OPSS Product Safety and Consumers: Wave 7

Technical report

May 2024

This report was commissioned by the Office for Product Safety and Standards.

The views expressed in this report are those of the authors, not necessarily those of the Office for Product Safety and Standards (OPSS) or the Department for Business and Trade (DBT), nor do they necessarily reflect government policy.

Detailed methodology

Overview

This research technical report presents the background to how the data was collected and analysed for the sixth wave of OPSS Public Attitudes Tracker (PAT). The main findings are based on a representative sample of 10,023 people from across the United Kingdom (UK) collected through online research methods. The survey builds on the first four waves of the Public Safety and Consumers tracker.

The approach and methodology for the online surveys is kept consistent between all waves of the tracker to facilitate comparison. An additional telephone survey of people who are very low or non-internet users was conducted in parallel with each online survey. The online survey is not representative of the UK population. Sample sizes and fieldwork periods are as below:

	Online survey	Offline survey
Wave one	10,230 UK adults, 17th to 30th November 2020	512 offline adults, 23rd November to 12th December 2020
Wave two	10,296 UK adults, 17th May to 15th June 2021	251 offline adults, 3rd to 28th June 2021
Wave three	10,187 UK adults, 23rd November to 14th December 2021	251 offline adults, 25th November 2021 to 5th January 2022
Wave four	10,156 UK adults, 22nd June to 5th July 2022	252 offline adults, 6th July to 28th July 2022
Wave five	10,182 UK adults 23rd November to 11th December 2022	250 offline adults, 24th November 2022 to 3rd January 2023
Wave six	10,216 UK adults 16th June to 3rd July 2023	252 offline adults 29th June to 19th July 2023
Wave seven	10,023 UK adults 13th December 2023 to 13th January 2024	251 offline adults 3rd to 17th January 2024

After the close of the online survey, four text-based online focus groups were conducted with survey participants. Groups were split by different characteristics, one with adults aged 18 to 40, one with adults aged 40+, one with people who had experienced cyber harm, and one with plug-in electric vehicle owners.

We also included a mix of age, social grade, genders, ethnicities, and locations. There were between seven to 11 participants per group, each group lasted 90 minutes. Participants were asked to respond to an open-ended question as part of the recruitment criteria to ensure that participants were able to communicate effectively enough to

participate in text-based research. Participants were incentivised via retail vouchers, in line with the MRS Code of Conduct. Focus groups were conducted in January 2024.

Full details of each previous wave can be found in the relevant technical reports.

Online sample of adults in the United Kingdom

All respondents who took part in the research are drawn solely from the YouGov panel of over 2.5M people who live in the UK. The approach taken was to survey a nationally representative sample of the general public.

The YouGov panel is large enough to enable us to select nationally representative samples that reflect the actual breakdown of the population on the key demographics of age, gender, region, social grade and ethnicity.

A nationally representative sample was constructed and to qualify for the survey respondents needed to meet two criteria:

- Be aged 18+ years of age

- To live in the United Kingdom

The sample strategy was to invite people at random (within the agreed quotas) from the YouGov panel to complete the online survey. The sample is structured to be representative of the UK population by the following variables:

- Age

- Gender

- Social grade

- Region

- Education level

- Ethnicity

For nationally representative samples, YouGov employ an active sampling method, drawing a sub-sample from the panel that is representative of the group in question in terms of socio-demographics.

The table below outlines the demographic profile of the final achieved sample. Weighting adjusts the contribution of individual respondents to aggregated figures and is used to make surveyed populations more representative of a project-relevant, and typically larger, population by forcing it to mimic the distribution of that larger population's significant characteristics, or its size. The weighting tasks happen at the tail end of the data processing phase on cleaned data.

The final achieved sample was compared to that of the UK population using data from the Office for National Statistics. In order to make this study representative, the sample was weighted on gender by age, region, social grade, ethnicity and education level.

In the table below the unweighted base shows the number of completed surveys and the weighted base the adjustments that have been made to correct for any sample bias.

Figure 1. Composition of the final achieved online sample for wave seven

Variable	Unweighted N	Weighted N	Weighted %
Age			
18 to 24	1200	1129	11%
25 to 34	1708	1642	16%
35 to 44	1680	1733	17%
45 to 54	1784	1775	18%
55 to 64	1438	1325	13%
65 to 74	1226	1315	13%
75+	987	1104	11%
Gender			
Male	4807	4863	49%
Female	5216	5160	51%
Region			
North East	414	411	4%
North West	1111	1103	11%
Yorkshire and the Humber	852	822	8%
East Midlands	733	732	7%
West Midlands	870	882	9%
East of England	962	932	9%
London	1210	1313	13%
South East	1410	1373	14%
South West	892	862	9%
Wales	474	481	5%
Scotland	825	832	8%
Northern Ireland	270	281	3%
Social grade			
AB	2282	2806	28%
C1	2977	2907	29%
C2	2119	2105	21%
DE	2645	2205	22%
Ethnicity			
White British	8960	1063	89%
Black, Asian, Minority Ethnicities	8883	1140	11%

Variable	Unweighted N	Weighted N	Weighted %
Education level			
Low	2230	2755	27%
Medium	4027	4133	41%
High	3766	3135	33%
Total	**10023**	**10023**	**100%**

Supporting survey of the offline population

To support the main findings which were collected through an online method we also completed a survey of 251 people who are very low or non-internet users. This survey was conducted via the telephone by Kudos Research.

The sample criteria was people who live in the UK but are infrequent (less often than once a month) or non-users of the internet. People were contacted at random via the telephone and asked a screener question to confirm their participation in the survey.

The sample profile was heavily skewed to those aged over 55 years of age who are statistically more likely to not have internet access. The sample of the offline population was unweighted and the profile of the achieved sample was as follows:

Figure 2. Composition of the final achieved offline sample for wave seven

Variable	Unweighted N
Age	
18 to 54	1
55+	245
Educational attainment	
Low	129
Medium	84
High	37
Gender	
Male	100
Female	150
Total	**251**

There are pros and cons to any mode of data collection. The use of internet surveys are more convenient for respondents to take a survey in a location and at a time that most suitable for them. But internet surveys naturally exclude those people without access to the internet.

In a telephone survey the presence of an interviewer can introduce social desirability bias, with respondents giving answers they feel the interviewer wants to hear. This can manifest itself in more positive responses being seen in the data being collected through telephone surveys when compared to online surveys.

Questionnaire design

Each wave of the survey is designed through a collaboration between the stakeholders at OPSS and YouGov. The survey takes a modular approach that baselines perceptions and behaviours in relations to purchasing products and product safety issues and allows a series of 'topical' modules to be asked each wave.

To maximise what could be asked within the survey and utilise the large sample size the topical sections are randomly rotated, with the fireworks, cyber security, circular economy, and metrology modules each shown to a random third of respondents.

For modules where the target group has a low incidence among the general public, an initial question was asked to all, and follow-up topical questions only asked to relevant respondents. This approach applied to the following topical modules:

- Private Light Electric Vehicles (PLEVs): questions only asked to those who report owning/ having access to at least one PLEV.

- Electric Vehicles: questions only asked to those who report owning/ having access to either a fully electric or hybrid plug-in vehicle (i.e. car or van).

For the telephone survey of the offline population the online survey was adapted slightly. A small number of questions and response options that were only relevant to the online population were removed. But in the main, the same survey questions were posed to the online and offline populations.

Questionnaire modules over time

As discussed above, to maximise the number of topics which can be covered in each wave, topical modules are randomised. Core sections are also alternated and not asked in every wave. Not all sections or questions are asked in every wave. The below outlines where overall sections have been included in a survey.

	W1	W2	W3	W4	W5	W6	W7
Core sections							
Perceptions of safety	Y	Y	Y	Y	Y	Y	Y
Perceptions of the OPSS	Y	N	Y	N	Y	N	Y
Experiences of safety issues	Y	Y	Y	Y	Y	Y	Y
Perceptions and experiences of product recalls	Y	Y	Y	N	Y	N	Y
Perceptions and experiences of product registration	Y	Y	Y	Y	Y	Y	Y
Topical sections							
Online purchasing	Y	Y	Y	Y	Y	Y	Y
Second-hand purchasing	Y	N	Y	N	N	Y	N
Fireworks	Y	N	Y	N	Y	N	Y
Furniture labelling	Y	Y	N	N	N	N	N
Magnets	Y	Y	Y	Y	N	Y	N
Country of origin labelling	Y	N	N	Y	N	N	N
Inclusive design	Y	N	N	Y	N	N	N
COVID-19 face coverings	Y	N	N	N	N	N	N
Product labelling	N	Y	N	Y	N	N	N
Button and coin batteries	N	N	Y	Y	Y	Y	N

	W1	W2	W3	W4	W5	W6	W7
Circular economy	N	Y	N	N	Y	N	Y
Circular economy: right to repair	N	N	Y	N	N	N	N
Smart devices	N	Y	N	Y	N	Y	N
Smart devices: cyber security	N	N	N	N	N	N	Y
UVC and air cleaners	N	Y	Y	Y	N	N	N
Home battery energy storage	N	Y	N	Y	N	Y	N
Construction	N	N	N	Y	N	N	N
Safety gates	N	N	N	Y	N	N	N
Cost of living	N	N	N	Y	Y	Y	Y
Eyelash serums/ creams	N	N	Y	N	Y	N	N
3D printers	N	Y	N	N	N	N	N
Personal Light Electric Vehicles (PLEVs)	N	N	N	N	Y	Y	Y
Metrology/ measurements	N	N	N	N	Y	Y	Y
Nightwear	N	N	N	N	N	Y	N
Plug-in electric vehicles (cars/ vans)	N	N	N	N	N	N	Y

Pilot study

YouGov conducted a thorough stage of survey testing which included piloting the online survey to a total of 139 people. The survey pilot was undertaken on 13th December 2023 and assessed the understanding of the questions, the survey logic and programming and the overall length of the survey.

Qualitative online focus groups

After the close of the online survey, four text-based online focus groups were conducted with those who opted into taking part at the end of the quantitative survey. Seven to 11 participants took part in each group. All groups had a mix of genders, ethnicities, and locations.

- **Group 1: *11 participants*** – aged 18 to 40, mix of demographics.
- **Group 2: *10 participants*** – aged 40+, mix of demographics.
- **Group 3: *10 participants*** – electric vehicle home charger owner, mix of demographics.
- **Group 4: 7 *participants*** – experienced cyber harm, mix of demographics.

All focus groups participants were asked to respond to an open-ended question as part of the recruitment criteria to ensure that participants were articulate enough to participate in text-based research. The online focus groups were text based and were conducted through YouGov's dedicated digital platform, VisionsLive. Automatic transcripts from the groups were shared with OPSS after fieldwork.

Focus groups were conducted in January 2024.

Data analysis and interpretation

The data in the report represents the views of a nationally representative sample of adults who live in the UK. The demographic make-up of the sample very closely matches that of the actual population of adults who live in the UK. Therefore, when looking at data at the total population level, e.g., awareness of product recalls, attitudes towards products safety,

inferences can be made that the views of the sample collected here represent the views of the wider population.

Within the report we analysed differences between diverse groups in our sample. All differences reported have been tested for statistical significance to the 95% confidence level.

For comparison throughout the report, we have highlighted where the offline population differed in their views and experiences to the online population. In many areas, the offline population did not differ, and we have highlighted where the differences do lie. Importantly, to control for the fact that the offline population is older, we have compared the views of the offline population with both the general online population and the online population who are aged 65 years and over.

Population-level estimates

The information presented in this chapter is for illustrative purposes only. Grossing-up survey findings to population-level estimates is subject to error and means the true figure in the population may be a lot higher or lower than the given figures. Upper and lower bounds have been provided factoring in margin of error at the 95% confidence level and assuming a good random sample with minimum design effects.

The questions included in the survey were not designed with population-level estimates in mind and caution should be used in interpreting these estimate figures. Respondents are asked about their purchase of a non-exhaustive list of products: wave six included 59 products across nine categories.

Full details of the questionnaire asked and sample profile of respondents can be found elsewhere in this technical report.

Overall experience of safety issues

In wave six, 11.74% of those who bought a listed product in the last six months experienced a safety issue with that product. This is equivalent to 9.56% of all UK adults experiencing a safety issue with a product purchased in the last six months.

At the time of survey fieldwork, the estimated population of adults aged 18+ in the UK was 53,646,829[1]. 9.56% of all UK adults is approximately 5.1 million people.

Rounded upper and lower bounds of the population estimate are provided below as an indication of the possible range of adults affected.

Figure 3. Rounded upper/ lower bounds of population estimate

High bound	8.98%	4,800,000
Survey figure	**9.56%**	**5,100,000**
Low bound	10.14%	5,400,000

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[1] Office for National Statistics. *Estimates of the Population for the UK, England, Wales, Scotland and Northern Ireland (Mid-Year 2022).* Retrieved 7 May 2024.

Survey definitions and materials

Sexual orientation and gender identity

Throughout the main report, results are analysed by sexual orientation - comparing heterosexual respondents against those who identify as lesbian, gay, bisexual, or another sexuality (LGB+).

The report does not include analysis by transgender/ nonbinary gender identity (i.e. where their current gender identity does not align with the gender they were assigned at birth). Due to the nationally representative nature of the study, binary gender is used in sampling and weighting in order to match population statistics available from the Office of National Statistics (ONS).

Ethnicity

Throughout the analysis, respondents are grouped into two categories: White or Black, Asian, and Minority Ethnicities (BAME). An identification question is held on the YouGov database, with 18 ethnicities in-line with the 2011 census definition:

White

- English/ Welsh/ Scottish/ Northern Irish/ British
- Irish
- Gypsy or Irish Traveller
- Any other White background

Mixed/ Multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed/ Multiple ethnic background

Asian/ Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

Black/ African/ Caribbean/ Black British

- African
- Caribbean
- Any other Black/ African/ Caribbean background

Other ethnic group

- Arab

- Other

Social grades

Social grades are a social classification which assigns every household a grade based on the occupation and employment of the chief income earner. There are six grades in total:

- A
- B
- C1
- C2
- D
- E

For the purposes of the report, the social grades are grouped into ABC1 and C2DE. ABC1 comprises the three highest socio-economic grades. C2DE comprises the three lowest socio-economic grades.

The definition of social grades is standardized and held by the MRS. More detail can be found here.

Education levels

Throughout the analysis, respondents have been categorised into various education levels depending on the highest qualification they have attained. The category breakdowns are as follows:

High education level

- University or CNAA first degree (e.g. BA, B.Sc, B.Ed)
- University of CNAA higher degree (e.g. M.Sc, Ph.D

Medium education level

- Completed recognised trade apprenticeship
- Advanced City and Guilds certificate
- ONC
- GCE A Level or Higher certificate
- Scottish Higher certificate
- Nursing qualification (e.g. SEN, SRN, SCM, RGN)
- Teaching qualification (not degree)
- University diploma
- Other technical, professional, or higher qualification

Low education level

- City and Guilds certificate
- CSE grade 1, GCE O Level, GCSE, School certificate

- CSE grades 2 to 5

- Scottish Ordinary/ Lower certificate

- Youth training certificate/ skills seekers

- Clerical and commercial qualifications

- No formal qualifications

Full list of eligible items for product registration

Only individuals who had purchased an eligible item within the last six months were asked about their experience (or lack) of the product registration process in the online or offline surveys. The full list of eligible items is as follows:

Electrical items

- Laptop/ tablet/ mobile phone

- Charger

- Speakers/ headphones

- Small kitchen appliance (e.g. toaster, kettle, blender, microwave)

- Electronic game/ console

- Vacuum cleaner

- Smart home device (e.g. smart speaker/ assistant, smart thermostat)

Baby products

- Pushchair

- Cot

- Car seat

- Changing table

- Baby carrier

- Baby monitor

Large domestic appliances

- Refrigerator/ freezer

- Extractor

- Washing machine/ combined washer/ dryer

- Tumble dryer

- Oven

- Dishwasher

- Gas appliances (e.g. gas cooker, gas fires, gas boilers)

Furniture

- Sofa/ armchair
- Bed
- Table/ side table
- Chest of drawers
- Wardrobe
- Outdoor furniture
- Home office furniture

Sports and leisure items

- Indoor exercise equipment (e.g. treadmill, stationary bike, weights, yoga mats)
- Bikes and accessories
- Gardening tools
- Camping equipment
- Sports equipment (e.g. tennis rackets, golf clubs, footballs etc.)

PLEV campaign stimuli

When asking for awareness of the PLEV campaign, the below images were shown to respondents.
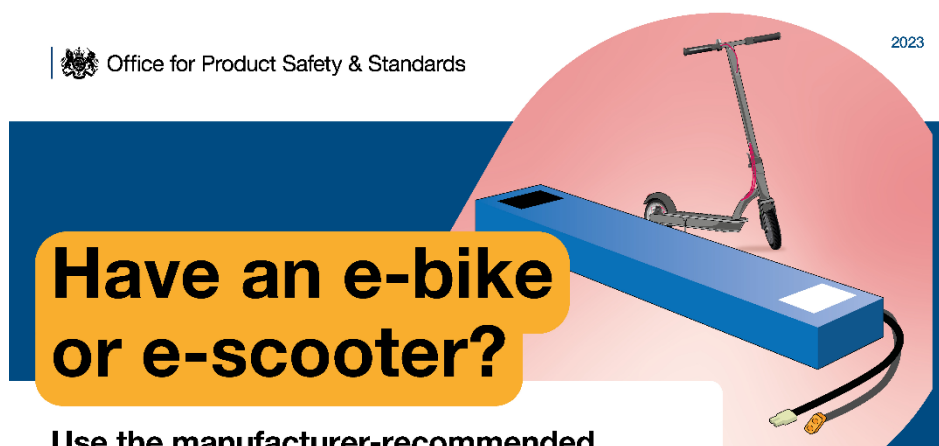
Survey questionnaire

[Bills_] Which one of the following statements BEST describes how well you are keeping up with your bills and financial commitments at the moment?

<1>	I am keeping up with all bills and financial commitments **without any difficulties**
<2>	I am keeping up with all bills and financial commitments, **but it is a struggle from time to time**
<3>	I am keeping up with all bills and financial commitments, **but it is a constant struggle**
<4>	**I am falling behind** with some bills or financial commitments
<5>	I am having **real financial problems** and have fallen behind with many bills or financial commitments
<6>	**I don't have any** bills or financial commitments
<977 fixed xor>	Don't know/ prefer not to say

[income_attitude] Which, if any, of the below statements best defines your attitude towards your present income?

<1>	Comfortable on present income
<2>	Coping on present income
<3>	Finding it difficult on present income
<4>	Finding it very difficult on present income
<98>	Don't know
<99>	Prefer not to say

[Mitigate] You previously said you are at least struggling somewhat with keeping up with bills and financial commitments.
When you are buying products, which if any of the following are you doing to manage this? (Please select all that apply)

<1>	Buying less
<2>	Buying cheaper products
<3>	Buying on credit
<4>	Buying second hand products
<5>	Buying unbranded/ own-brand products
<6>	Using 'buy now pay later products'
<7 fixed>	Something else (open [Mitigate_other]) [open]
<997 fixed xor>	Don't know
<999 fixed xor>	Not applicable – I am not doing anything

[discretspend] And approximately how much does your household have available to spend each month as 'discretionary income', that is to say money left over after deducting taxes (including council tax) as well as expenditure on accommodation, utilities and food?

<1>	Nothing	<8>	£1,250 to £1,499
<2>	Less than £125	<9>	£1,500 to £1,749
<3>	£125 to £249	<10>	£1,750 to £1,999
<4>	£250 to £499	<11>	£2,000 or more
<5>	£500 to £749	<13>	Don't know
<6>	£750 to £999	<14>	Prefer not to say
<7>	£1,000 to £1,249		

[CCP1] Of the following types of organisations, in general how trustworthy or not do you think each are in how they operate towards you?

-[CCP1_2]	UK government departments
-[CCP1_3]	Local government (e.g. local authorities, local councils)
-[CCP1_4]	Non-governmental organisation (e.g. Greenpeace, Save the Children)
-[CCP1_5]	Consumer protection bodies (e.g. Citizens Advice, Which?)
-[CCP1_9]	Online marketplaces (e.g. Amazon Marketplace, eBay, Etsy)
-[CCP1_10]	Second-hand shops (e.g. charity shops, other independent second-hand shops)
-[CCP1_11]	Online retail outlets (e.g Amazon, Argos etc.)
-[CCP1_12]	Physical store retail outlets
<1>	Very trustworthy
<2>	Trustworthy
<3>	Neither
<4>	Untrustworthy
<5>	Very untrustworthy
<977 fixed xor>	Don't know

*Question type: **Text***

For the following questions, please _exclude_ any food, pharmaceutical, or vehicle products.

Base: All respondents
*Question type: **Multiple***
#row order: randomize #max number of choices: 3

[CCP2] Which, if any, of the following most influence you <u>having trust</u> in a product being safe? (Please select up to three options)

<1>	The price	<8>	Online reviews/ recommendations
<2>	The brand name of the retailer	<9>	A previous experience of buying the product
<3>	The brand name of the manufacturer	<10>	What the product looks/ feels like
<4>	The country of manufacture/ origin	<11>	Recommendations from friends/ family
<5>	The warranty/ guarantee offered	<955 fixed>	Other (open [CCP2_other]) [open] please specify

<6>	The UK government products safety framework	<977 fixed xor>	Don't know
<7>	A kitemark/ quality trademark	<944 fixed xor>	Not applicable – nothing

[CCP3] To what extent do you agree or disagree with the following statements?

-[CCP3_1]   I only buy from retailers I trust to ensure the products they sell are safe

-[CCP3_3]   Products sold in the UK are generally safe as there are regulations in place to ensure this

-[CCP3_4]   UK retailers would not risk their reputation by selling a product that could be unsafe

-[CCP3_5]   Safety issues are more likely to be caused by people misusing products, rather than an issue with the product itself

-[CCP3_6]   I am willing to have a product that is less safe if it costs less

-[CCP3_8]   I expect a product to be safe regardless of price

-[CCP3_10]   Products bought online have more safety risks than products bought in shops

-[CCP3_11]   I usually look for product safety labels and markings when making a purchase

<1>   Strongly agree

<2>   Agree

<3>   Neither agree nor disagree

<4>   Disagree

<5>   Strongly disagree

For the following questions, please _exclude_ any food, pharmaceutical, or vehicle products.

[CCP5] To what extent do you feel that the UK's system for regulating the safety of products ensures that products you purchase are safe?

<1>	Completely
<2>	A great deal
<3>	Somewhat
<4>	Not at all
<977 fixed xor>	Don't know

[CO1] How much, if anything, would you say you know about the following organisations and their work?

-[CO1_1]	The Office for Product Safety and Standards (OPSS)
-[CO1_2]	Citizens Advice
-[CO1_3]	Department for Business and Trade (DBT)
-[CO1_4]	Trading Standards
-[CO1_6]	Which?
<1>	A great deal
<2>	A fair amount
<3>	Just a little
<4>	Heard of, but know nothing about
<5>	Never heard of

[CO5] Which, if any, of the following do you think best explains what type of organisation The Office for Product Safety and Standards (OPSS) is? (Please select the option which best applies)

<1>	A UK government department
<2>	Non-governmental organisation (e.g. Greenpeace, Save the Children)
<3>	Consumer protection body (e.g. Citizens Advice, Which?)
<4>	A charity
<96 fixed>	Other (open [CO5_open]) [open] please specify
<97 fixed xor>	Don't know

[CO2] How effective or not do you think the work of The Office for Product Safety and Standards (OPSS) is?

<1>	Very effective
<2>	Quite effective
<3>	Not very effective
<4>	Not at all effective
<977 fixed xor>	Don't know

[CO3] Which of the following words, if any, do you most associate with how the Office for Product Safety and Standards (OPSS) operates?

<1>	Consistent		<7>	Professional
<2>	Impartial		<8>	Objective
<3>	Fair		<9>	Accountable
<4>	Open and transparent		<10>	Supportive of business
<5>	Trustworthy		<11>	Fit for the future
<6>	World-leading		<944 fixed xor>	None of these

[CO4] Of the following organisations, in general how trustworthy or not do you think each are in how they operate?

-[CO4_1 if CO1_1 in [1,2,3]]	The Office for Product Safety and Standards (OPSS)
-[CO4_2 if CO1_2 in [1,2,3]]	Citizens Advice
-[CO4_3 if CO1_3 in [1,2,3]]	Department for Business and Trade (DBT)

-[CO4_4 if CO1_4 in [1,2,3]]   Trading Standards

-[CO4_6 if CO1_6 in [1,2,3]]   Which?

<1>	Very trustworthy
<2>	Trustworthy
<3>	Neither
<4>	Untrustworthy
<5>	Very untrustworthy
<977 fixed xor>	Don't know

Moving on...

The following questions are about purchasing products online. Please do NOT think about purchasing any food, pharmaceutical, or vehicles. Even if you never purchase items online, we are interested in your opinion

[TO3] For the following question please think about when you are buying products online…
To what extent, if at all, do you agree with the following statements?

-[TO3_1]	I always consider the safety of the products I am buying online
-[TO3_3]	I am aware of my consumer rights if a product I have bought online is unsafe
-[TO3_5]	The seller is responsible for ensuring a product bought online is safe
-[TO3_7]	I care about where the seller is based
-[TO3_9]	I believe online marketplaces take action if there is an unsafe product being sold on their platform
<1>	Strongly agree
<2>	Agree
<3>	Neither agree nor disagree
<4>	Disagree

<5>   Strongly disagree

[TO2] If you were purchasing a product from _outside the UK/EU_ through an online marketplace (e.g. eBay, Etsy, AliExpress etc.), how concerned would you be about the risk of a product being unsafe compared to a product from _within_ the UK/ EU?

<1>	Very concerned
<2>	Somewhat concerned
<3>	Not very concerned
<4>	Not concerned at all
<977 fixed xor>	Don't know
<944 fixed xor>	Not applicable – I would not purchase a product from outside the UK/EU through an online marketplace

[TO7] Have you purchased any products from third parties selling on the following platforms in the past 6 months? Please select all that apply.

<1>	|||list_TO7||
<9 fixed>	Other online marketplace (open [TO7_other1]) [open] please specify
<955 fixed>	Other social media marketplace (open [TO7_other2]) [open] please specify
<977 fixed xor>	Don't know / can't recall
<944 fixed xor>	Not applicable - I have not purchased from any of these in the past 6 months

[TO13] How often have you purchased products from each of the following platforms in the past 6 months?

-[TO13_1 if 1 in TO7]	Amazon marketplace or Amazon handmade	-[TO13_7 if 7 in TO7]	Shpock
-[TO13_2 if 2 in TO7]	Etsy	-[TO13_8 if 8 in TO7]	Depop
-[TO13_3 if 3 in TO7]	Wish	-[TO13_10 if 10 in TO7]	Facebook Marketplace
-[TO13_4 if 4 in TO7]	eBay	-[TO13_11 if 11 in TO7]	Discogs
-[TO13_5 if 5 in TO7]	Aliexpress	-[TO13_12 if 13 in TO7]	TikTok Shop
-[TO13_6 if 6 in TO7]	Vinted	-[TO13_13 if 12 in TO7]	Temu

<1>	More than once a week
<2>	Once a week
<3>	Once a fortnight
<4>	Once a month
<5>	Less than once a month
<977 fixed xor>	Don't know

*Question type: **Open***
#integer Only
#Question display logic:
if TO13_1 in [1,2,3,4]

[TO13a_1] You previously mentioned that you purchase products from **Amazon Marketplace/ Amazon handmade** at least once a month.

How much do you generally spend on this online platform per month? Please type your answer, in numbers in the box below. If you are unsure, please give your best estimate.

Range: 0 ~ 10000

*Question type: **Open***
#integer Only
#Question display logic:
if TO13_2 in [1,2,3,4]

[TO13a_2] You previously mentioned that you purchase products from **Etsy** at least once a month.

How much do you generally spend on this online platform per month? Please type your answer, in numbers in the box below. If you are unsure, please give your best estimate.

Range: 0 ~ 10000

[TO13a_3] You previously mentioned that you purchase products from **Wish** at least once a month.

How much do you generally spend on this online platform per month? Please type your answer, in numbers in the box below. If you are unsure, please give your best estimate.

Range: 0 ~ 10000

[TO13a_4] You previously mentioned that you purchase products from **eBay** at least once a month.

How much do you generally spend on this online platform per month? Please type your answer, in numbers in the box below. If you are unsure, please give your best estimate.

Range: 0 ~ 10000

[TO13a_5] You previously mentioned that you purchase products from **Aliexpress** at least once a month.

How much do you generally spend on this online platform per month? Please type your answer, in numbers in the box below. If you are unsure, please give your best estimate.

Range: 0 ~ 10000

[TO13a_6] You previously mentioned that you purchase products from **Vinted** at least once a month.

 How much do you generally spend on this online platform per month? Please type your answer, in numbers in the box below. If you are unsure, please give your best estimate.

Range: 0 ~ 10000

[TO13a_7] You previously mentioned that you purchase products from **Shpock** at least once a month.

 How much do you generally spend on this online platform per month? Please type your answer, in numbers in the box below. If you are unsure, please give your best estimate.

Range: 0 ~ 10000

[TO13a_8] You previously mentioned that you purchase products from **Depop** at least once a month.

 How much do you generally spend on this online platform per month? Please type your answer, in numbers in the box below. If you are unsure, please give your best estimate.

Range: 0 ~ 10000

[TO13a_10] You previously mentioned that you purchase products from **Facebook Marketplace** at least once a month.

How much do you generally spend on this online platform per month? Please type your answer, in numbers in the box below. If you are unsure, please give your best estimate.

Range: 0 ~ 10000

[TO13a_11] You previously mentioned that you purchase products from **Discogs** at least once a month.

How much do you generally spend on this online platform per month? Please type your answer, in numbers in the box below. If you are unsure, please give your best estimate.

Range: 0 ~ 10000

[TO13a_12] You previously mentioned that you purchase products from **TikTok Shop** at least once a month.

How much do you generally spend on this online platform per month? Please type your answer, in numbers in the box below. If you are unsure, please give your best estimate.

Range: 0 ~ 10000

[TO13a_13] You previously mentioned that you purchase products from **Temu** at least once a month.

How much do you generally spend on this online platform per month? Please type your answer, in numbers in the box below. If you are unsure, please give your best estimate.

Range: 0 ~ 10000

[CP1] For the following question, please think about any items bought new or second hand. Do not include gifts for someone outside your household or any items bought on holiday/ whilst overseas. Which of the following have you purchased for yourself or your household to use in the **last SIX months** (i.e. since $CP1_DATE)?
(Please select all that apply)

<1>	Electrical appliances (e.g. laptop, toaster, hairdryer, lights, vacuum cleaner, games console, smart home devices)
<2>	Baby products (e.g. baby car seat, cot, pushchairs, bedding, changing table)
<3>	Toys (e.g. board game, action figure, building blocks)
<4>	Cosmetics (e.g. hair dye, make up, shampoo, toothpaste)
<5>	Large domestic appliances (e.g. refrigerator, washing machine, oven)
<6>	Clothes / clothing accessories (e.g. shoes, sportswear, bags, jewellery)
<7>	Furniture / furnishings (e.g. sofa, bed, curtains, carpets)
<8>	Homeware, non-electrical (e.g. crockery, wall decorations)
<9>	Sports and leisure item(s), not including clothes (e.g. treadmill, bikes and accessories, musical instruments)
<977 fixed xor>	Don't know/ can't recall
<944 fixed xor>	Not applicable – I have not purchased any of these items in the last SIX months

#order: randomize

[CP2_category1] For the following questions please think about the <u>electrical appliances category</u> you purchased in the last SIX months…
What products did you purchase? (Please select all that apply)

<1>	Laptop / tablet/ mobile phone
<2>	Charger

<3>	Speaker / headphones
<4>	Small kitchen appliance (e.g. toaster, kettle, blender, microwave)
<5>	Electronic game / console
<6>	Vacuum cleaner
<7>	Smart home device (e.g. Smart speaker/ assistant, smart thermostat)
<955 fixed>	Other (open [CP2_category1_other]) [open] please specify

Base: All who purchased baby items
*Question type: **Multiple***
#row order: randomize
#Question display logic:
If [CP1] - Baby products (e.g. baby car seat, cot, pushchairs, bedding, changing table) is selected [if 2 in CP1]

[CP2_category2] For the following questions please think about the <u>baby product category</u> you purchased in the last SIX months…
What products did you purchase? (Please select all that apply)

<1>	Pushchair
<2>	Cot
<3>	Car seat
<4>	Changing table
<5>	Baby carrier
<6>	Baby monitor
<7>	Nappies
<955 fixed>	Other (open [CP2_category2_other]) [open] please specify

Base: All who purchased toys
*Question type: **Multiple***
#row order: randomize
#Question display logic:
If [CP1] - Toys (e.g. board game, action figure, building blocks) is selected [if 3 in CP1]

[CP2_category3] For the following questions please think about the <u>toys</u> you purchased in the last SIX months…
What products did you purchase? (Please select all that apply)

<1>	Baby toy
<2>	Sports toy
<3>	Board game

<4>	Doll / action figure
<5>	Construction toy
<6>	Building blocks
<7>	Craft toys (e.g. painting, necklace kits etc.)
<955 fixed>	Other (open [CP2_category3_other]) [open] please specify

Base: All who purchased cosmetics
*Question type: **Multiple***
#row order: randomize
#Question display logic:
If [CP1] - Cosmetics (e.g. hair dye, make up, shampoo, toothpaste) is selected [if 4 in CP1]

[CP2_category4] For the following questions please think about the <u>cosmetics category</u> you purchased in the last SIX months…
What products did you purchase? (Please select all that apply)

<1>	Make-up
<2>	Toothpaste
<3>	Moisturiser
<4>	Shampoo/ shower gel
<5>	Hair dye
<6>	Hand wash
<955 fixed>	Other (open [CP2_category4_other]) [open] please specify

Base: All who purchased white goods
*Question type: **Multiple***
#row order: randomize
#Question display logic:
If [CP1] - Large domestic appliances (e.g. refrigerator, washing machine, oven) is selected [if 5 in CP1]

[CP2_category5] For the following questions please think about the <u>large domestic appliances</u> you purchased in the last SIX months…
What products did you purchase? (Please select all that apply)

<1>	Refrigerator / freezer
<2>	Extractor
<3>	Washing machine / combined washer-dryer
<4>	Tumble dryer
<5>	Electric oven
<6>	Dishwasher

| <7> | Gas appliances (e.g. gas cookers, gas fires, gas boilers) |
| <955 fixed> | Other (open [CP2_category5_other]) [open] please specify |

*Question type: **Multiple***
#row order: randomize
#Question display logic:
If [CP1] - Clothes / clothing accessories (e.g. shoes, sportswear, bags, jewellery) is selected [if 6 in CP1]

[CP2_category6] For the following questions please think about the <u>clothes/ clothing accessories</u> you purchased in the last SIX months…
What products did you purchase? (Please select all that apply)

<1>	Footwear
<2>	Sportswear/ leisurewear
<3>	Bags
<4>	Jewellery
<5>	Clothing
<955 fixed>	Other (open [CP2_category6_other]) [open] please specify

*Question type: **Multiple***
#row order: randomize
#Question display logic:
If [CP1] - Furniture / furnishings (e.g. sofa, bed, curtains, carpets) is selected [if 7 in CP1]

[CP2_category7] For the following questions please think about the <u>furniture and furnishings</u> you purchased in the last SIX months…
What products did you purchase? (Please select all that apply)

<1>	Sofa/ armchair
<2>	Bed
<3>	Curtains
<4>	Carpets/ rugs
<5>	Table/ side table
<6>	Chest of drawers/ wardrobe
<7>	Outdoor furniture
<8>	Home office furniture
<955 fixed>	Other (open [CP2_category7_other]) [open] please specify

[CP2_category8] For the following questions please think about the <u>homeware</u> you purchased in the last SIX months…
What products did you purchase? (Please select all that apply)

<1>	Crockery
<2>	Silverware/ cutlery
<3>	Wall decorations (e.g. picture frames)
<4>	Towels/ bedding
<955 fixed>	Other (open [CP2_category8_other]) [open] please specify

[CP2_category9] For the following questions please think about the <u>sports & leisure</u> you purchased in the last SIX months…
What products did you purchase? (Please select all that apply)

<1>	Indoor exercise equipment (e.g. treadmill, stationary bike, weights, yoga mats etc.)
<2>	Bikes and accessories
<8>	Sports equipment (e.g. tennis rackets, golf clubs, footballs etc.)
<3>	Musical instruments
<4>	Books
<5>	Gardening tools/ equipment
<6>	Camping equipment
<7>	Arts and crafts supplies
<955 fixed>	Other (open [CP2_category9_other]) [open] please specify

[CP2_smart] Were any of the following Large domestic appliances that you purchased "smart goods", i.e. connected to the internet or controlled by a remote device when you use them? (Please select all that apply)

<1>	Refrigerator / freezer
<2>	Extractor
<3>	Washing machine / combined washer-dryer
<4>	Tumble dryer
<5>	Electric oven
<6>	Dishwasher
<7>	Gas appliances (e.g. gas cookers, gas fires, gas boilers)
<955 fixed>	$CP2_category5_other.raw
<944 fixed xor>	Not applicable - they weren't smart goods

#option display logic:
<1> - If [CP2_category5] - Refrigerator / freezer is selected
And <2> - If [CP2_category5] - Extractor is selected
And <3> - If [CP2_category5] - Washing machine / combined washer-dryer is selected
And <4> - If [CP2_category5] - Tumble dryer is selected
And <5> - If [CP2_category5] - Electric oven is selected
And <6> - If [CP2_category5] - Dishwasher is selected
And <7> - If [CP2_category5] - Gas appliances (e.g. gas cookers, gas fires, gas boilers) is selected
And <955> - If [CP2_category5] - Other is selected
[if 1 in CP2_category5 and 2 in CP2_category5 and 3 in CP2_category5 and 4 in CP2_category5 and 5 in CP2_category5 and 6 in CP2_category5 and 7 in CP2_category5 and 955 in CP2_category5]

*Question type: **Single***
#Columns: 3
#Question display logic:
if str(gryphon.interview_type) == "test"

[CP2_PRODUCT] THIS IS SHOWN ONLY IN TEST MODEdummy variable to set product

Response Option List: CP2_list

*Question type: **Text***

We are now going to ask you a series of questions about one product that you said you had bought in the past six months. Please think about when you purchased the $CP2_PRODUCT.lower. If you've purchased more than one $CP2_PRODUCT.lower in the past six months, please think about your most recent purchase.

[CP3] Thinking about when you bought the $CP2_PRODUCT.lower…
Was this new or second hand?

<1>	Brand new (unopened, in original packaging)
<2>	New 'other' (unused, no signs of wear but may be missing original packaging or unsealed. Includes factory seconds or unused item with defect)
<3>	Second hand used

[CP4] And did you make this purchase online? (This includes 'click and collect' orders. This does not include products advertised online but paid for in-person)

<1>	Yes
<2>	No

[CP5] Which of the following best describes where you purchased it from?

<1>	High street retailer
<2>	Discount retailer or outlet
<3>	Supermarket
<4>	Market stall or 'pop-up' shop
<5>	Directly from the previous owner

<6>	A nearly new sale
<7>	Directly from the manufacturer
<8>	Buying from someone who makes things at home
<9>	Second-hand shop/ charity shop
<955 fixed>	Other (open [CP5_other]) [open] please specify
<977 fixed xor>	Don't know/ can't recall

#option display logic:
<5> - If [CP3] - Second hand used is selected
And <6> - If [CP3] - Second hand used is selected
[if CP3 == 3 and CP3 == 3]

*Question type: **Single***
#row order: randomize

[CP6] Which of the following best describes where you purchased it from?

<3>	Amazon	<13>	Other online marketplaces (e.g. Depop, Shpock)
<8>	Amazon marketplace (including Amazon handmade)	<7>	Social Media Marketplace (e.g Facebook Marketplace)
<9>	Etsy	<4>	Online retailer (e.g. Argos, Wayfair, Sainsburys)
<10>	Wish	<6>	Manufacturer's website (e.g. Beko, Apple)
<11>	eBay	<955 fixed>	Other (open [CP6_other]) [open]
<12>	Aliexpress	<977 fixed xor>	Don't know/ can't recall

*Question type: **Multiple***
#row order: randomize
#Question display logic:
If [CP6] - Amazon marketplace (including Amazon handmade) or Etsy or Wish or eBay or Aliexpress or Other online marketplaces (e.g. Depop, Shpock) or Social Media Marketplace (e.g Facebook Marketplace), is selected [if CP6 in [8,9,10,11,12,13,7]]

[CP9m] You said you purchased $CP2_PRODUCT.lower from an online marketplace...
Who do you think has <u>any</u> responsibility for ensuring that the product is safe for UK consumers? (Please select all that apply)

<1>	The online marketplace
<2>	The manufacturer
<3>	The seller (if different from the manufacturer)
<4>	The government/ a regulator
<5>	The individual consumers
<977 fixed xor>	Don't know/ can't recall

[CP7] You said you purchased $CP2_PRODUCT.lower from an online marketplace...
Who do you think is **<u>most</u>** responsible for ensuring that the product is safe for UK consumers?

<1>	The online marketplace
<2>	The manufacturer
<3>	The seller (if different from the manufacturer)
<4>	The government/ a regulator
<5>	The individual consumers
<977 fixed xor>	Don't know/ can't recall

[CP8] Which, if any, of the following did you take into account when you were considering buying the **$CP2_PRODUCT.lower**? (Please select the THREE most important factors)

<1>	Purchase price	<10>	Online user reviews

<2 if CP2_PRODUCT in [1,2,3,4,5,6,7,28,29,30,31,32,33]>	Running costs	<11>	Reviews from independent consumer bodies (e.g. Which?)
<3>	Environmental impact	<12>	Recommendations from friends or family
<4>	Style / fashion	<13>	Ease of purchase
<5>	Quality	<14>	Speed of delivery
<6>	Product safety	<15>	Ease of use
<7>	Brand name	<16>	Ethical production
<8>	The retailer or seller	<944 fixed xor>	None of these
<9>	Warranty / money back guarantee		

Base: All who selected price and running cost (CP8=1 AND 2)
*Question type: **Single***
#row order: rotate
#Question display logic:
If [CP8] - Purchase price is selected
And If [CP8] - Running costs is selected
[if 1 in CP8 and 2 in CP8]

[CP8b] You previously said they you took both price and running costs into account when buying $CP2_PRODUCT.lower…
If you had to choose… Which was most important to you when purchasing this product?

<1>	Purchase price
<2>	Running cost
<977 fixed xor>	Don't know

Base: All who bought a specific product
*Question type: **Grid***
#row order: randomize
#Question display logic:
if len(eligible) > 0

[CE1] You said that you purchased the following products in the last **SIX months**.
Did you experience any safety issues with these products?

-[CE1_1 if 1 in eligible]	Laptop / tablet/ mobile phone	-[CE1_31 if 31 in eligible]	Tumble dryer

-[CE1_2 if 2 in eligible]	Charger	-[CE1_32 if 32 in eligible]	Electric oven
-[CE1_3 if 3 in eligible]	Speakers / headphones	-[CE1_33 if 33 in eligible]	Dishwasher
-[CE1_4 if 4 in eligible]	Small kitchen appliance (e.g. toaster, kettle, blender, microwave)	-[CE1_59 if 59 in eligible]	Gas appliances (e.g. gas cooker, gas fires, gas boilers)
-[CE1_5 if 5 in eligible]	Electronic game / console	-[CE1_34 if 34 in eligible]	Footwear
-[CE1_6 if 6 in eligible]	Vacuum cleaner	-[CE1_35 if 35 in eligible]	Sportswear/ leisurewear
-[CE1_7 if 7 in eligible]	Smart home device (e.g. Smart speaker/ assistant, smart thermostat)	-[CE1_36 if 36 in eligible]	Bags
-[CE1_8 if 8 in eligible]	Pushchair	-[CE1_37 if 37 in eligible]	Jewellery
-[CE1_9 if 9 in eligible]	Cot	-[CE1_38 if 38 in eligible]	Clothing
-[CE1_10 if 10 in eligible]	Car seat	-[CE1_39 if 39 in eligible]	Sofa/ armchair
-[CE1_11 if 11 in eligible]	Changing table	-[CE1_40 if 40 in eligible]	Bed
-[CE1_12 if 12 in eligible]	Baby carrier	-[CE1_41 if 41 in eligible]	Curtains
-[CE1_13 if 13 in eligible]	Baby monitor	-[CE1_42 if 42 in eligible]	Carpets/ rugs
-[CE1_14 if 14 in eligible]	Nappies	-[CE1_43 if 43 in eligible]	Table/ side table
-[CE1_15 if 15 in eligible]	Baby toy	-[CE1_44 if 44 in eligible]	Chest of drawers/ wardrobe
-[CE1_16 if 16 in eligible]	Sports toy	-[CE1_45 if 45 in eligible]	Outdoor furniture
-[CE1_17 if 17 in eligible]	Board game	-[CE1_46 if 46 in eligible]	Home office furniture
-[CE1_18 if 18 in eligible]	Doll / action figure	-[CE1_47 if 47 in eligible]	Crockery
-[CE1_19 if 19 in eligible]	Construction toy	-[CE1_48 if 48 in eligible]	Silverware/ cutlery
-[CE1_20 if 20 in eligible]	Building blocks	-[CE1_49 if 49 in eligible]	Wall decorations (e.g. picture frames)

-[CE1_21 if 21 in eligible]	Craft toys (e.g. painting, necklace kits etc.)	-[CE1_50 if 50 in eligible]	Towels/ bedding
-[CE1_22 if 22 in eligible]	Make-up	-[CE1_51 if 51 in eligible]	Indoor exercise equipment (e.g. treadmill, stationary bike, weights, yoga mats etc.)
-[CE1_23 if 23 in eligible]	Toothpaste	-[CE1_52 if 52 in eligible]	Bikes and accessories
-[CE1_24 if 24 in eligible]	Moisturiser	-[CE1_58 if 58 in eligible]	Sports equipment (e.g. tennis rackets, golf clubs, footballs etc.)
-[CE1_25 if 25 in eligible]	Shampoo/ shower gel	-[CE1_53 if 53 in eligible]	Musical instruments
-[CE1_26 if 26 in eligible]	Hair dye	-[CE1_54 if 54 in eligible]	Books
-[CE1_27 if 27 in eligible]	Hand wash	-[CE1_55 if 55 in eligible]	Gardening tools/ equipment
-[CE1_28 if 28 in eligible]	Refrigerator / freezer	-[CE1_56 if 56 in eligible]	Camping equipment
-[CE1_29 if 29 in eligible]	Extractor	-[CE1_57 if 57 in eligible]	Arts and crafts supplies
-[CE1_30 if 30 in eligible]	Washing machine / combined washer-dryer		

<1>   Yes, I did

<2>   No, I didn't

<977 fixed xor>   Don't know/ can't recall

*Question type: **Single***
#Columns: 3
#Question display logic:
if str(gryphon.interview_type) == "test"

[CE1_product] THIS IS SHOWN ONLY IN TEST MODEdummy variable to set product

Response Option List: CP2_list

*Question type: **Text***

We are now going to ask you a series of questions about one product that you said you had a safety issue with. Please think about the $CE1_product.lower. If you have

experienced more than one safety issue with the $CE1_product.lower, please think about the most recent.

[CE2] Thinking about the safety issue you had with the following product: $CE1_product.lower…
Please consider a scale of 1 to 10, where 1 represents the least serious type of issue you could face and 10 represents the most serious.
What number best represents the seriousness of the issue?

<1>	1 - the least serious
<2>	2
<3>	3
<4>	4
<5>	5
<6>	6
<7>	7
<8>	8
<9>	9
<10>	10 - the most serious
<98>	Don't know

[CE3] You said you experienced a safety issue with the following product: $CE1_product.lower
Did that safety issue cause any of the following? (Please select all that apply)

<1>	Physical harm
<2>	Distress/ increased stress
<3>	Damage to property or other household items
<944 fixed xor>	None of the above

*Question type: **Multiple***
#row order: randomize
#Question display logic:
If [CE3] - Damage to property or other household items is selected [if 3 in CE3]

[CE4] You said earlier that a safety issue you had with the following product: $CE1_product.lower resulted in damage to a property or household items.
What was the type of damage?

<1>	Fire damage
<2>	Smoke damage
<3>	Flood damage
<4>	Dents and/ or scratches to property
<5>	Electrical damage
<955 fixed>	Other (open [CE4_other]) [open] please specify

*Question type: **Single***
#Question display logic:
If [CE3] - Damage to property or other household items is selected [if 3 in CE3]

[CE5] You said earlier that the safety issue you had with the following product: $CE1_product.lower resulted in damage.
What was the monetary value of the damage and any repairs needed? (If you are unsure, please give your best estimate)

<1>	£ (open [CE5_open]) [open:integer]
<977>	Don't know/ can't remember

*Question type: **Single***
#Question display logic:
If [CE3] - Physical harm is selected [if 1 in CE3]

[CE6] You said earlier that a safety issue you had with the following product: $CE1_product.lower resulted in harm to the user.
What was the main level of harm experienced?

<1>	No aid needed
<2>	First aid needed (e.g. plaster, compression bandage)
<3>	Urgent medical attention required (e.g. Accident and Emergency)
<4>	Non-urgent medical attention required (e.g. GP)

<5>	Tertiary medical attention required (e.g. specialist healthcare, prolonged healthcare)
<977 fixed xor>	Don't know/ can't recall
<933 fixed xor>	Prefer not to say

*Question type: **Text***
#Question display logic:
if showError==1

You said you returned the item AND threw it away. Please review your answers before continuing

Base: All who experienced a safety issue with a product
*Question type: **Multiple***
#row order: randomize
#Question display logic:
if CE1_product

[CE7] Which of the following actions did you take after becoming aware of the safety issue with the following product: **$CE1_product.lower**? (Please select all that apply)

<1>	Returned the item for a refund/ exchange
<2>	Threw it away/ stopped using it but did not return
<3>	Followed manufacturer's guidance for safe use
<4>	Tried to fix it myself
<5>	Allowed manufacturer to make modification
<6>	Complained to the manufacturer
<7>	Complained to where I bought it from
<955 fixed>	Other (open [CE7_other]) [open] please specify
<977 fixed xor>	Don't know/ can't recall
<944 fixed xor>	Nothing, I didn't take any action

Base: All who experienced a safety issue
*Question type: **Single***
#Question display logic:
if CE1_product

[CE14a] Which, if any, of the following best describes the current status of the safety issue?

<1>	It is still an issue, and I am trying to resolve/ fix it

<2>	It is still an issue, but I have given up trying to resolve it
<3>	It is no longer a safety issue/ I no longer have the item
<4>	Don't know

[CE8] Which, if any, of the following best explain why you decided not to take any action?

<1>	The safety issue resolved without need to act
<2>	The safety issue was not important enough
<3>	Didn't know what to do
<4>	It would not have made any difference
<5>	It would have been too difficult (e.g. time, distance, etc.)
<955 fixed>	Other (open [CE8_other]) [open] please specify
<977 fixed xor>	Don't know

[CE11] We are interested in learning more about the safety issue you experienced…

Please describe, in as much detail as possible what happened (i.e. what circumstances led to the safety issue, what was the issue, who was affected, if healthcare was needed)

<1>	The circumstances that led to the safety issue (open [CE11_other1]) [open]
<2>	What was the safety issue (open [CE11_other2]) [open]
<3>	Who was affected (open [CE11_other3]) [open]
<4>	What healthcare, if any, was needed (open [CE11_other4]) [open]
<100 fixed xor>	Prefer not to say

*Question type: **Grid***
#row order: randomize(rand4)
#Question display logic:
if CE1_product

[CE9] To what extent do you agree or disagree with the following statements about the safety issue you had with the following product: $CE1_product.lower? **At the time the issue first started** …

   -[CE9_1]   I understood my legal rights and responsibilities

   -[CE9_2]   I knew where to get good information/ advice, if needed

   -[CE9_3]   I thought it would be easy to deal with the issue on my own

   -[CE9_4]   I thought it would be easy to get help to deal with the issue

   <1>   Strongly agree

   <2>   Agree

   <3>   Neither

   <4>   Disagree

   <5>   Strongly disagree

   <944 fixed xor>   Not applicable

*Question type: **Grid***
#row order: randomize(rand4)
#Question display logic:
if CE1_product

[CE10] To what extent do you agree or disagree with the following statements about the safety issue you had with the following product: $CE1_product.lower?**And today** …

   -[CE10_1]   I understand my legal rights and responsibilities correctly

   -[CE10_2]   I know where to get good information/ advice, if needed

   -[CE10_3]   It was easy to deal with the issue on my own

   -[CE10_4]   It was easy to get help to deal with the issue

   <1>   Strongly agree

   <2>   Agree

   <3>   Neither

   <4>   Disagree

   <5>   Strongly disagree

   <944 fixed xor>   Not applicable

[CPR1] For the following question, a "product recall" is a corrective action such as a repair or replacement – undertaken by a business to address safety risks in a consumer product.
Please think about <u>all</u> product safety recalls, including any you may have seen for items you do not own. Please <u>exclude</u> any food, pharmaceutical, or vehicle product recalls.

<u>In the past two years</u> have you ever seen or heard about a product recall or other product safety warning?

<1>	Yes
<2>	No
<977 fixed xor>	Don't know/ can't recall

[CPR2] For the following question, a "product recall" is a corrective action such as a repair or replacement – undertaken by a business to address safety risks in a consumer product.
Please <u>exclude</u> any food, pharmaceutical, or vehicle product recalls. And in the past two years, have you ever seen a product recall notice or other safety warning about _something you own_?

<1>	Yes
<2>	No
<977 fixed xor>	Don't know/ can't recall

[CPR4] How would you _best_ like to be informed about a product recall notice for a product you own? Please choose up to three methods.

<1>	Notification displayed in a public place e.g. in a shop
<2>	Contacted directly by seller (e.g. by phone, letter, email)
<3>	Contacted directly by manufacturer (e.g. by phone, letter, email, in-app)
<4>	Contacted directly by the government

<5>	Social media
<6>	Media (e.g. TV, newspaper)
<7>	Alerted directly through the product itself (e.g. led indicator, on screen message).
<955 fixed>	Other (open [CPR4_other]) [open] please specify
<977 fixed xor>	Don't know

*Question type: **Single***
#row order: randomize(rand9)
#Question display logic:
If [CPR2] - Yes is selected [if CPR2 == 1]

[CPR5s] You said that in the past two years, you've seen a product recall notice for something you own. If you've seen more than one, please think about the most recent <u>excluding</u> any food, pharmaceutical, or vehicle product recalls... What type of product was it that you saw a product recall notice for?

<1>	Electrical appliances (e.g. laptop, toaster, hairdryer, lights, vacuum cleaner, electronic game)
<2>	Baby products (e.g. baby car seat, cot, pushchairs, bedding, changing table)
<3>	Toys (e.g. board game, action figure, building blocks)
<4>	Cosmetics (e.g. hair dye, make up, shampoo, toothpaste)
<5>	Large domestic appliances (e.g. refrigerator, washing machine, oven)
<6>	Clothes and clothing accessories (e.g. shoes, sportswear, bags, jewellery)
<7>	Furniture / furnishings (e.g. sofa, bed, curtains, carpets)
<8>	Homeware, non-electrical (e.g. crockery, wall decorations)
<9>	Sports and leisure, not including clothes (e.g. treadmill, bikes and accessories, musical instruments)
<955 fixed>	Something else (open [CPR5s_other]) [open]
<977 fixed xor>	Don't know/ can't recall

*Question type: **Multiple***
#row order: randomize
#Question display logic:
If [CPR2] - Yes is selected [if CPR2 == 1]

[CPR3] Where did you hear about the product recall notice, or other safety warning?

<1>	Notification displayed in a public place (e.g. in a shop)
<2>	Contacted directly by seller (e.g. by phone, letter, email)
<3>	Contacted directly by manufacturer
<4>	Information from government
<5>	Friends / family
<6>	Social media
<7>	Media (e.g. TV, newspaper)
<955 fixed>	Other (open [CPR3_other]) [open] please specify
<977 fixed xor>	Don't know

*Question type: **Text***
#Question display logic:
if showError==1

You said you returned the item AND threw it away. Please review your answers before continuing

*Question type: **Multiple***
#row order: randomize
#Question display logic:
If [CPR2] - Yes is selected [if CPR2 == 1]

[CPR6] Which of the following actions did you take after becoming aware of the product recall notice? As a reminder please still think about the most recent product recall notice you have seen. (Please select all that apply)

<1>	Returned the item for a refund/ exchange
<2>	Threw it away/ stopped using it but did not return
<3>	Followed manufacturer's guidance for safe use
<4>	Tried to fix it myself
<5>	Allowed manufacturer to make modification
<955 fixed>	Other (open [CPR6_other]) [open] please specify
<977 fixed xor>	Don't know/ can't recall
<944 fixed xor>	Nothing, I did not take any action and continued to use the product as it was

Base: All who saw product recall notice, didn't take action
*Question type: **Multiple***
#row order: randomize

[CPR7] Why didn't you do anything after seeing the product recall notice? (Please select all that apply)

<1>	There was generally a low risk and I thought the product would be fine
<2>	My product was working fine so thought it was ok
<3>	I thought it would only be an issue if the product is not used properly
<4>	The process for the recall was too inconvenient (e.g. to return/ exchange the item)
<5>	I didn't use the product much so thought it low risk
<6>	I was going to take action, but never got around to it
<955 fixed>	Other (open [CPR7_other]) [open] please specify
<977 fixed xor>	Don't know/ can't recall

[CR1] Product registration involves providing your details and model details to the manufacturer when you bought it so that they could contact you if a safety issue was later identified with your make/model of product. Did you register the $CP2_PRODUCT.lower when you bought it?

<1>	Yes
<2>	No
<977>	Don't know/ can't recall

[CR2] Which, if any, of the following are reasons you registered the $CP2_PRODUCT.lower? (Please select all that apply)

<1>	To validate my warranty

<2>	To get an extended warranty
<3>	I had to register it in order to be able to use it
<4>	To ensure I receive all relevant information and updates
<5>	So that the manufacturer can let me know if there are any problems with the product
<6>	For proof of purchase
<7>	I was told to at point of purchase
<955 fixed>	Other (open [CR2_other]) [open] please specify
<977 fixed xor>	Don't know/ can't recall

[CR3] And how did you register it?

<1>	By phone
<2>	By post
<3>	Via app
<4>	In store
<5>	On the manufacturer's website
<6>	On the retailer's website
<7>	On the government website
<8>	On the Trade Association website
<955 fixed>	Other (open [CR3_other]) [open] please specify
<977 fixed xor>	Don't know/ can't recall

[CR4] You said you didn't register the $CP2_PRODUCT.lower when you bought it. Which, if any, of the following are reasons for this? (Please select all that apply)

<1>	I meant to but haven't got around to it yet
<2>	I tried to but I couldn't

<3>	I didn't know how to
<4>	I didn't know I could
<5>	I didn't want to or didn't think it was necessary
<955 fixed>	Other (open [CR4_other]) [open] please specify
<977 fixed xor>	Don't know

[CR5] You said that you didn't want to register $CP2_PRODUCT.lower/ didn't think it was necessary…
Which, if any, of the following are reasons for this? (Please select all that apply)

<1>	I didn't want to share my details because I don't want to be sent marketing
<2>	I didn't want to share my details because I am worried about data security
<3>	I didn't need to because I already have a warranty for the product
<4>	I didn't need to because the retailer already had my details
<5>	I didn't see any benefit to registering
<6>	I didn't want to spend my time on this
<7>	I thought the risk of issues/ recalls was low
<8>	I didn't understand why I should
<955 fixed>	Other (open [CR5_other]) [open] please specify
<977 fixed xor>	Don't know

[CR6] You said you tried to register $CP2_PRODUCT.lower but couldn't… Which, if any, of the following are reasons for this? (Please select all that apply)

<1>	I could not find the website / phone number / address
<2>	I could not find/remember all required product details
<3>	Technical issues (e.g. issue with online form submission)

<4>	I ran out of time
<955 fixed>	Other (open [CR6_other]) [open] please specify
<977 fixed xor>	Don't know

[CR7] Which, if any, of the following would make you _more likely_ to register your products in the future? (Please select all that apply)

<1>	Clearer guidance from the _retailer_ on the benefits of registering a product	<6>	More information on how my personal data would be stored and used with the option to opt out
<2>	Clearer guidance from the _manufacturer_ on the benefits of registering a product	<7>	A financial incentive e.g. a discount off future products
<3>	Clearer guidance from the _government_ on the benefits of registering a product	<9>	If registration was integrated into any 'smart functionality'
<8>	Clearer guidance on how to register the product	<955 fixed>	Other (open [CR7_other]) [open] please specify
<4>	A service from the retailer to complete registration with/for me	<977 fixed xor>	Don't know
<5>	More information on the benefits of registering	<944 fixed xor>	Not applicable – nothing would help me to register my products in the future

[CR8] How easy or difficult was it to register your product?

<1>	Very easy
<2>	Fairly easy
<3>	Fairly difficult
<4>	Very difficult
<977>	Don't know/ can't recall

[split_modules] THIS IS SHOWN ONLY IN TEST MODEChosen modules:

<4>	Topic_fireworks
<7>	Topic_Smart_devices
<9>	Topic_circular
<14>	Topic_metrology

On a different topic...

[TF1] To what extent, if at all, would you say you personally enjoy fireworks?

<1>	I enjoy fireworks a lot
<2>	I enjoy fireworks a little
<3>	I don't enjoy fireworks that much
<4>	I don't enjoy fireworks at all
<977 fixed>	Don't know

[TF2] What is it that you do not like about fireworks? (Please select all that apply)

<1>	Noise	<7>	Litter
<2>	Light	<8>	Anti-social behaviour
<3>	Vibration	<9>	Debris
<4>	Effects on animals	<10>	Fire risk
<5>	Effects on vulnerable people (those with PTSD etc)	<11>	Environmental damage
<6>	Air pollution	<955 fixed>	Other (open [TF2_other]) [open] please specify

Base: All respondents
Question type: Multiple
#row order: reverse

[TF3a] Thinking about fireworks displays this autumn (e.g. for Diwali, Bonfire night 2023), which of the following apply to you? (Please select all that apply)

<1>	I attended/ will attend a public display
<2>	I attended/ will attend a private display hosted by someone else
<3>	I hosted/ will host a private display
<944 fixed xor>	None of the above

Base: All respondents
Question type: Multiple
#row order: reverse

[TF3b] And thinking about what you _usually_ do for autumn firework displays (e.g. for Diwali, Bonfire night), which of the following apply to you? (Please select all that apply)

<1>	I usually attend public displays
<2>	I usually attend private displays hosted by someone else
<3>	I usually host a private display
<944 fixed xor>	None of the above

Base: All in fireworks section, will/ have hosted private fireworks display
Question type: Single
#Question display logic:
If [TF3a] - I hosted/ will host a private display is selected
Or If [TF3b] - I usually host a private display is selected
[if 3 in TF3a or 3 in TF3b]

[TF15] When purchasing fireworks for a private display, to what extent do you take the **noise** of the fireworks into consideration?

<1>	A great deal
<2>	A fair amount
<4>	Not very much
<5>	Not at all
<977 fixed xor>	Don't know

[TF5] Thinking about the last fireworks display you attended of each of the following types...

Overall how safe, if at all, do you think the <u>fireworks</u> display was?

-[TF5_1]	Organised public firework displays
-[TF5_2]	Private firework displays
<1>	Very safe
<2>	Safe
<3>	Not very safe
<4>	Not safe at all
<977 fixed xor>	Don't know/ can't recall
<944 fixed xor>	Not applicable – I have never attended this type of display

#order: randomize

[TF6c_1] You previously said the last public firework display you attended was not safe…What about the display made it unsafe? (Please select all that apply).

<1>	There were too many people
<2>	Fireworks were set off too close to people
<3>	Something caught fire
<4>	Someone was hit by a firework
<5>	Fireworks are generally unsafe / unpredictable

<6>	Event wasn't managed effectively (e.g. not enough visible staff)
<955 fixed>	Other (open [TF6c_1_other]) [open] please specify
<977 fixed xor>	Don't know

Base: All in fireworks section, last private fireworks were unsafe
*Question type: **Multiple***
#Question display logic:
if TF5_2 in [3,4]

[TF6c_2] You previously said the last private firework display you attended was not safe…What about the display made it unsafe? (Please select all that apply).

<1>	There were too many people
<2>	Fireworks were set off too close to people
<3>	Something caught fire
<4>	Someone was hit by a firework
<5>	Fireworks are generally unsafe / unpredictable
<955 fixed>	Other (open [TF6c_2_other]) [open] please specify
<977 fixed xor>	Don't know

Base: All in fireworks section (excludes N.I)
*Question type: **Single***

[TF10] Have you purchased fireworks in the past 3 months (i.e. since $TF10_DATE)?

<1>	Yes
<2>	No

Base: All who have purchased fireworks recently
*Question type: **Single***
#row order: randomize
#Question display logic:
If [TF10] - Yes is selected [if TF10 == 1]

[TF11] Thinking about the last time you purchased fireworks, where did you purchase them?

<1>	High street retailer (online or offline)
<2>	Discount retailer/ outlet (online or offline)
<3>	Supermarket (online or offline)

<4>	Specialist fireworks shop (including a "pop-up" temporary store)
<5>	Amazon
<6>	Third party sellers on online marketplace (e.g. Amazon marketplace, eBay, Etsy)
<7>	Directly from the manufacturer
<8>	Through friends or family
<955 fixed>	Other (open [TF11_other]) [open] please specify
<977 fixed xor>	Don't know / can't recall

[TF12] Still thinking about the <u>most recent time</u> you purchased fireworks, where did you store them after buying them?

<1>	**At home**, inside the house
<2>	**At home**, in a garage
<3>	**At home**, in a shed
<4>	In a car/ vehicle
<5>	In someone else's home/ garage/ vehicle
<6>	Outside e.g. in a garden
<8 fixed>	Somewhere else (open [TF12_other]) [open] please specify
<977 fixed xor>	Don't know / can't recall
<944 fixed xor>	Not applicable - Didn't store them
<945 fixed xor>	Not applicable - I used them straight away

[TF13] Thinking about the fireworks' instructions for use, which of the following best applies to you?

<1>	I read the instructions thoroughly before using the fireworks
<2>	I read the instructions briefly before using the fireworks
<3>	I didn't read them initially, but consulted them later to find specific information

<4>	I did not read the instructions at all
<977 fixed xor>	Don't know / can't recall
<944 fixed xor>	Not applicable – they did not come with instructions for use

[TF14] What, if any, safety information or advice about fireworks have you ever looked for? This might have been before using fireworks or attending an event. (Please select all that apply)

<1>	If a seller was licensed before buying fireworks from them	<7>	If there are timings/ curfew for when fireworks can be set off
<2>	What category of fireworks I have/ can use	<8>	Who to contact in case of an issue
<3>	How fireworks should be safely stored	<9>	General instructions on how to use fireworks safely
<4>	How far away people should stand when fireworks are being lit	<955 fixed>	Other (open [TF14_other]) [open] please specify
<5>	How to keep pets safe/ calm during fireworks	<977 fixed xor>	Don't know / can't recall
<6>	How to dispose of fireworks safely	<944 fixed xor>	Not applicable – I've never looked up safety information/ advice about fireworks

*Question type: **Text***

On a different topic...

[TCE4] In the last year, have you had any of the following appliances, that were not covered under guarantee or warranty, stop working (i.e. no longer operating correctly)?

-[TCE4_1]	Laptop/ tablet/ mobile phone
-[TCE4_2]	Charger
-[TCE4_3]	Speaker
-[TCE4_4]	Small kitchen appliance (e.g. toaster, kettle, blender, microwave)
-[TCE4_5]	Electronic game/ console
-[TCE4_6]	Vacuum cleaner
-[TCE4_7]	Smart home device (e.g. smart speaker/ assistant, smart thermostat)
-[TCE4_8]	Large domestic appliance (e.g. refrigerator, washing machine, oven)
<1>	Yes
<2>	No
<977 fixed xor>	Don't know / can't recall

[TCE5] You said that the following products stopped working in the last year and were not under guarantee
Which one stopped working most recently?

<1>	Laptop/ tablet/ mobile phone
<2>	Charger
<3>	Speaker
<4>	Small kitchen appliance (e.g. toaster, kettle, blender, microwave)
<5>	Electronic game/ console
<6>	Vacuum cleaner
<7>	Smart home device (e.g. smart speaker/ assistant, smart thermostat)
<8>	Large domestic appliance (e.g. refrigerator, washing machine, oven)
<977 fixed xor>	Don't know / can't recall

#option display logic:
<1> - If [TCE4] - Laptop/ tablet/ mobile phone, Yes is selected
And <2> - If [TCE4] - Charger, Yes is selected

And <3> - If [TCE4] - Speaker, Yes is selected
And <4> - If [TCE4] - Small kitchen appliance (e.g. toaster, kettle, blender, microwave), Yes is selected
And <5> - If [TCE4] - Electronic game/ console, Yes is selected
And <6> - If [TCE4] - Vacuum cleaner, Yes is selected
And <7> - If [TCE4] - Smart home device (e.g. smart speaker/ assistant, smart thermostat), Yes is selected
And <8> - If [TCE4] - Large domestic appliance (e.g. refrigerator, washing machine, oven), Yes is selected
[if TCE4_1 == 1 and TCE4_2 == 1 and TCE4_3 == 1 and TCE4_4 == 1 and TCE4_5 == 1 and TCE4_6 == 1 and TCE4_7 == 1 and TCE4_8 == 1]

Base: All in circular economy section who had a product stop working (excl. DK)
*Question type: **Multiple***
#row order: randomize
#Question display logic:
If [TCE5] - Laptop/ tablet/ mobile phone or Charger or Speaker or Small kitchen appliance (e.g. toaster, kettle, blender, microwave) or Electronic game/ console or Vacuum cleaner or Smart home device (e.g. smart speaker/ assistant, smart thermostat) or Large domestic appliance (e.g. refrigerator, washing machine, oven), is selected [if TCE5 in [1,2,3,4,5,6,7,8]]

[TCE6] Thinking about your $TCE5.lower that stopped working. If multiple products have stopped operating correctly in the past year, please think about the most recent instance of this.

Which, if any, of the following actions did you take when this product stopped operating correctly?

<1>	You attempted to repair it yourself
<2>	A professional attempted to repair it (e.g. the manufacturer, a repair company)
<3>	A friend/ family member attempted to repair it (not a professional)
<4>	You contacted the manufacturer or retailer
<5>	You disposed of the product
<6>	You bought a new one
<7>	You exchanged item for another
<955 fixed>	Other (open [TCE6_other]) [open] please specify
<977 fixed xor>	Don't know
<944 fixed xor>	Not applicable – did not take any action

Base: All in circular economy section who took an action after their product stopped working
*Question type: **Multiple***

[TCE6a] You said you $var_pipe.lower .
Which, if any, of the following, were reasons you took these actions? (Please select all that apply)

<1>	It was the most cost effective solution
<2 if not TCE6.has_any([1,3])>	I do not have the skills to repair it, and I don't know anyone who does
<3>	It was the easiest course of action
<4>	I have the relevant skills to repair it
<5>	I know someone who has the relevant skills to repair it
<6>	It was the safest solution
<7>	It was the quickest solution
<955 fixed>	Other (open [TCE6a_open]) [open] please specify
<977 fixed xor>	Don't know

[TCE6b] You said you disposed of your $TCE5.lower that stopped working. How specifically did you dispose of it?

<1>	Put it in regular **household waste** bin
<2>	Put it in a regular **household recycling** bin
<3>	Put it in a dedicated **e-waste recycling** bin
<4>	Took it to a tip/ dump
<5>	Took it to a retailer who disposed of it for me
<955 fixed>	Other (open [TCE6b_other]) [open] please specify
<977 fixed xor>	Don't know

*Question type: **Single***
#row order: randomize
#Question display logic:
if TCE6.has_any([1,2,3,4])

[TCE7] You previously said that the following people attempted to repair the $TCE5.lower. Which, if any of them were successful?

<1>	I was successful myself
<2>	A professional
<3>	A friend/ family member
<4>	The manufacturer/ retailer
<97 fixed xor>	Don't know/ can't recall
<944 fixed xor>	Not applicable – the product was not successfully repaired

#option display logic:
<1> - If [TCE6] - You attempted to repair it yourself is selected
And <2> - If [TCE6] - A professional attempted to repair it (e.g. the manufacturer, a repair company) is selected
And <3> - If [TCE6] - A friend/ family member attempted to repair it (not a professional) is selected
And <4> - If [TCE6] - You contacted the manufacturer or retailer is selected
[if 1 in TCE6 and 2 in TCE6 and 3 in TCE6 and 4 in TCE6]

*Question type: **Multiple***
#row order: randomize
#Question display logic:
if TCE6.has_any([1,3])

[TCE8] You previously said you, or a friend or family member personally attempted to repair the $TCE5.lower. Which, if any, of the following information sources were used while attempting the repair?

<1>	Product manual
<2>	Manufacturer's website
<3>	YouTube video (professional or non-professional)
<4>	Search engine
<5>	Online forum
<955 fixed>	Other (open [TCE8_other]) [open] please specify
<977 fixed xor>	Don't know / can't recall

<944 fixed xor>   Not applicable – I / they used no information sources while attempting to repair the product

[CP2_PRODUCT10] THIS IS SHOWN ONLY IN TEST MODEdummy variable to set product CP2_PRODUCT10

Response Option List: CP2_list

[TCE2] For the following question, please imagine you owned a $CP2_PRODUCT10.lower which had broken and was/were no longer operating correctly. How likely, if at all are you to do each of the following things?

  -[TCE2_1]   Attempt to repair it myself

  -[TCE2_2]   Get the product repaired by a professional (e.g. the manufacturer, a repair company)

  -[TCE2_3]   Get the product repaired by a friend/ family member (not a professional)

  -[TCE2_4]   Get the product replaced / buy a new product

  -[TCE2_5]   Dispose of the product in general waste

  -[TCE2_6]   Recycle the product (e.g. in household recycling, at a recycling point)

  <1>   Very likely

  <2>   Fairly likely

  <3>   Fairly unlikely

  <4>   Very unlikely

[TCE3] Which, if any, of the following do you consider when deciding whether to get a broken product repaired or to buy a new one? (Please select all that apply)

<1>	Price
<2>	Environmental impact
<3>	Convenience
<4>	Safety
<5>	Reliability
<6>	Sentimental value
<955 fixed>	Other (open [TCE3_other]) [open] please specify
<977 fixed xor>	Don't know

Moving on…

[TPL1] Which, if any, of the following Personal Light Electric Vehicles (PLEV) do you have access to / own? Please select all that apply. (Please do not include products that you can hire while in public)

<1>	eScooter
<2>	eBike/ Electrically Assisted Pedal Cycle (EAPC)
<4>	Hoverboard
<5>	E-unicycle/ self-balancing mono-wheel
<6 fixed>	Other (open [TPL1_open]) [open] please specify
<977 fixed xor>	Don't know
<999 fixed xor>	Not applicable - I do not have access to any Personal Light Electric Vehicles

[TPL14] You said you own/ have access to an eBike/ Electrically Assisted Pedal Cycle (EAPC). Was this eBike/ EAPC converted from a non-electrically assisted bike?

<1>	Yes, it was/ is
<2>	No, it is not
<977 fixed xor>	Don't know

Base: All who own/ have access to a PLEV
Question type: Single
#Question display logic:
If [TPL14] - Yes, it was/ is is selected [if TPL14 == 1]

[TPL15] Which of the following people carried out the conversion of this bike?

<1>	Myself
<2>	A friend/ family member
<3>	A professional
<977 fixed xor>	Don't know

Question type: Open
#integer Only

[TPL22] You said you own/ have access to a Personal Light Electric Vehicle (PLEV) such as an eScooter, eBike, hoverboard etc.

In a typical week, how much time in total do you use these PLEVs? Include all of the PLEVs you own/ have access to and use in a typical week. (Please type your answer in the box below, giving your answer to the nearest hour)

Range: 0 ~ 168

Question type: Single

[TPL23] You said you own/ have access to a Personal Light Electric Vehicle (PLEV) such as an eScooter, eBike, hoverboard etc.

In a typical week, what is the **main** purpose you use these PLEVs for? If you use multiple PLEVs for different purposes, please select the one you spend the most time doing.

<1>	Commuting (e.g. to work or school)
<2>	Carrying out work (e.g. food delivery)
<3>	Leisure
<97>	Other (open [TPL23_other]) [open] please specify

<98>	Don't know

[TPL17] You said you own/ have access to a Personal Light Electric Vehicle (PLEV) such as an eScooter, eBike, hoverboard etc.

From which, if any, of the following places have you purchased PLEVs from? (Please select all that apply)

<1>	A high street retailer
<2>	A discount retailer/ outlet
<3>	Amazon
<4>	A specialist website
<5>	Third party sellers on online marketplace (e.g. Amazon marketplace, eBay, Gumtree)
<6>	Directly from the previous owner
<7>	Directly from the manufacturer
<955 fixed>	Other (open [TPL17_other]) [open]
<977 fixed xor>	Don't know / can't recall
<944 fixed xor>	Not applicable – I did not purchase it myself (e.g. received as a gift)

[TPL16g] You said you own/ have access to a Personal Light Electric Vehicle (PLEV) such as an eScooter, eBike, hoverboard etc.

How many of these products do you own/ have access to? (Please type the total number of products in the box below.)

-[TPL16g_1]	eScooter
-[TPL16g_2]	eBike/ Electrically Assisted Pedal Cycle (EAPC)
-[TPL16g_4]	Hoverboard
-[TPL16g_5]	e-unicycle/ self-balancing mono-wheel
<1>	1
<2>	2

<3>	3
<4>	4
<5>	5
<6>	6
<7>	7
<8>	8
<9>	9
<10>	10 or more

#option display logic:
[TPL16g_1] - If [TPL1] - eScooter is selected
And [TPL16g_2] - If [TPL1] - eBike/ Electrically Assisted Pedal Cycle (EAPC) is selected
And [TPL16g_4] - If [TPL1] - Hoverboard is selected
And [TPL16g_5] - If [TPL1] - E-unicycle/ self-balancing mono-wheel is selected
[if 1 in TPL1 and 2 in TPL1 and 4 in TPL1 and 5 in TPL1]

Base: All who own/ have access to a PLEV
*Question type: **Multiple***

[TPL2] You said you own/ have access to a Personal Light Electric Vehicle (PLEV) such as an eScooter, eBike, hoverboard etc.

Have you ever separately purchased a battery or charger for one of these devices? Please select all that apply

<1>	Yes, a battery
<2>	Yes, a charger
<3 xor>	No, neither
<977 xor>	Don't know

Base: All who own/ have access to a PLEV and have purchased a battery or charger
*Question type: **Multiple***
#row order: randomize
#Question display logic:
if TPL2.has_any([1,2])

[TPL18] You said you have separately purchased a battery/ charger for a Personal Light Electric Vehicle (PLEV)…

From which, if any, of the following places have you purchased batteries/ chargers from?

<1>	A high street retailer
<2>	A discount retailer/ outlet
<3>	Amazon
<4>	A specialist website
<5>	Third party sellers on online marketplace (e.g. Amazon marketplace, eBay, Gumtree)
<6>	Directly from the previous owner
<7>	Directly from the manufacturer
<955 fixed>	Other (open [TPL18_open]) [open]
<977 fixed xor>	Don't know / can't recall
<944 fixed xor>	Not applicable – I did not purchase it myself (e.g. received as a gift)

[TPL19] Thinking about all of the Personal Light Electric Vehicles (PLEV) you own/ have access to, how many additional batteries do you own in total?

 Do not include the battery which came with the device when you bought it.

Range: 0 ~ 50

Base: All who own/ have access to a PLEV and have purchased a battery or charger
*Question type: **Multiple***
#row order: randomize
#Question display logic:
if TPL2.has_any([1,2])

[TPL3] Which, if any, of the following factors were important to you when purchasing a charger or battery for your Personal Light Electric Vehicle (PLEV)? Please select all that apply.

<1>	Cost		<8>	Charge speed
<2>	Reviews		<9>	Battery life
<3>	Delivery time		<10>	Environmental factors
<4>	Technical specifications		<11>	Product safety
<5>	Compatibility of products		<96 fixed>	Other (open [TPL3_open]) [open] please specify
<6>	Brand		<977 fixed xor>	Don't know

<7>   Efficiency

[TPL4] Where do you frequently charge your Personal Light Electric Vehicle(s) PLEV(s)? (Please select all that apply)

-[TPL4_1]   eScooter

-[TPL4_2]   eBike/ Electrically Assisted Pedal Cycle (EAPC)

-[TPL4_3]   eBike

-[TPL4_4]   Hoverboard

-[TPL4_5]   e-unicycle/ self-balancing mono-wheel

-[TPL4_6]   Other

<1>   Inside my home

<2>   Driveway or outside entrance

<3>   Garage

<4>   Shed

<5>   Garden

<6>   Public charging station

<7>   Communal area (e.g. hallway between flats)

<8 if profile_work_stat in [1,2,3]>   At my employers/ where I am employed

<96 fixed>   Other

<977 fixed xor>   Don't know

<100 fixed xor>   Not applicable - I have not yet charged my PLEV

[TPL4_garage] You said you frequently charge your Personal Light Electric Vehicle(s) in your garage… Is this garage:

<1>   Attached to another building (e.g. your house) **with** a room above it

<2>   Attached to another building (e.g. your house) **without** a room above

<3>   A standalone structure

<98>   Don't know

Base: All who charge their escooter in their home
*Question type: **Single-Colorpicker***
#Columns: 3 #Response Options Layout: horizontal
#Question display logic:
If [TPL4] - eScooter, Inside my home is selected [if 1 in TPL4_1]

[TPL4_home_1] $TPL4_home_qt.raw
eScooter

<1> ||TPL4_home_list||
<96 fixed>   Other room in my home [open] please specify
<977 fixed xor>   Don't know

Base: All who charge their ebike in their home
*Question type: **Single-Colorpicker***
#Columns: 3 #Response Options Layout: horizontal
#Question display logic:
If [TPL4] - eBike/ Electrically Assisted Pedal Cycle (EAPC), Inside my home is selected [if 1 in TPL4_2]

[TPL4_home_2] $TPL4_home_qt.raw
eBike/ Electrically Assisted Pedal Cycle (EAPC)

<1> ||TPL4_home_list||
<96 fixed>   Other room in my home [open] please specify
<977 fixed xor>   Don't know

Base: All who charge their hoverboard in their home
*Question type: **Single-Colorpicker***
#Columns: 3 #Response Options Layout: horizontal
#Question display logic:
If [TPL4] - Hoverboard, Inside my home is selected [if 1 in TPL4_4]

[TPL4_home_4] $TPL4_home_qt.raw
Hoverboard

<1> ||TPL4_home_list||
<96 fixed>   Other room in my home [open] please specify

<977 fixed xor>   Don't know

[TPL4_home_5] $TPL4_home_qt.raw
e-unicycle / self-balancing mono-wheel

<1> ||TPL4_home_list||
<96 fixed>   Other room in my home [open] please specify
<977 fixed xor>   Don't know

[TPL4_home_6] $TPL4_home_qt.raw
Other

<1> ||TPL4_home_list||
<96 fixed>   Other room in my own [open] please specify
<977 fixed xor>   Don't know

[TPL4_homeB] Which, if any, of the following is the main reason why you charge your Personal Light Electric Vehicles(s) (PLEV(s)) inside your home.

<1>   I'm worried about theft
<2>   I don't have anywhere else to charge it
<3>   I'm concerned about leaving it out in the rain
<4>   It's the most convenient place
<96 fixed>   Other [open]
<977 fixed xor>   Don't know

*Question type: **Grid***
#row order: randomize

[TPL5] How often do you usually charge each of your Personal Light Electric Vehicle(s) PLEV?

-[TPL5_1]	eScooter
-[TPL5_2]	eBike/ Electrically Assisted Pedal Cycle (EAPC)
-[TPL5_4]	Hoverboard
-[TPL5_5]	e-unicycle / self-balancing mono-wheel
-[TPL5_6]	Other
<1>	Two or more times a day
<2>	Once daily
<3>	Two or more times a week
<4>	Weekly
<5>	Fortnightly
<6>	Less frequently than fortnightly
<977>	Don't know
<100>	Not applicable - I have not yet charged my PLEV

Base: All who own/ have access to a PLEV
*Question type: **Multiple***

[TPL6] Thinking about when you charge your Personal Light Electric Vehicle(s) (PLEV), which of the following apply to you? (Please select all that apply)

<1>	I usually charge until the battery is full
<2>	I usually charge until I have enough battery life, but not often to full
<3>	I usually run the battery to zero, or nearly zero before I recharge
<4>	I like to keep the battery full or near to full
<99 fixed xor>	None of these

*Question type: **Single***

[TPL7] When you charge your Personal Light Electric Vehicle(s) (PLEV), is there a typical time of day that you do this? Please select one option only.

<1>	Overnight

<2>	Day time – when I am home
<3>	Day time – when I am out of the house
<4>	No typical time
<100>	Not applicable - I have not yet charged my PLEV

Base: All who own/ have access to a PLEV
*Question type: **Single***

[TPL8] Have you had any safety issues specifically with the battery or charger for your Personal Light Electric Vehicle(s) (PLEV)?

<1>	Yes
<2>	No

Base: All in who had a safety issue
*Question type: **Multiple***
#Question display logic:
If [TPL8] - Yes is selected [if TPL8 == 1]

[TPLXm] What type of safety issue(s) have you experienced with the battery/ charger of your Personal Light Electric Vehicle(s) (PLEV)?

<1>	Fire/ explosion (e.g. signs of smoke, scorch marks, overheating)
<2>	Electrical (e.g. electric shock)
<3>	Mechanical (e.g. sharp edges, exposed moving parts)
<5>	Chemical (e.g. irritation, corrosion)
<6>	Other (open [TPLXm_open]) [open] please specify

Base: Experienced a safety issue PLEV issue
*Question type: **Single***
#Question display logic:
If [TPL8] - Yes is selected [if TPL8 == 1]

[TPL20s] You said you had a safety issue with a battery/ charger of a Personal Light Electric Vehicle (PLEV). Thinking about the most serious safety issue you experienced...

Was the safety issues with the original battery/ charger or with an additional battery/ charger that you purchased separately?

<1>	The original battery/ charger
<2>	An additional battery/ charger
<977 fixed xor>	Don't know/ can't recall

[TPL9] Did that safety issue cause any of the following?

 (Please select all that apply)

<1>	Physical harm
<2>	Distress/ increased stress
<3>	Damage to property or other household items
<944 fixed xor>	None of the above

[TPL10] You said earlier that the safety issue resulted in damage to a property or household items.
What was the type of damage?

<1>	Fire damage
<2>	Smoke damage
<3>	Dents and/ or scratches to property
<4>	Electrical damage
<96 fixed>	Other (open [TPL10_other]) [open] please specify

[TPL11s] You said earlier that the safety issue resulted in physical harm...
 How severe was this harm?

<1>	Very mild
<2>	Mild
<3>	Moderate
<4>	Severe
<5>	Very severe
<933 xor>	Prefer not to say

[TPL21_] You said that you had a safety issue with a battery/ charger of a Personal Light Electric Vehicle (PLEV)…

 Please describe, in as much detail as possible, what happened (i.e. what circumstances led to the safety issue, who was affected, if healthcare was needed, any damage to property)

<1>	The circumstances that led to the safety issue (open [TPL21_open_1]) [open] please specify
<2>	Who was affected (open [TPL21_open_2]) [open] please specify
<3>	What healthcare, if any, was needed (open [TPL21_open_3]) [open] please specify
<100 fixed xor>	Prefer not to say

[TPI12] Which, if any, of the following did you do as a result of the safety issue? (Please select all that apply)

<1>	Returned the item for a refund/ exchange
<2>	Threw it away/ stopped using it but did not return
<3>	Followed manufacturer's guidance for safe use
<4>	Tried to fix it myself
<5>	Allowed manufacturer to make modification
<6>	Complained to the manufacturer
<7>	Complained to where I bought it from
<955 fixed>	Other (open [TPL12_other]) [open] please specify
<977 fixed xor>	Don't know/ can't recall
<944 fixed xor>	Nothing, I didn't take any action

[TPL13] To the best of your knowledge, did either of the following provide help and advice (e.g. a support line)?

-[TPL13_1]	The manufacturer of the product
-[TPL13_2]	The seller of the product
<1>	Yes
<2>	No
<97>	Don't know

$battery_charging_1_jpg.raw $battery_charging_2_jpg.raw $battery_charging_3_jpg.raw

[TPL26] In the last few months, have you seen any adverts about Personal Light Electric Vehicle (PLEV) safety that were in this style from OPSS or the Government?

<1>	Yes, I have
<2>	No, I haven't

[TPL24] You said that you have seen adverts about Personal Light Electric Vehicle (PLEV) safety recently...

Which, if any, of the following places did you see them? Please select all that apply.

<1>	TV	<8>	LinkedIn
<2>	Newspapers	<11>	Friends/ relatives
<3>	Magazines	<12>	A consumer advice website (e.g. Which?)
<4>	News websites	<9 fixed>	Other social media
<5>	Facebook	<955 fixed>	Other (open [TPL24_other]) [open] please specify

<6>	X (formerly Twitter)	<977 fixed xor>	Don't know
<7>	Instagram		

[TPL25] You said that you have seen adverts about Personal Light Electric Vehicle (PLEV) safety recently...

Which, if any, of the following did you do as a result? (Please select all that apply)

<1>	Checked the manufacturer's instructions when using or charging my e-bike or e-scooter
<2>	Bought the manufacturer-approved charger or battery for my e-bike or e-scooter
<3>	Started unplugging the charger when I have finished charging my e-bike or e-scooter
<4>	Checked product reviews before buying an e-bike or e-scooter
<5>	Bought an e-bike or e-scooter from a reputable seller
<955 fixed>	Other (open [TPL25_other]) [open] please specify
<977 fixed xor>	Don't know
<944 fixed xor>	Not applicable – I didn't do anything differently

Base: All in Metrology/ weights section
*Question type: **Grid***
#row order: randomize

[TW1] Thinking about the products you buy, how confident, if at all, are you that you receive the accurate measures for each product?

 (For example, if you pay for 1kg of product, are you confident that you will receive 1kg?)

-[TW1_1]	Pre-packaged food items
-[TW1_2]	Items sold by weight or measure specified by consumer (e.g. food sold at deli counters/butchers)
-[TW1_3]	Fuel sold at petrol stations (e.g. petrol, diesel)

-[TW1_4]	Bulk fuel for home delivery (e.g. for home heating purposes)
-[TW1_5]	Drinks measures in hospitality setting (e.g. a pub or restaurant)
<1>	Very confident
<2>	Somewhat confident
<3>	Somewhat unconfident
<4>	Very unconfident
<977 fixed>	Don't know
<944 fixed>	Not applicable - I do not buy this product

Base: All in Metrology/ weights section
*Question type: **Single***

[TW2] How much attention, if any, do you pay to the price indication marking on products?

(For example, on price labels including information such as: 2.10p per 10kg)

<1>	A lot
<2>	A little
<3>	Not much
<4>	None at all
<977>	Don't know

*Question type: **Multiple***
#row order: randomize
#Question display logic:
If [TW1] - Pre-packaged food items, Not applicable - I do not buy this product is unselected
Or If [TW1] - Items sold by weight or measure specified by consumer (e.g. food sold at deli counters/butchers), Not applicable - I do not buy this product is unselected
Or If [TW1] - Fuel sold at petrol stations (e.g. petrol, diesel), Not applicable - I do not buy this product is unselected
Or If [TW1] - Bulk fuel for home delivery (e.g. for home heating purposes), Not applicable - I do not buy this product is unselected
Or If [TW1] - Drinks measures in hospitality setting (e.g. a pub or restaurant), Not applicable - I do not buy this product is unselected
[if TW1_1 != 944 or TW1_2 != 944 or TW1_3 != 944 or TW1_4 != 944 or TW1_5 != 944]

[TW6] Thinking about the products you buy…
In the last six months have you received an incorrect measure for any of the following?

<1>	Pre-packaged food items
<2>	Items sold by weight or measure specified by consumer (e.g. food sold at deli counters/butchers)

<3>	Fuel sold at petrol stations (e.g. petrol, diesel)
<4>	Bulk fuel for home delivery (e.g. for home heating purposes)
<5>	Drinks measures in hospitality setting (e.g. a pub or restaurant)
<98 fixed xor>	Don't know
<99 fixed xor>	None of these

#option display logic:
<1> - If [TW1] - Pre-packaged food items, Not applicable - I do not buy this product is unselected
And <2> - If [TW1] - Items sold by weight or measure specified by consumer (e.g. food sold at deli counters/butchers), Not applicable - I do not buy this product is unselected
And <3> - If [TW1] - Fuel sold at petrol stations (e.g. petrol, diesel), Not applicable - I do not buy this product is unselected
And <4> - If [TW1] - Bulk fuel for home delivery (e.g. for home heating purposes), Not applicable - I do not buy this product is unselected
And <5> - If [TW1] - Drinks measures in hospitality setting (e.g. a pub or restaurant), Not applicable - I do not buy this product is unselected
 [if TW1_1 != 944 and TW1_2 != 944 and TW1_3 != 944 and TW1_4 != 944 and TW1_5 != 944]

Base: All in Metrology/ weights section
Question type: Multiple

[TW3] Have you ever reported a product for being the incorrect measurement (e.g. underweight, too large) to any of the following organisations? (Please select all that apply)

<1>	The police	<7>	The Office for Product Safety and Standards (OPSS)
<2>	Directly to my local authority/ Trading Standards	<8>	The manufacturer
<3 if profile_GOR in [1,2,3,4,5,6,7,8,9,10]>	The Citizens Advice Consumer Helpline	<9>	The place you bought it from
<4 if profile_GOR==11>	Advice Direct Scotland	<955 fixed>	Other (open [TW3_open]) [open] please specify
<5>	The media (e.g. newspaper, radio, TV)	<977 fixed xor>	Don't know/ can't recall
<6>	Which?	<944 fixed xor>	Not applicable – have never experienced/reported an issue to anyone

[TW4] You said you reported a product being the incorrect measurement to the following people. Thinking about the most recent occasion...

How satisfied, if at all, with their response or the actions they took?

-[TW4_1]	The manufacturer
-[TW4_2]	The place you bought it from
-[TW4_3]	Your local authority/ trading standards
-[TW4_4]	The Citizens Advice Consumer Helpline
-[TW4_5]	Advice Direct Scotland
<1>	Very satisfied
<2>	Fairly satisfied
<3>	Not very satisfied
<4>	Not satisfied at all
<977>	Don't know/ can't recall

[TSD1] For the following question, by "smart" we mean that the product(s) can be connected to the internet and controlled via an app.

Which, if any, of the following smart products do you own or have access to in your household? (Please select all that apply)

<1>	|||list_TSD1||
<955 fixed>	Other (open [TSD1_other]) [open] please specify
<977 fixed xor>	Don't know
<944 fixed xor>	Not applicable – I don't have any smart products

[TSD13] If you would like a definition of the underlined words, please hover over the words for a definition. On mobile devices, you will need to click to show the definition and click again to hide it

Which, if any, of the following **most** influence you when choosing which smart device to purchase? If you currently own more than one smart product, please think about the most recent one you purchased. (Please select up to three options)

<1>	The price	<9>	A previous experience of buying the product
<2>	The brand name of the retailer	<10>	What the product looks/ feels like
<3>	The brand name of the manufacturer	<11>	Recommendations from friends/ family
<4>	The country of manufacture/ origin	<12>	How cyber secure it is
<5>	The warranty/ guarantee offered	<955 fixed>	Other (open [TSD13_other]) [open]
<6>	The UK government products safety framework	<977 fixed xor>	Don't know
<7>	A kitemark/ quality trademark	<944 fixed xor>	Not applicable – nothing
<8>	Online reviews/ recommendations		

[TSD7] For the following question, by "cyber security issues" we mean any type of cyber attack. This includes theft or damage of devices or services (e.g. smartphones, laptops,

tablets). It also includes unauthorised access to personal information stored on devices/ online.

Have you experienced cyber security issues with your smart device(s)? (Please select all of the devices where you have experienced an issue)

<1 if 1 in TSD1>	Smart lighting	<9 if 9 in TSD1>	Smart plugs (i.e. an adaptor that plugs into a socket so the power supply can be turned on/ off via an app)
<2 if 2 in TSD1>	Smart thermostat/ heating	<10 if 10 in TSD1>	Smart TV
<3 if 3 in TSD1>	Smart home security (e.g. lock, doorbell, security cameras)	<11 if 11 in TSD1>	Smart watch / fitness tracker
<4 if 4 in TSD1>	Smart baby products (e.g. baby monitor)	<12 if 12 in TSD1>	Smartphone
<5 if 5 in TSD1>	Smart speakers (e.g. Google Home, Amazon Alexa)	<13 if 13 in TSD1>	Laptop computer
<6 if 6 in TSD1>	Smart toys (e.g. robots, companions, connected toys)	<14 if 14 in TSD1>	Tablet computer
<7 if 7 in TSD1>	Smart large domestic appliances (e.g. fridge, freezer, washing machine)	<97 fixed xor>	Don't know/ can't recall
<8 if 8 in TSD1>	Smart domestic appliances (e.g. kettle, vacuum, hairdryer)	<99 fixed xor>	Not applicable - I have not experienced any cyber security issues

*Question type: **Grid-Check***
#row order: randomize #column order: randomize(Rand14)
#Question display logic:
if TSD7 and len(TSD7.selected)>0

[TSD8] Which of the following security issues did you have with your device(s)? (Please select all that apply in each column)

-[TSD8_1]   Unauthorised access to your device

-[TSD8_2]   A smart device being subject to **malware**, ransomware, or a virus

-[TSD8_3]   Unauthorised access to your (WiFi) network through your device

-[TSD8_4]	Receiving a security warning or notification from the smart device			
-[TSD8_5]	Another security issue			
-[TSD8_6]	Theft or damage of device			

<1>	Smart lighting	<9>	Smart plugs (i.e. an adaptor that plugs into a socket so the power supply can be turned on/ off via an app)
<2>	Smart thermostat/ heating	<10>	Smart TV
<3>	Smart home security (e.g. lock, doorbell, security cameras)	<11>	Smart watch / fitness tracker
<4>	Smart baby products (e.g. baby monitor)	<12>	Smartphone
<5>	Smart speakers (e.g. Google Home, Amazon Alexa)	<13>	Laptop computer
<6>	Smart toys (e.g. robots, companions, connected toys)	<14>	Tablet computer
<7>	Smart large domestic appliances (e.g. fridge, freezer, washing machine)	<97 fixed xor>	Don't know/ can't recall
<8>	Smart domestic appliances (e.g. kettle, vacuum, hairdryer)	<99 fixed xor>	Not applicable - I have not experienced this type of security issue for any of these smart devices

#option display logic:
<1> - If [TSD7] - Smart lighting is selected
And <2> - If [TSD7] - Smart thermostat/ heating is selected
And <3> - If [TSD7] - Smart home security (e.g. lock, doorbell, security cameras) is selected
And <4> - If [TSD7] - Smart baby products (e.g. baby monitor) is selected
And <5> - If [TSD7] - Smart speakers (e.g. Google Home, Amazon Alexa) is selected
And <6> - If [TSD7] - Smart toys (e.g. robots, companions, connected toys) is selected
And <7> - If [TSD7] - Smart large domestic appliances (e.g. fridge, freezer, washing machine) is selected
And <8> - If [TSD7] - Smart domestic appliances (e.g. kettle, vacuum, hairdryer) is selected
And <9> - If [TSD7] - Smart plugs (i.e. an adaptor that plugs into a socket so the power supply can be turned on/ off via an app) is selected
And <10> - If [TSD7] - Smart TV is selected
And <11> - If [TSD7] - Smart watch / fitness tracker is selected
And <12> - If [TSD7] - Smartphone is selected
And <13> - If [TSD7] - Laptop computer is selected
And <14> - If [TSD7] - Tablet computer is selected
[if 1 in TSD7 and 2 in TSD7 and 3 in TSD7 and 4 in TSD7 and 5 in TSD7 and 6 in

[TSD19] Thinking about the security issue you had with your smart product:

Please consider a scale of 1 to 10, where 1 represents the least serious type of issue you could face and 10 represents the most serious. What number best represents the seriousness of the issue?

 If you have had security issues more than one smart product, please think about the most recent time this occurred.

<1>	1 - the least serious
<2>	2
<3>	3
<4>	4
<5>	5
<6>	6
<7>	7
<8>	8
<9>	9
<10>	10 - the most serious
<98 fixed>	Don't know

[TSD9] Which smart device caused you the **most** concern due to a security issue?

<1>	Smart lighting	<9>	Smart plugs (i.e. an adaptor that plugs into a socket so the power supply can be turned on/ off via an app)
<2>	Smart thermostat/ heating	<10>	Smart TV

<3>	Smart home security (e.g. lock, doorbell, security cameras)	<11>	Smart watch / fitness tracker
<4>	Smart baby products (e.g. baby monitor)	<12>	Smartphone
<5>	Smart speakers (e.g. Google Home, Amazon Alexa)	<13>	Laptop computer
<6>	Smart toys (e.g. robots, companions, connected toys)	<14>	Tablet computer
<7>	Smart large domestic appliances (e.g. fridge, freezer, washing machine)	<955 fixed>	Other (open [TSD9_other]) [open] please specify
<8>	Smart domestic appliances (e.g. kettle, vacuum, hairdryer)	<977 fixed xor>	Don't know/ can't recall

*Question type: **Grid***
#row order: randomize
#Question display logic:
if TSD7 and len(TSD7.selected)>0

[TSD18] Based on your experience of a security issue on your consumer smart device(s), please indicate the extent to which you agree with the following statements:

-[TSD18_1]	The experience did not change my attitude to securing my device
-[TSD18_2]	I am more conscious of the security of my smart device
-[TSD18_3]	I now check or consider security features more thoroughly before I buy / use a smart device
-[TSD18_4]	I will not buy / use smart devices in the future
-[TSD18_5]	I have taken steps to improve the security of my smart device
-[TSD18_6]	I am less trusting of smart devices
<1>	Strongly disagree
<2>	Disagree
<3>	Neither agree nor disagree
<4>	Agree
<5>	Strongly agree

*Question type: **Multiple***
#row order: randomize
#Question display logic:
if TSD7 and len(TSD7.selected)>0

[TSD10] What action(s) did you take to deal with the security issue(s) which affected your smart device(s)? If you have had security issues more than one smart product, please think about the most recent time this occurred. (Please select all that apply)

<2>	Asked friends or family for advice	<10>	Returned the item for a refund/exchange
<3>	Changed/ reset your password	<11>	Took the device to a repair shop
<4>	Disconnected device from the Internet	<12>	Contacted the police/ victim support service (i.e. Action Fraud)
<5>	Reset device to factory settings	<13>	Threw it away/stopped using it but did not return
<6>	Installed security updates	<14>	Destroyed the device
<7>	Complained to the manufacturer	<15 fixed>	Other (open [TSD10_open]) [open] please specify
<8>	Complained to where I bought it from	<97 fixed xor>	Don't know
<9>	Stopped using the device but did not throw it away	<955 fixed xor>	Nothing, I didn't take any action

[TSD11] How confident are you that the action that you had taken resolved the issue for that particular device? If you have had security issues more than one smart product, please think about the most recent time this occurred.

<1>	Very confident
<2>	Fairly confident
<3>	Not very confident
<4>	Not at all confident
<97 fixed xor>	Don't know
<99>	Not applicable

[TSD12] Which of the following impacts did you experience as a result of the cyber security issue you faced? If you have had security issues more than one smart product, please think about the most recent time this occurred. Please select all that apply.

<1>	Financial loss (i.e. costs were incurred as a result of the incident, such as hacking or attempted hacking of online bank accounts)	<10>	Affected your independence/ ability to complete daily tasks
<2>	Identity theft	<11>	Time lost to resolving the issue
<3>	Disruption of other smart devices	<12>	Loss of trust in the brand/ smart device
<4>	Loss of personal data	<13>	Loss of trust in the device retailer
<5>	Disrupted access to my WiFi	<14>	Loss of access to the smart device
<6>	Invasion of privacy (e.g. unauthorised access to smart cameras or smart speakers)	<15>	Physical damage to the device/other property
<7>	Emotional / psychological distress	<16 fixed>	Other (open [TSD12_open]) [open] please specify
<8>	Physical harm	<17 fixed xor>	Don't know/ can't recall
<9>	Affected the functionality of your device		

*Question type: **Multiple***
#row order: randomize
#Question display logic:
if len(TSD1.selected)>0

[TSD14] In which, if any, of the following places have you tried to find cyber security information for your smart device(s)? Please select all that apply.

<1>	Product packaging or user manual
<2>	Manufacturer's website or official product documentation
<3>	Mobile apps associated with the product
<4>	Retailer's website
<5>	Government or regulatory agency websites
<6>	Consumers reviews and/or forums
<7>	Consumer groups and organisations (e.g. Which?)

<8>	Social media platforms
<9 fixed>	Other (open [TSD14_open]) [open] please specify
<97 fixed xor>	Don't know
<99 fixed xor>	Not applicable – I have not tried to find cyber security information for my smart device(s)

*Question type: **Single***
#Question display logic:
if len(TSD1.selected)>0 and not TSD14.has_any([97,99])

[TSD15] Thinking about the most recent time you looked for cyber security information for your smart device(s)…
How easy or difficult was it to find this information?

<1>	Very easy
<2>	Easy
<3>	Difficult
<4>	Very difficult
<97>	Don't know

*Question type: **Single***
#Question display logic:
if len(TSD1.selected)>0

[TSD16] Did your smart device come with a default password that you were required to change before using it? If you currently own more than one smart product, please think about the last one you purchased.

<1>	Yes
<2>	No
<97>	Don't know/ can't recall

*Question type: **Single***

[TSD17] Thinking about any time in the past when you have disposed of a smart device…
What, if anything, did you do with any personal data contained on the device before disposing of it?

<1>	Fully removed any personal data from the device
<2>	Removed some personal data from the device
<3>	Did not remove any personal data from the device
<4>	Not applicable – There was no personal data on the device

<5>	Not applicable – I have not disposed of a smart device
<977 fixed xor>	Don't know

[TEV1] Do you own/ have access to a fully electric or hybrid vehicle (i.e. a car or van)? (Please select all that apply)

<1>	Yes, I own/ have access to a fully electric vehicle
<2>	Yes, I own/ have access to a hybrid vehicle
<944 fixed xor>	No, I do not own/ have access to an electric or hybrid vehicle

[TEV1a] And is this a plug-in hybrid?
By plug-in hybrid, we mean that the electric battery can be recharged via an electric charging point, for example at home or at a public charging station.

<1>	Yes
<2>	No
<3>	Don't know

[TEV2] Are you planning to purchase a fully electric or plug-in hybrid vehicle?

<1>	Yes, within the next year
<2>	Yes, within the next 1-2 years
<3>	Yes, within the next 2-5 years
<4>	Yes, within the next 5-10 years
<5>	Yes, in more than 10 years' time
<6>	No
<98>	Don't know

[TEV2a] Are you planning to purchase a vehicle other than a fully electric or plug-in hybrid?

<1>	Yes, within the next year
<2>	Yes, within the next 1-2 years
<3>	Yes, within the next 2-5 years
<4>	Yes, within the next 5-10 years
<5>	Yes, in more than 10 years' time
<6>	No
<98>	Don't know

[TEV3a] In which, if any, of the following locations do you charge your $tev_pipe vehicle? Please select all that apply.

<1>	At home (e.g. on my driveway, in my garage)
<2>	In off street parking (e.g. shared residential parking near your home)
<3>	In private/ restricted access car parks or parking spaces excluding residential parking (e.g. members only gyms with barriers)
<4>	At my place of work
<5>	Using public on-street charge points
<6>	At service stations (e.g. on the motorway)
<7>	In public car parks (e.g. supermarket car parks)
<97 fixed>	Other (open [TEV3a_open]) [open] please specify
<98 fixed xor>	Don't know/ can't recall
<99 fixed xor>	Prefer not to say

[TEV3b] And which of these is the **main location** where you charge your $tev_pipe vehicle?

<1>	At home (e.g. on my driveway, in my garage)
<2>	In off street parking (e.g. shared residential parking near your home)
<3>	In private/ restricted access car parks or parking spaces excluding residential parking (e.g. members only gyms with barriers)
<4>	At my place of work
<5>	Using public on-street charge points
<6>	At service stations (e.g. on the motorway)
<7>	In public car parks such as supermarket car parks
<97 fixed>	Other (open [TEV3b_open]) [open] please specify
<98 fixed xor>	Don't know
<99 fixed xor>	Prefer not to say

#option display logic:
<1> - If [TEV3a] - At home (e.g. on my driveway, in my garage) is selected
And <2> - If [TEV3a] - In off street parking (e.g. shared residential parking near your home) is selected
And <3> - If [TEV3a] - In private/ restricted access car parks or parking spaces excluding residential parking (e.g. members only gyms with barriers) is selected
And <4> - If [TEV3a] - At my place of work is selected
And <5> - If [TEV3a] - Using public on-street charge points is selected
And <6> - If [TEV3a] - At service stations (e.g. on the motorway) is selected
And <7> - If [TEV3a] - In public car parks (e.g. supermarket car parks) is selected
And <97> - If [TEV3a] - Other is selected
[if 1 in TEV3a and 2 in TEV3a and 3 in TEV3a and 4 in TEV3a and 5 in TEV3a and 6 in TEV3a and 7 in TEV3a and 97 in TEV3a]

*Question type: **Grid***
#Question display logic:
if (1 in TEV1 or TEV1a==1) and not TEV3a.has_any([98,99])

[TEV4a] Thinking about locations where you might charge your $tev_pipe vehicle…

How confident, if at all, are you that the price you pay for the energy you use to charge your vehicle is accurate?

-[TEV4a_1 if TEV3a.has_any([4,5,6,7,97])]	Public charge points (e.g. on street parking, at service stations or in public car parks)
-[TEV4a_2 if TEV3a.has_any([1,2,3,97])]	Private charge points (e.g. on your driveway, shared residential parking, or otherwise restricted access parking)

<1>	Very confident
<2>	Somewhat confident
<3>	Somewhat unconfident
<4>	Very unconfident
<977 fixed>	Don't know

[TEV4b] Thinking about locations where you might charge your $tev_pipe vehicle…

How confident, if at all, are you that the amount of electricity the charge point says it has dispensed is accurate?

-[TEV4b_1 if TEV3a.has_any([4,5,6,7,97])]	Public charge points (e.g. on street parking, at service stations or in public car parks)
-[TEV4b_2 if TEV3a.has_any([1,2,3,97])]	Private charge points (e.g. on your driveway, shared residential parking, or otherwise restricted access parking).
<1>	Very confident
<2>	Somewhat confident
<3>	Somewhat unconfident
<4>	Very unconfident
<977 fixed>	Don't know
<944 fixed>	Not applicable - I do not charge my vehicle here

[TEV5] Which, if any, of the following factors would be important to you when purchasing a private charging point for your $tev_pipe vehicle? Please select up to 3.

<1>	Price	<11>	The charge point manufacturer or brand
<2>	Power level (e.g. 7kW, 11kW, 22kW)	<12>	Compliance with relevant UK Regulations

<3>	How accurate it is at measuring the flow of electricity to the charge point	<13>	The length of the cable
<4>	Whether installation is included with the purchase of the charge point	<14>	Whether the cable is permanently attached to the charge point
<5>	Ease of use / Accessibility	<15>	The warranty period offered
<6>	Smart functionality (the ability of charge points to communicate with other devices including smart phones, smart meters, and energy providers)	<16>	Whether it is recommended to me by someone else (e.g., a friend or family member, an EV car-dealer or my energy supplier)
<7>	Ability to work with different energy providers	<955 fixed>	Other (open [TEV5_open]) [open] please specify
<8>	Ability to work with different charge point service providers	<977 fixed xor>	Don't know
<9>	The look of the charge point (for example, the colour or material used for the charge point)	<944 fixed xor>	Not applicable - nothing in particular is important
<10>	Whether the charge point is a wallbox (ie. fixed to a wall) or a standalone charge point		

[TEV6] Which of the statements below, if any, best describes how you prefer to charge your $tev_pipe vehicle:

<1>	I usually charge until the battery is full
<2>	I usually charge until I have enough battery life, but not often to full
<3>	I usually run the battery to zero, or nearly zero before I recharge
<4>	I like to keep the battery full or near to full
<99 fixed xor>	None of these

[TEV7a] Do you currently, or do you intend in the future, use your EV charge point to access energy tariffs which are lower at certain times of day?

These services may be with your home energy provider, or another dedicated provider linked to your charge point?

<1>	I currently do this
<2>	I do not currently do this, but plan to in the future
<3>	I do not have any plans to do this
<98>	Don't know

[TEV7b] Do you currently, or do you intend in the future, use a charging service for your $tev_pipe vehicle where the energy supplier controls when your car is charged, which ensures you get the best price and that the vehicle is charged in time?

These services may be with your home energy provider, or another dedicated provider linked to your charge point?

<1>	I currently do this
<2>	I do not currently do this, but plan to in the future
<3>	I do not have any plans to do this
<98>	Don't know

Focus group topic guide

Discussion guide for focus groups

Introduction (5 mins)

Hello and thank you for logging in this evening. My name is Mariana/Evelina – I will be moderating the session for the next 90 minutes.

Today I'd like to talk about your attitudes towards product safety. It is an informal session - I am here to hear your thoughts and opinions, so please be as open and honest as possible. Please do respect other people's opinions if they differ from your own.

The discussion tonight is on a secure website. The client – a government department – is observing the session as they are keen to hear from you firsthand. They will be able to see what you write, as you write it – but don't feel restricted by this – they really do want to hear what you think!

On conclusion of the research, we will share anonymised transcripts with the client and will be writing a report using anonymised quotations from this group. At no point will we share your contact information with them, or any third party, unless you have provided consent for us to do so. YouGov strictly follow the MRS Code of Conduct and the relevant data protection regulations, including GDPR.

To start with, briefly introduce yourself – telling me your age, region and what keeps you busy day to day…

Returning products and online marketplaces product quality (15-20 minutes)

I want to start this session discussing product quality and returns…

- Generally, what do you think about the quality of products on the market in the UK? Why so? Please note that this does not include food, medicines, or vehicles.

- What do you do/use to assess the quality of a product, if anything?
    - How does this differ depending on the product?
- What type of retailers do you think provide good quality products? Why so? Probe for any examples.

- Do you think there is a difference between the quality of goods you buy online vs on online marketplaces (e.g. Amazon, eBay, Etsy, Vinted, Wish) vs in store?
- How important is quality to you as a factor of your purchase? Why so?
  - Does this differ for different types of products? Why so?
- Do your expectations of quality differ depending on where you buy it from (i.e. online retailer, online marketplace, on the highstreet)? If so, can you explain this further and share your opinions on whether this is positive or negative?

- Have you recently returned, or wanted to return a product? If not, have you ever returned a product?
  - What was the product?
  - Why did you want to return it? Were there any safety concerns?
  - Where did you buy it?
  - Was the return successful? Why so? Probe on outcome if there was a safety concern
- Generally, what are the key factors for you in deciding whether to return a product?
- Have you ever returned a product purchased from an online marketplace (e.g. Amazon marketplace, Ebay, Etsy, wish, vinted)? Why so?
  - How did you find the process? Was it easy or difficult?
  - How if at all did this process differ depending on the marketplace?

Security issue with a device (10-20 minutes)

We would now like to discuss security issues….

- Do you currently own any smart devices? *By "smart" we mean that the product(s) can be connected to the internet and controlled remotely e.g. smart home security, smart domestic appliances*.
  If yes:
  - When using smart devices how concerned are you about cyber security? Why so?
  - Do you take any measures when buying / installing devices to protect personal data? If so what and why?
  If not:
  - What concerns, if any, do you have about smart devices? If so, what?

- How would you feel if personal data was lost / stolen?
  - What actions do you think you would take, if any? Why?

- How important do you think it is to update software? Why so?
- How often / regularly did you employ software updates on your devices, either automatically or manually?

Only those who experienced cyber-harm

You mentioned in the recruitment screener that you have previously faced a security issue with one of your devices…

- Please could you tell us about what happened? What type of device was involved and what took place?
- Do you know if any personal data was lost / compromised?
- What impact, if any, did it have on you in the short term?
- What impact, if any, did it have on you in the long term?
- Were there any wider impacts e.g., on other people / your family?

- Do you recall how the device was set up? Did it have a password or a default password? And were you prompted to change the default password?
- Thinking about the log-in credentials you used for this device - were there any other devices that operated through the same account?

- How often / regularly did you employ software updates on your devices, either automatically or manually? Do you know if the latest was installed when you faced the security issue?

- What did you do to try and resolve the issue, if anything? *If nothing – why?* Probe: did you try to get help/assistance?
    - If so:
        - How easy was it to get help/assistance?
        - What was the outcome?
        - Did you feel safe after receiving help/assistance? Why / why not?

- Did you try locking your account(s)? Why so?

- Has the incidence changed how you use any other devices? How so? Probe on if it changed their attitude / behaviours around cyber security
- Do you still feel at risk of a security issue with any of your devices? Why / why not? *If not: probe if it comes from implementing security measures.* Or do you feel reassured about potential security risks of your devices?

EV charging metrology (10 minutes)

I would like to close the session by discussing electric vehicles...

All groups *except* plug-in electric vehicle owners

- Have you ever considered purchasing an electric vehicle?
    - If not: What would motivate you, if anything, to purchase an electric vehicle?

- Do you have any concerns about electric vehicles? If so, what are those? Probe if these concerns would deter them from purchasing an electric vehicle.
- If you purchased an electric vehicle, where do you think you would charge it and why?
    - How feasible/ easy do you think it would be to install a domestic charge point?
    - Would you have any concerns about charging it at home? If so, what?
    - Would you have any concerns about charging it at public charge points (e.g. motorway service stations or supermarket car parks)?

Only plug-in electric vehicle owners

You mentioned in a recent survey that you have an electric vehicle…

- Where is your electric vehicle (EV) charging point in your home e.g., in garage? Why is it in this place?
- Why do you have an at home charger?
- What factors were important to you when purchasing a private charging point? *Probe price, power, accuracy, accessibility, brand*

- Thinking about locations where you might charge your electric vehicle…
    - How confident are you that **the price you pay** for the energy you use to charge your vehicle is accurate? Why so?
        - How does this compare with public charging points e.g., on street parking and at service stations vs private charge points e.g., on your driveway? Which of these locations do you think would be most accurate and why?
    - How confident, if at all, are you that **the amount of electricity** the charge point says it has dispensed is accurate? Why so?
        - How does this compare with public charging points vs private charge points? Which of these locations do you think would be most accurate and why?

- Do you currently, or do you intend in the future, to use your EV charge point to access energy tariffs which are lower at certain times of day?
- Do you currently, or do you intend in the future, to use a charging service for your electric vehicle where the energy supplier controls when your car is charged, which ensures you get the best price and that the vehicle is charged in time?
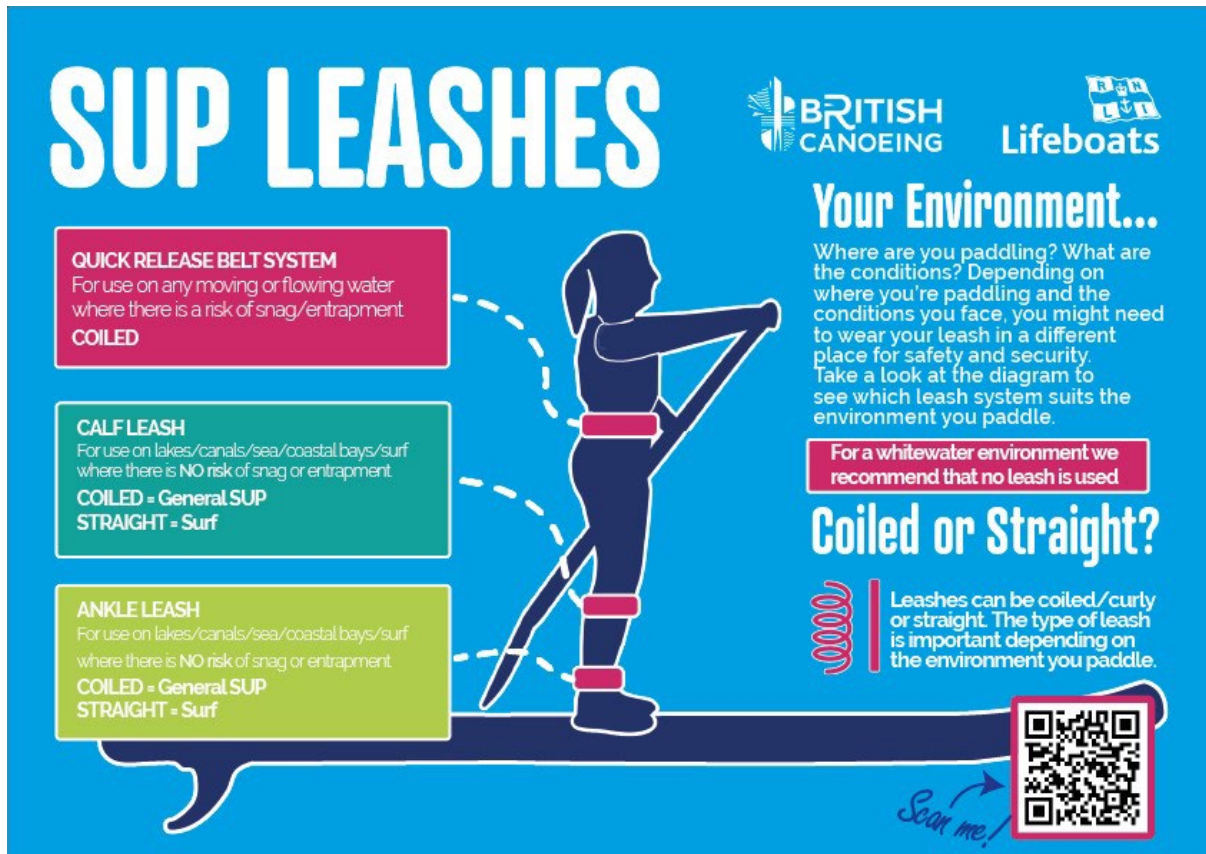
Paddle boards (40 minutes)

We are now going to review some more materials on the topic of paddle boards….

- Before we begin, is anyone aware of paddle boards, how and where they are used?

97

- How, if at all, do you think the paddleboarder is attached to the paddleboard?

SHOW ON WHITEBOARD:

Please take a couple of minutes to read the image on the right-hand side of your screen.

- What is your overall impression of the pictogram?
  - What are your key takeaways?

- How easy/difficult is it to read it? Why so?
- What do you think the purpose of the pictogram is?
- What do you think of the colours?

- What hazards or risks is this pictogram warning the user about, in your view?
  - Which do you think are the greatest risks and hazards, if any? Why so?

- What do you think the purpose of a leash is on a paddleboard?
- What does the information given re quick release belt system mean to you? *Probe on clarity*
- What does the information given re calf leash mean to you? *Probe on clarity*
- What does the information given re ankle leash mean to you? *Probe on clarity*

- What information do you think is trying to be conveyed by "coiled or straight" section? Is this information important for users to know, in your view? Why/why not?

- After reading the pictogram, would you want to get more information about this topic? Why / why not? *Probe if this is because the information provided is unclear.*
- Where would you go to for more information about this topic?

- Do you know what "Scan me" section is? Would you be likely to use the QR code?

- If this pictogram came as a sticker with a paddleboard, would you expect all 3 types of leashes depicted in the infographic to be supplied with the product? Why / why not?
- If the paddleboard only came with one type of leash, would you think it was safer to use that in an environment where it was not recommended rather than using no leash at all?

- Has your opinion on the risk of paddle boarded changed at all as a result of this information?

Conclusions (2 minutes)

Do you have anything else to share on the topics we have discussed tonight?

Thank and close

Office for Product Safety and Standards