

## What has stopped you applying for a RNfL voucher?

We are conducting this survey to gain feedback on the application process of the voucher scheme. We would like to work out ways in which we can help make the process easier.

Thank you for your time, we really do appreciate it.

Best Wishes,  
The RNfL Team

**1. At what stage of your (your partners) pregnancy did you apply for a RNfL Voucher?**

- First Trimester (One to 12 Weeks)
- Second Trimester (13 to 27 Weeks)
- Third Trimester (28 to 40 Weeks)
- Can't Remember
- My baby was already born (please state the age / month of your baby when you applied for voucher)

**2. How did you apply for the voucher**

- Website?
- Post (leaflet)?
- Nappuccino?
- In person at the Old Street office?
- Can't Remember
- Other (please specify)

**3. Did you find the instructions for submitting evidence to prove that you are entitled to a voucher (passport, driving licence, recent bill, proof of pregnancy)**

- Very clear and easy?
- Okay?
- Too complicated?
- Not Sure

If too complicated, please explain why

**4. When you filled in your application form did you then send the supporting documents (proof of address, proof of your id, proof of pregnancy or DOB) via:**

- Email
- Post
- I did not get that far

**5. Did you send in all three supporting documents?**

- Yes
- No
- Not Sure

## 6. Did you hear back from RNfL regarding your application?

- Yes
- No
- Not Sure

If No, Would you like RNfL to contact you? Please leave your email address or contact number

## 7. What was the ONE main reason why you abandoned your application for a voucher?

- Too much bother
- Too busy (slipped my mind)
- Decided not to use real nappies
- Unwilling to send in personal information
- Not worth the effort
- I did not realise I needed to send in supporting documents
- No longer living in London
- Other (please specify)

## 8. What type of nappies are you currently using?

- Disposables
- Washable nappies
- A mix of disposables and washable nappies

**9. If No, Why did you not send in all supporting documents? (Please state any practical problems, privacy concerns you may have had)**

**10. Did you receive a reminder from RNfL to send in the rest of your documentation?**

- Yes
- No
- Not Sure

**11. What was the ONE main reason why you abandoned your application for a voucher?**

- Too much bother
- Too busy (Slipped my mind)
- Decided not to use real nappies
- Unwilling to send personal information
- Not worth the effort
- I did not realise I needed to send in supporting documents
- No longer living in London
- Other (please specify)

**12. What was the ONE main reason why you abandoned your application for a voucher?**

- Too much bother
- Too busy (slipped my mind)
- Decided not to use real nappies
- Unwilling to send personal information
- Not worth the effort
- I did not realise I needed to send in supporting documents
- No longer living in London
- Other (please specify)

**13. Which borough do you live in?**

Borough

**14. Please state your ethnicity**

Ethnicity

**15. What is your age**

- 18-24
- 25-34
- 35-44
- 45 and over
- Prefer not to say

**16. If you did not realise you needed to send in supporting documents and would like to give the application another go, as long as your baby is still under 18months and you're in a voucher participating borough, please contact RNfL via [nappies@lcrn.org.uk](mailto:nappies@lcrn.org.uk) / 020 7324 4709 or leave your contact details below for us to contact you:**

- Yes
- No

If Yes, Please leave contact details (email or number)

**17. Which borough do you live in?**

Borough

**18. Please state your ethnicity**

Ethnicity

**19. What is your age**

Age

The Survey has now finished. Please click 'Done'. Thank you for your time, we really appreciate your feedback. If you would like to contact RNfL regarding your previous application please email us via [nappies@lcn.org.uk](mailto:nappies@lcn.org.uk) or ring us on 020 7324 4709.

Best Wishes,  
The RNfL Team!