



HM Government

The BEIS Public Attitudes Tracker

Have your say, inform key decisions

The BEIS Public Attitudes Tracker is an official Government study that allows your views to be heard on a wide range of issues affecting how people live and work in the UK.

Please answer as honestly as you can. If you would prefer not to answer a question, you have the option to leave it blank.

Who should complete the questionnaire?

Up to four people in your household can complete the questionnaire as long as they are all aged 16 or over. If you need more paper questionnaires, please use the contact details in your invitation letter.

Please read the rest of the information on this page, then turn over to start the survey.

How do I fill in the questionnaire?

1. Most questions can be answered by putting a cross in the box next to the answer that applies to you, like this:
2. Some questions will ask you to: ➔ **Please cross one box only** and some will ask you to:
➔ **Please cross all boxes that apply.**
3. Some questions may not apply to you and you will be taken to the next one that does by following an arrow like this: ➔ **Go to Q50** or a box like this: **Go to Q26**
4. Please try to answer every question that applies to you. If you cannot remember or do not know, please cross the relevant box where shown or leave the question blank.
5. If you change your mind about an answer you have given, completely block out the box you have crossed like this, and then put a cross in your preferred box.
6. Please use black or blue ink to complete the questionnaire.

Where can I get more information?

🌐: www.patsurvey.co.uk

☎: 0800 051 0887 (9am to 5pm)

✉: patsurvey@kantar.com

Please be assured that all your answers will be treated as strictly confidential and will only be used for research purposes. You will not be identified by your answers in any way. All data will be processed in accordance with the MRS Code of Conduct and Data Protection law. Information about how your data is processed and your rights is available in the privacy policy enclosed with your invitation letter. You can also access our privacy policy at:

<https://patsurvey.co.uk/privacypolicy.html>

November 2022

KANTAR PUBLIC

Section A: About You

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.

Q1 Including yourself, how many adults aged 16 or over are currently living in your household?

- | | |
|----------------------------|-------------------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 5 | <input type="checkbox"/> 10 or more |

Q2 Are you living with someone in this household as a couple?

- Yes
- No → [Go to Q4](#)

Q3 Are you married or in a civil partnership with this person?

- Yes
- No

Q4 How many children aged under 16 currently live in your household?

- | | |
|----------------------------|-------------------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 10 or more |
| <input type="checkbox"/> 5 | |

Q5 What is your age?

Please write in your age below.

→ If age provided go to Q7

Q6 Which of the following age bands are you in?

- 16 to 19
- 20 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or over

Q7 Would you describe yourself as...

- Male
- Female
- Prefer to self-describe – please specify

Section B: General Environmental Issues

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

Q8 How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'?

- Very concerned
- Fairly concerned
- Not very concerned
- Not at all concerned
- Don't know

Q9 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'?

- Never heard of this
- Hardly anything but I've heard of this
- A little
- A fair amount
- A lot

Q10 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?

- Strongly support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose
- Don't know

Q11 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?

- Never heard of this
- Hardly anything but I've heard of this
- A little
- A fair amount
- A lot

Q12 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?

- Never heard of this
- Hardly anything but I've heard of this
- A little
- A fair amount
- A lot

Section C: Heat Use In The Home

Now some questions about how you heat your home.

Q13 What is the main way you heat your home?

↪ Please cross one box only ☒

Central heating

- Gas
- Oil
- Solid fuel – coal
- Solid fuel – biomass (for example, wood)

Fixed room heaters, fires and stoves

- Electric (storage)
- Natural Gas
- Electric (not storage)
- Solid fuel (open fire/enclosed stove) – coal
- Solid fuel (open fire/enclosed stove) – wood
- LPG (liquified petroleum gas)

Portable heaters

- Electric
- Other

Other

- Communal or district heating (heat networks)
- Heat pump
- Other - please specify

- Don't know

Q14 What is the main way you cool your home when you need to?

➔ Please cross one box only ☒

- Built-in air-conditioning unit
- Heat pump
- Plug-in fans
- I open the windows/doors
- Another way
- I never cool my home
- Don't know

Q15 How much attention do you pay to the amount of heat you use in your home?

➔ Please cross one box only ☒

- A lot
- A fair amount

Go
to
Q16

- A little
- Hardly any
- None at all

Go
to
Q17

Q16 You said that you pay 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?

➔ Please cross one box only ☒

- To minimise the money spent on heat
- To minimise the environmental impact of the heat used
- To make sure my home has sufficient heat to be comfortable
- To keep control over the amount of heat used
- Other reason - please specify

- Don't know

➔ Now go to Q18

Q17 You said that you pay 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?

➔ Please cross one box only ☒

- I use as much heat as needed to be comfortable
- I don't feel I can control the amount of heat used
- I'm just not interested in the amount of heat used
- I set controls at a level I'm comfortable with and then don't need to adjust them
- Other reason - please specify

- Don't know

Q18 Now thinking about your heating system. Which one of these statements comes closest to your view?

I would consider replacing my heating system while it is still working

Go to Q19

I will only replace my heating system when my current one breaks down or starts to deteriorate

Not applicable - not my decision to make

Don't know

Go to Section D (Q20)

Q19 Which one of these would be the most important consideration in changing your heating system?

➤ Please cross one box only ☒

Saving money on heating bills

Switching to a more environmentally friendly heating system

Having a more reliable heating system than my current one

Other reason - please specify

Don't know

Section D: Home Insulation

Now some questions about types of insulation in your home.

Q20 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 loft insulation	Double glazing in at least one of your windows	Cavity wall or solid wall insulation	Under floor insulation (not the same as underfloor heating)
Yes – already installed/ in process of installing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No – but I have considered this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No – and not considered it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know whether it is installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 For each of the following, if you haven't installed it so far, are there any particular reasons why not?

➔ Please cross all that apply in each column ☒

	Loft insulation / Top up loft insulation	Double glazing in at least one of your windows	Cavity wall or solid wall insulation	Under floor insulation (not the same as underfloor heating)
Not applicable - already installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home is already energy efficient/ warm enough	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too expensive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too much hassle / disruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not convinced of the benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not suitable for my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't own the property/not my decision to make	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning to move/Won't be there long enough	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Never thought about it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Never heard of it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know where to get reliable information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know where to find a reliable installer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other reason - please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't Know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section E: Shopping Around and Switching

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

Q22 Which of these are you responsible for purchasing, either on your own or jointly?

➔ Please cross all that apply ☒

- Energy (gas/electricity)
- Current account
- Credit card
- Mortgage
- Home insurance
- Car insurance
- Mobile phone contract
- Bundled contract combining 2+ services (such as broadband and pay-TV)
- Broadband (not bundled with another product)
- Pay TV (not bundled with another product)

Go to Q23

None of these

Go to Section F

Q23 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 cross one box in each row ☒

	Purchased or renewed without 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)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Current account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Credit card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone contract	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bundled contract combining 2+ services (such as broadband and pay-TV)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Broadband (not bundled with another product)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pay TV (not bundled with another product)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 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 cross all the boxes that apply in each column ☒

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

Q25 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?

➤ Please cross all that apply ☒

- Not applicable – I haven't purchased or renewed any products in the last 12 months without shopping around
- Too much time / effort
- Too difficult to compare
- Not worth it as no real difference between providers
- The offer from the provider was just what I wanted
- I feel loyalty to my provider / have an established relationship
- Provider understands my needs
- Provider was recommended to me
- No particular reason / Didn't really think about it
- Other reason - please specify

- Don't know

Q26 In the last 12 months, that is since December 2021, 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 cross all that apply ☒

- Energy (gas/electricity)
- Current account
- Credit card
- Mortgage
- Home insurance
- Car insurance
- Mobile phone contract
- Bundled contract combining 2+ services (such as broadband and pay-TV)
- Broadband (not bundled with another product)
- Pay TV (not bundled with another product)

- None of these
- Don't know

Go to Section F (Q30)



For the next 3 questions, please think about the product that you switched most recently...

Q27 How easy or difficult did you find it to exit the previous contract?

- Very easy
- Fairly easy
- Fairly difficult
- Very difficult
- Don't know

Q28 How easy or difficult was it for you to find a new provider or contract?

- Very easy
- Fairly easy
- Fairly difficult
- Very difficult
- Don't know

Q29 Did you experience any problems during the switching process once you selected a new provider or contract?

- Yes
- No
- Don't know

Section F: Nuclear Energy

The next questions are about nuclear energy.

Q30 How much do you agree or disagree with the following statements?

➡ Please cross one box in each row ☒

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know
Nuclear energy will help combat climate change in the UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuclear energy provides a reliable source of energy in the UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuclear energy offers affordable energy for the UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuclear energy provides a safe source of energy in the UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q31 From what you know, or have heard about using nuclear energy for generating electricity in the UK, do you support or oppose its use?

- Strongly support
- Support
- Neither support nor oppose
- Oppose
- Strongly oppose
- Don't know

Section G: Energy Performance Certificates (EPCs)

Now some questions about energy efficiency in your home.

Q32 Do you know what the Energy Performance Certificate (EPC) rating for your home is?

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

Go
to
Q33

Go to Q36

Q33 Have you ever seen a section on your Energy Performance Certificate which recommended how you could improve the energy efficiency of your home?

- Yes
- No
- Not sure/Can't remember

Go to Q34

Go to Q36

Q34 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 cross all that apply ☒

- Yes, I made large changes to my home (for example, insulation, new boiler) based on the recommendations
- Yes, I made small changes to my home (for example, energy efficient light bulbs) based on the recommendations

Go
to
Q35

- No – I did not make any changes based on the recommendations

Go to Q36

Q35 And did you make these changes...

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

Q36 The next question is on energy standards in rental properties.

How much, if anything, do you know about the minimum energy efficiency standards for rental properties?

- Never heard of this
- Hardly anything but I've heard of this
- A little
- A fair amount
- A lot

Section H: Low Carbon Heating

And now a few more questions about heating systems.

Q37 How much would you say you know about the following low carbon heating systems?

➔ Please cross one box in each row ☒

	Never heard of this	Hardly anything but I've heard of this	A little	A fair amount	A lot
Air source heat pumps - these extract heat from the outside air to heat your home and water.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ground source heat pumps - these extract heat from pipes buried in the ground to heat your home and water.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hybrid heat pumps - these combine heat pump and standard gas boiler technology to heat your home and water.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q38 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?

➤ Please cross one box in each column ☒

	Air source heat pumps	Ground source heat pumps	Hybrid heat pumps	Biomass boilers	Solar thermal panels
Very likely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairly likely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not very likely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not at all likely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not applicable - I already have this installed in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not applicable – not my decision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't know enough about this heating system to decide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



If you said you were 'not very likely' or 'not at all likely' to install any of the heating systems at Q38, please answer Q39. Otherwise go to Q40.

Q39 You said you would be unlikely to install at least one of the heating systems mentioned in the previous question.

Why is this?

➤ Please cross all that apply ☒

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

- Don't know

Q40 How much do you agree or disagree with the following statements?

➡ Please cross one box in each row ☒

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree	Don't know / Don't have enough information
Low-carbon heating systems are expensive to install	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low-carbon heating systems would heat people's homes better than the conventional systems (for example, gas or oil boilers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low-carbon heating systems are cheaper to run than conventional systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low-carbon heating systems are less reliable than conventional systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To make low-carbon heating systems more attractive, conventional systems should be made more expensive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would know where to find reliable information on low-carbon heating systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q41 Which of the following would you trust to provide advice about which heating system to install in your home?

➡ Please cross all that apply ☒

- A tradesperson (such as builder, plumber, gas fitter)
- Heating system or boiler manufacturer (for conventional boilers)
- Low-carbon heating system specialist
- Friends/Family
- An energy supplier
- 'Simple Energy Advice' website or similar energy advice website
- Gov.uk
- Your housing association
- Your landlord
- Other - please specify

- None of these
- Don't know

Section I: A Little More About You

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 leave it blank.

Q42 Does your household own or rent the accommodation where you live?

Own outright

Own with a mortgage or loan

Go
to
Q44

Part-own and part rent (shared ownership)

Rent it (with or without housing benefit)

Live here rent-free

Go
to
Q43

Q43 Who is your landlord?

↪ Please cross one box only ☒

The local authority or council or ALMO

A housing association, RSL, charitable trust or Local Housing Company

Employer (organisation) of a household member

Another organisation

Relative or acquaintance of any current household member from before this tenancy started

Employer (individual) of a household member

Another individual private landlord

Q44 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

Some other type of accommodation

Q45 What is your highest qualification?

Please include your highest educational, professional or vocational qualification.

- Degree level or above
- Another kind of qualification
- No qualifications
- Don't know

Q46 How often do you use the internet?

- Almost all the time
- Many times a day
- About once a day
- Several times a week
- Less often
- Never

Q47 What is your current working status?

➔ Please cross one box only ☒

- Working full time (30 or more hours a week)
- Working part time (less than 30 hours a week)
- On maternity or paternity leave

Go
to
Q49

- On government supported training
- Unemployed and available for work
- Wholly retired from work
- Full-time education at school, college or university
- Looking after home or family
- Permanently sick or disabled
- Doing something else

Go
to
Q48

Q48 Have you EVER had a paid job, apart from casual or holiday work?

- Yes ➔ Go to Q49
- No ➔ Go to Q54

Q49 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?

- Employee ➔ Go to Q50
- Self-employed with employees ➔ Go to Q52
- Self-employed or freelance without employees ➔ Go to Q53

Q50 In your job, do/did you have responsibility for supervising the work of other employees on a day-to-day basis?

- Yes
- No

Q51 How many people work/worked for your employer at the place where you work or worked?

- 1 to 24
- 25 or more
- Don't know

[↪ Go to Q53](#)

Q52 How many people do/did you employ?

- 1 to 24
- 25 or more
- Don't know

Q53 Which of the following best describes the type of work you do/did in your (last) main job?

[↪ Please cross one box only ☒](#)

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

Q54 Which of the following best describes who is mainly responsible for decisions about this household, for example paying household bills or choosing a provider for energy or broadband?

➔ Please cross one box only ☒

- Me only
- Somebody else (for example spouse/partner/parent/another adult)
- I share responsibility with somebody else
- Don't know

Q55 What is your ethnic group?

➔ Please cross one box only ☒

White

- English or Welsh or Scottish or Northern Irish or British
- Irish
- Gypsy or Irish Traveller
- Any other White background (please specify)

Mixed or multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed or multiple ethnic background (please specify)

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background (please specify)

Black or Black British

- African
- Caribbean
- Any other Black or African or Caribbean background (please specify)

Other ethnic group

- Arab
- Any other ethnic group (please specify)

- Don't know

Q56 As a thank you for returning a completed version of this questionnaire, a £5 shopping voucher will be posted to your address within 5 working days. In order for us to address the voucher to you personally, please enter your full name in the box below.

First name

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Last name

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Q57 Finally, before submitting your response to this survey, please sign your name to confirm that you answered the questions as accurately as possible and that the answers reflect your own personal views.

I confirm that I answered the questions as accurately as possible and that the answers reflect my own personal views

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Signature

D	D	M	M	Y	Y
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Date

**Thank you for completing the questionnaire.
Please return it to us in the envelope provided.**