

ZA5465

**Flash Eurobarometer 314
(The European Emergency Number 112, wave 4)**

**Country Specific Questionnaire
Great Britain**

European emergency number 112 – February 2011.

Q1. Can you tell me what telephone number you would call in the event of an emergency in the United Kingdom; for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade?

[DO NOT READ OUT- MULTIPLE ANSWERS POSSIBLE]

- 112 1
- National number(s) 2
- Other number(s) 3
- [DK/NA] 9

Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?

[DO NOT READ OUT]

- 112 1
- Other number(s) 2
- [DK/NA] 9

Q3 If you called any emergency number during the last 12 months, was this call made...?

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

- to “112” in the United Kingdom 1
- to other emergency number(s) in the United Kingdom 2
- to “112” in other EU country 3
- to other emergency number(s) in other EU country 4
- [No, I did not called any emergency number in the last 12 months] 5
- [DK/NA] 9

Q4A. 112 is the emergency number that can be used to call emergency services anywhere in the European Union.

During the last 12 months, have you seen or heard any information regarding the emergency number “112” in the United Kingdom? And have you seen or heard any information about other emergency number(s) in the United Kingdom?

[READ OUT – ONE ANSWER ONLY]

- Yes, regarding 112.....1
- Yes, regarding other (national) emergency numbers.....2
- Yes, about both3
- No.....4
- [DK/NA].....9

IF THE ANSWER IS 1 OR 3 TO Q4A, CONTINUE, OTHERWISE GO TO Q5

Q4B. Where did you see/hear information regarding the European emergency number “112”?

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

- Television1
- Radio2
- Newspapers3
- Internet.....4
- Through an SMS from your telecommunications operator while roaming.....5
- Through other means by your telecommunications operator (payphones, directories, bills)6
- Other7
- [DK/NA].....9

Q5. If you were traveling in other EU country/countries in the last 12 months, were you informed about the possibility to use the emergency number “112” in that EU country/countries?

- Yes.....1
- No.....2

[I did not travel in other EU country in the last 12 months.....]8

DK/NA9

Q6. Please tell me to what extent you agree or disagree with the following statements:

[READ OUT - ONE ANSWER PER LINE]

- Totally agree 1

- Tend to agree 2

- Tend to disagree..... 3

- Totally disagree 4

- [DK/NA]..... 9

A. It is very useful to have a Europe-wide emergency number available everywhere in the European Union..1 2 3 4 9

B. In the United Kingdom, people are adequately informed about the existence of the European emergency number 112..1 2 3 4 9

C. The United Kingdom should do more to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones..1 2 3 4 9

D1. Gender [DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

- [][] years old
- [00] [REFUSAL/NO ANSWER]

D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES - ONE ANSWER ONLY]

- SELF-EMPLOYED

- i.e. : - farmer, forester, fisherman.....11
- owner of a shop, craftsman.....12
- professional (lawyer, medical practitioner, accountant, architect,...).....13
- manager of a company14
- other.....15

- Employee	
→ i.e. :	
- professional (employed doctor, lawyer, accountant, architect).....	21
- general management, director or top management.....	22
- middle management.....	23
- Civil servant.....	24
- office clerk.....	25
- other employee (salesman, nurse, etc...).....	26
- other.....	27
- Manual worker	
→ i.e. :	
- supervisor / foreman (team manager, etc...).....	31
- Manual worker.....	32
- unskilled manual worker.....	33
- other.....	34
- Without a professional activity	
→ i.e. :	
- looking after the home.....	41
- student (full time).....	42
- retired.....	43
- seeking a job.....	44
- other.....	45
- [Refusal].....	99

D6. Would you say you live in a ...?

- metropolitan zone.....	1
- other town/urban centre.....	2
- rural zone.....	3
- [Refusal].....	9

D10. Do you have any impairment that has a substantial effect on your ability to carry out normal day-to-day activities?

- mobility impairment.....	1
- visual or hearing impairment.....	2
- other type of impairment.....	3
- no impairment.....	4
- [DK/NA].....	9