

# BEIS PUBLIC ATTITUDES TRACKER

## WAVE 2 Winter 2021

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### Key

Black text = Both modes

Red text = Web only. This is also indicated in the text as (Web only).

Brown text = Paper only This is also indicated in the text as (Postal only).

## SECTION A: OPENING DEMOGRAPHICS

(PAPER: SECTION B: ABOUT YOU)

### ADD TIME STAMP

#### ASK ALL (WEB ONLY)

**INTROD1** (*Display*)

Thank you for choosing to take part in the BEIS Public Attitudes Tracker.  
Please click the > button to start the survey.

#### ASK ALL

**INTROD2** (*Display*)

In this first section, we would like to find out a little about you and your household.  
The information is used to understand the experiences of different groups and will not identify you or anyone in your household.

#### ASK ALL

**NUMADULTS** (*Single*)

Including yourself, how many adults aged 16 or over are currently living in your household?

1. 1
2. 2
3. 3
4. 4
5. 5
6. 6
7. 7
8. 8
9. 9
10. 10 or more

#### ASK IF NUMADULTS=2+

**COHAB** (*Single*)

Are you living with someone in this household as a couple?

1. Yes
2. No (PAPER GO TO CHILDHH)

-9 Prefer not to say

#### ASK IF COHAB=1

**MARSTAT**

Are you married or in a civil partnership with this person?

1. Yes
2. No

-9 Prefer not to say

**ASK ALL  
CHILDHH**

How many children aged under 16 currently live in your household?

1. 0
2. 1
3. 2
4. 3
5. 4
6. 5
7. 6
8. 7
9. 8
10. 9
11. 10 or more

-9 Prefer not to say

**ASK ALL**

**AGE** (*Numeric*)

What is your age?

NUMERIC (Range 16-110)

-9 Prefer not to say

**PAPER: IF AGE PROVIDED, GO TO GENDER**

**IF AGE=REFUSED (AGE=-9)**

**AGEBAND** (*Single*)

Which of the following age bands are you in?

1. 16 to 19
2. 20 to 24
3. 25 to 34
4. 35 to 44
5. 45 to 54
6. 55 to 64
7. 65 to 74
8. 75 or over
9. Prefer not to say

**ALL**

**GENDER** (*Single*)

Would you describe yourself as...

1. Male
2. Female
3. Prefer to self-describe (OPEN)

-9 Prefer not to say

## SECTION B: QUARTERLY & BIENNIAL TRACKER QUESTIONS

(PAPER: SECTION B: ENVIRONMENTAL ISSUES)

### ADD TIME STAMP

#### ASK ALL

##### INTROQ (*Display*)

Next are some questions about your general attitudes towards environmental issues.

#### ASK ALL

##### CLIMCONCERN (*Single*)

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

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

#### ASK ALL

##### NZKNOW (*Single*)

The UK government is aiming to reduce UK greenhouse gas emissions to 'net zero' by 2050. This will involve significantly reducing emissions produced by our industries, transport, food, and homes. Any remaining emissions will be balanced by actions that reduce greenhouse gases already in the atmosphere, such as planting trees.

Before today, how much, if anything, did you know about the concept of 'net zero'?

1. Never heard of this
2. Hardly anything but I've heard of this
3. A little
4. A fair amount
5. A lot

#### ASK ALL

##### RENEWSUPPORT (*Single*)

The next question is about renewable energy. This includes a number of different forms of energy, such as wind power, solar energy and biomass.

Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat?

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

**ASK ALL**

**HEATHOMEKNOW** (*Single*)

In the lead up to 2050, the way we heat almost all of our homes and buildings will need to change in order to reach the UK government's net zero target. Before today, how much if anything did you know about this?

1. Never heard of this
2. Hardly anything but I've heard of this
3. A little
4. A fair amount
5. A lot

**ASK ALL**

**LOWCARBKNOW** (*Single*)

The next question is about low-carbon heating systems. By this we mean environmentally friendly heating systems which no longer rely on conventional gas central heating but instead use energy from low-carbon alternatives such as hydrogen, the sun, or heat pumps which draw heat from the ground, air or water to heat your home.

Before today, how much if anything did you know about low-carbon heating systems?

1. Never heard of this
2. Hardly anything but I've heard of this
3. A little
4. A fair amount
5. A lot

## SECTION C: HEAT USE IN THE HOME

(PAPER: SECTION C: HEAT USE IN THE HOME)

### ADD TIME STAMP

#### ASK ALL

##### INTROHEAT (*Display*)

Now some questions about how you heat your home.

#### ASK ALL

##### HeatMain (*Single*)

What is the **main** way you heat your home?

##### Central heating

1. Gas
2. Oil
3. Solid fuel – coal
4. Solid fuel – biomass (for example wood)

##### Fixed room heaters, fires and stoves

5. Electric (storage)
6. Natural Gas
7. Electric (not storage)
8. Solid fuel (open fire/enclosed stove) – coal
9. Solid fuel (open fire/enclosed stove) – wood
10. LPG (liquified petroleum gas)

##### Portable heaters

10. Electric
11. Other

##### Other

12. Communal or district heating (heat networks)
  13. Heat pump
  14. Other (**please type in**) (**please specify**)
- 8 Don't know

#### ASK ALL

##### CoolMain (*Single*)

What is the **main** way you cool your home when you need to?

1. Built-in air-conditioning unit
  2. Heat pump
  3. Plug-in fans
  4. I open the windows/doors
  5. Another way
  6. I never cool my home
- 8 Don't Know

**ASK ALL**

**HEATUSE** (*Single*)

How much attention do you pay to the amount of heat you use in your home?

1. A lot
2. A fair amount
3. A little
4. Hardly any
5. None at all

**ASK IF HEATUSE = 1 OR 2**

**HEATATTWHY** (*Single*)

You said that you pay [a lot/ a fair amount] [a lot or a fair amount] of attention to the amount of heat you use in your home. What is the main reason for this?

1. To minimise the money spent on heat
2. To minimise the environmental impact of the heat used
3. To make sure my home has sufficient heat to be comfortable
4. To keep control over the amount of heat used
5. Other reason (please type in) (please specify)
6. Don't know

**ASK IF HEATUSE= 3 OR 4 OR 5**

**HEATNOATTWHY** (*Single*)

You said that you pay [only a little/hardly any/no] [only a little, hardly any or no] attention to the amount of heat you use in your home. What is the main reason for this?

1. I use as much heat as needed to be comfortable
2. I don't feel I can control the amount of heat used
3. I'm just not interested in the amount of heat used
4. I set controls at a level I'm comfortable with and then don't need to adjust them
5. Other reason (please type in) (please specify)
6. Don't know

**ASK ALL**

**REPLACEHEAT** (*Single*)

Now thinking about your heating system. Which one of these statements comes closest to your view?

1. I would consider replacing my heating system while it is still working.
2. I will only replace my heating system when my current one breaks down or starts to deteriorate
3. Not applicable - not my decision to make
- 8. Don't know

**ASK IF REPLACEHEAT=1**

**REPLACEIMP** (*Single*)

Which one of these would be the most important consideration in changing your heating system?

1. Saving money on heating bills
2. Switching to a more environmentally friendly heating system
3. Having a more reliable heating system than my current one
4. Other reason (please type in) (please specify)
- 8. Don't know

## SECTION D: HOME INSULATION

(PAPER: SECTION D: HOME INSULATION)

### ADD TIME STAMP

#### ASK ALL

##### INTROINSUL (*Display*)

Now some questions about types of insulation in your home.

#### INSTALLA TO WHYNOINSTE BELOW ARE WEB ONLY

PAPER: FOR QUESTIONS INSTALLA TO WHYNOINSTE PLEASE SEE ALTERNATIVE FORMUALTION AT THE END OF THIS SECTION

#### ASK ALL

##### INSTALLA-E (*Grid*)

Have any of these been installed in your home, even if not by you or your household?

- a) Loft insulation or top-up loft insulation
- b) Double glazing in at least one of your windows
- c) Cavity wall or solid wall insulation
- e) Under floor insulation (not the same as underfloor heating)

- 1. Yes – already installed/in process of installing
- 2. No – but I have considered this
- 3. No – and not considered it
- 8 Don't know whether this is installed

#### ASK IF INSTALLA= 2 OR 3

##### WHYNOINSTA (*Multi*)

Are there any particular reasons why you haven't installed **loft insulation or top-up loft insulation** so far?

Please select all that apply.

- 1. Home is already energy efficient/ warm enough
- 2. Too expensive
- 3. Too much hassle / disruption
- 4. Not convinced of the benefits
- 5. Not suitable for my home
- 6. Don't own the property/not my decision to make
- 7. Planning to move/won't be there long enough
- 8. Never thought about it
- 9. Never heard of it
- 10. Other (please type in) (please specify)
- 8. Don't know

#### IF INSTALLB= 2 OR 3

##### WHYNOINSTB (*Multi*)

Are there any particular reasons why you haven't installed **double glazing** in any of your windows so far?

Please select all that apply.

- 1. Home is already energy efficient/ warm enough
- 2. Too expensive
- 3. Too much hassle / disruption



4. Not convinced of the benefits
  5. Not suitable for my home
  6. Don't own the property/not my decision to make
  7. Planning to move/Won't be there long enough
  8. Never thought about it
  9. Never heard of it
  10. Other (please type in) (please specify)
- 8. Don't Know

**IF INSTALLC= 2 OR 3**

**WHYNOINSTC** (*Multi*)

Are there any particular reasons why you haven't installed **cavity wall or solid wall insulation** so far?

Please select all that apply.

1. Home is already energy efficient/ warm enough
  2. Too expensive
  3. Too much hassle / disruption
  4. Not convinced of the benefits
  5. Not suitable for my home
  6. Don't own the property/not my decision to make
  7. Planning to move/Won't be there long enough
  8. Never thought about it
  9. Never heard of it
  10. Other (please type in) (please specify)
- 8. Don't Know

**IF INSTALLE= 2 OR 3**

**WHYNOINSTE** (*Multi*)

Are there any particular reasons why you haven't installed **under floor insulation** so far?

Please select all that apply.

1. Home is already energy efficient/ warm enough
  2. Too expensive
  3. Too much hassle / disruption
  4. Not convinced of the benefits
  5. Not suitable for my home
  6. Don't own the property/not my decision to make
  7. Planning to move/Won't be there long enough
  8. Never thought about it
  9. Never heard of it
  10. Other (please type in) (please specify)
- 8. Don't Know

**POSTAL VERSION OF INSTALLA-WHYNOINSTE: SET UP AS GRID AS BELOW**

**ASK ALL**

**QXX. Have any of the following been installed in this home, even if not by you or your household?**

**Please cross one box in each column.**

	Loft insulation/Top up insulation	Double glazing in at least one of your windows	Cavity wall or solid wall insulation	Under floor insulation (not under floor heating)
Yes – already installed/ in process of installing				
No – but I have considered this				
No – and not considered it				
Don't know whether it is installed				

**ASK ALL**

**For each of the following, if you haven't installed it so far, are there any particular reasons why not?**

**Please cross one box in each column.**

	Loft insulation/Top up insulation	Double glazing in at least one of your windows	Cavity wall or solid wall insulation	Under floor insulation (not under floor heating)
Home is already energy efficient/ warm enough				
Too expensive				
Too much hassle / disruption				
Not convinced of the benefits				
Not suitable for my home				
Don't own the property/not my decision to make				
Planning to move/Won't be there long enough				
Never thought about it				
Never heard of it				
Other reason (please type in) (please specify)				
-8. Don't Know				

## SECTION E: SHOPPING AROUND AND SWITCHING

### ADD TIME STAMP

#### ASK ALL

##### IntroPurch (*Display*)

The next few questions are about purchasing products, shopping around and switching.

**PURCHRESP TO SWITCHPROB BELOW ARE WEB ONLY**  
**PAPER: FOR QUESTIONS PURCHRESP TO SWITCHPROB PLEASE SEE**  
**ALTERNATIVE FORMUALTION AT THE END OF THIS SECTION**

#### ASK ALL

##### PurchResp (*Multi*)

Which of these are you responsible for purchasing, either on your own or jointly?

Please select all that apply

1. Energy (gas/electricity)
2. Current account
3. Credit card
4. Mortgage
5. Home insurance
6. Car insurance
7. Mobile phone contract
8. Bundled contract combining 2 or more services (such as broadband and pay-TV)
9. Broadband (not bundled with another product)
10. Pay TV (not bundled with another product)
11. None of these (EXCLUSIVE)

#### ASK IF PURCHRESP1-10

**WEB ONLY: FILTER LIST ON ALL MENTIONED AT PURCHRESP**

##### PURCH12M (*Multi*)

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.

Please select all that apply.

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

**ASK IF PURCHRESP1-10****IntroShop** (*Display*)

The next few questions are about shopping around, by which we mean comparing different products, services, deals or providers either online, by telephone or in person

**ASK IF PURCHRESP1-10****WEB ONLY: FILTER LIST ON ALL MENTIONED AT PURCHRESP****Shop12M** (*Multi*)

Which, if any, of these products or services have you personally shopped around for in the last 12 months whether or not you made a purchase? Please include shopping around you did online, by telephone, or in person.

Please select all that apply.

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

**ASK IF SHOP12M=1 (SHOPPED AROUND FOR ENERGY)****SHOPWAYSSEN** (*Multi*)

Please think about the last time you shopped around for **energy (gas/electricity)** in the last 12 months.

In which ways did you shop around for this?

Please select all that apply.

1. Used online price comparison sites
2. Contacted providers directly (or they contacted you)
3. Checked websites of individual providers
4. Used consumer websites (such as Which?, Moneysavingexpert.com)
5. Used customer review websites (for example Trustpilot)
7. Talked to family or friends
8. Other (please type in)
- 8. Don't know

**ASK IF SHOP12M=5 (SHOPPED AROUND FOR HOME INSURANCE)**

**SHOPWAYSHOM** (*Multi*)

Please think about the last time you shopped around for **home insurance** in the last 12 months.

In which ways did you shop around for this?

Please select all that apply.

1. Used online price comparison sites
2. Contacted providers directly (or they contacted you)
3. Checked websites of individual providers
4. Used consumer websites (such as Which?, Moneysavingexpert.com)
5. Used customer review websites (for example Trustpilot)
7. Talked to family or friends
8. Other (please type in)
- 8. Don't know

**ASK IF SHOP12M=6 (SHOPPED AROUND FOR CAR INSURANCE)**

**SHOPWAYSCAR** (*Multi*)

Please think about the last time you shopped around for **car insurance** in the last 12 months.

In which ways did you shop around for this ?

Please select all that apply.

1. Used online price comparison sites
2. Contacted providers directly (or they contacted you)
3. Checked websites of individual providers
4. Used consumer websites (such as. Which?, Moneysavingexpert.com)
5. Used customer review websites (for example Trustpilot)
7. Talked to family or friends
8. Other (please type in)
- 8. Don't know

**ASK IF SHOP12M=7 (SHOPPED AROUND FOR MOBILE CONTRACT)**

**SHOPWAYSMOB** (*Multi*)

Please think about the last time you shopped around for a **mobile phone contract** in the last 12 months.

In which ways did you shop around for this?

Please select all that apply.

1. Used online price comparison sites
2. Contacted providers directly (or they contacted you)
3. Checked websites of individual providers
4. Used consumer websites (such as Which?, Moneysavingexpert.com)
5. Used customer review websites (for example Trustpilot)
7. Talked to family or friends
8. Other (please type in)
- 8. Don't know

**ASK IF ANY PRODUCTS SELECTED AT PURCH12M BUT NOT AT SHOP12M (I.E. IF PURCHASED WITHOUT SHOPPING AROUND)**

**WHYNOSHOP** (*Multi*)

You mentioned that you bought the following products without shopping around:

**[WEB ONLY: FILTER LIST ON ALL MENTIONED AT PURCH12M BUT NOT AT SHOP12M].**

Are there any particular reasons why you took out this/these products without shopping around?

Please select all that apply.

1. Too much time/effort
2. Too difficult to compare
3. Not worth it as no real difference between providers
4. The offer from the provider was just what I wanted
5. I feel loyalty to my provider / have an established relationship
6. Provider understands my needs
7. Provider was recommended to me
8. No particular reason/Didn't really think about it
9. Other (please write in)
- 8. Don't know

**ASK IF PURCHRESP1-10**

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

**ASK ALL WHO ARE RESPONSIBLE FOR PURCHASING AT LEAST ONE PRODUCT (PURCHRESP=1-10)**

**SWITCH12M**

In the last 12 months, that is since December 2020 have you switched provider or contract for any of these products or services?

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

**WEB ONLY: FILTER LIST ON ALL MENTIONED AT PURCHRESP**

Please select all that apply.

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

**ASK IF ANY OF CODES 1-10 SELECTED AT PURCHRESP BUT NOT AT SWITCH12M (I.E. ALL WHO HAVE NOT SWITCHED PRODUCT OR SERVICE PROVIDER THEY ARE RESPONSIBLE FOR IN LAST 12 MTHS)**

**WHYNOSWITCH** (*Multi*) You said that you have not switched provider for the following products in the last 12 months.

**[WEB ONLY: FILTER LIST ON ALL MENTIONED AT PURCHRESP BUT NOT SWITCH12M]**

Why have you not switched provider or contract for [IF 1 PRODUCT AT SWITCH12M:this product/ IF 2+ PRODUCTS AT SWITCH12M:these these products] in the last 12 months?

Please select all that apply.

1. Happy with current provider or contract
2. Too much hassle to switch
3. Didn't think it would make any difference
4. Too risky to switch
5. Couldn't find a better deal
6. Product was not due for renewal
7. Other (please type in)
- 8. Don't know

**ASK IF ANY OF CODES 1-10 SELECTED AT SWITCH12M**

**SWITCHEXIT** (*Single*).

You said that you switched the following products in the last 12 months

**[WEB ONLY: LIST ALL PRODUCTS AT SWITCH12M]**

**[WEB ONLY:IF MORE THAN ONE PRODUCT IN THIS LIST: (Thinking about the product that you switched most recently)]**

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

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
- 8. Don't know

**ASK IF ANY OF CODES 1-10 SELECTED AT SWITCH12M**

**SWITCHNEW** (*Single*).

Still thinking about this product that you switched (IF 2+ PRODUCTS AT SWITCH12M: most recently). How easy or difficult was it for you to find a new provider or contract?

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
- 8. Don't know

**ASK IF ANY OF CODES 1-10 SELECTED AT SWITCH12M**

**SWITCHPROB** (*Single*).

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

1. Yes
2. No
- 8. Don't know

**POSTAL VERSION OF PURCHRESP-SWITCHPROB: SET UP AS BELOW**

**ASK ALL**

**[MAPS TO PURCHRESP]**

Which of these are you responsible for purchasing, either on your own or jointly?

Please select all that apply

1. Energy (gas/electricity)
2. Current account
3. Credit card
4. Mortgage
5. Home insurance
6. Car insurance
7. Mobile phone contract
8. Bundled contract combining 2+ services (such as broadband and pay-TV)
9. Broadband (not bundled with another product)
10. Pay TV (not bundled with another product)
11. None of these **GO TO NEXT SECTION**



**(ASK NEXT QUESTIONS AMONG ALL RESPONSIBLE FOR AT LEAST ONE PRODUCT)  
[MAPS ACROSS TO PURCH12M, SHOP12M]**

Have you taken out or shopped around for each of the following products in the last 12 months? This includes making a new purchase, switching providers, upgrading or renewing existing deals

Please tick one box in each row

	Purchased or renewed <b>without</b> shopping around first	Purchased or renewed after shopping around	Shopped around but didn't end up making a purchase	Haven't taken out or shopped around for this in the last 12 months	Not applicable - not responsible for this product
Energy (gas/electricity)					
Current account					
Credit card					
Mortgage					
Home insurance					
Car insurance					
A Mobile phone contract					
A bundled contract combining 2+ services (such as broadband and pay-TV)					
Broadband (not bundled with another product)					
Pay TV (not bundled with another product)					

**[MAPS ACROSS TO SHOPWAYSEN-SHOPWAYSMOB]**

If you have shopped around for any of these products in the last 12 months, please think about the last time you did this.

In which ways did you shop around for each of these?

Please select all that apply.

	Energy	Home insurance	Car insurance	Mobile Phone
I didn't shop around for this in the last 12 months				
Used online price comparison sites				
Contacted providers directly (or they contacted you)				
Checked websites of individual providers				
Used consumer websites (such as Which?, Moneysavingexpert.com)				
Used customer review websites (for example Trustpilot)				
Talked to family or friends				
Other				
Don't know				

**[MAPS TO WHYNOSHOP]**

If you have purchased or renewed any of the products above in the last 12 months without shopping around, were there any particular reasons for this?

1. **Not applicable** – I haven't purchased or renewed any products in the last 12 months without shopping around
2. Too much time/effort
2. Too difficult to compare
3. Not worth it as no real difference between providers
4. The offer from the provider was just what I wanted
5. I feel loyalty to my provider / have an established relationship
6. Provider understands my needs
7. Provider was recommended to me
8. No particular reason/Didn't really think about it
9. Other (please write in)
10. -8. Don't know

### **SWITCH12M**

In the last 12 months, that is since December 2020 have you switched provider or contract for any of these products or services?

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

Please select all that apply.

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

### **[MAPS TO SWITCHNEW TO SWITCHPROB]**

For the next 3 questions, please think about the product that you switched most recently  
How easy or difficult did you find it to exit the previous contract?

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
- 8. Don't know

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

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
- 8. Don't know

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

1. Yes
2. No
- 8. Don't know

## SECTION F: NUCLEAR ENERGY

(PAPER: SECTION F: NUCLEAR ENERGY)

### ADD TIME STAMP

#### ASK ALL

##### **NUCATTAD** (*Grid*)

The next questions are about **nuclear energy**. How much do you agree or disagree with the following statements?

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

SINGLE CODE

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

#### ASK ALL

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

SINGLE CODE

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

## SECTION G: ENERGY PERFORMANCE CERTIFICATES (EPCs)

(PAPER: SECTION G: ENERGY EFFICIENCY)

### ASK ALL

#### INTROENERGY (*Display*)

Now some questions about energy efficiency in your home.

### ASK ALL

#### EPCKNOW (*Single*)

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

1. Yes, I know the exact rating
2. I have a sense of what the rating is
3. I'm aware of EPCs but I don't know what the EPC rating for my home is
4. I've never heard of EPCs

### ASK IF EPCKNOW = 1, 2 or 3

#### EPCSEEN (*Single*)

Have you ever seen a section on your Energy Performance Certificate which recommended how you could improve the energy efficiency of your home?

1. Yes
2. No
3. Not sure/Can't remember

### ASK IF EPCSEEN = 1

#### EPCIMPROVE (*Multi*)

Now think about the recommendations you saw on your Energy Performance Certificate on how you could improve the energy efficiency of your home.

Did you make any changes to your home based on these recommendations?

Please select all that apply.

1. Yes, I made large changes to my home (for example, insulation, new boiler) based on the recommendations.
2. Yes, I made small changes to my home (for example, energy efficient light bulbs) based on the recommendations.
3. No – I did not make any changes based on the recommendations

### ASK IF EPCIMPROVE= 1 OR 2

#### EPCDIRECT (*Single*)

And did you make these changes...

1. Directly because of the recommendations in the Energy Performance Certificate
2. Or would you have made them anyway?
3. A mixture of both
4. Don't know

### ASK IF EPCIMPROVE= 1 OR 2

#### EPCINFORM (*Single*)

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

Did it give you...

1. All the information you needed
2. Most of the information you needed
3. Only a little of the information you needed
4. None of the information you needed
5. Don't know

**ASK IF EPCIMPROVE= 3**

(if someone didn't make changes based on the recommendations on their EPC)

EPCWHYNOT. Why did you not make any changes to your property based on the Energy Performance Certificate recommendations?

- 1) The recommended measures were not cost effective
- 2) The recommended measures were not appropriate for my home
- 3) I had already installed measures before looking at the recommendations on my EPC
- 4) Other reason
- 5) Don't know

## SECTION H: LOW CARBON HEATING

### (PAPER: SECTION H: HEATING SYSTEMS)

#### ASK ALL

#### INTROLC (*Display*)

And now a few more questions about heating systems.

#### ASK ALL

#### LCHEATKNOW1-4 (*GRID*)

How much would you say you know about the following low carbon heating systems?

- a. **Air source heat pumps** - these extract heat from the outside air to heat your home and water.
  - b. **Ground source heat pumps** - these extract heat from pipes buried in the ground to heat your home and water.
  - c. **Hybrid heat pumps** - these combine heat pump and standard gas boiler technology to heat your home and water.
  - d. **Heat networks (also known as communal or district heating)** – these take heat from a central source and distribute it to multiple customers in a building or across several buildings.
1. Never heard of this
  2. Hardly anything but I've heard of this
  3. A little
  4. A fair amount
  5. A lot

#### ASK ALL

#### LCHEATKNOW5-8 (*GRID*)

And how much would you say you know about the following low carbon heating systems?

- e. **Biomass boilers** - these work in a similar way to standard gas boilers to heat your home and water but instead use a renewable material such as wood pellets as fuel.
  - f. **Solar thermal panels** - these capture heat from the sun to provide hot water, typically in a storage tank. This is **not the same as solar panels** which use energy from the sun to produce electricity.
  - g. **Hydrogen boilers** - these work in a similar way to standard gas boilers to heat your home and water, but use hydrogen rather than natural gas as fuel. This technology is not currently available in the UK.
  - h. **Hydrogen-ready boilers** - These are designed to use hydrogen in the longer term but are initially constructed to use natural gas to heat your home and water. This technology is not yet available
6. Never heard of this
  7. Hardly anything but I've heard of this
  8. A little
  9. A fair amount
  10. A lot

**ASK ALL**

**PAPER VERSION: ASK ALL**

**PAPER: SET OUT GRID SO THAT THE RESPONSES ‘NOT VERY LIKELY & NOT AT ALL LIKELY’ ARE SEPARATED OUT USING SHADING AND/OR LINES. THIS WILL MAKE IT EASIER TO FILTER FOR THE NEXT QUESTION USING AN ARROW THAT ROUTES FROM THIS BLOCK WITH AN INSTRUCTION ‘IF ANSWERED ‘NOT LIKELY’ AT ANY OF THESE PLEASE ANSWER QXX, OTHERWISE GO TO QXX’.**

**LCHEATINSTALL (Grid)**

How likely is it that you would install each of the following heating systems in your home when you next need to change your heating system or boiler?

- a. Air source heat pumps
  - b. Ground source heat pumps
  - c. Hybrid heat pumps
  - d. Biomass boilers
  - e. Solar thermal panels
- 
1. Very likely
  2. Fairly likely
  3. Not very likely
  4. Not at all likely
  5. Not applicable - I already have this installed in my home
  6. Not applicable – not my decision
  7. I don't know enough about this heating system to decide

**ASK IF ANY OF LCHEATINTSALLA-E=3-4 (SEE ABOVE FOR PAPER ROUTING SUGGESTION)**

**LCNOWHY (Multi)**

You said you would be unlikely to install [**web: the following heating systems in your home** /**paper: at least one of the heating systems mentioned in the previous question**]:

**[WEB ONLY: LIST MEASURES NOT LIKELY TO INSTALL FROM LCHEATINSTALL]**

Why is this?

Please select all that apply.

1. Don't own the property
2. Don't make these decisions in my home
4. Concerns about possible cost of installation
5. Concerns about possible running costs
5. Too much hassle
6. Might not be possible to install in my home
7. Don't know enough about these heating systems
8. Concerned that these systems might be unpleasant to live with (noisy, unsightly etc.)
9. Happy with current system/don't want to replace
9. Would rather wait and see how this technology develops
10. Other (**please type in**) (**please specify**)
11. **Don't know**



**ASK ALL (PAPER: ASK ALL)**

**LOWCARBATT1-5** (*Grid*)

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

- a) Low-carbon heating systems are expensive to install.
- b) Low-carbon heating systems would heat people's homes better than the conventional systems (for example, gas or oil boilers).
- c) Low-carbon heating systems are cheaper to run than conventional systems.
- d) Low-carbon heating systems are less reliable than conventional systems.
- e) To make low-carbon heating systems more attractive, conventional systems should be made more expensive.

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strong disagree
- 8. Don't know/Don't have enough information

**ASK ALL**

**TRUSTHEAT** (*Multi*)

Which of the following would you trust to provide advice about which heating system to install in your home? Please select all that apply.

1. A tradesperson (such as builder, plumber, gas fitter)
2. Heating system or boiler manufacturer (for conventional boilers)
3. Low-carbon heating system specialist
3. Friends/Family
4. An energy supplier
5. 'Simple Energy Advice' website or similar energy advice website
6. Gov.uk
7. Your housing association
8. Your landlord
10. Other (please type in) (please specify)
11. None of these (EXCLUSIVE)
- 8 Don't know

## SECTION I: CLOSING DEMOGRAPHICS AND ADMIN

### PAPER – SECTION G: A LITTLE MORE ABOUT YOU

#### ADD TIME STAMP

#### ASK ALL

##### INTROD3 (*Display*)

Finally, a few questions about you and your circumstances. All the answers you give will be kept completely confidential and will be used for research purposes only, to help us categorise the answers you have already given. We appreciate these questions may be sensitive and therefore, if you would prefer not to answer a question, you have the option to **select this as an option at most questions/leave it blank.**

#### ASK ALL

##### TENURE (*Single*)

Does your household own or rent the accommodation where you live?

- 1 Own outright (PAPER, GO TO ACCOMTYPE)
- 2 Own with a mortgage or loan (PAPER, GO TO ACCOMTYPE)
- 3 Part-own and part rent (shared ownership) (PAPER, GO TO LANDLORD)
- 4 Rent it (with or without housing benefit) (PAPER, GO TO LANDLORD)
- 5 Live here rent-free (PAPER, GO TO LANDLORD)

#### ASK IF RENTING (TENURE=3-5)

##### LANDLORD (*Single*)

Who is your landlord?

1. The local authority or council or ALMO
2. A housing association, RSL, charitable trust or Local Housing Company
3. Employer (organisation) of a household member
4. Another organisation
5. Relative or acquaintance of any current household member from before this tenancy started
6. Employer (individual) of a household member
7. Another individual private landlord

#### ASK ALL (WEB ONLY)

##### ACCOMTYPE (*Single*)

Do you (and your household) live in...

1. A house or bungalow – detached
2. A house or bungalow – semi-detached
3. A house or bungalow - terraced (including end-terrace)
4. A self-contained flat, maisonette or apartment
5. Caravan or other mobile or temporary structure
6. Some other type of accommodation

#### ASK IF FLAT (ACCOMTYPE=4) (WEB ONLY)

##### ACCOMTYPE2 (*Single*)

Is the flat, maisonette or apartment...

1. In a purpose-built block of flats or tenement
2. Part of a converted or shared house (including bedsits)
3. Part of another converted building (for example, former school, church or warehouse)
4. In a commercial building (for example, in an office building, hotel, or over shop)

### PAPER VERSION – SET UP LIKE CENSUS

Do you (and your household) live in...

A whole house or bungalow that is:

- detached
- semi-detached
- terraced (including end-terrace)

A flat, maisonette or apartment that is:

- in a purpose-built block of flats or tenement
- part of a converted or shared house (including bedsits)
- part of another converted building (for example, former school, church or warehouse)
- in a commercial building (for example, in an office building, hotel, or over a shop)

A mobile or temporary structure:

- a caravan or other mobile or temporary structure

### ASK ALL

#### HIGHQUAL (*Single*)

What is your highest qualification?

Please include your highest educational, professional or vocational qualification.

1. Degree level or above
2. Another kind of qualification
3. No qualifications

-8 Don't know

-9 Prefer not to say

### ASK ALL

#### INTERNET (*Single*)

How often do you use the internet?

1. Almost all the time
2. Many times a day
3. About once a day
4. Several times a week
5. Less often
6. Never

**ASK ALL****WORKSTAT (Single)**

What is your current working status?

1. Working full time (30+ hours a week) (PAPER, GO TO EMPSE)
  2. Working part time (less than 30 hours a week) (PAPER, GO TO EMPSE)
  3. On maternity or paternity leave (PAPER, GO TO EMPSE)
  4. ~~Employed but on furlough (PAPER, GO TO EMPSE)~~
  5. On government supported training (PAPER, REST OF OPTIONS - JOBEVER)
  6. Unemployed and available for work
  7. Wholly retired from work
  8. Full-time education at school, college or university
  9. Looking after home or family
  10. Permanently sick or disabled
  11. Doing something else
- 9 Prefer not to say

**ASK IF WORKSTAT=5-11****JOBEVER (Single)**

Have you EVER had a paid job, apart from casual or holiday work?

1. Yes (PAPER, GO TO EMPSE)
2. No (PAPER, GO TO ETHNIC1)

**ASK IF EVER WORKED (WORKSTAT=1,2,3,4 OR JOBEVER=1)****EMPSE (Single)**

Please think about your [last] main job – that is the one with the most hours. [Are/Were] you working as an employee or [are/were] you self-employed?

1. Employee (PAPER, GO TO SUPERVIS)
2. Self-employed with employees (PAPER, GO TO SEMPNO)
3. Self-employed or freelance without employees (PAPER, GO TO OCCUPATION)

**ASK IF EMPLOYEE (EMPSE=1)****SUPERVIS (Single)**

In your job, [do/did] you have responsibility for supervising the work of other employees on a day-to-day basis?

1. Yes
2. No

**ASK IF EMPLOYEE (EMPSE=1)****EMPNO (Single)**

How many people [work/worked] for your employer at the place where you [work or worked]?

1. 1 to 24
2. 25 or more

-8 Don't know

(PAPER, NOW GO TO OCCUPATION)

**ASK IF SELF-EMPLOYED (EMPSE=2)****SEMPNO (Single)**

How many people [do/did] you employ?

1. 1 to 24
2. 25 or more

-8 Don't know

**ASK IF EVER WORKED (WORKSTAT=1,2,3,4 OR JOBEVER=1)**

**OCCUPATION (Single)**

Which of the following best describes the type of work you [do/did] in your [last] main job?

1. Modern professional occupations such as: teacher, nurse, physiotherapist, social worker, welfare officer, artist, musician, police officer (sergeant or above) or software designer
2. Clerical and intermediate occupations such as: secretary, personal assistant, clerical worker, office clerk, call centre agent, nursing auxiliary or nursery nurse
3. Senior managers or administrators (usually responsible for planning, organising and co-ordinating work and for finance) such as: finance manager or chief executive
4. Technical and craft occupations such as: motor mechanic, fitter, inspector, plumber, printer, tool maker, electrician, gardener or train driver
5. Semi-routine manual and service occupations such as: postal worker, machine operative, security guard, caretaker, farm worker, catering assistant, receptionist or sales assistant
6. Routine manual and service occupations such as: HGV driver, van driver, cleaner, porter, packer, sewing machinist, messenger, labourer, waiter or waitress, or bar staff
7. Middle or junior managers such as: office manager, retail manager, bank manager, restaurant manager, warehouse manager or publican
8. Traditional professional occupations such as: accountant, solicitor, medical practitioner, scientist, or civil or mechanical engineer

**ASK ALL**

**ETHNIC** (*Single*)

What is your ethnic group?

**White**

1. English or Welsh or Scottish or Northern Irish or British
2. Irish
3. Gypsy or Irish Traveller
4. Any other White background (please type in) *\*Open*

**Mixed or Multiple ethnic groups**

5. White and Black Caribbean
6. White and Black African
7. White and Asian
8. Any other mixed or multiple ethnic background (please type in) *\*Open*

**Asian or Asian British**

9. Indian
10. Pakistani
11. Bangladeshi
12. Chinese
13. Any other Asian background (please type in) *\*Open*

**Black or Black British**

14. African
15. Caribbean
16. Any other Black or African or Caribbean background (please type in) *\*Open*

**Other ethnic group**

17. Arab
18. Any other ethnic group (please type in) *\*Open*

-8 Don't know

-9 Prefer not to say



Your email address will be kept confidential and will not be used for any marketing purposes.

1. ENTER EMAIL ADDRESS
2. I do not wish to provide an email address
3. I do not have an email address
4. I do not wish to claim a voucher

**IF PROVIDED EMAIL ADDRESS (PERKSCLAIM=1)**

**PERKSCLAIM2** (*Open*)

Please confirm your email address below.

Your email address will be kept confidential and will not be used for any marketing purposes.

ENTER EMAIL ADDRESS

**ASK IF PERKSCLAIM=1,2,3**

**PERKSCLAIM3**

Your unique voucher code is: [Perks\_Voucher\_Code]

[IF PERKSCLAIM=2,3 (NO EMAIL ADDRESS PROVIDED): To redeem your £5 gift voucher immediately, please **make a note of your voucher** code and follow the instructions below:]

[IF PERKSCLAIM=1 (EMAIL ADDRESS PROVIDED): We will send an email confirming your voucher code, and instructions for redeeming it, within 24 hours. However, you are still able to redeem your voucher immediately by following the instructions below:]

1. Click on the link on the next screen and register your account.
2. Choose the item(s) from any of the voucher options available in your online catalogue.
3. Add the item(s) you would like to redeem for to your cart by selecting "Add to Cart".
4. Once you've added the item(s) you wish to redeem for to your cart, please select "Checkout".
5. Enter in the required delivery information, so we know where to deliver your voucher.
6. Review your order and delivery details for accuracy.
7. Select "Place Order".

To submit your survey and access the unique link where you can claim your £5 gift voucher immediately, please click the > button below.

**ASK IF PERKSCLAIM=1,2,3**

**PERKSCLAIM4**

To claim your £5 gift voucher, please click the unique link below and follow the instructions provided:

[Perks\_Link]

If you have any queries, please do not hesitate to contact the BEIS Public Attitudes Tracker information line at Kantar Public on 0800 051 0887 or email [patsurvey@kantar.com](mailto:patsurvey@kantar.com).

**ADD TIME STAMP**