No – I did not make any changes based on the recommendations</p>	<p>improve the energy efficiency of your home.</p> <p>Did you make any changes to your home based on these recommendations?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <p>1. Yes, I made large changes to my home (e.g. insulation, new boiler) based on the recommendations.</p> <p>2. Yes, I made small changes to my home (e.g. energy efficient light bulbs) based on the recommendations.</p> <p>3. No – I did not make any changes based on the recommendations</p>	
Q24c_2 (Awareness of EPC rating)	<p>And did you make these changes...</p> <p>READ OUT...</p> <p>1. Directly because of the recommendations in the Energy Performance Certificate</p> <p>2. Or would you have made them anyway?</p> <p>3. [DO NOT PROMPT] A mixture of both</p> <p>4. Don't know</p>	<p>And did you make these changes...</p> <p>1. Directly because of the recommendations in the Energy Performance Certificate</p> <p>2. Or would you have made them anyway?</p> <p>3. A mixture of both</p> <p>4. Don't know</p>	<p>Face-to-face interviewer instructions replaced.</p> <p>Face-to-face answer categories updated: 3.</p>
Q24c_3 (Awareness of EPC rating)	<p>SHOW SCREEN</p> <p>To what extent did the recommendations on the Energy</p>	<p>To what extent did the recommendations on the Energy Performance Certificate inform you about what</p>	<p>Face-to-face interviewer instructions replaced.</p>

	<p>Performance Certificate inform you about what was needed to go ahead with the changes you made?</p> <ol style="list-style-type: none"> <li>1. It gave me all the information I needed</li> <li>2. It gave me most of the information I needed but I needed a small amount of further information</li> <li>3. It gave me a little of the information I needed but I needed a lot of further information</li> <li>4. [DO NOT PROMPT] A mixture</li> <li>5. Don't know</li> </ol>	<p>was needed to go ahead with the changes you made?</p> <ol style="list-style-type: none"> <li>1. It gave me all the information I needed</li> <li>2. It gave me most of the information I needed but I needed a small amount of further information</li> <li>3. It gave me a little of the information I needed but I needed a lot of further information</li> <li>4. A mixture</li> <li>5. Don't know</li> </ol>	<p>Face-to-face answer categories updated: 4.</p>
<p>Q140 (Minimum energy standards for rental properties)</p>	<p>SHOW SCREEN</p> <p>How much, if anything, do you know about the minimum energy standards for rental properties?</p> <ol style="list-style-type: none"> <li>1. A lot</li> <li>2. A fair amount</li> <li>3. Not very much</li> <li>4. Nothing at all</li> </ol>	<p>How much, if anything, do you know about the minimum energy standards for rental properties?</p> <ol style="list-style-type: none"> <li>1. A lot</li> <li>2. A fair amount</li> <li>3. Not very much</li> <li>4. Nothing at all</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>
<p>Q26a (Radioactive waste)</p>	<p>SHOW SCREEN</p> <p>How much, if anything, do you know about the way the UK currently manages radioactive waste?</p>	<p>How much, if anything, do you know about the way the UK currently manages radioactive waste?</p> <p>[INVERT ORDER OF RESPONSES]</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>[INVERT ORDER OF RESPONSES]</p> <ol style="list-style-type: none"> <li>1. A lot</li> <li>2. A fair amount</li> <li>3. Not very much</li> <li>4. Nothing at all</li> </ol>	<ol style="list-style-type: none"> <li>1. A lot</li> <li>2. A fair amount</li> <li>3. Not very much</li> <li>4. Nothing at all</li> </ol>	
<p>Q26b (Radioactive waste)</p>	<p>SHOW SCREEN</p> <p>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?</p> <p>[INVERT ORDER OF RESPONSES]</p> <ol style="list-style-type: none"> <li>1. Knew a lot about them</li> <li>2. Knew a little about them</li> <li>3. Aware of them but don't really know what they are</li> <li>4. Never heard of them</li> </ol>	<p>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?</p> <p>[INVERT ORDER OF RESPONSES]</p> <ol style="list-style-type: none"> <li>1. Knew a lot about them</li> <li>2. Knew a little about them</li> <li>3. Aware of them but don't really know what they are</li> <li>4. Never heard of them</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>
<p>Q37 (Energy sources)</p>	<p>SHOW SCREEN</p> <p>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.</p> <p>Please exclude anything used outside of your home – for example fuel for vehicles.</p>	<p>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.</p> <p>Please exclude anything used outside of your home – for example fuel for vehicles.</p>	<p>Face-to-face interviewer instructions replaced.</p>

	<ol style="list-style-type: none"> <li>1. Electricity</li> <li>2. Natural gas (mains gas)</li> <li>3. Bottled gas</li> <li>4. Oil</li> <li>5. Wood</li> <li>6. Coal</li> <li>7. Other</li> <li>8. Don't know</li> </ol>	<p>PLEASE SELECT ALL THAT APPLY</p> <ol style="list-style-type: none"> <li>1. Electricity</li> <li>2. Natural gas (mains gas)</li> <li>3. Bottled gas</li> <li>4. Oil</li> <li>5. Wood</li> <li>6. Coal</li> <li>7. Other</li> <li>8. Don't know</li> </ol>	
<p>Q160 (Advanced nuclear)</p>	<p>SHOW SCREEN</p> <p>The next question is about Small Modular Reactors. These are new types of nuclear reactors, similar to existing nuclear power stations, but on a smaller scale. They can be used for electricity generation, to provide industry with heat and power, or to provide energy to UK communities. not connected to the national gas grid.</p> <p>Before today, how much, if anything, did you know about Small Modular Reactors?</p> <ol style="list-style-type: none"> <li>1. I know a great deal about Small Modular Reactors</li> <li>2. I know a fair amount about Small Modular Reactors</li> </ol>	<p>The next question is about Small Modular Reactors. These are new types of nuclear reactors, similar to existing nuclear power stations, but on a smaller scale. They can be used for electricity generation, to provide industry with heat and power, or to provide energy to UK communities. not connected to the national gas grid.</p> <p>Before today, how much, if anything, did you know about Small Modular Reactors?</p> <ol style="list-style-type: none"> <li>1. I knew a great deal</li> <li>2. I knew a fair amount</li> <li>3. I knew just a little bit</li> <li>4. I had heard of this but knew almost nothing about it</li> </ol>	<p>Face-to-face interviewer instructions removed.</p> <p>Face-to-face answer categories updated: 1, 2, 3, 4 &amp; 5.</p>

	<p>3. I know just a little bit about Small Modular Reactors</p> <p>4. I have heard of this but know almost nothing about Small Modular Reactors</p> <p>5. I have never heard of Small Modular Reactors</p>	<p>5. I had never heard of this</p>	
<p>Q170 (Decommissioning offshore oil and gas pipelines)</p>	<p>SHOW SCREEN</p> <p>The next question is about offshore oil and gas in the North Sea. When an oil field reaches the end of its life, oil companies must remove it or withdraw it from service. This includes the physical infrastructure that has been used to extract the oil and gas. This is called decommissioning.</p> <p>Before today, how much, if anything, do you know about decommissioning offshore oil and gas infrastructure?</p> <p>1. I know a great deal about it</p> <p>2. I know a fair amount about it</p> <p>3. I know just a little bit about it</p> <p>4. I have heard of this but know almost nothing about it</p> <p>5. I have never heard of it</p>	<p>The next question is about offshore oil and gas in the North Sea. When an oil field reaches the end of its life, oil companies must remove it or withdraw it from service. This includes the physical infrastructure that has been used to extract the oil and gas. This is called decommissioning.</p> <p>Before today, how much, if anything, do you know about decommissioning offshore oil and gas infrastructure?</p> <p>1. I know a great deal about it</p> <p>2. I know a fair amount about it</p> <p>3. I know just a little bit about it</p> <p>4. I have heard of this but know almost nothing about it</p> <p>5. I have never heard of it</p>	<p>Face-to-face interviewer instructions removed.</p>

<p>Q230 (Fusion energy)</p>	<p>N/A</p>	<p>Fusion energy is an experimental technology that works by fusing together atoms in order to release energy. The UK is exploring whether this technology could be used to generate zero carbon electricity.</p> <p>Before today, how much, if anything, did you know about fusion energy?</p> <p>1. Knew a lot about it</p> <p>2. Knew a little about it</p> <p>3. Aware of it but did not really know what it was</p> <p>4. Never heard of it</p> <p>5. Don't know</p>	<p>Question added at W35 CAWI.</p>
<p>Q231 (Fusion energy)</p>	<p>N/A</p>	<p>From what you know, or have heard about fusion energy, do you support or oppose the UK developing this technology?</p> <p>1. Strongly support</p> <p>2. Support</p>	<p>Question added at W35 CAWI.</p>



		<p>3. Neither support nor oppose</p> <p>4. Oppose</p> <p>5. Strongly oppose</p> <p>6. Don't know/no opinion</p>	
<p>Q150 (Worker's rights)</p>	<p>SHOW SCREEN</p> <p>What is your current working status?</p> <p>IF 2+ JOBS, ASK ABOUT JOB WITH THE MOST HOURS</p> <p>DO NOT PROMPT.</p> <p>CODE ONE ONLY.</p> <p>1. Full-time employee (30+ hours per week)</p> <p>2. Part-time employee (&lt; 30 hours per week)</p> <p>3. Self-employed</p> <p>4. Unemployed or looking for work</p> <p>5. On maternity or paternity leave</p> <p>6. Retired</p> <p>7. Student/training</p> <p>8. Long-term sick/disabled</p> <p>9. Temporarily sick/disabled</p>	<p>What is your current working status?</p> <p>IF YOU HAVE MORE THAN ONE JOB, PLEASE ANSWER ABOUT THE JOB WITH THE MOST HOURS.</p> <p>SELECT ONE RESPOSNE ONLY.</p> <p>1. Employed and currently working</p> <p>2. Employed but on paid leave (including furlough)</p> <p>3. On maternity or paternity leave</p> <p>4. Employed and on unpaid leave</p> <p>5. Self-employed and currently working</p> <p>6. Self-employed but not currently working</p> <p>7. Unemployed</p> <p>8. Permanently sick or disabled</p>	<p>Face-to-face interviewer instructions replaced.</p> <p>Changed from unprompted list to prompted list.</p> <p>Face-to-face answer categories removed: 1, 2, 3, 7, 9.</p> <p>Face-to-face categories updated: 4, 8, 10</p> <p>New web codes added: 1, 2, 4, 5, 6, 10</p>

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	<p>10. Looking after the home/family</p> <p>11. Other (please write in)</p> <p>12. Don't know</p>	<p>9. Looking after home or family</p> <p>10. In education at school/college/university</p> <p>11. Retired</p> <p>12. Doing something else</p>	
Q150b (Worker's rights)	N/A	<p>Do you usually work full-time or part-time?</p> <p>If you are temporarily not working (e.g. due to furlough) please answer about your job before your status changed.</p> <p>1. Full-time (30+ hours a week)</p> <p>2. Part-time (less than 30 hours a week)</p>	Question added at W35 CAWI.
Q151 (Worker's rights)	<p>ASK IF Q150=1,2 or 5</p> <p>SHOW SCREEN</p> <p>Thinking about your main job, which of the following applies to you?</p> <p>CODE ALL THAT APPLY</p> <p>1. My job is permanent</p> <p>2. I work for an employment agency</p>	<p>ASK IF Q150=1,2,3 or 4</p> <p>Thinking about your main job, which of the following applies to you?</p> <p>If you are temporarily not working (e.g. due to furlough) please answer about your job before your status changed.</p> <p>PLEASE SELECT ALL THAT APPLY</p> <p>1. My job is permanent</p>	<p>Routing updated</p> <p>Question text updated.</p> <p>Face-to-face interviewer instructions replaced.</p>

	<p>3. My work is casual or seasonal</p> <p>4. My work is done under contract for a fixed period or for a fixed task</p> <p>5. My job is temporary in some other way</p> <p>6. Don't know</p>	<p>2. I work for an employment agency</p> <p>3. My work is casual or seasonal</p> <p>4. My work is done under contract for a fixed period or for a fixed task</p> <p>5. My job is temporary in some other way</p> <p>6. Don't know</p>	
<p>Q152 (Worker's rights)</p>	<p>ASK IF Q150=1,2 or 5</p> <p>Are you paid...</p> <p>READ OUT...</p> <p>1. On a continuous basis</p> <p>2. Or on a job by job basis, only when working?</p> <p>3. Don't know</p>	<p>ASK IF Q150=1,2,3 or 4</p> <p>How are you usually paid?</p> <p>If you are temporarily not working (e.g. due to furlough) please answer about your job before your status changed</p> <p>1. On a continuous basis</p> <p>2. Or on a job by job basis, only when working?</p> <p>3. Don't know</p>	<p>Routing updated</p> <p>Question text updated.</p> <p>Face-to-face interviewer instructions replaced.</p>
<p>Q153 (Worker's rights)</p>	<p>ASK IF Q150=1,2 or 5</p> <p>SHOW SCREEN</p> <p>Some people have special working hours arrangements that vary daily or weekly. In your main job is your agreed working arrangement any of the following...</p>	<p>ASK IF Q150=1,2,3 or 4</p> <p>Some people have special working hours arrangements that vary daily or weekly. In your main job is your agreed working arrangement any of the following?</p> <p>If you are temporarily not working (e.g. due to</p>	<p>Routing updated</p> <p>Question text updated.</p> <p>Face-to-face interviewer instructions replaced.</p>

	<p>CODE ALL THAT APPLY</p> <ol style="list-style-type: none"> <li>1. Zero hours contract</li> <li>2. Flexitime (flexible working hours)</li> <li>3. An annualised hours contract</li> <li>4. Term-time working</li> <li>5. Job sharing</li> <li>6. A nine-day fortnight</li> <li>7. A four-and-a-half day week</li> <li>8. On-call working</li> <li>9. None of these</li> <li>10. Don't know</li> </ol>	<p>furlough) please answer about your job before your status changed.</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. Zero hours contract</li> <li>2. Flexitime (flexible working hours)</li> <li>3. An annualised hours contract</li> <li>4. Term-time working</li> <li>5. Job sharing</li> <li>6. A nine-day fortnight</li> <li>7. A four-and-a-half day week</li> <li>8. On-call working</li> <li>9. None of these</li> <li>10. Don't know</li> </ol>	
<p>Q154 (Worker's rights)</p>	<p>ASK IF Q150=1,2 or 5</p> <p>SHOW SCREEN</p> <p>How much would you say you know about your employment rights at work?</p> <p>CODE ONE ONLY</p> <ol style="list-style-type: none"> <li>1. Nothing</li> <li>2. A little</li> <li>3. A fair amount</li> <li>4. A lot</li> <li>5. Don't know</li> </ol>	<p>ASK IF Q150=1,2,3 or 4</p> <p>How much would you say you know about your employment rights at work?</p> <ol style="list-style-type: none"> <li>1. Nothing</li> <li>2. A little</li> <li>3. A fair amount</li> <li>4. A lot</li> <li>5. Don't know</li> </ol>	<p>Routing updated</p> <p>Face-to-face interviewer instructions removed.</p>

<p>Q155 (Worker's rights)</p>	<p>ASK IF Q150=1,2 or 5</p> <p>If you needed to find out information about your employment rights at work, where would you find this?</p> <p>DO NOT PROMPT.</p> <p>CODE ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. Employer/HR department</li> <li>2. Citizens Advice</li> <li>3. Solicitor</li> <li>4. Trade Union/other professional body</li> <li>5. ACAS</li> <li>6. Family and friends</li> <li>7. Government department/government websites</li> <li>8. General internet search</li> <li>9. Other (SPECIFY)</li> <li>10. Don't know</li> </ol>	<p>ASK IF Q150=1,2,3 or 4</p> <p>If you needed to find out information about your employment rights at work, where would you find this?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. Employer/HR department</li> <li>2. Citizens Advice</li> <li>3. Solicitor</li> <li>4. Trade Union/other professional body</li> <li>5. ACAS</li> <li>6. Family and friends</li> <li>7. Government department/government websites</li> <li>8. General internet search</li> <li>9. Other (SPECIFY)</li> <li>10. Don't know</li> </ol>	<p>Routing updated.</p> <p>Changed from unprompted list to prompted list.</p> <p>Face-to-face interviewer instructions replaced.</p>
<p>Q156 (Worker's rights)</p>	<p>ASK IF Q150=3,4,6,7,9,10 or 11</p> <p>Have you worked as an employee in the last two years, that is since [MONTH YEAR]?</p>	<p>ASK IF Q150=5,6,7,8,9,10, 11 or 12</p> <p>Have you worked as an employee in the last two years, that is since [MONTH YEAR]?</p>	<p>Routing updated</p>

	<p>1. Yes</p> <p>2. No</p>	<p>1. Yes</p> <p>2. No</p>	
<p>Q157 (Worker's rights)</p>	<p>ASK IF Q150=1,2 or 5 or Q156=1</p> <p>SHOW SCREEN</p> <p>Now a few questions about any problems or disputes you may have experienced at work.</p> <p>In the last two years, since [MONTH YEAR], have you personally had a problem to do with your employment rights at work in any of these areas?</p> <p>CODE ALL THAT APPLY.</p> <p>1. Taking unpaid parental leave</p> <p>2. Taking shared parental leave or pay following birth or adoption</p> <p>3. Taking time off to look after a dependent child or relative in an emergency</p> <p>4. Maternity leave/pay</p>	<p>ASK IF Q150=1,2,3 or 4 or Q156=1</p> <p>Now a few questions about any problems or disputes you may have experienced at work.</p> <p>In the last two years, since [MONTH YEAR], have you personally had a problem to do with your employment rights at work in any of these areas?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <p>1. Taking unpaid parental leave</p> <p>2. Taking shared parental leave or pay following birth or adoption</p> <p>3. Taking time off to look after a dependent child or relative in an emergency</p> <p>4. Maternity leave/pay</p> <p>5. Paternity leave/pay</p>	<p>Routing updated</p> <p>Face-to-face interviewer instructions replaced.</p>

	<p>5. Paternity leave/pay</p> <p>6. Adoption leave or pay</p> <p>7. None of these</p> <p>8. Don't know</p>	<p>6. Adoption leave or pay</p> <p>7. None of these</p> <p>8. Don't know</p>	
<p>Q158 (Worker's rights)</p>	<p>ASK IF Q150=1,2 or 5 or Q156=1</p> <p>SHOW SCREEN</p> <p>In the last two years, since [MONTH YEAR], have you personally had a problem to do with your employment rights at work in any of these areas?</p> <p>CODE ALL THAT APPLY</p> <p>1. Taking rest breaks at work</p> <p>2. Holiday entitlement/holiday pay</p> <p>3. Total number of hours you are required to work</p> <p>4. Your working pattern (e.g. having to work evenings, weekends)</p> <p>5. A request you made to work flexibly</p> <p>6. Rights to work at home</p> <p>7. Problems to do with pay</p> <p>8. Your rights as an agency worker/temp</p>	<p>ASK IF Q150=1,2,3 or 4 or Q156=1</p> <p>In the last two years, since [MONTH YEAR], have you personally had a problem to do with your employment rights at work in any of these areas?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <p>1. Taking rest breaks at work</p> <p>2. Holiday entitlement/holiday pay</p> <p>3. Total number of hours you are required to work</p> <p>4. Your working pattern (e.g. having to work evenings, weekends)</p> <p>5. A request you made to work flexibly</p> <p>6. Rights to work at home</p> <p>7. Problems to do with pay</p> <p>8. Your rights as an agency worker/temp</p>	<p>Routing updated</p> <p>Face-to-face interviewer instructions replaced.</p>

	<p>9. Your rights as a part-time worker</p> <p>10. Receiving a contract or written statement of the terms and conditions of your job</p> <p>11. None of these</p> <p>12. Don't know</p>	<p>9. Your rights as a part-time worker</p> <p>10. Receiving a contract or written statement of the terms and conditions of your job</p> <p>11. None of these</p> <p>12. Don't know</p>	
<p>Q159 (Worker's rights)</p>	<p>ASK IF Q150=1,2 or 5 or Q156=1</p> <p>SHOW SCREEN</p> <p>In the last two years, since [MONTH YEAR], have you personally had a problem to do with your employment rights at work in any of these areas?</p> <p>CODE ALL THAT APPLY.</p> <p>1. Employer not following/not aware of set procedure when dealing with a complaint against you at work</p> <p>2. Employer not following/not aware of set procedure when dealing with a work related grievance or other problem</p> <p>3. Being unfairly dismissed</p> <p>4. Employer not informing you about changes at the workplace</p>	<p>ASK IF Q150=1,2,3 or 4 or Q156=1</p> <p>In the last two years, since [MONTH YEAR], have you personally had a problem to do with your employment rights at work in any of these areas?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <p>1. Employer not following/not aware of set procedure when dealing with a complaint against you at work</p> <p>2. Employer not following/not aware of set procedure when dealing with a work related grievance or other problem</p> <p>3. Being unfairly dismissed</p> <p>4. Employer not informing you about changes at the workplace</p>	<p>Routing updated</p> <p>Face-to-face interviewer instructions replaced.</p>



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	<p>5. Problems to do with Health and Safety at work</p> <p>6. Problems to do with taking time off sick or sick pay</p> <p>7. Problems to do with your pension /retirement</p> <p>8. Other employment rights problems at work</p> <p>9. Discrimination</p> <p>10. None of these</p> <p>11. Don't know</p>	<p>5. Problems to do with Health and Safety at work</p> <p>6. Problems to do with taking time off sick or sick pay</p> <p>7. Problems to do with your pension /retirement</p> <p>8. Other employment rights problems at work</p> <p>9. Discrimination</p> <p>10. None of these</p> <p>11. Don't know</p>	
<p>QPROBSCOVWHE N (Worker's rights)</p>	N/A	<p>You mentioned one or more problems to do with your employment rights at work in the past 2 years.</p> <p>[IF ONE PROBLEM: Did this problem]</p> <p>[IF 2+ PROBLEMS: Did any of these problems]</p> <p>occur since March 2020?</p> <p>1. Yes</p> <p>2. No</p> <p>3. Don't know</p>	<p>Question added at W35 CAWI.</p>
<p>QPROBSCOVREL (Worker's rights)</p>	N/A	<p>[IF ONE PROBLEM: Was this problem]</p> <p>[IF 2+ PROBLEMS: Were any of these problems]</p>	<p>Question added at W35 CAWI.</p>

		<p>in any way related to the coronavirus outbreak?</p> <ol style="list-style-type: none"> <li>1. Yes, definitely</li> <li>2. Yes probably</li> <li>3. Probably not</li> <li>4. No, not related to virus outbreak</li> <li>5. Don't know</li> </ol>	
Q25 (Heat)	<p>SHOW SCREEN</p> <p>How likely do you think you would be to join a heat network like this if you were given the opportunity? When answering please assume that you would pay no more for your heating bills than you do at present.</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <ol style="list-style-type: none"> <li>1. Very likely</li> <li>2. Fairly likely</li> <li>3. Not very likely</li> <li>4. Not at all likely</li> <li>5. Already joined one</li> <li>6. It depends</li> <li>7. Don't know</li> </ol>	<p>How likely do you think you would be to join a heat network like this if you were given the opportunity? When answering please assume that you would pay no more for your heating bills than you do at present.</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <ol style="list-style-type: none"> <li>1. Very likely</li> <li>2. Fairly likely</li> <li>3. Not very likely</li> <li>4. Not at all likely</li> <li>5. Already joined one</li> <li>6. It depends</li> <li>7. Don't know</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>
Q25i (Heat)	<p>SHOW SCREEN</p> <p>From what you know, or have heard about heat networks, generally how positive or negative</p>	<p>From what you know, or have heard about heat networks, generally how positive or negative would you say you are towards them?</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>would you say you are towards them?</p> <ol style="list-style-type: none"> <li>1. Very positive</li> <li>2. Fairly positive</li> <li>3. Neither positive nor negative</li> <li>4. Fairly negative</li> <li>5. Very negative</li> <li>6. Don't know</li> </ol>	<ol style="list-style-type: none"> <li>1. Very positive</li> <li>2. Fairly positive</li> <li>3. Neither positive nor negative</li> <li>4. Fairly negative</li> <li>5. Very negative</li> <li>6. Don't know</li> </ol>	
<p>Q7_1 (Renewable heat)</p>	<p>SHOW SCREEN</p> <p>The next few questions are about renewable heating systems. By renewable heat we mean heating systems which use energy from biomass or the sun, or which use electricity to draw heat from the ground, water, or air to heat your home.</p> <p>How much would you say you know about renewable heating systems? This includes air source heat pumps, ground source heat pumps and biomass boilers.</p> <p>[INVERT ORDER OF RESPONSES]</p> <ol style="list-style-type: none"> <li>1. Know a lot about it</li> <li>2. Know a little about it</li> <li>3. Aware of it but don't really know what it is</li> <li>4. Never heard of it</li> </ol>	<p>The next few questions are about renewable heating systems. By renewable heat we mean heating systems which use energy from biomass or the sun, or which use electricity to draw heat from the ground, water, or air to heat your home.</p> <p>How much would you say you know about renewable heating systems? This includes air source heat pumps, ground source heat pumps and biomass boilers.</p> <p>[INVERT ORDER OF RESPONSES]</p> <ol style="list-style-type: none"> <li>1. Know a lot about it</li> <li>2. Know a little about it</li> <li>3. Aware of it but don't really know what it is</li> <li>4. Never heard of it</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>

<p>Q7_1a (Renewable heat)</p>	<p>SHOW SCREEN</p> <p>And now thinking about three different types of renewable heating system...</p> <p>How much, if anything, do you know about...</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. Air source heat pumps</p> <p>b. Ground source heat pumps</p> <p>c. Biomass boilers</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <p>1. Know a lot</p> <p>2. Know a little about them</p> <p>3. Aware of them but don't really know what they are</p> <p>4. Never heard of them</p>	<p>And now thinking about three different types of renewable heating system...</p> <p>How much, if anything, do you know about...</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. Air source heat pumps</p> <p>b. Ground source heat pumps</p> <p>c. Biomass boilers</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <p>1. Know a lot</p> <p>2. Know a little about them</p> <p>3. Aware of them but don't really know what they are</p> <p>4. Never heard of them</p>	<p>Face-to-face interviewer instructions removed.</p>
<p>Q41 (Renewable heat)</p>	<p>SHOW SCREEN</p> <p>And how much would you say you know about solar thermal panels? By this we mean solar panels for hot water, not solar PV panels that generate electricity.</p> <p>1. Know a lot</p> <p>2. Know a little</p> <p>3. Aware of them but don't really know what they are</p>	<p>And how much would you say you know about solar thermal panels? By this we mean solar panels for hot water, not solar PV panels that generate electricity.</p> <p>1. Know a lot</p> <p>2. Know a little</p> <p>3. Aware of them but don't really know what they are</p>	<p>Face-to-face interviewer instructions removed.</p>

	4. Have never heard of them	4. Have never heard of them	
Q42 (Renewable heat)	<p>SHOW SCREEN</p> <p>Which, if any, of these do you currently have installed in your home? 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.</p> <p>[ONLY DISPLAY ITEMS WHERE Q7_1Aa/b/c = 1 or 2/ Q41 = 1 OR 2]</p> <ol style="list-style-type: none"> <li>1. An air source heat pump</li> <li>2. A ground source heat pump</li> <li>3. A biomass boiler</li> <li>4. Solar thermal panels</li> <li>5. None of these</li> <li>6. Don't know</li> </ol>	<p>Which, if any, of these do you currently have installed in your home? 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.</p> <p>[ONLY DISPLAY ITEMS WHERE Q7_1Aa/b/c = 1 or 2/ Q41 = 1 OR 2]</p> <ol style="list-style-type: none"> <li>1. An air source heat pump</li> <li>2. A ground source heat pump</li> <li>3. A biomass boiler</li> <li>4. Solar thermal panels</li> <li>5. None of these</li> <li>6. Don't know</li> </ol>	Face-to-face interviewer instructions removed.
Q43 (Renewable heat)	<p>SHOW SCREEN</p> <p>How likely do you think you would be to install an air source heat pump in your home over the next few years?</p> <ol style="list-style-type: none"> <li>1. Very likely</li> <li>2. Fairly likely</li> <li>3. Not very likely</li> <li>4. Not at all likely</li> </ol>	<p>How likely do you think you would be to install an air source heat pump in your home over the next few years?</p> <ol style="list-style-type: none"> <li>1. Very likely</li> <li>2. Fairly likely</li> <li>3. Not very likely</li> <li>4. Not at all likely</li> </ol>	Face-to-face interviewer instructions removed.

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<p>Q44 (Renewable heat)</p>	<p>SHOW SCREEN</p> <p>How likely do you think you would be to install a ground source heat pump in your home over the next few years?</p> <p>1. Very likely</p> <p>2. Fairly likely</p> <p>3. Not very likely</p> <p>4. Not at all likely</p>	<p>How likely do you think you would be to install a ground source heat pump in your home over the next few years?</p> <p>1. Very likely</p> <p>2. Fairly likely</p> <p>3. Not very likely</p> <p>4. Not at all likely</p>	<p>Face-to-face interviewer instructions removed.</p>
<p>Q45 (Renewable heat)</p>	<p>SHOW SCREEN</p> <p>How likely do you think you would be to install a biomass boiler in your home over the next few years?</p> <p>1. Very likely</p> <p>2. Fairly likely</p> <p>3. Not very likely</p> <p>4. Not at all likely</p>	<p>How likely do you think you would be to install a biomass boiler in your home over the next few years?</p> <p>1. Very likely</p> <p>2. Fairly likely</p> <p>3. Not very likely</p> <p>4. Not at all likely</p>	<p>Face-to-face interviewer instructions removed.</p>
<p>Q46 (Renewable heat)</p>	<p>SHOW SCREEN</p> <p>How likely do you think you would be to install solar thermal panels in your home over the next few years?</p> <p>1. Very likely</p> <p>2. Fairly likely</p> <p>3. Not very likely</p> <p>4. Not at all likely</p>	<p>How likely do you think you would be to install solar thermal panels in your home over the next few years?</p> <p>1. Very likely</p> <p>2. Fairly likely</p> <p>3. Not very likely</p> <p>4. Not at all likely</p>	<p>Face-to-face interviewer instructions removed.</p>
<p>Q51 (Renewable heat)</p>	<p>You said you would be unlikely to install the</p>	<p>You said you would be unlikely to install the</p>	<p>Face-to-face interviewer</p>

	<p>following measures in your home:</p> <p>[LIST MEASURES NOT LIKELY TO INSTALL AT Q43-Q46]</p> <p>Why is this?</p> <p>DO NOT SHOW SCREEN.</p> <p>CODE ALL THAT APPLY.</p> <p>1. I don't own the property so wouldn't be able to install this</p> <p>2. I don't make these decisions in my home</p> <p>3. It would cost too much to install</p> <p>4. I don't want the hassle of installing something new</p> <p>5. It would be a big job to install this in my home</p> <p>6. It's not possible to install this in my property</p> <p>7. Don't know enough about the renewable heat measure(s) and how it works</p> <p>8. Other (please specify)</p> <p>9. Don't know</p>	<p>following measures in your home:</p> <p>[LIST MEASURES NOT LIKELY TO INSTALL AT Q43-Q46]</p> <p>Why is this?</p> <p>PLEASE SELECT ALL THAT APPLY</p> <p>1. I don't own the property so wouldn't be able to install this</p> <p>2. I don't make these decisions in my home</p> <p>3. It would cost too much to install</p> <p>4. I don't want the hassle of installing something new</p> <p>5. It would be a big job to install this in my home</p> <p>6. It's not possible to install this in my property</p> <p>7. Don't know enough about the renewable heat measure(s) and how it works</p> <p>8. Other (please specify)</p> <p>9. Don't know</p>	<p>instructions removed.</p> <p>Changed from prompted to unprompted list.</p>
<p>Q7_3</p>	<p>SHOW SCREEN AND READ OUT STATEMENTS</p> <p>How much do you agree or disagree with</p>	<p>How much do you agree or disagree with the following statements?</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>the following statements?</p> <p>a. Renewable heating systems are expensive to install</p> <p>b. [IF (Q42&lt;&gt;1/2/3/4)] A renewable heating system would heat my home better than the heating system I have now</p> <p>c. Renewable heating systems are cheap to run</p> <p>d. Renewable heating systems are less reliable than conventional heating systems (for example, a gas or oil boiler)</p> <p>IF AGREE/ DISAGREE: Is that strongly or slightly?</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <p>1. Strongly agree</p> <p>2. Slightly agree</p> <p>3. Neither agree nor disagree</p> <p>4. Slightly disagree</p> <p>5. Strong disagree</p> <p>6. Don't know</p>	<p>a. Renewable heating systems are expensive to install</p> <p>b. [IF (Q42&lt;&gt;1/2/3/4)] A renewable heating system would heat my home better than the heating system I have now</p> <p>c. Renewable heating systems are cheap to run</p> <p>d. Renewable heating systems are less reliable than conventional heating systems (for example, a gas or oil boiler)</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <p>1. Strongly agree</p> <p>2. Slightly agree</p> <p>3. Neither agree nor disagree</p> <p>4. Slightly disagree</p> <p>5. Strong disagree</p> <p>6. Don't know</p>	
<p>Q52 (Condensing boilers)</p>	<p>SHOW SCREEN</p> <p>As far as you know, do you have a condensing boiler in your home? If you're not sure, any gas boiler installed since 2006 will be</p>	<p>As far as you know, do you have a condensing boiler in your home? If you're not sure, any gas boiler installed since 2006 will be condensing. Any oil</p>	<p>Face-to-face interviewer instructions removed.</p>



	<p>condensing. Any oil boiler installed since 2008 will be condensing.</p> <ol style="list-style-type: none"> <li>1. Yes – have a condensing boiler</li> <li>2. No – don't have a condensing boiler</li> <li>3. Don't know</li> </ol>	<p>boiler installed since 2008 will be condensing.</p> <ol style="list-style-type: none"> <li>1. Yes – have a condensing boiler</li> <li>2. No – don't have a condensing boiler</li> <li>3. Don't know</li> </ol>	
<p>Q7_7a (Heating systems)</p>	<p>SHOW SCREEN</p> <p>Which of the following would you trust to provide advice about which heating system to install in your home?</p> <p>SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. A tradesperson (e.g. builder, plumber, gas fitter)</li> <li>2. Heating system manufacturer</li> <li>3. Friends/Family</li> <li>4. Your energy supplier/another energy supplier</li> <li>5. Green Deal assessor / adviser</li> <li>6. The Energy Saving Advice Service (ESAS) or Home Energy Scotland</li> <li>7. Your housing association</li> <li>8. Your landlord</li> </ol>	<p>Which of the following would you trust to provide advice about which heating system to install in your home?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. A tradesperson (e.g. builder, plumber, gas fitter)</li> <li>2. Heating system manufacturer</li> <li>3. Friends/Family</li> <li>4. Your energy supplier/another energy supplier</li> <li>5. Green Deal assessor / adviser</li> <li>6. The Energy Saving Advice Service (ESAS) or Home Energy Scotland</li> <li>7. Your housing association</li> <li>8. Your landlord</li> <li>9. A company that installs renewable heating systems</li> </ol>	<p>Face-to-face interviewer instructions replaced.</p>

	<p>9. A company that installs renewable heating systems</p> <p>10. Other (specify)</p> <p>12. None of these</p> <p>13. Don't know</p>	<p>10. Other (specify)</p> <p>12. None of these</p> <p>13. Don't know</p>	
Q7_7b (Heating systems)	<p>SHOW SCREEN</p> <p>And which one would you trust the most to provide advice about which heating system to install in your home?</p> <p>CODE ONE ONLY.</p> <p>[LIST FILTERED TO ONLY INCLUDE THOSE SELECTED AT Q7_7a + DK]</p>	<p>And which one would you trust the most to provide advice about which heating system to install in your home?</p> <p>[LIST FILTERED TO ONLY INCLUDE THOSE SELECTED AT Q7_7a + DK]</p>	<p>Face-to-face interviewer instructions removed.</p>
Q7_8 (Heating systems)	<p>SHOW SCREEN</p> <p>How much attention do you pay to the amount of heat you use in your home?</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <p>1. A lot</p> <p>2. A fair amount</p> <p>3. Not very much</p> <p>4. None at all</p> <p>5. Don't know</p>	<p>How much attention do you pay to the amount of heat you use in your home?</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <p>1. A lot</p> <p>2. A fair amount</p> <p>3. Not very much</p> <p>4. None at all</p> <p>5. Don't know</p>	<p>Face-to-face interviewer instructions removed.</p>
Q7_9 (Heating systems)	<p>SHOW SCREEN</p> <p>You said that you pay [a lot/ a fair amount] of attention to the amount of heat you use in your</p>	<p>You said that you pay [a lot/ a fair amount] of attention to the amount of heat you use in your home. What is the main reason for this?</p>	<p>Face-to-face interviewer instructions removed.</p> <p>Face-to-face answer</p>

	<p>home. What is the main reason for this?</p> <p>[RANDOMISE ORDER OF CODES 1-5]</p> <ol style="list-style-type: none"> <li>1. To minimise the amount of money you spend on heat</li> <li>2. To minimise the environmental impact of the heat you use</li> <li>3. I want to make sure me/my household has sufficient heat to be comfortable</li> <li>4. I struggle to control the amount of heat used</li> <li>5. I want to keep control over the amount of heat used</li> <li>6. Other reason (please specify)</li> <li>7. [HIDE FROM MAIN SCREEN]: Some/all of these equally</li> <li>8. [HIDE FROM MAIN SCREEN]: Neither of these / for another reason</li> <li>9. Don't know</li> </ol>	<p>[RANDOMISE ORDER OF CODES 1-5]</p> <ol style="list-style-type: none"> <li>1. To minimise the amount of money you spend on heat</li> <li>2. To minimise the environmental impact of the heat you use</li> <li>3. I want to make sure I/my household has sufficient heat to be comfortable</li> <li>4. I struggle to control the amount of heat used</li> <li>5. I want to keep control over the amount of heat used</li> <li>6. Other reason (please type in)</li> <li>7. None of these</li> <li>8. Don't know</li> </ol>	<p>categories updated: 3 &amp; 8.</p> <p>Face-to-face answer categories removed: 7.</p>
<p>Q7_10 (Heating systems)</p>	<p>SHOW SCREEN</p> <p>You said that you pay [not very much/ no] attention to the amount of heat you use in your home. What is the main reason for this?</p> <p>[RANDOMISE ORDER OF CODES 1-4]</p>	<p>You said that you pay [not very much/no] attention to the amount of heat you use in your home. What is the main reason for this?</p> <p>[RANDOMISE ORDER OF CODES 1-4]</p>	<p>Face-to-face interviewer instructions removed.</p> <p>Face-to-face answer categories updated: 7.</p>

	<p>1. I use as much heat as is needed to be comfortable</p> <p>2. I don't feel I can control the amount of heat used</p> <p>3. I'm just not interested in the amount of heat used</p> <p>4. I set controls at a level I'm comfortable with and then don't need to adjust them</p> <p>5. Other reason (please specify)</p> <p>6. [HIDE FROM MAIN SCREEN]: Some/all of these reasons equally</p> <p>7. [HIDE FROM MAIN SCREEN]: None of these / for another reason</p> <p>8. Don't know</p>	<p>1. I use as much heat as is needed to be comfortable</p> <p>2. I don't feel I can control the amount of heat used</p> <p>3. I'm just not interested in the amount of heat used</p> <p>4. I set controls at a level I'm comfortable with and then don't need to adjust them</p> <p>5. Other reason (please type in)</p> <p>6. None of these</p> <p>7. Don't know</p>	<p>Face-to-face answer categories removed: 6.</p>
<p>Q7_11 (Heating systems)</p>	<p>SHOW SCREEN</p> <p>Now thinking about your heating system. Which of the statements on this screen comes closest to your view?</p> <p>1. I will only replace my heating system when my current one breaks down or starts to deteriorate</p> <p>2. I would consider replacing my heating system while it is still working</p> <p>3. SPONTANEOUS ONLY: Not my decision</p>	<p>Now thinking about your heating system. Which of the statements on this screen comes closest to your view?</p> <p>1. I will only replace my heating system when my current one breaks down or starts to deteriorate</p> <p>2. I would consider replacing my heating system while it is still working</p> <p>3. Not my decision to make because I'm renting the</p>	<p>Face-to-face interviewer instructions removed.</p> <p>Face-to-face answer categories updated: 3.</p>

	<p>to make because I'm renting the property/living with parents</p> <p>4. Don't know</p>	<p>property/living with parents</p> <p>4. Don't know</p>	
Q7_12 (Heating systems)	<p>SHOW SCREEN</p> <p>Which of these would be the more important consideration in changing your heating system?</p> <p>[RANDOMISE ORDER OF CODES 1-3]</p> <p>1. Saving money on what you spend on bills at present</p> <p>2. Switching to a more environmentally friendly heating system</p> <p>3. Having a more reliable heating system than my current one</p> <p>4. [HIDE FROM MAIN SCREEN]: Some/all of these equally</p> <p>5. [HIDE FROM MAIN SCREEN]: Neither of these / for another reason (state)</p> <p>6. Don't know</p>	<p>Which of these would be the more important consideration in changing your heating system?</p> <p>[RANDOMISE ORDER OF CODES 1-3]</p> <p>1. Saving money on what you spend on bills at present</p> <p>2. Switching to a more environmentally friendly heating system</p> <p>3. Having a more reliable heating system than my current one</p> <p>4. Other reason (please type in)</p> <p>5. None of these</p> <p>6. Don't know</p>	<p>Face-to-face interviewer instructions removed.</p> <p>Face-to-face answer categories updated: 5.</p> <p>Face-to-face answer categories removed: 4</p>
Q61 (Heating systems)	<p>SHOW SCREEN</p> <p>When was this done? If you have had a new boiler or heating system more than once in the last three years, please answer based on the most recent occasion.</p>	<p>When was this done? If you have had a new boiler or heating system more than once in the last three years, please answer based on the most recent occasion.</p> <p>1. 0-3 months ago</p>	<p>Face-to-face interviewer instructions removed.</p>

	<ol style="list-style-type: none"> <li>1. 0-3 months ago</li> <li>2. 3-6 months ago</li> <li>3. 6-12 months ago</li> <li>4. 1-3 years ago</li> <li>5. Don't know</li> </ol>	<ol style="list-style-type: none"> <li>2. 3-6 months ago</li> <li>3. 6-12 months ago</li> <li>4. 1-3 years ago</li> <li>5. Don't know</li> </ol>	
Q62 (Heating systems)	<p>SHOW SCREEN</p> <p>Which of these boilers or heating systems did you install?</p> <ol style="list-style-type: none"> <li>1. Gas</li> <li>2. Oil</li> <li>3. Coal</li> <li>4. Biomass</li> <li>5. Other (specify)</li> <li>6. Don't know</li> </ol>	<p>Which of these boilers or heating systems did you install?</p> <ol style="list-style-type: none"> <li>1. Gas</li> <li>2. Oil</li> <li>3. Coal</li> <li>4. Biomass</li> <li>5. Other (specify)</li> <li>6. Don't know</li> </ol>	Face-to-face interviewer instructions removed.
Q64 (Heating systems)	<p>SHOW SCREEN</p> <p>When choosing your boiler or heating system, which sources of information did you use to make your decision?</p> <p>SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. Internet / websites</li> <li>2. Friends and family</li> <li>3. Your heating engineer / installer</li> <li>4. Your energy provider</li> <li>5. Other (specify)</li> <li>6. Don't know</li> </ol>	<p>When choosing your boiler or heating system, which sources of information did you use to make your decision?</p> <p>PLEASE SELECT ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. Internet / websites</li> <li>2. Friends and family</li> <li>3. Your heating engineer / installer</li> <li>4. Your energy provider</li> <li>5. Other (specify)</li> <li>6. Don't know</li> </ol>	Face-to-face interviewer instructions replaced.

<p>Q65 (Heating systems)</p>	<p>Which websites did you use?</p> <p>INTERVIEWER: IF RESPONDENT CANNOT RECALL NAMES OF WEBSITES ASK THEM FOR TYPES OF SITES VISITED AND ENTER THIS INFORMATION.</p> <p>ENTER NAMES OF WEBSITES</p> <p>Don't know</p>	<p>Which websites did you use?</p> <ol style="list-style-type: none"> <li>1. Google</li> <li>2. Which?</li> <li>3. British Gas</li> <li>4. Other (please type in)</li> <li>5. Don't know</li> </ol>	<p>Face-to-face interviewer instructions removed.</p> <p>Face-to-face open-ended response replaced with answer categories 1-5.</p>
<p>Q66 (Heating systems)</p>	<p>SHOW SCREEN</p> <p>How helpful were each of these sources of information in helping you to make your decision?</p> <p>[ONLY DISPLAY SOURCES SELECTED AT Q64]</p> <ol style="list-style-type: none"> <li>a. Internet/websites</li> <li>b. Friends and family</li> <li>c. Your heating engineer/installer</li> <li>d. Your energy provider</li> </ol> <ol style="list-style-type: none"> <li>1. Very helpful</li> <li>2. Fairly helpful</li> <li>3. Not very helpful</li> <li>4. Not at all helpful</li> <li>5. Don't know</li> </ol>	<p>How helpful were each of these sources of information in helping you to make your decision?</p> <p>[ONLY DISPLAY SOURCES SELECTED AT Q64]</p> <ol style="list-style-type: none"> <li>a. Internet/websites</li> <li>b. Friends and family</li> <li>c. Your heating engineer/installer</li> <li>d. Your energy provider</li> </ol> <ol style="list-style-type: none"> <li>1. Very helpful</li> <li>2. Fairly helpful</li> <li>3. Not very helpful</li> <li>4. Not at all helpful</li> <li>5. Don't know</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>

<p>Q67 (Heating systems)</p>	<p>SHOW SCREEN</p> <p>How easy or difficult did you find it to get the information you wanted about a new boiler or heating system?</p> <ol style="list-style-type: none"> <li>1. Very easy</li> <li>2. Fairly easy</li> <li>3. Fairly difficult</li> <li>4. Very difficult</li> <li>5. Did not want or need any information</li> <li>6. Don't know</li> </ol>	<p>How easy or difficult did you find it to get the information you wanted about a new boiler or heating system?</p> <ol style="list-style-type: none"> <li>1. Very easy</li> <li>2. Fairly easy</li> <li>3. Fairly difficult</li> <li>4. Very difficult</li> <li>5. Did not want or need any information</li> <li>6. Don't know</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>
<p>Q68 (Heating systems)</p>	<p>Do you feel you had...</p> <p>READ OUT</p> <ol style="list-style-type: none"> <li>1. The right information to help you make a good choice</li> <li>2. Or would you have liked more or different information?</li> <li>3. Don't know</li> </ol>	<p>Do you feel you had...</p> <ol style="list-style-type: none"> <li>1. The right information to help you make a good choice</li> <li>2. Or would you have liked more or different information?</li> <li>3. Don't know</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>
<p>Q2 (Energy saving and wasting)</p>	<p>SHOW SCREEN</p> <p>How much thought, if any, would you say you give to saving energy in your home?</p> <p>[INVERT RESPONSE LIST]</p> <ol style="list-style-type: none"> <li>1. A lot</li> <li>2. A fair amount</li> <li>3. Not very much</li> <li>4. None at all</li> </ol>	<p>How much thought, if any, would you say you give to saving energy in your home?</p> <p>[INVERT RESPONSE LIST]</p> <ol style="list-style-type: none"> <li>1. A lot</li> <li>2. A fair amount</li> <li>3. Not very much</li> <li>4. None at all</li> <li>5. Don't know</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>



	5. Don't know		
Q4 (Renewables pt.1)	<p>SHOW SCREEN AND READ OUT STATEMENTS</p> <p>How often, if at all, do you personally do any of the following?</p> <p>a. Leave the lights on when you are not in the room</p> <p>b. Boil the kettle with more water than you are going to use</p> <p>c. Wash clothes at 30 degrees or lower</p> <p>d. Try to keep rooms that you are not using at a cooler temperature than those you are using</p> <p>e. Leave the heating on when you go out for a few hours</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <p>1. Always</p> <p>2. Very often</p> <p>3. Quite often</p> <p>4. Occasionally</p> <p>5. Never</p> <p>6. Don't know</p> <p>7. Not applicable</p>	<p>How often, if at all, do you personally do any of the following?</p> <p>a. Leave the lights on when you are not in the room</p> <p>b. Boil the kettle with more water than you are going to use</p> <p>c. Wash clothes at 30 degrees or lower</p> <p>d. Try to keep rooms that you are not using at a cooler temperature than those you are using</p> <p>e. Leave the heating on when you go out for a few hours</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <p>1. Always</p> <p>2. Very often</p> <p>3. Quite often</p> <p>4. Occasionally</p> <p>5. Never</p> <p>6. Don't know</p> <p>7. Not applicable</p>	<p>Face-to-face interviewer instructions removed.</p>
Q8 (Smart meters)	SHOW SCREEN	The next question is about smart meters.	Face-to-face interviewer

	<p>The next question is about smart meters.</p> <p>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.</p> <p>Before today, had you heard of smart meters?</p> <p>IF YES ASK: Do you have one?</p> <p>1) Yes, I have one</p> <p>2) Yes, but I do not have one</p> <p>3) No – I have never heard of them</p>	<p>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.</p> <p>Before today, had you heard of smart meters?</p> <p>1) Yes, I have one</p> <p>2) Yes, but I do not have one</p> <p>3) No – I have never heard of them</p>	<p>instructions removed.</p>
<p>Q12 (Renewables pt.2)</p>	<p>SHOW SCREEN AND READ OUT STATEMENTS</p> <p>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,</p>	<p>As mentioned earlier, renewable energy covers a number of different forms, including wind power, solar energy and biomass. How much do you agree or disagree with each of the following statements?</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. Renewable energy industries and developments provide</p>	<p>Face-to-face interviewer instructions removed.</p> <p>Question text updated.</p>

	<p>solar energy and biomass.</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. Renewable energy industries and developments provide economic benefits to the UK</p> <p>b. I would be happy to have a large-scale renewable energy development in my area</p> <p>c. Renewable energy developments should provide direct benefit to the communities in which they are located</p> <p>IF AGREE/DISAGREE: Is that strongly or slightly?</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <p>1. Strongly agree</p> <p>2. Slightly agree</p> <p>3. Neither agree nor disagree</p> <p>4. Slightly disagree</p> <p>5. Strongly disagree</p> <p>6. Don't know</p>	<p>economic benefits to the UK</p> <p>b. I would be happy to have a large-scale renewable energy development in my area</p> <p>c. Renewable energy developments should provide direct benefit to the communities in which they are located</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <p>1. Strongly agree</p> <p>2. Slightly agree</p> <p>3. Neither agree nor disagree</p> <p>4. Slightly disagree</p> <p>5. Strongly disagree</p> <p>6. Don't know</p>	
<p>Q14 (Nuclear energy)</p>	<p>SHOW SCREEN AND READ OUT STATEMENTS</p> <p>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</p>	<p>The next questions are about nuclear energy. How much do you agree or disagree with the following statements?</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p>	<p>Face-to-face interviewer instructions removed.</p> <p>Question text updated.</p>

	<p>agree or disagree with the following statements.</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. Nuclear energy will help combat climate change in the UK</p> <p>b. Nuclear energy provides a reliable source of energy in the UK</p> <p>c. Nuclear energy offers affordable energy for the UK</p> <p>d. Nuclear energy provides a safe source of energy in the UK</p> <p>IF AGREE/ DISAGREE: Is that strongly or slightly?</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <p>1. Strongly agree</p> <p>2. Slightly agree</p> <p>3. Neither agree nor disagree</p> <p>4. Slightly disagree</p> <p>5. Strongly disagree</p> <p>6. Don't know</p>	<p>a. Nuclear energy will help combat climate change in the UK</p> <p>b. Nuclear energy provides a reliable source of energy in the UK</p> <p>c. Nuclear energy offers affordable energy for the UK</p> <p>d. Nuclear energy provides a safe source of energy in the UK</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <p>1. Strongly agree</p> <p>2. Slightly agree</p> <p>3. Neither agree nor disagree</p> <p>4. Slightly disagree</p> <p>5. Strongly disagree</p> <p>6. Don't know</p>	
<p>Q14a (Renewable pt.2)</p>	<p>SHOW SCREEN</p> <p>From what you know, or have heard about using nuclear energy for generating electricity in the UK, do you support or oppose its use?</p>	<p>From what you know, or have heard about using nuclear energy for generating electricity in the UK, do you support or oppose its use?</p>	<p>Face-to-face interviewer instructions removed.</p> <p>Face-to-face answer</p>

	<p>IF SUPPORT: Is that strongly support, or just support?</p> <p>IF OPPOSE: Is that strongly oppose, or just oppose?</p> <p>[INVERT ORDER OF STATEMENTS 1-5]</p> <ol style="list-style-type: none"> <li>1. Strongly support</li> <li>2. Support</li> <li>3. Neither support nor oppose</li> <li>4. Oppose</li> <li>5. Strongly oppose</li> <li>6. Don't know/no opinion</li> </ol>	<p>[INVERT ORDER OF STATEMENTS 1-5]</p> <ol style="list-style-type: none"> <li>1. Strongly support</li> <li>2. Support</li> <li>3. Neither support nor oppose</li> <li>4. Oppose</li> <li>5. Strongly oppose</li> <li>6. Don't know</li> </ol>	<p>categories updated: 6.</p>
<p>Q15 (Carbon capture and storage)</p>	<p>SHOW SCREEN</p> <p>How much, if anything, do you know about carbon capture and storage?</p> <p>[INVERT ORDER OF RESPONSES]</p> <ol style="list-style-type: none"> <li>1. Know a lot about it</li> <li>2. Know a little about it</li> <li>3. Aware of it but don't really know what it is</li> <li>4. Never heard of it</li> </ol>	<p>How much, if anything, do you know about carbon capture and storage?</p> <p>[INVERT ORDER OF RESPONSES]</p> <ol style="list-style-type: none"> <li>1. Know a lot about it</li> <li>2. Know a little about it</li> <li>3. Aware of it but don't really know what it is</li> <li>4. Never heard of it</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>
<p>Q15ai (Carbon capture and storage)</p>	<p>SHOW SCREEN</p> <p>From what you know, or have heard about using carbon capture and storage in the UK, do</p>	<p>From what you know, or have heard about using carbon capture and storage in the UK, do you support or oppose its use?</p>	<p>Face-to-face interviewer instructions removed.</p> <p>Face-to-face answer</p>

	<p>you support or oppose its use?</p> <p>IF SUPPORT: Is that strongly support, or just support?</p> <p>IF OPPOSE: Is that strongly oppose, or just oppose?</p> <p>[INVERT ORDER OF STATEMENTS 1-5]</p> <p>1. Strongly support</p> <p>2. Support</p> <p>3. Neither support nor oppose</p> <p>4. Oppose</p> <p>5. Strongly oppose</p> <p>6. Don't know/no opinion</p>	<p>[INVERT ORDER OF STATEMENTS 1-5]</p> <p>1. Strongly support</p> <p>2. Support</p> <p>3. Neither support nor oppose</p> <p>4. Oppose</p> <p>5. Strongly oppose</p> <p>6. Don't know</p>	<p>categories updated: 6.</p>
<p>Q16 (Energy bills and suppliers)</p>	<p>SHOW SCREEN AND READ OUT STATEMENTS</p> <p>Over the last three months, how worried, if at all, have you been about paying for the following...</p> <p>INTERVIEWER: IF RESPONDENT IS NOT RESPONSIBLE FOR PAYING FOR THESE ASK:</p> <p>'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'?</p>	<p>Over the last three months, how worried, if at all, have you (or the person responsible for paying these) been about paying for the following...</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. Energy bills</p> <p>b. Food and other household shopping</p> <p>c. Transport, including petrol/diesel and public transport costs</p> <p>d. Mortgage or rent payment</p>	<p>Question text updated.</p> <p>Face-to-face interviewer instructions removed.</p>

	<p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. Energy bills</p> <p>b. Food and other household shopping</p> <p>c. Transport, including petrol/diesel and public transport costs</p> <p>d. Mortgage or rent payment</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <p>1. Very worried</p> <p>2. Fairly worried</p> <p>3. Not very worried</p> <p>4. Not at all worried</p> <p>5. Don't know</p> <p>6. Not applicable</p>	<p>[INVERT ORDER OF RESPONSES 1-4]</p> <p>1. Very worried</p> <p>2. Fairly worried</p> <p>3. Not very worried</p> <p>4. Not at all worried</p> <p>5. Don't know</p> <p>6. Not applicable</p>	
<p>Q16e (Energy bills and suppliers)</p>	<p>SHOW SCREEN</p> <p>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?</p> <p>CODE ALL THAT APPLY.</p> <p>[RANDOMISE ORDER OF RESPONSES 1-5]</p> <p>1. Energy bills are more expensive than other items</p> <p>2. Energy prices have increased more than</p>	<p>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?</p> <p>[RANDOMISE ORDER OF RESPONSES 1-5]</p> <p>1. Energy bills are more expensive than other items</p> <p>2. Energy prices have increased more than shopping/transport prices</p> <p>3. Have less control over energy bills (i.e.</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>shopping/transport prices</p> <p>3. Have less control over energy bills (i.e. energy used by others in household)</p> <p>4. Cannot easily 'go without' energy like I can for other items</p> <p>5. Don't know how much energy bill will cost in advance so harder to budget</p> <p>6. Other (specify)</p> <p>7. Don't know</p>	<p>energy used by others in household)</p> <p>4. Cannot easily 'go without' energy like I can for other items</p> <p>5. Don't know how much energy bill will cost in advance so harder to budget</p> <p>6. Other (specify)</p> <p>7. Don't know</p>	
<p>Q17a (Energy bills and suppliers)</p>	<p>Thinking about your gas and electricity supplier, which of the following best describes your current situation?</p> <p>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".</p> <p>1. I have switched supplier in the last year</p>	<p>Thinking about your gas and electricity supplier(s), have you switched your supplier for either or both of these?</p> <p>1. I have switched supplier in the last year</p> <p>2. I have switched supplier but more than a year ago</p> <p>3. I have never switched supplier</p> <p>4. Don't know</p>	<p>Question text updated.</p> <p>Face-to-face interviewer instructions removed.</p>



	<p>2. I have switched supplier but more than a year ago</p> <p>3. I have never switched supplier</p> <p>4. Don't know</p>		
<p>Q18 (Energy bills and suppliers)</p>	<p><b>SHOW SCREEN AND READ OUT STATEMENTS</b></p> <p>How much, if at all, do you trust your energy supplier to do the following?</p> <p><b>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.</b></p> <p><b>[RANDOMISE ORDER OF STATEMENTS]</b></p> <p>a. Give customers a fair deal</p> <p>b. Provide you with a bill which accurately reflects the energy you have used</p> <p>c. Provide a breakdown of the components of your bill</p> <p>d. Inform you about the best tariff for you</p> <p>e. Improve your home to make it more energy efficient, if you paid</p>	<p>How much, if at all, do you trust your energy supplier to do the following?</p> <p>If you have different suppliers for gas and electricity, please think about your overall opinion.</p> <p><b>[RANDOMISE ORDER OF STATEMENTS]</b></p> <p>a. Give customers a fair deal</p> <p>b. Provide you with a bill which accurately reflects the energy you have used</p> <p>c. Provide a breakdown of the components of your bill</p> <p>d. Inform you about the best tariff for you</p> <p>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</p> <p>f. Provide impartial and accurate advice on</p>	<p>Question text updated.</p> <p>Face-to-face interviewer instructions removed.</p>

	<p>them to do this – for example through installing different technologies to reduce heat loss, or generate electricity</p> <p>f. Provide impartial and accurate advice on energy efficiency measures</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <ol style="list-style-type: none"> <li>1. A lot</li> <li>2. A fair amount</li> <li>3. Not very much</li> <li>4. Not at all</li> <li>5. Don't know</li> <li>6. Not applicable</li> </ol>	<p>energy efficiency measures</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <ol style="list-style-type: none"> <li>1. A lot</li> <li>2. A fair amount</li> <li>3. Not very much</li> <li>4. Not at all</li> <li>5. Don't know</li> <li>6. Not applicable</li> </ol>	
<p>Q22 (Climate change pt.1)</p>	<p>SHOW SCREEN</p> <p>Thinking about the causes of climate change, which, if any, of the following best describes your opinion?</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <ol style="list-style-type: none"> <li>1. Climate change is entirely caused by natural processes</li> <li>2. Climate change is mainly caused by natural processes</li> <li>3. Climate change is partly caused by natural processes and partly caused by human activity</li> </ol>	<p>Thinking about the causes of climate change, which, if any, of the following best describes your opinion?</p> <p>[INVERT ORDER OF RESPONSES 1-5]</p> <ol style="list-style-type: none"> <li>1. Climate change is entirely caused by natural processes</li> <li>2. Climate change is mainly caused by natural processes</li> <li>3. Climate change is partly caused by natural processes and partly caused by human activity</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>

	<p>4. Climate change is mainly caused by human activity</p> <p>5. Climate change is entirely caused by human activity</p> <p>6. I don't think there is such a thing as climate change.</p> <p>7. Don't know</p> <p>8. No opinion</p>	<p>4. Climate change is mainly caused by human activity</p> <p>5. Climate change is entirely caused by human activity</p> <p>6. I don't think there is such a thing as climate change.</p> <p>7. Don't know</p> <p>8. No opinion</p>	
<p>Q23a (Energy security)</p>	<p>SHOW SCREEN</p> <p>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.</p> <p>So, how concerned, if at all, are you about...</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. Steep rises in energy prices in the future</p> <p>b. Power cuts becoming more frequent in the future</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <p>1. Very concerned</p> <p>2. Fairly concerned</p> <p>3. Not very concerned</p> <p>4. Not at all concerned</p> <p>5. Don't know</p>	<p>We are now going to ask you how concerned you are about various things happening in the future. By 'the future' we mean the next 10-20 years.</p> <p>So, how concerned, if at all, are you about...</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. Steep rises in energy prices in the future</p> <p>b. Power cuts becoming more frequent in the future</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <p>1. Very concerned</p> <p>2. Fairly concerned</p> <p>3. Not very concerned</p> <p>4. Not at all concerned</p> <p>5. Don't know</p>	<p>Question text updated.</p> <p>Face-to-face interviewer instructions removed.</p>

<p>Q23b (Energy security)</p>	<p>SHOW SCREEN AND READ OUT STATEMENTS</p> <p>And still thinking about the next 10-20 years, how concerned, if at all, are you about...</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. UK supplies of fossil fuels not being sufficient to meet the UK's demand for them</p> <p>b. The UK becoming too dependent on energy from other countries</p> <p>c. The UK not investing fast enough in alternative sources of energy</p> <p>d. The UK not developing technology to use existing sources of fossil fuels sufficiently</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <p>1. Very concerned</p> <p>2. Fairly concerned</p> <p>3. Not very concerned</p> <p>4. Not at all concerned</p> <p>5. Don't know</p>	<p>And still thinking about the next 10-20 years, how concerned, if at all, are you about...</p> <p>[RANDOMISE ORDER OF STATEMENTS]</p> <p>a. UK supplies of fossil fuels not being sufficient to meet the UK's demand for them</p> <p>b. The UK becoming too dependent on energy from other countries</p> <p>c. The UK not investing fast enough in alternative sources of energy</p> <p>d. The UK not developing technology to use existing sources of fossil fuels sufficiently</p> <p>[INVERT ORDER OF RESPONSES 1-4]</p> <p>1. Very concerned</p> <p>2. Fairly concerned</p> <p>3. Not very concerned</p> <p>4. Not at all concerned</p> <p>5. Don't know</p>	<p>Face-to-face interviewer instructions removed.</p>
<p>Q23c (Energy security)</p>	<p>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</p>	<p>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</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>you thinking about specific energy types?</p> <p>IF NO: Select code 1.</p> <p>IF YES: Which types of energy are you particularly concerned about?</p> <p>DO NOT PROMPT.</p> <p>[MULTICODE FOR CODES 2-5]</p> <p>1. No specific sources</p> <p>2. Oil</p> <p>3. Gas</p> <p>4. Electricity</p> <p>5. Other source (specify)</p> <p>6. Don't know</p>	<p>you thinking about specific energy types?</p> <p>[MULTICODE FOR CODES 2-5]</p> <p>1. No specific sources</p> <p>2. Oil</p> <p>3. Gas</p> <p>4. Electricity</p> <p>5. Other source (please type in)</p> <p>6. Don't know</p>	<p>Changed from unprompted list to prompted list.</p>
<p>Q180 (Climate change pt.2)</p>	<p>SHOW SCREEN</p> <p>Which of these describes your views about the impact of climate change in the UK?</p> <p>[INVERT ORDER OF RESPONSE CODES 1-4]</p> <p>1. Climate change is already having an impact in the UK</p> <p>2. Climate change is not yet having an impact in the UK, but will do in my lifetime</p> <p>3. Climate change will not have an impact in my lifetime, but will do</p>	<p>Which of these describes your views about the impact of climate change in the UK?</p> <p>[INVERT ORDER OF RESPONSE CODES 1-4]</p> <p>1. Climate change is already having an impact in the UK</p> <p>2. Climate change is not yet having an impact in the UK, but will do in my lifetime</p> <p>3. Climate change will not have an impact in my lifetime, but will do for future generations in the UK</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>for future generations in the UK</p> <p>4. Climate change is not happening/will never have an impact in the UK</p> <p>5. Don't know</p>	<p>4. Climate change is not happening/will never have an impact in the UK</p> <p>5. Don't know</p>	
<p>Q181 (Climate change pt.2)</p>	<p>SHOW SCREEN</p> <p>And how much, if at all, do you think climate change is currently affecting...</p> <p>SINGLE CODE FOR EACH</p> <p>a. Your local area</p> <p>b. People in the UK as a whole</p> <p>c. People in other countries</p> <p>[INVERT ORDER OF RESPONSE CODES 1-4]</p> <p>1. A great deal</p> <p>2. To some extent</p> <p>3. Not too much</p> <p>4. Not at all</p> <p>5. Don't know</p>	<p>And how much, if at all, do you think climate change is currently affecting...</p> <p>a. Your local area</p> <p>b. People in the UK as a whole</p> <p>c. People in other countries</p> <p>[INVERT ORDER OF RESPONSE CODES 1-4]</p> <p>1. A great deal</p> <p>2. To some extent</p> <p>3. Not too much</p> <p>4. Not at all</p> <p>5. Don't know</p>	<p>Face-to-face interviewer instructions removed.</p>
<p>Q182 (Climate change pt.2)</p>	<p>DO NOT SHOW SCREEN</p> <p>Thinking just about the UK, have you noticed any impacts of climate change over the past few years? If so, which ones?</p>	<p>Thinking just about the UK, have you noticed any impacts of climate change over the past few years? If so, which ones?</p> <p>PLEASE SELECT ALL THAT APPLY.</p>	<p>Face-to-face interviewer instructions replaced.</p> <p>Changed from unprompted list to prompted list.</p>

	<p>DO NOT PROMPT. CODE ALL THAT APPLY.</p> <ol style="list-style-type: none"> <li>1. Rising sea levels/ more flooding</li> <li>2. Reduced food availability/impact on farming</li> <li>3. Reduced water availability/droughts</li> <li>4. Changes in plants or wildlife /plant or animal extinction</li> <li>5. More health problems (e.g. asthma)</li> <li>6. Rising temperatures/heat/hotte r summers</li> <li>7. More extreme events such as storms</li> <li>8. Increased pollution</li> <li>9. Increased wildfires</li> <li>10. Increased coastal erosion</li> <li>11. Other (specify)</li> <li>12. None/have not noticed any impacts</li> <li>13. Don't know</li> </ol>	<ol style="list-style-type: none"> <li>1. Rising sea levels/ more flooding</li> <li>2. Reduced food availability/impact on farming</li> <li>3. Reduced water availability/droughts</li> <li>4. Changes in plants or wildlife /plant or animal extinction</li> <li>5. More health problems (e.g. asthma)</li> <li>6. Rising temperatures/heat/hotte r summers</li> <li>7. More extreme events such as storms</li> <li>8. Increased pollution</li> <li>9. Increased wildfires</li> <li>10. Increased coastal erosion</li> <li>11. Other impact (please type in)</li> <li>12. None/have not noticed any impacts</li> <li>13. Don't know</li> </ol>	<p>Face-to-face answer categories updated: 11.</p>
<p>Q183 (Climate change pt.2)</p>	<p>SHOW SCREEN</p> <p>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.</p>	<p>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?</p> <p>PLEASE SELECT ALL THAT APPLY.</p>	<p>Question text updated.</p> <p>Face-to-face interviewer instructions replaced.</p> <p>Face-to-face answer</p>

	<p>CODE ALL THAT APPLY</p> <p>[RANDOMISE ORDER OF CODES 1-10]</p> <ol style="list-style-type: none"> <li>1. Rising sea levels/ more flooding</li> <li>2. Reduced food availability/impact on farming</li> <li>3. Reduced water availability/droughts</li> <li>4. Changes in plants or wildlife /plant or animal extinction</li> <li>5. More health problems (e.g. asthma)</li> <li>6. Rising temperatures/heat/hotter summers</li> <li>7. More extreme events such as storms</li> <li>8. Increased pollution</li> <li>9. Increased wildfires</li> <li>10. Increased coastal erosion</li> <li>11. Other (specify)</li> <li>12. None/have not noticed any impacts</li> <li>13. Don't know</li> </ol>	<p>[RANDOMISE ORDER OF CODES 1-10]</p> <ol style="list-style-type: none"> <li>1. Rising sea levels/ more flooding</li> <li>2. Reduced food availability/impact on farming</li> <li>3. Reduced water availability/droughts</li> <li>4. Changes in plants or wildlife /plant or animal extinction</li> <li>5. More health problems (e.g. asthma)</li> <li>6. Rising temperatures/heat/hotter summers</li> <li>7. More extreme events such as storms</li> <li>8. Increased pollution</li> <li>9. Increased wildfires</li> <li>10. Increased coastal erosion</li> <li>11. Other impact (please type in)</li> <li>12. None/have not noticed any impacts</li> <li>13. Don't know</li> </ol>	<p>categories updated: 11.</p>
<p>Q184 (Climate change pt.2)</p>	<p>SHOW SCREEN</p> <p>Thinking now about your everyday life, do you do any of these things? You can just read out any numbers which apply.</p>	<p>Thinking now about your everyday life, do you do any of these things?</p> <p>PLEASE SELECT ALL THAT APPLY.</p>	<p>Question text updated.</p> <p>Face-to-face interviewer instructions replaced.</p>



	<p>CODE ALL THAT APPLY</p> <p>[RANDOMISE ORDER OF CODES 1-8]</p> <ol style="list-style-type: none"> <li>1. Choose to walk, cycle or use public transport more instead of using a car</li> <li>2. Avoid/Eat less meat</li> <li>3. Avoid/Eat less dairy produce</li> <li>4. Avoid/minimise throwing away food</li> <li>5. Drive an electric or hybrid car</li> <li>6. Think about the energy efficiency of products and appliances when making a purchase</li> <li>7. Minimise the amount of energy you use at home (for example washing at lower temperatures, switch off lights)</li> <li>8. Avoid/minimise air travel</li> <li>9. None of the above</li> <li>10. Don't know</li> </ol>	<p>[RANDOMISE ORDER OF CODES 1-8]</p> <ol style="list-style-type: none"> <li>1. Choose to walk, cycle or use public transport more instead of using a car</li> <li>2. Avoid/Eat less meat</li> <li>3. Avoid/Eat less dairy produce</li> <li>4. Avoid/minimise throwing away food</li> <li>5. Drive an electric or hybrid car</li> <li>6. Think about the energy efficiency of products and appliances when making a purchase</li> <li>7. Minimise the amount of energy you use at home (for example washing at lower temperatures, switch off lights)</li> <li>8. Avoid/minimise air travel</li> <li>9. None of the above</li> <li>10. Don't know</li> </ol>	
<p>Q185 (Climate change pt.2)</p>	<p>SHOW SCREEN</p> <p>You mentioned that you currently do [INSERT ITEM MENTIONED AT Q184].</p> <p>Looking at this screen, what would you say is</p>	<p>You mentioned that you currently do [INSERT ITEM MENTIONED AT Q184].</p> <p>What would you say is the main reason for this?</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>the main reason for this?</p> <p>[FOR SUBSEQUENT MENTIONS] And what about...?</p> <p>CODE ONE ONLY</p> <p>1. I do this mainly because I want to help limit the effects of climate change</p> <p>2. I do this mainly for other reasons (e.g. lifestyle choice, cost, convenience, health, ethical reasons)</p> <p>3. A mixture of both</p> <p>4. No particular reason</p> <p>5. Don't know</p>	<p>[FOR SUBSEQUENT MENTIONS] And what about...?</p> <p>1. I do this mainly because I want to help limit the effects of climate change</p> <p>2. I do this mainly for other reasons (e.g. lifestyle choice, cost, convenience, health, ethical reasons)</p> <p>3. A mixture of both</p> <p>4. No particular reason</p> <p>5. Don't know</p>	
<p>Q186 (Climate change pt.2)</p>	<p>SHOW SCREEN</p> <p>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?</p> <p>[MULTI CODE – ALLOW UP TO 3 RESPONSES TO BE SELECTED (CODE 9 SINGLE CODE)]</p> <p>[RANDOMISE ORDER OF CODES 1-8]</p> <p>1. Choose to walk, cycle or use public transport more instead of using a car</p> <p>2. Avoid/Eat less meat</p>	<p>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?</p> <p>[MULTI CODE – ALLOW UP TO 3 RESPONSES TO BE SELECTED (CODE 9 SINGLE CODE)]</p> <p>[RANDOMISE ORDER OF CODES 1-8]</p> <p>1. Choose to walk, cycle or use public transport more instead of using a car</p> <p>2. Avoid/Eat less meat</p> <p>3. Avoid/Eat less dairy produce</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>3. Avoid/Eat less dairy produce</p> <p>4. Avoid/minimise throwing away food</p> <p>5. Drive an electric or hybrid car</p> <p>6. Think about the energy efficiency of products and appliances when making a purchase</p> <p>7. Minimise the amount of energy you use at home (for example washing at lower temperatures, switch off lights)</p> <p>8. Avoid/minimise air travel</p> <p>9. None of these will have an impact on climate change</p> <p>10. Don't know</p>	<p>4. Avoid/minimise throwing away food</p> <p>5. Drive an electric or hybrid car</p> <p>6. Think about the energy efficiency of products and appliances when making a purchase</p> <p>7. Minimise the amount of energy you use at home (for example washing at lower temperatures, switch off lights)</p> <p>8. Avoid/minimise air travel</p> <p>9. None of these will have an impact on climate change</p> <p>10. Don't know</p>	
<p>Q187 (Climate change pt.2)</p>	<p>SHOW SCREEN</p> <p>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?</p> <p>[RANDOMISE ORDER OF CODES 1-3]</p> <p>1. The general public, by making changes to their lifestyle</p> <p>2. Businesses, by doing more to reduce their</p>	<p>Which one of these do you think should have the most responsibility for tackling the effects of climate change in the UK?</p> <p>[RANDOMISE ORDER OF CODES 1-3]</p> <p>1. The general public, by making changes to their lifestyle</p> <p>2. Businesses, by doing more to reduce their impact on the environment</p> <p>3. Government, by introducing more</p>	<p>Question text updated.</p> <p>Face-to-face interviewer instructions removed.</p> <p>Face-to-face answer categories updated: 4.</p>

	<p>impact on the environment</p> <p>3. Government, by introducing more policies to reduce the level of carbon emissions</p> <p>4. (DO NOT READ OUT - Can't choose, all/more than one equal)</p>	<p>policies to reduce the level of carbon emissions</p> <p>4. Don't know/Difficult to choose</p>	
<p>Q188 (Climate change pt.2)</p>	<p>SHOW SCREEN</p> <p>And now a few questions about trust in information sources.</p> <p>READ OUT ON EACH SCREEN:</p> <p>How much do you trust [INSERT ITEM] to provide accurate information about climate change?</p> <p>SINGLE CODE FOR EACH</p> <p>[RANDOMISE ORDER OF CODES A-H]</p> <p>a. Newspapers or newspaper websites</p> <p>b. TV news such as BBC, ITV, Sky</p> <p>c. Social media such as Facebook, Twitter</p> <p>d. TV and radio documentaries</p> <p>e. UK Government</p> <p>f. Scientists working at universities</p>	<p>And now a few questions about trust in information sources.</p> <p>How much do you trust [INSERT ITEM] to provide accurate information about climate change?</p> <p>[RANDOMISE ORDER OF CODES A-H]</p> <p>a. Newspapers or newspaper websites</p> <p>b. TV news such as BBC, ITV, Sky</p> <p>c. Social media such as Facebook, Twitter</p> <p>d. TV and radio documentaries</p> <p>e. UK Government</p> <p>f. Scientists working at universities</p> <p>g. Scientific organisations such as Royal Society, Met Office</p> <p>h. Charities, environmental or campaign groups such</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>g. Scientific organisations such as Royal Society, Met Office</p> <p>h. Charities, environmental or campaign groups such as Greenpeace, Friends of the Earth</p> <p>[INVERT ORDER OF RESPONSE OPTIONS 1-4]</p> <p>1. Trust a great deal</p> <p>2. Trust to some extent</p> <p>3. Do not have much trust</p> <p>4. Do not trust at all</p> <p>5. Not applicable</p> <p>6. Don't know</p> <p>7. It depends</p>	<p>as Greenpeace, Friends of the Earth</p> <p>[INVERT ORDER OF RESPONSE OPTIONS 1-4]</p> <p>1. Trust a great deal</p> <p>2. Trust to some extent</p> <p>3. Do not have much trust</p> <p>4. Do not trust at all</p> <p>5. Not applicable</p> <p>6. Don't know</p> <p>7. It depends</p>	
<p>Q189 (Climate change pt.2)</p>	<p>SHOW SCREEN</p> <p>How much do you agree or disagree with the following statements?</p> <p>SINGLE CODE FOR EACH</p> <p>[RANDOMISE ORDER OF CODES A-E]</p> <p>a. It's not worth doing things to help reduce climate change if others don't do the same</p> <p>b. There is so much conflicting information about climate change it</p>	<p>How much do you agree or disagree with the following statements?</p> <p>[RANDOMISE ORDER OF CODES A-E]</p> <p>a. It's not worth doing things to help reduce climate change if others don't do the same</p> <p>b. There is so much conflicting information about climate change it is difficult to know what to believe</p> <p>c. If everyone does their bit, we can reduce the</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>is difficult to know what to believe</p> <p>c. If everyone does their bit, we can reduce the effects of climate change</p> <p>d. I have the ability to make changes in my life that could help reduce climate change</p> <p>e. The media exaggerates the impacts of climate change</p> <p>[INVERT ORDER OF RESPONSE OPTIONS 1-5]</p> <p>1. Agree strongly</p> <p>2. Agree slightly</p> <p>3. Neither agree nor disagree</p> <p>4. Disagree slightly</p> <p>5. Disagree strongly</p> <p>6. Don't know</p>	<p>effects of climate change</p> <p>d. I have the ability to make changes in my life that could help reduce climate change</p> <p>e. The media exaggerates the impacts of climate change</p> <p>[INVERT ORDER OF RESPONSE OPTIONS 1-5]</p> <p>1. Agree strongly</p> <p>2. Agree slightly</p> <p>3. Neither agree nor disagree</p> <p>4. Disagree slightly</p> <p>5. Disagree strongly</p> <p>6. Don't know</p>	
<p>Q190 (Corporate trust and transparency)</p>	<p>SHOW SCREEN</p> <p>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...</p> <p>[FOR SUBSEQUENT MENTIONS How much do you trust large financial and legal businesses to]:</p>	<p>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...</p> <p>[FOR SUBSEQUENT MENTIONS How much do you trust large financial and legal businesses to]:</p> <p>[RANDOMISE ORDER OF CODES A-E]</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>SINGLE CODE FOR EACH</p> <p>[RANDOMISE ORDER OF CODES A-E]</p> <p>a. ...tell the truth</p> <p>b. ...be open and honest in their dealings with customers</p> <p>c. ...act in a socially responsible way</p> <p>d. ...be open and honest about how much tax they pay</p> <p>e. ...treat all their employees fairly</p> <p>[INVERT ORDER OF RESPONSE OPTIONS 1-4]</p> <p>1. Trust them a great deal</p> <p>2. Trust to some extent</p> <p>3. Do not have much trust</p> <p>4. Do not trust them at all</p> <p>5. Don't know</p>	<p>a. ...tell the truth</p> <p>b. ...be open and honest in their dealings with customers</p> <p>c. ...act in a socially responsible way</p> <p>d. ...be open and honest about how much tax they pay</p> <p>e. ...treat all their employees fairly</p> <p>[INVERT ORDER OF RESPONSE OPTIONS 1-4]</p> <p>1. Trust them a great deal</p> <p>2. Trust to some extent</p> <p>3. Do not have much trust</p> <p>4. Do not trust them at all</p> <p>5. Don't know</p>	
<p>Q200 (Office of Product Safety and Standards)</p>	<p>SHOW SCREEN</p> <p>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?</p>	<p>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?</p> <p>[RANDOMISE ORDER OF CODES 1-9]</p>	<p>Face-to-face interviewer instructions removed.</p>

	<p>Please read out the number or numbers that apply.</p> <p>[RANDOMISE ORDER OF CODES 1-9]</p> <ol style="list-style-type: none"> <li>1. Ombudsman</li> <li>2. Citizens Advice/CAB</li> <li>3. Resolver</li> <li>4. Office of Product Safety and Standards (OPS&amp;S)</li> <li>5. Competition and Markets Authority (CMA)</li> <li>6. Which?</li> <li>7. Trading Standards</li> <li>8. Ofcom</li> <li>9. British Standards Institution (BSI)</li> <li>10. None of these</li> <li>11. Don't know</li> </ol>	<ol style="list-style-type: none"> <li>1. Ombudsman</li> <li>2. Citizens Advice/CAB</li> <li>3. Resolver</li> <li>4. Office of Product Safety and Standards (OPS&amp;S)</li> <li>5. Competition and Markets Authority (CMA)</li> <li>6. Which?</li> <li>7. Trading Standards</li> <li>8. Ofcom</li> <li>9. British Standards Institution (BSI)</li> <li>10. None of these</li> <li>11. Don't know</li> </ol>	
<p>Q201 (Office of Product Safety and Standards)</p>	<p>SHOW SCREEN</p> <p>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?</p> <p>[RANDOMISE ORDER OF CODES 1-5]</p> <ol style="list-style-type: none"> <li>1. Visited their website</li> <li>2. Read guidance published by them (either in print or online)</li> </ol>	<p>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?</p> <p>[RANDOMISE ORDER OF CODES 1-5]</p> <ol style="list-style-type: none"> <li>1. Visited their website</li> <li>2. Read guidance published by them (either in print or online)</li> </ol>	<p>Face-to-face interviewer instructions removed.</p>



	<p>3. Read about them in newspapers/seen something on TV</p> <p>4. Seen an advert (press or TV)</p> <p>5. Been in contact with them (by phone or email)</p> <p>6. Other (specify)</p> <p>7. None</p> <p>8. Don't know</p>	<p>3. Read about them in newspapers/seen something on TV</p> <p>4. Seen an advert (press or TV)</p> <p>5. Been in contact with them (by phone or email)</p> <p>6. Other (specify)</p> <p>7. None</p> <p>8. Don't know</p>	
<p>Q202 (Office of Product Safety and Standards)</p>	<p>SHOW SCREEN</p> <p>How much do you trust the Office of Product Safety and Standards to protect consumers from unsafe products?</p> <p>[INVERT ORDER OF RESPONSE CODES 1-4]</p> <p>1. Trust a great deal</p> <p>2. Trust to some extent</p> <p>3. Do not have much trust</p> <p>4. Do not trust at all</p> <p>5. Don't know</p>	<p>How much do you trust the Office of Product Safety and Standards to protect consumers from unsafe products?</p> <p>[INVERT ORDER OF RESPONSE CODES 1-4]</p> <p>1. Trust a great deal</p> <p>2. Trust to some extent</p> <p>3. Do not have much trust</p> <p>4. Do not trust at all</p> <p>5. Don't know</p>	<p>Face-to-face interviewer instructions removed.</p>

**Table 6: Questions no longer asked**

Question	Change
Q121 (Consumer problems)	<p>Question asked about most recent problem with service providers.</p> <p>Question dropped at W34 in switch to CAWI (last asked W30).</p>

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Q122 (Consumer problems)	Question asked whether problem from Q121 was resolved with provider.  Question dropped at W34 in switch to CAWI (last asked W30).
Q123 (Consumer problems)	Question asked about any resolution to problem from Q121 sought from third parties.  Question dropped at W34 in switch to CAWI (last asked W30).
Q124 (Consumer problems)	Question asked why ombudsman or other dispute resolution service was not contacted in reference to problem from Q121.  Question dropped at W34 in switch to CAWI (last asked W30).

The final questionnaires used for each wave of the survey are published on <https://www.gov.uk/government/collections/public-attitudes-tracking-survey>



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