



GREAT BRITAIN

INRA(UK) 51.1

QUOTA NO: (Use leading zeros)

NAME: _____

ADDRESS: _____

Post Code:

TELEPHONE NUMBER: _____

OCCUPATION OF CHIEF INCOME EARNER*	*NB	CODE FOR CLASS												
QA. Which member of your household, either yourself or related to you, would you say is the CHIEF INCOME EARNER, that is the person with the largest income, whether from employment, pensions, state benefits, investments or any other source? Self <input type="checkbox"/> Spouse/Partner <input type="checkbox"/> Other adult (specify) <input type="checkbox"/> _____	1 If two or more <u>related</u> people in household have equal income, code the person who is the <u>oldest</u> .	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 50%; text-align: center;">A</td><td style="width: 50%; text-align: center;">1</td></tr> <tr><td style="text-align: center;">B</td><td style="text-align: center;">2</td></tr> <tr><td style="text-align: center;">C1</td><td style="text-align: center;">3</td></tr> <tr><td style="text-align: center;">C2</td><td style="text-align: center;">4</td></tr> <tr><td style="text-align: center;">D</td><td style="text-align: center;">5</td></tr> <tr><td style="text-align: center;">E</td><td style="text-align: center;">6</td></tr> </table>	A	1	B	2	C1	3	C2	4	D	5	E	6
A	1													
B	2													
C1	3													
C2	4													
D	5													
E	6													
QB. Is the CHIEF WAGE EARNER Working (either full or part time) 1 Retired/not working with PRIVATE PENSIONS/MEANS 2 ASK QC Unemployed less than 6 months 3 Unemployed more than 6 months 4 Retired with STATE BENEFIT/PENSION ONLY 5 CODE SOCIAL GRADE AS "E" Not working with STATE BENEFIT ONLY 6 Student 7 ASK QC	2 Treat couples <u>living together as married</u> , therefore related. 3 Take respondent's occupation if <u>not related</u> to others in household.													
QC. OCCUPATION OF CHIEF INCOME EARNER Job title: _____ Job Description _____ Industry _____ Size of company _____ Qualifications _____ If manager/supervisor/self-employed - Number of people responsible for _____														

INTERVIEWER'S DECLARATION:

I declare that the interview was carried out in accordance with the written instructions and within the MRS Code of Conduct, with the person named above who previously was unknown to me.

INTERVIEWER'S SIGNATURE: _____

INTERVIEWER'S NAME (PLEASE PRINT) _____

INTERVIEWER'S NUMBER:

DATE: _____

INTRODUCTION

Good morning/afternoon. My name is from INRA UK, an independent market research company (SHOW ID CARD). We are carrying out a survey in this area, and would be grateful if you could help by answering some questions.

HOUR		MINUTES	

RECORD INTERVIEW START TIME

Q1. What is your nationality? Please tell me the country (or countries) that apply. **(MULTIPLE ANSWERS POSSIBLE)**

Belgium	1(17)	
Denmark	1(18)	
Germany	1(19)	
Greece	1(20)	
Spain	1(21)	
France	1(22)	
Ireland	1(23)	
Italy	1(24)	
Luxembourg	1(25)	
Netherlands	1(26)	
Portugal	1(27)	
United Kingdom (Great Britain, Northern Ireland)	1(28)	
Austria	1(29)	
Sweden	1(30)	
Finland	1(31)	Q2
Other countries	1(32)	CLOSE
Don't know	1(33)	

EB51.0 Q.1 TREND

Q2. a) Here is a list of things that some people say they are afraid of. Please tell me which one worries you the most?

SHOW CARD - ONE ANSWER ONLY)

b) And next most ? (SHOW CARD - ONE ANSWER ONLY)

c) And next ? (SHOW CARD - ONE ANSWER ONLY)

d) And next ? (SHOW CARD - ONE ANSWER ONLY)

e) And next ? (SHOW CARD - ONE ANSWER ONLY)

READ OUT	a) 1 st	b) 2 nd	c) 3 rd	d) 4 th	e) 5 th
	(34-35)	(36-37)	(38-39)	(40-41)	(42-43)
1. Violence	1	1	1	1	1
2. Poverty, social exclusion	2	2	2	2	2
3. Unemployment	3	3	3	3	3
4. Underdevelopment in the Third World	4	4	4	4	4
5. Global economic problems	5	5	5	5	5
6. Damage to the environment	6	6	6	6	6
7. Non respect of human rights	7	7	7	7	7
8. Health problems (AIDS, cancer, epidemics, etc)	8	8	8	8	8
9. Things being genetically modified	9	9	9	9	9
10. Lower standards of education and training	10	10	10	10	10
11. Drugs	11	11	11	11	11
12. Other (SPONTANEOUS)	12	12	12	12	12
DK	13	13	13	13	13

EB51.1 - NEW (Intr

Q3. Some people are concerned about environmental protection and the fight against pollution. In your opinion, is it? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

... an immediate and urgent problem

... more a problem for the future

... not really a problem

Don't know

(44)

1

2

3

4

EB43.1bis - Q.15 - TREND MODIFIED

Q.4. a) At present, are you very worried, somewhat worried, not very worried or not at all worried about the following? (SHOW CARD WITH SCALE)

READ OUT	VERY WORRIED	SOMEWHAT WORRIED	NOT VERY WORRIED	NOT AT ALL WORRIED	DON'T KNOW	
1. The disappearance of certain types of plants, animals and habitats throughout the world	1	2	3	4	5	(45)
2. Using up natural resources throughout the world	1	2	3	4	5	(46)
3. The disappearance of tropical forests	1	2	3	4	5	(47)
4. Global warming (greenhouse effect)	1	2	3	4	5	(48)
5. Pollution of the air, water, ground	1	2	3	4	5	(49)
6. The destruction of the ozone layer	1	2	3	4	5	(50)
7. Urban problems (traffic in towns, noise, pollution)	1	2	3	4	5	(51)
8. Nuclear power stations and radioactive waste processing	1	2	3	4	5	(52)
9. The use of genetically modified organisms, like genetically modified corn, in other food products	1	2	3	4	5	(53)

EB43.1bis - Q.16 - TREND MODIFIE

Q.4. b) And, for each of these, would you say that you are more worried or less worried than 5 years ago?

READ OUT	MORE WORRIED	LESS WORRIED	NEITHER MORE NOR LESS WORRIED (SPONTANEOUS)	DON'T KNOW	
1. The disappearance of certain types of plants, animals and habitats throughout the world	1	2	3	4	(54)
2. Using up natural resources throughout the world	1	2	3	4	(55)
3. The disappearance of tropical forests	1	2	3	4	(56)
4. Global warming (greenhouse effect)	1	2	3	4	(57)
5. Pollution of the air, water, ground	1	2	3	4	(58)
6. The destruction of the ozone layer	1	2	3	4	(59)
7. Urban problems (traffic in towns, noise, pollution)	1	2	3	4	(60)
8. Nuclear power stations and radioactive waste processing	1	2	3	4	(61)
9. The use of genetically modified organisms, like genetically modified corn, in other food products	1	2	3	4	(62)

EB51.1 - NE

Q.5. Where you live, do you have very much reason, quite a lot of reason, not very much reason or no reason at all to complain about ... ? (SHOW CARD WITH SCALE)

READ OUT	VERY MUCH REASON	QUITE A LOT OF REASON	NOT VERY MUCH REASON	NO REASON AT ALL	DON'T KNOW	
(1) The quality of tap water	1	2	3	4	5	(63)
(2) The quality of water for swimming	1	2	3	4	5	(64)
(3) Noise	1	2	3	4	5	(65)
(4) Air pollution	1	2	3	4	5	(66)
(5) Waste disposal	1	2	3	4	5	(67)
(6) Lack of green spaces	1	2	3	4	5	(68)
(7) Damage done to the landscape	1	2	3	4	5	(69)
(8) Traffic problems	1	2	3	4	5	(70)
(9) The quality of food products)	1	2	3	4	5	(71)
(10) The organisation of civil defence in the face of natural or technological disasters (floods, earthquakes, fires, etc)	1	2	3	4	5	(72)

EB43.1bis - Q.17 - TREND MODIFIE

Q.6. Now, thinking about Britain, are you very worried, somewhat worried, not very worried or not at all worried about the following?
(SHOW CARD WITH SCALE)

READ OUT	VERY WORRIED	SOMEWHAT WORRIED	NOT VERY WORRIED	NOT AT ALL WORRIED	DON'T KNOW	
1. Pollution in rivers and lakes	1	2	3	4	5	(73)
2. Pollution of the sea and coasts	1	2	3	4	5	(74)
3. Damage to animals, plants and habitats	1	2	3	4	5	(75)
4. Air pollution	1	2	3	4	5	(76)
5. Pollution derived from farming (insecticides, weed killers, etc.)	1	2	3	4	5	(77)
6. Industrial waste	1	2	3	4	5	(78)
7. The development of biotechnology	1	2	3	4	5	(79)
8. Hunting and shooting	1	2	3	4	5	(80)
9. The production of nuclear power	1	2	3	4	5	(81)
10. Motor sports in natural environment, such as motor boats, motorbike scrambling, off-road vehicles, etc.	1	2	3	4	5	(82)
11. The damage caused by tourism	1	2	3	4	5	(83)
12. Urban problems (traffic, noise, pollution)	1	2	3	4	5	(84)
13. The risks related to industrial activities	1	2	3	4	5	(85)
14. Natural disasters such as floods, storms, earthquakes, etc.	1	2	3	4	5	(86)

EB43.1bis - Q.18 - TREND MODIFIED (Intro + item)

Q7. To what extent do you believe that the following could affect your health in the future?
(SHOW CARD WITH SCALE)

READ OUT	NOT AT ALL	A LITTLE	MUCH	DONT KNOW	
1. Air quality	1	2	3	4	(87)
2. Water quality	1	2	3	4	(88)
3. Noise	1	2	3	4	(89)
4. Waste	1	2	3	4	(90)
5. Quality of food products	1	2	3	4	(91)
6. Chemicals	1	2	3	4	(92)
7. Building materials	1	2	3	4	(93)
8. Climate changes	1	2	3	4	(94)

EB51.1 - NE

Q8. When you are in another European Union country, do you feel less protected against natural or technological disasters than in Britain? (IF YES) For which reasons? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

No, I do not feel less well protected	1	(95)
Yes, because I do not know the language	1	(96)
Yes, because I have the impression that emergency services are less well organised than in Britain	1	(97)
Yes, because there are too many people in holiday resorts for an effective response to be possible	1	(98)
Yes, because instructions and signs are different or lacking compared to those used in Britain	1	(99)
Yes, because I do not know the specific risks related to the country visited	1	(100)
Other reasons (SPONTANEOUS)	1	(101)
It depends on the country (SPONTANEOUS)	1	(102)
Never go/never been to another European Union country (SPONTANEOUS)	1	(103)
Don't know	1	(104)

EB51.1 - NEW

Q9. Now, I will read out a list of topics relating to the environment. For each one, please tell me if you feel very well, fairly well, fairly badly or very badly informed? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

READ OUT	VERY WELL INFORMED	FAIRLY WELL INFORMED	FAIRLY BADLY INFORMED	VERY BADLY INFORMED	DON'T KNOW	
1. Major global environmental problems, like holes in the ozone layer, global warming, the disappearance of forests, etc	1	2	3	4	5	(105)
2. More immediate environmental problems, like water quality, waste processing, chemical pollution, etc.	1	2	3	4	5	(106)
3. What to do in case of an emergency (natural or technological disaster, etc)	1	2	3	4	5	(107)
4. Scientific and technical developments, such as "green" cars, techniques for cleaning up pollution, biotechnology, etc	1	2	3	4	5	(108)
5. Steps taken by national and local government in Britain to protect the environment	1	2	3	4	5	(109)
6. Steps taken by the European Union to protect the environment	1	2	3	4	5	(110)
7. Steps taken by environmental protection organisations	1	2	3	4	5	(111)

EB51.1 - NEW

Q10 Do you know enough about what you have to do in your daily life to contribute to protecting the environment?

Yes, I know enough	1
No, I don't know enough	2
Don't know	3

(112)

EB51.1 - NEW

Q11 When you are looking for information on the environment, which of the following sources do you use?
(SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

Newspapers and magazines	1	(113)
The radio	1	(114)
Television	1	(115)
National or local government publications	1	(116)
Publications from environmental protection organisations	1	(117)
Books, textbooks	1	(118)
The Internet, the World Wide Web	1	(119)
Research and information centres	1	(120)
Conversations with friends or neighbours	1	(121)
Others (SPONTANEOUS)	1	(122)
None/I never look for information on the environment (SPONTANEOUS)	1	(123)
Don't know	1	(124)

EB51.1 - NEW

Q12 Amongst the following sources of information, which would you trust when it comes to environmental issues? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

Consumer associations	1	(125)
Environmental protection organisations	1	(126)
Political parties claiming to be for the environment (Greens, Ecologists, etc.)	1	(127)
Political parties in general	1	(128)
Trade unions	1	(129)
National or local government	1	(130)
Industry	1	(131)
Teachers, at school or university	1	(132)
Scientists	1	(133)
The media	1	(134)
None (SPONTANEOUS)	1	(135)
Don't know	1	(136)

EB43.1bis - Q.26 - TREND MODIFIED (Intro + items)

Q13 Do you make particular efforts to get information about the environment? (IF YES) Which? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

No, no particular efforts	1	(137)
Yes, subscription to a specialised magazine	1	(138)
Yes, subscription to a consumer magazine	1	(139)
Yes, reading specific newspaper articles	1	(140)
Yes, watching specific television programmes	1	(141)
Yes, following your child(ren)'s school courses	1	(142)
Yes, searching for information on a specific environmental topic (from the Internet, in libraries, etc.)	1	(143)
Other efforts (SPONTANEOUS)	1	(144)
Don't know	1	(145)

EB51.1 - NEW

Q14 a) In your opinion, do public bodies act effectively or not to protect the environment ... ?

b1) And, in your opinion, at which of these levels should the authorities get most involved in protecting the environment? (SHOW CARD - ONE ANSWER ONLY)

b2) And next most? (SHOW SAME CARD - ONE ANSWER ONLY)

	a)				B)	
	YES, EFFECTIVELY	NO, NOT EFFECTIVELY	DK		1. 1 st MOST	2. 2 nd MOST
					(146)	(147)
1. At a local level	1	2	3	(148)	1	1
2. At a regional level	1	2	3	(149)	2	2
3. At a national level	1	2	3	(150)	3	3
4. At a European Union level	1	2	3	(151)	4	4
5. At a worldwide level	1	2	3	(152)	5	5

Q.14a) EB43.1bis - Q24 - TREND MODIFIE
Q14b) EB51.1 - NE

- Q15. a) From which, if any, of the following products and services would you be prepared to pay a little more than now so that they are less harmful to the environment? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)
- b) (FOR EACH PRODUCT OR SERVICE QUOTED)
- Would you be prepared to pay 10% more, 20% more or 30% more for it? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

READ OUT	a) Prepared to pay a little more		b) PREPARED TO PAY						
			Less than 10% more (SPONTANEOUS)	10% more	20% more	30% more	More than 30% more (SPONTANEOUS)	Don't Know	
1. Water	1	(153)	1	2	3	4	5	6	(165)
2. Food products	1	(154)	1	2	3	4	5	6	(166)
3. Collecting domestic refuse	1	(155)	1	2	3	4	5	6	(167)
4. Domestic refuse processing (sorting, recycling, etc.)	1	(156)	1	2	3	4	5	6	(168)
5. Petrol	1	(157)	1	2	3	4	5	6	(169)
6. Private vehicles (cars, motorbikes, etc.)	1	(158)	1	2	3	4	5	6	(170)
7. Heating and lighting of your home	1	(159)	1	2	3	4	5	6	(171)
8. Public transport (train, bus, underground, tram, etc.)	1	(160)	1	2	3	4	5	6	(172)
9. Flights	1	(161)	1	2	3	4	5	6	(173)
10. Other (SPONTANEOUS)	1	(162)							
11. None (SPONTANEOUS)	1	(163)							
12. DK	1	(164)							

EB51.1 - NEV

- Q16 Do you regularly ...?

READ OUT	YES	NO	DON'T KNOW	
1. Sort your domestic refuse	1	2	3	(174)
2. Buy organic products	1	2	3	(175)
3. Buy products with a packaging which can be recycled	1	2	3	(176)
4. Make compost with your garden or household refuse	1	2	3	(177)
5. Travel by public transport	1	2	3	(178)
6. Save water	1	2	3	(179)
7. Save electricity	1	2	3	(180)
8. Drive your car slower	1	2	3	(181)
9. Check the level of gas emission from your car	1	2	3	(182)
10. Practice emergency procedures (evacuating buildings, checking fire extinguishers, testing alarms)	1	2	3	(183)

EB51.1. NEI

Q17 a) In your opinion, which one of these, if any, would make it possible to most effectively solve environmental problems linked to pollution? (SHOW CARD - ONE ANSWER ONLY)

b) And next most effectively? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	a) MOST EFFECTIVELY	B) NEXT MOST EFFECTIVELY
	(184)	(185)
1. Making regulations stricter, with heavy fines	1	1
2. Only taxing sources of pollution	2	2
3. Making everyone pay more, in taxes, prices, etc.	3	3
4. Relying on initiatives from industry, farmers, scientific progress, etc.	4	4
5. Others (SPONTANEOUS)	5	5
6. None (SPONTANEOUS)	6	6
7. Don't know	7	7

EB51.1. NE\

Q18 a) And in your opinion, which one of these, if any, would make it possible to most effectively solve environmental problems linked to traffic in towns? (SHOW CARD - ONE ANSWER ONLY)

b) And next most? (SHOW SAME CARD - ONE ANSWER ONLY)

c) And next? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	a) MOST EFFECTIVELY	b) NEXT MOST	c) NEXT MOST
	(186-187)	(188-189)	(190-191)
1. Greatly reduce the number of parking spaces in town centres	1	1	1
2. Greatly reduce car traffic	2	2	2
3. Making motorists pay a toll to enter a town	3	3	3
4. Create more pedestrianised areas	4	4	4
5. Create more cycle lanes	5	5	5
6. Improve public transport	6	6	6
7. Build new express routes within towns	7	7	7
8. Increase the price of fuel	8	8	8
9. Others (SPONTANEOUS)	9	9	9
10. Nothing (SPONTANEOUS)	10	10	10
11. Don't know	11	11	11

EB51.1. NE\

Q19 I will read you three opinions in connection with the environment. Which of these opinions is closest to yours? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

The current development of human activity is leading to disasters and endangering the environment

It is necessary to fundamentally change our way of life and development if we want to halt the deterioration of the environment

The current development of human activity is not basically in conflict with the environment

Don't know

(192)

1

2

3

4

EB43.1bis - Q.32 - TREND MODIFIED (Intro + text)

Q20 In your opinion, does environmental protection policy tend to lead to ...? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Less jobs

More jobs

Neither less nor more (SPONTANEOUS)

Don't know

(193)

1

2

3

4

EB51.1 - NEW

Q21 Do you completely agree, tend to agree, tend to disagree or completely disagree with the following opinion? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Environmental protection policy must also take social and economic effects into account

Completely agree

Tend to agree

Tend to disagree

Completely disagree

Don't know

(194)

1

2

3

4

5

EB51.1 - NEW

Let us now turn to a different topic : consumers associations

Q22 Generally speaking, do you think that you are well informed about your rights as a consumer, or not? (IF YES) By whom? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

No, not well informed

Yes, by British public bodies/government

Yes, by European public bodies

Yes, by the media

Yes, by consumer associations

Yes, by industry and trade associations

Yes, by sectoral associations/interest groups such as meat producers, wine producers, etc.

Yes, by others (SPONTANEOUS)

Don't know

1 (195)

1 (196)

1 (197)

1 (198)

1 (199)

1 (200)

1 (201)

1 (202)

1 (203)

EB51.1 - NEW

Q23 Do you know of any consumer associations in Britain?

No, don't know of any consumer associations in Britain

Don't know

Yes

(204)	
1	
2	
3	
(205-240)	

Q23 (IF YES) Can you name some of them?

EB51.1 - NEW

- Q24 a) In your opinion, which one of the following tasks should be a priority for consumer associations? (SHOW CARD - ONE ANSWER ONLY)
- b) And, which are less important tasks? (SHOW SAME CARD - SEVERAL ANSWERS POSSIBLE)

READ OUT	a) PRIORITY	b) LESS IMPORTANT	
	(241-242)		
1. Distributing information	1	1	(243)
2. Giving all consumers practical advice/assistance	2	1	(244)
3. Giving only members of consumer associations practical advice/assistance	3	1	(245)
4. Providing legal advice	4	1	(246)
5. Publishing a magazine	5	1	(247)
6. Lobbying the government	6	1	(248)
7. Protecting the interests of consumers	7	1	(249)
8. Representing consumers' interests	8	1	(250)
9. Other tasks (SPONTANEOUS)	9	1	(251)
Don't know	10	1	(252)

EB51.1. NEI

Q25a Would you like to see consumer associations become more influential in Britain, or not?

	(253)	
Yes	1	Q25b
No	2	Q25c
Don't know	3	Q,26

EB51.1 - NEW

Q25b (IF YES, CODE 1 IN Q.25a)
Is it because ...? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

They currently do not have enough power	1	(254)
They can protect consumer interests well	1	(255)
Consumers are currently not well represented	1	(256)
Other reasons (SPONTANEOUS)	1	(257)
Don't know	1	(258)

EB51.1 - NEW

Q25c (IF NO, CODE 2 IN Q.25a)
Is it because ...? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

They already have enough power	1	(259)
They do not represent consumer interests well	1	(260)
They are not democratically elected	1	(261)
Consumers are already well represented (SPONTANEOUS)	1	(262)
Other reasons (SPONTANEOUS)	1	(263)
Don't know	1	(264)

EB51.1 - NEW

ASK ALL

Q26 Do you consider each of the following to be a major problem faced by consumer associations?

READ OUT	YES	NO	DON'T KNOW	
1. Lack of money	1	2	3	(265)
2. Lack of experienced staff	1	2	3	(266)
3. No consumer magazine	1	2	3	(267)
4. Too few members	1	2	3	(268)
5. Too little power	1	2	3	(269)
6. Not being taken seriously	1	2	3	(270)

EB51.1. NEW

Q27a Are you currently a member of a consumer association, or not?

	(271)
Yes	1
No	2
Don't know	3

EB51.1 - NEW

Q27b (IF YES, CODE 1 IN Q.27a)
 Why are you a member of that particular association? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

I did not know of any others	1	(272)
It is the biggest one	1	(273)
It is closest one	1	(274)
It is the cheapest one	1	(275)
It provides the best service	1	(276)
It has the best reputation	1	(277)
I knew some members	1	(278)
Other reasons (SPONTANEOUS)	1	(279)
I belong to several associations (SPONTANEOUS)	1	(280)
Don't know	1	(281)

EB51.1 - NEW

Q27c (IF NO, CODE 2 IN Q.27a)
 Why are you not a member of a consumer association? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

I do not know of any	1	(282)
I do not need them	1	(283)
It is too expensive	1	(284)
These organisations are too far away	1	(285)
They do not provide a good service	1	(286)
I am not interested	1	(287)
I do not have the time	1	(288)
I cancelled my membership (SPONTANEOUS)	1	(289)
Other reasons (SPONTANEOUS)	1	(290)
Don't know	1	(291)

EB51.1 - NEW

ASK ALL
 Q28 Can you name any magazines from consumer associations?

	(292)
No	1
Yes	2

Q28 Magazines

(293-328)

EB51.1 - NEW

Q29	Do you read any magazines from consumer associations? (IF YES) Do you read every issue of them or only some issues?		(329)	
		No, I never read such magazines	1	
		Yes, every issue	2	
		Yes, some issues	3	
<i>EB51.1 - NEW</i>				

Q30	In what circumstances would you like the assistance of a consumer association? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)	Never	1	(330)
		When I need information	1	(331)
		When I need practical advice/assistance	1	(332)
		When I need legal advice	1	(333)
		In other circumstances (SPONTANEOUS)	1	(334)
		Don't know	1	(335)
<i>EB51.1 - NEW</i>				

Q31	In general, do you think that a consumer association should ...? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)	... distribute information	1	(336)
		... give practical advice/assistance to all consumers	1	(337)
		... give practical advice/assistance only to its members	1	(338)
		... provide legal advice	1	(339)
		... publish a magazine	1	(340)
		... lobby the government	1	(341)
		... protect the interests of consumers	1	(342)
		... represent consumers' interests	1	(343)
		It should do other things (SPONTANEOUS)	1	(344)
		Don't know	1	345)
<i>EB51.1 - NEW</i>				

Q32 For each of the following, please tell me if you think it should be done by public services or private services?

READ OUT	PUBLIC SERVICES	PRIVATE SERVICES	BOTH (SPONTANEOUS)	DK	
1. Distributing information	1	2	3	4	(346)
2. Giving all consumers practical advice/assistance	1	2	3	4	(347)
3. Giving only members of consumers associations practical advice/assistance	1	2	3	4	(348)
4. Providing legal advice	1	2	3	4	(349)
5. Publishing a magazine	1	2	3	4	(350)
6. Lobbying the government	1	2	3	4	(351)
7. Protecting the interests of consumers	1	2	3	4	(352)
8. Representing consumers' interests	1	2	3	4	(353)

EB51.1 - NE

Q33a Have you ever asked a consumer association for advice/assistance?

	(354)
Yes	1
No	2
Don't know	3

EB51.1 - NEW

Q33b (IF YES, CODE 1 IN Q.33a)
For what? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

General advice/assistance	1	(355)
Information on products or services	1	(356)
Legal advice	1	(357)
Advice on purchases	1	(358)
Insurance advice	1	(359)
Other financial advice	1	(360)
Other reasons (SPONTANEOUS)	1	(361)

EB51.1 - NEW

Q33c How would you describe your experience with that particular consumer association? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

()	
I got the advice/assistance I needed	1 (362)
I got some of the advice/assistance I needed	1 (363)
I did not get the advice/assistance I needed	1 (364)
The advice/assistance given was useful	1 (365)
The advice/assistance given was partly useful	1 (366)
The advice/assistance given was not useful at all	1 (367)
Don't know	1 (368)

EB51.1 - NEW

Q33d (IF NO, CODE 2 IN Q.33a)
Why have you never asked a consumer association for assistance? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

I never needed the assistance of a consumer association	1	(369)
I do not know how to contact them	1	(370)
They do not give the type of advice/assistance I need	1	(371)
They are too expensive	1	(372)
They do not provide a good service	1	(373)
They do not understand my problems	1	(374)
I am not a member	1	(375)
They are too far away	1	(376)
For other reasons (SPONTANEOUS)	1	(377)
Don't know	1	(378)

EB51.1 - NEW

Q34 ASK ALL
How do you think a consumer association can best communicate with the public? Is it by ...? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

	(379)
A magazine	1
The Internet	2
A free-phone number	3
A phone number you have to pay for	4
CDs	5
Other means (SPONTANEOUS)	6
Don't know	7

EB51.1 - NEW

Q35 Do you think some services provided by consumer associations should be paid for, or not?

Yes	1	Q36
No	2	Q38
It depends (SPONTANEOUS)	3	
Don't know	4	Q,39

EB51.1 - NEW

Q36 (IF YES, CODE 1 IN Q.35)
 For which, if any, of the following? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

Distributing information	1	(381)
Giving all consumers practical advice/assistance	1	(382)
Giving only members of consumer associations practical advice/assistance	1	(383)
Providing legal advice	1	(384)
Publishing a magazine	1	(385)
Lobbying the government	1	(386)
Protecting the interests of consumers	1	(387)
Representing consumer's interests	1	(388)
Other ways (SPONTANEOUS)	1	(389)
Don't know	1	(390)

EB51.1 - NEW

Q37 How much would you be prepared to pay and how? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

		(391)
A set payment for each service provided	1	
Annual fee of £27	2	
Annual fee of £54	3	
Annual fee of £67	4	
It depends on the type of service (SPONTANEOUS)	5	
Don't know	6	

EB51.1 - NEW

Q38 (IF NO, CODE 2 IN Q.35)
 Would you be willing to pay for certain services if you really needed them?

		(392)
Yes	1	
No	2	
It depends for which service (SPONTANEOUS)	3	
Don't know	4	

EB51.1 - NEW

Q39 ASK ALL
 How do you think consumer associations should mainly be funded? (SHOW CARD - READ OUT - ONE ANSWER ONLY) (393)

- From membership fees 1
- From payment for services 2
- From public authorities/the government 3
- Mixed financing: initiatives of public interest being financed by public authorities and services of private interest being financed by interested people 4
- Other (SPONTANEOUS) 5
- Don't know 6

EB51.1 - NEW

- Q40 a) Compared to other interest groups in Britain representing industry, business, farming, banks, etc., how would you rate the consumer associations' influence? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)
- b) And compared to politicians? (SHOW SAME CARD - ONE ANSWER ONLY)
- c) And compared to the media? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	VERY INFLUENTIAL	FAIRLY INFLUENTIAL	NOT VERY INFLUENTIAL	NOT AT ALL INFLUENTIAL	DON'T KNOW	
a) Compared to other interest groups	1	2	3	4	5	(394)
b) Compared to politicians	1	2	3	4	5	(395)
c) Compared to the media	1	2	3	4	5	(396)

EB51.1 - NEW

Q41 Compared to other Non-Government-Organisations, such as environmental groups, women's groups, animal welfare groups, etc., how effective do you think consumer associations are in influencing public debate, politicians, etc.? (SHOW CARD - READ OUT - ONE ANSWER ONLY) (397)

- Very influential 1
- Fairly influential 2
- Not very influential 3
- Not at all influential 4
- Don't know 5

EB51.1 - NEW

DEMOGRAPHICS

NO QUESTIONS D1 TO D6

- D7. Could you give me the letter which corresponds best to your current situation. (SHOW CARD READ OUT (ONE ANSWER ONLY))
- | | |
|--|-----------|
| | (398-399) |
| Married | 1 |
| Remarried | 2 |
| Unmarried. Currently living with partner | 3 |
| Unmarried. Having never lived with a partner | 4 |
| Unmarried. Having previously lived with a partner, but now on my own | 5 |
| Divorced | 6 |
| Separated | 7 |
| Widowed | 8 |
| Other (SPONTANEOUS) | 9 |
| Refusal (SPONTANEOUS) | 10 |

D8. How old were you when you stopped full-time education? (IF STILL STUDYING : CODE 00 - GO TO D.10)

(400-401)

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NO QUESTION D9

D10. SEX:

(402)

Male	1
Female	2

D11 How old are you? IF REFUSED, ESTIMATE AGE

(403 - 404)

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D.12. How many people live in your household, including yourself, all adults and children?
 D.13. How many children under 15 are currently living at home?

	D12 PEOPLE	D13 CHILDREN
	(405)	(406-407)
1	1	01
2	2	02
3	3	03
4	4	04
5	5	05
6	6	06
7	7	07
8	8	08
9 or more	9	09
None		10

NO QUESTION D14

D15a) What is your current occupation? **MUST BE ONE CODE**
 b) **(IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D.15a)** Did you do any paid work in the past? What was your last occupation? **MUST BE ONE CODE**

	D15(a) CURRENT OCCUPATION	D15(b) LAST OCCUPATION
NOT WORKING	(408-409)	(410-411)
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	01	
Student	02 ASK	
Unemployed or temporarily not working	03 Q.15b	
Retired or unable to work through illness	04	
SELF EMPLOYED		
Farmer	05	01
Fisherman	06	02
Professional (lawyer, medical practitioner, accountant, architect,...)	07	03
Owner of a shop, craftsmen, other self employed person	08	04
Business proprietors, owner (full or partner) of a company	09	05
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	06
General management, director or top management (managing directors, director general, other director)	11	07
Middle management, other management (department head, junior manager, teacher, technician)	12	08
Employed position, working mainly at a desk	13	09
Employed position, not at a desk but travelling (salesmen, driver, ...)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK		15

No Questions D16 to D18

D19. Are you ...?

READ OUT	YES	NO	
a) In your household the person mainly responsible for ordinary shopping and looking after the home	1	2	(412)
b) In your household the person who contributes most to the household income	1	2	(413)

No Question D20

D21. (IF CODE 2 AT D19b)

- a) What is the current occupation of the person who contributes most to the household income? MUST BE ONE CODE
- b) (IF NOT DOING ANY PAID WORK CURRENTLY - CODE 1 TO 4 IN D.21a) Did he/she do any paid work in the past? What was his/her last occupation? MUST BE ONE CODE

	D21(a) CURRENT OCCUPATION	D21(b) LAST OCCUPATION
NON ACTIVE	(414-415)	(416-417)
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	01	
Student	02	ASK
Unemployed or temporarily not working	03	Q.21b
Retired or unable to work through illness	04	
SELF EMPLOYED		
Farmer	05	01
Fisherman	06	02
Professional (lawyer, medical practitioner, accountant, architect,...)	07	03
Owner of a shop, craftsmen, other self employed person	08	04
Business proprietors, owner (full or partner) of a company	09	05
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	06
General management, director or top management (managing directors, director general, other director)	11	07
Middle management, other management (department head, junior manager, teacher, technician)	12	08
Employed position, working mainly at a desk	13	09
Employed position, not at a desk but travelling (salesmen, driver, ...)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK		15

No Questions D22 to D23

D24. Do you live in a house or an apartment? And do you or your family own or rent your home?
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

	(418)
Own outright or have mortgage on a house	1
Own outright or have mortgage on an apartment	2
Rent a privately owned house	3
Rent a privately owned apartment	4
Rent a Council, Municipal or Corporation house	5
Rent a Council, Municipal or Corporation apartment	6
Other (rent a room, live as a lodger, squatter, etc)	7
Don't know	8

EB37.0 - D.24 - DEMO TREN

No Questions D25 to D28

D29. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. **(SHOW CARD)** Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc... Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into before tax and other deductions.

	(419-420)	
B	01	
T	02	
P	03	
F	04	
E	05	
H	06	
L	07	
N	08	
R	09	
M	10	
S	11	
K	12	
Refusal	13	
Don't know	14	

INTERVIEW PROTOCOL

P1. Date of interview	DAY	MONTH
	(421-422)	(423-424)

P2. Time of the beginning of the interview	HOUR	MINUTES
	(425-426)	(427-428)
	USE 24 HOUR CLOCK	

P3. Number of minutes the interview lasted	MINUTES		
	(429)	(430)	(431)

P4. Number of persons present during the interview, including interviewer.	Two (interviewer and respondent)	(432)	
	Three	1	
	Four	2	
	Five or more	3	
		4	
P5. Respondent co-operation	Excellent	(433)	
	Fair	1	
	Average	2	
	Bad	3	
		4	

P6. Size of locality (LOCAL CODES)			(434 - 435)
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P7. Region (LOCAL CODES)			(436 - 437)
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P8. Postal code	(438-445)	
P9. Sample Point Number (your quota number)	(446-453)	
P10. interviewer Number	(454-461)	
P11. Weighting Factor (INTERVIEWER PLEASE LEAVE BLANK)	(462-469)	

P12. Telephone available in the household?		(470)
	Yes	1
	No	2