

1. Did you receive your real nappy voucher?

- Yes
- No

2. Did you receive your voucher by email or post?

- Email
- Post
- I can't remember

*3. Did you spend your voucher?

- Yes
- No

We would really love to hear your feedback on why you did not use your voucher. This will help us monitor interest in real nappies and help us improve our services.

4. When you applied for your voucher was it for your

- First Child
- Second Child
- Third Child
- Fourth Child

Other (please specify)

5. At what age was your child when you applied for the voucher

- Not born yet
- 0 - 6 months
- 7 - 11 months
- 12 - 18 months
- I can't remember

6. Why did you apply for a voucher? (You can choose more than one answer)

- My friend recommended it to me
- My midwife recommended it to me
- To save money
- To reduce waste
- It was a free voucher

Other (please specify)

*7. Why did you not use your voucher? (You can choose more than one answer)

- I decided that I did not want to use real nappies anymore
- I was too busy
- I was confused where I could spend my voucher (with which supplier / event etc)
- Using my voucher online was a complicated process
- Using my voucher face to face was a complicated process
- I no longer live in the voucher participating borough so I could not spend my voucher
- I did not realise that my voucher expired
- I had previously bought (or were given) a set of real nappies therefore I did not need to use my voucher
- I could not buy what I wanted with my voucher

Please expand on any reason why you did not use your voucher or provide other suggestions:

8. If you decided that you no longer wanted to use real nappies anymore, why was this?

- Too expensive
- Too complicated to use
- My partner or other family member did not want to use them
- I heard that washing nappies was just as bad for the environment as disposables
- I already have a set of real nappies (either previously bought or donated from a friend or family member)
- Not Sure
- Not Applicable

Other Suggestions (please specify)

9. If you applied before your child was born or when s/he was young, would you be interested in giving real nappies a go when your child is a little bit older (N.B - your child must be under 18 months)?

- Yes
- No - I do not want to use real nappies
- My child is already over 18 months
- Not Sure

10. If you applied for a voucher for your first baby, would you be willing to give real nappies a go if you were to have a second child?

- Yes
- No
- Not Sure
- Not Applicable - I applied for a voucher for my second or more child

We understand that life can be quite chaotic when you've just had a baby and you may have not been ready to start real nappies immediately. Please contact Real Nappies for London if you would like a voucher extension - realnappiesforlondon@lcrn.org.uk 020 7324 4709

11. Or if you would like Real Nappies for London to contact you regarding a voucher extension please leave your contact details below

Name

Number

Email

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

Borough

Other (please specify)

13. If you would like us to unsubscribe you from the mailing list please leave your surname and postcode below. We will update our records.

Surname

Postcode

To help us update our records as efficiently as possible we kindly ask that you provide us with the following details:

14. To find you on our database and to update our records, we will need to know your

Surname

Postcode

Voucher Number

15. Please state the name of the supplier you spent your voucher with

16. When did you spend your voucher?

17. How happy were you with the suppliers

| | Not Happy | Happy | Very Happy | Not Sure |
|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Customer Service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Knowledge of Real Nappies | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Availability of Products | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Speed of Delivery | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Other Comments

18. Would you recommend the supplier to friends and/or family?

- Yes
- No
- Not Sure

19. Would you be interested in becoming a Real Nappy Ambassador to help promote real nappies in your borough?

- Yes
- No
- Not Sure

20. If Yes, please leave your contact details so Real Nappies for London can contact you

| | |
|---------|----------------------|
| Name | <input type="text"/> |
| Number | <input type="text"/> |
| Email | <input type="text"/> |
| Borough | <input type="text"/> |

21. Did you contact Real Nappies for London to find out whether the voucher had been sent?

- Yes
- No
- Not Sure

comments

It is important that you contact Real Nappies for London so we check why you did not receive your voucher safely. Please call 020 7324 4709 or email us on realnappiesforlondon@lcrn.org.uk

22. If you would like Real Nappies for London to contact you, please leave your contact details below

Name

Number

Email

Borough

Thank you for completing this survey. Click 'Done' to submit your survey.

Please contact Alice or Hilary on realnappiesforlondon@lcrn.org.uk or 020 7324 4709 if you have any questions.