

Ofcom Media Attitudes Survey 2020

How to complete this survey:

- Please follow the instructions and answer the questions in turn
- The survey is printed on both sides of the paper
- Please use black or blue ink only
- For each question, please tick or cross the box that best represents your view
- There are no right or wrong answers
- This paper questionnaire is for people who **do not go online or only go online occasionally**
- If you go online more frequently than this please complete the **online** survey – details are in the letter sent with the questionnaires
- This survey is being carried out on behalf of Ofcom by Critical Research Ltd
- Further details, including the answers to some frequently asked questions are shown on the reverse of the letter sent with the questionnaires
- All information that you give us will be treated in the strictest confidence and your identity will not be passed on to a third party or connected to your answers in any way

Using the internet/ going online

S1. Please think about any time you spend **doing things online** in a typical week – maybe to visit a social media site or app, look at a website or use an app, watch a TV programme, film or video clip, play games online or check emails. It could be going online using a computer, laptop, tablet, mobile phone, games console or Smart TV. **How many HOURS in a typical WEEK would you say you spend online?**

If you **don't go online** in a typical week, please tick 'None' below'

This could be at home, work or place of education, or on the move. Please include weekdays and the weekend.

Please tick one option

<input type="checkbox"/> None	PLEASE CONTINUE
<input type="checkbox"/> Up to 2 hours per week	
<input type="checkbox"/> 3 to 5 hours per week	
<input type="checkbox"/> 6 to 8 hours per week	
<input type="checkbox"/> 9 to 11 hours per week	Please complete this survey online following the instructions provided in the letter
<input type="checkbox"/> 12 to 16 hours per week	
<input type="checkbox"/> 17 to 22 hours per week	
<input type="checkbox"/> Over 22 hours per week	
<input type="checkbox"/> Don't know/ unsure	

Section A: Watching TV, listening to radio and music

A1 Which of the following ways of watching broadcast TV channels like BBC, ITV or Channel 4 are used in your household – including watching on a TV set, on a tablet, smartphone or laptop or any other device?
*We will ask about watching streaming services like Netflix or Amazon Prime Video shortly.
 Please tick all that apply.*

<input type="checkbox"/> Freeview or Freeview Play (free TV via an aerial)	<input type="checkbox"/> YouView
<input type="checkbox"/> Virgin Media (cable TV subscription)	<input type="checkbox"/> NOW TV
<input type="checkbox"/> Sky (satellite TV with a monthly subscription)	<input type="checkbox"/> Amazon Fire TV (plug in stick, plug in box or cube)
<input type="checkbox"/> Freesat (satellite TV with no subscription)	<input type="checkbox"/> Google Chromecast
<input type="checkbox"/> BT TV	<input type="checkbox"/> Roku
<input type="checkbox"/> TalkTalk TV	<input type="checkbox"/> Apps for broadcaster catch-up services like BBC iPlayer, ITV Hub, All4 and My5
<input type="checkbox"/> EE TV	
<input type="checkbox"/> Other (write in)	
<input type="checkbox"/> No-one watches broadcast TV channels in the household	
<input type="checkbox"/> Don't know	

A2 Do you have access to a broadband internet service at home – perhaps using Wi-Fi to go online?
Please tick one option.

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
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A3 Which, if any, of these TV channels have you personally watched in the past 3 months?
*Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITV Hub, All4 and My5. Please include watching on any device.
 Please tick all that apply.*

<input type="checkbox"/> BBC One	<input type="checkbox"/> Channel 4
<input type="checkbox"/> BBC Two	<input type="checkbox"/> Channel 5
<input type="checkbox"/> The main ITV/ STV/ UTV channel	<input type="checkbox"/> None of these

A4 Which, if any, of these TV channels have you personally watched in the past 3 months?

Please include watching programmes as they are broadcast or using catch-up or on-demand services. Please include watching on any device.

Please tick all that apply.

<input type="checkbox"/> BBC Three	<input type="checkbox"/> S4C (Welsh)
<input type="checkbox"/> BBC Four	<input type="checkbox"/> BBC News channel
<input type="checkbox"/> Other ITV channel (e.g. ITV2, ITV3, ITV Be)	<input type="checkbox"/> BBC Parliament
<input type="checkbox"/> Other Channel 4 channel (e.g. E4, Film4, More4, 4Seven)	<input type="checkbox"/> BBC Alba (Scottish Gaelic)
<input type="checkbox"/> Other Channel 5 channel (e.g. 5USA, 5Star)	<input type="checkbox"/> BBC Scotland channel (on air between 7pm and midnight)
<input type="checkbox"/> Any UKTV channel (e.g. Dave, Really, Yesterday, Drama)	<input type="checkbox"/> CBBC
<input type="checkbox"/> Any Sky channel (e.g. Sky1, Sky Atlantic, Sky Sports)	<input type="checkbox"/> CBeebies
<input type="checkbox"/> Any other broadcast TV channels (write in)	
<input type="checkbox"/> None/ no others	

A5 Which, if any, of these TV catch-up, on-demand or streaming services have you personally watched in the past 3 months?

Please include watching programmes as they are broadcast or using catch-up or on-demand services. Please include watching through a TV set, a tablet, laptop, mobile phone, or any other device.

Please tick all that apply.

<input type="checkbox"/> BBC iPlayer	<input type="checkbox"/> Sky On Demand or Sky Go
<input type="checkbox"/> ITV Hub or ITV Hub+	<input type="checkbox"/> UKTV Play
<input type="checkbox"/> STV Player (Scotland)	<input type="checkbox"/> Dplay
<input type="checkbox"/> S4C Clic (Welsh language)	<input type="checkbox"/> Virgin TV Catch-up or Virgin Media Anywhere
<input type="checkbox"/> All4 (previously 4OD)	<input type="checkbox"/> BBC TV programmes and content on YouTube
<input type="checkbox"/> My5 (previously Demand 5)	<input type="checkbox"/> None of these

A6 Which, if any, of these TV catch-up, on-demand or streaming services have you personally watched in the past 3 months?

Please include watching programmes as they are broadcast or using catch-up or on-demand services. Please include watching on any device.

Please tick all that apply.

<input type="checkbox"/> Netflix	<input type="checkbox"/> Apple TV Plus
<input type="checkbox"/> Amazon Prime Video	<input type="checkbox"/> BritBox
<input type="checkbox"/> NOW TV	<input type="checkbox"/> Hayu
<input type="checkbox"/> Disney+	<input type="checkbox"/> YouTube channels
<input type="checkbox"/> Any other catch-up, on-demand or streaming services (write in)	
<input type="checkbox"/> None/ no others	

A7 Which, if any, of these BBC radio stations have you personally listened to in the past 3 months?

Please include listening live, via podcasts, catch-up or on-demand.

Please include listening on any type of radio, through a smart speaker, listening through a service like BBC Sounds, GlobalPlayer or RadioPlayer, on any other device.

Please tick all that apply.

<input type="checkbox"/> BBC Radio 1	<input type="checkbox"/> BBC Asian Network
<input type="checkbox"/> BBC Radio 2	<input type="checkbox"/> BBC Radio 1Xtra
<input type="checkbox"/> BBC Radio 3	<input type="checkbox"/> BBC Radio 4 Extra
<input type="checkbox"/> BBC Radio 4	<input type="checkbox"/> BBC Radio 5 live sports extra
<input type="checkbox"/> BBC Radio 5 live	<input type="checkbox"/> BBC World Service
<input type="checkbox"/> BBC 6 Music	<input type="checkbox"/> BBC radio for your region or nation
<input type="checkbox"/> Any other BBC radio station (write in)	
<input type="checkbox"/> None of these	

A8 Which, if any, of these commercial radio stations have you personally listened to in the past 3 months?

Please include listening live, via podcasts, catch-up or on-demand.

Please include listening on any device through any service.

Please tick all that apply.

<input type="checkbox"/> talkSPORT or talkSPORT2	<input type="checkbox"/> Any Smooth Radio station
<input type="checkbox"/> talkRADIO	<input type="checkbox"/> Any Kiss radio station
<input type="checkbox"/> Classic FM	<input type="checkbox"/> Any Magic radio station
<input type="checkbox"/> Any Absolute Radio station	<input type="checkbox"/> Virgin Radio
<input type="checkbox"/> Any Capital radio station	<input type="checkbox"/> Any LBC radio station
<input type="checkbox"/> Any Heart radio station	<input type="checkbox"/> Times Radio
<input type="checkbox"/> Any other commercial radio station (write in)	
<input type="checkbox"/> None/ no others	

A9 Which, if any, of these BBC websites and apps have you personally used in the past 3 months?

Please include using sites or apps on any device.

Please tick all that apply.

<input type="checkbox"/> BBC News site/ app	<input type="checkbox"/> BBC iPlayer Kids site/ app
<input type="checkbox"/> BBC Sport site/ app	<input type="checkbox"/> BBC CBeebies Playtime site/ app
<input type="checkbox"/> BBC Bitesize site/ app	<input type="checkbox"/> BBC CBeebies Storytime site/ app
<input type="checkbox"/> BBC Weather site/ app	<input type="checkbox"/> BBC Newsround site
<input type="checkbox"/> Any other BBC site or app (write in)	
<input type="checkbox"/> None of these	

A10 Which, if any, of these audio streaming services have you personally listened to in the past 3 months?

Please include listening on any device.

Please tick all that apply.

<input type="checkbox"/> BBC Sounds	<input type="checkbox"/> Deezer
<input type="checkbox"/> Apple Music or Apple Podcasts	<input type="checkbox"/> Amazon Music
<input type="checkbox"/> Google Play Music or Google Podcasts	<input type="checkbox"/> Tidal
<input type="checkbox"/> GlobalPlayer	<input type="checkbox"/> YouTube Music
<input type="checkbox"/> RadioPlayer	<input type="checkbox"/> SoundCloud
<input type="checkbox"/> Spotify	
<input type="checkbox"/> Any other audio streaming service (write in)	
<input type="checkbox"/> None of these	

Section B: General views of TV, radio and online services

This section asks about your general impressions of various TV, radio and online service providers. When responding for each service provider, please think of the content that you have watched, listened to or used in the past 3 months.

B1 On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television service providers?

Please think about what you have watched in the past 3 months.

If you have not watched a particular channel in the last 3 months please tick the N/A option (not applicable)

Please tick one option per row

	Satisfaction Score										N/A
	<i>1 means extremely dissatisfied, 10 means extremely satisfied</i>										
	1	2	3	4	5	6	7	8	9	10	
BBC TV channels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ITV/ STV/ UTV channels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 4 channels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Channel 5 channels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4C (Welsh)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sky TV channels (including from NOW TV)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Netflix	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amazon Prime Video	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouTube channels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BritBox	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disney+	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apple TV Plus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B2a IF YOU HAVE NOT LISTENED TO ANY RADIO STATIONS IN THE LAST 3 MONTHS, PLEASE INDICATE BELOW AND SKIP TO QUESTION B3a.

<input type="checkbox"/> I have not listened to any radio stations in the last 3 months	SKIP TO QUESTION B3a
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FOR THOSE WHO HAVE LISTENED TO A RADIO STATION IN THE LAST 3 MONTHS:

B2 On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?
Please think about what you have listened to in the past 3 months.
If you have not listened to a particular radio provider in the last 3 months please tick the N/A option (not applicable)
Please tick one option per row

	Satisfaction Score										N/A
	<i>1 means extremely dissatisfied, 10 means extremely satisfied</i>										
	1	2	3	4	5	6	7	8	9	10	
BBC Radio stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
talkSPORT or talkSPORT2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
talkRADIO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classic FM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any Absolute Radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any Capital radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any Heart radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any Smooth Radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any Kiss radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any Magic radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Virgin Radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any LBC radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Times Radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B3a IF YOU HAVE NOT USED ANY AUDIO STREAMING SERVICES IN THE LAST 3 MONTHS, PLEASE INDICATE BELOW AND SKIP TO QUESTION B4a.

<input type="checkbox"/> I have not used any audio streaming services in the last 3 months	SKIP TO QUESTION B4a
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FOR THOSE WHO HAVE USED AUDIO STREAMING SERVICES IN THE LAST 3 MONTHS:

B3 On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with your experience of using these audio streaming services?

Please think about what you have used in the past 3 months.

If you have not used a particular audio streaming service in the last 3 months please tick the N/A option (not applicable)

Please tick one option per row

	Satisfaction Score										N/A
	<i>1 means extremely dissatisfied, 10 means extremely satisfied</i>										
	1	2	3	4	5	6	7	8	9	10	
BBC Sounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apple Music or Apple Podcasts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google Play Music or Google Podcasts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GlobalPlayer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RadioPlayer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spotify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deezer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amazon Music	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tidal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YouTube Music	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SoundCloud	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B4a IF YOU HAVE NOT USED ANY TV CATCH-UP AND ON-DEMAND SERVICES IN THE LAST 3 MONTHS, PLEASE INDICATE BELOW AND SKIP TO QUESTION B5a.

<input type="checkbox"/> I have not used any TV catch-up and on-demand services in the last 3 months	SKIP TO QUESTION B5a
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FOR THOSE WHO HAVE USED TV CATCH-UP AND ON-DEMAND SERVICES IN THE LAST 3 MONTHS:

B4 On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with your experience of using these TV catch-up and on-demand services?

Please think about your experience of using the service rather than what you have watched in the past 3 months.

If you have not used a particular TV catch-up or on-demand service in the last 3 months please tick the N/A option (not applicable)

Please tick one option per row

	Satisfaction Score										N/A
	<i>1 means extremely dissatisfied, 10 means extremely satisfied</i>										
	1	2	3	4	5	6	7	8	9	10	
BBC iPlayer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ITV Hub or ITV Hub+	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STV Player (Scotland)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4C Clic (Welsh language)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All4 (previously 4OD)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My5 (previously Demand 5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sky On Demand or Sky Go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UKTV Play	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dplay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Virgin TV Catch-up or Virgin Media Anywhere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B5a IF YOU HAVE NOT USED ANY BBC WEBSITES OR APPS IN THE LAST 3 MONTHS, PLEASE INDICATE BELOW AND SKIP TO SECTION C.

<input type="checkbox"/> I have not used any BBC websites or apps in the last 3 months	SKIP TO SECTION C
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FOR THOSE WHO HAVE USED BBC WEBSITES OR APPS IN THE LAST 3 MONTHS:

B5 On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with your experience of the BBC websites or apps you have used in the past 3 months?

Please tick one option

	Satisfaction Score										N/A
	<i>1 means extremely dissatisfied, 10 means extremely satisfied</i>										
	1	2	3	4	5	6	7	8	9	10	
BBC websites or apps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section C: General views of BBC TV, radio and online services

This part of the survey is specifically about the BBC.

C1a On a scale of 1 to 10, where 1 is extremely unfavourable and 10 is extremely favourable, thinking about everything the BBC does across TV, radio and online, what is your overall impression of the BBC?
Please tick one option

	Overall Impression										
	<i>1 means extremely unfavourable, 10 means extremely favourable</i>										
	1	2	3	4	5	6	7	8	9	10	
Overall impression of the BBC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C1b Please write in the box below why you gave that score for your overall impression of the BBC.

The BBC's public duties

As you may know, the BBC has a number of public duties to inform, educate and entertain everyone living in the UK. We would like your opinion on how well you think the BBC delivers these duties, as well as how important they are.

When responding to these questions, please think about everything the BBC does, on TV, radio and online, and include everything you watch, listen to or use on any device.

C2 On a scale of 1 to 10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC provides:
Please tick one option per row

	Performance Score											
	<i>1 means not at all well, 10 means extremely well</i>											
	1	2	3	4	5	6	7	8	9	10		Don't know
News and information to help people understand what is going on in the UK and the world	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programmes and content that help people to learn about new things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High quality and creative content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content that reflects the life and culture of communities throughout the UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C3 On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides:

Please tick one option per row

	Importance Score										Don't know
	<i>1 means not at all important, 10 means extremely important</i>										
	1	2	3	4	5	6	7	8	9	10	
News and information to help people understand what is going on in the UK and the world	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programmes and content that help people to learn about new things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High quality and creative content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content that reflects the life and culture of communities throughout the UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C4 On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides:

Please tick one option per row

	Importance Score										Don't know
	<i>1 means not at all important, 10 means extremely important</i>										
	1	2	3	4	5	6	7	8	9	10	
News and information to help people understand what is going on in the UK and the world	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programmes and content that help people to learn about new things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High quality and creative content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Content that reflects the life and culture of communities throughout the UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following section looks at each of the BBC's public duties in more detail.

For each one we will ask you to consider a number of statements on how well you personally think the BBC is **currently performing** in these areas.

C5 This set of statements is about the BBC providing news and information to help people understand what is going on in the UK and the world.

On a scale of 1 to 10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC provides:

Please tick one option per row

	BBC Performance Score										Don't know
	<i>1 means not at all well, 10 means extremely well</i>										
	1	2	3	4	5	6	7	8	9	10	
News coverage that represents a range of opinions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
News coverage that is impartial – not favouring one side over another	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C6 This next set of statements is about the BBC providing programmes and content that help people to learn about new things.
On a scale of 1 to 10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC:
Please tick one option per row

	BBC Performance Score										Don't know
	<i>1 means not at all well, 10 means extremely well</i>										
	1	2	3	4	5	6	7	8	9	10	
Explores issues and ideas that people may not have come across before	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inspires people to try new activities, hobbies or interests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supports younger children with their learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supports teenagers with their learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C7 The following set of statements is about the BBC providing high quality and creative content.
On a scale of 1 to 10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC:
Please tick one option per row

	BBC Performance Score										Don't know
	<i>1 means not at all well, 10 means extremely well</i>										
	1	2	3	4	5	6	7	8	9	10	
Provides a broad mix of content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appeals to a wide range of different audiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides content made for UK audiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides content that dares to be different	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides content that is different from other providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C8 This next set of statements is about the BBC providing content that reflects the life and culture of communities and different people throughout the UK.
On a scale of 1 to 10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the programmes and content of the BBC:
Please tick one option per row

	BBC Performance Score										Don't know
	<i>1 means not at all well, 10 means extremely well</i>										
	1	2	3	4	5	6	7	8	9	10	
Includes people like me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Features the region or nation of the UK I live in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reflects the lives of people like me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides content that is relevant to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reflects different communities living in the UK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section D: General views of other TV, radio and online service providers

For this section we would like to know how you think the BBC compares to other providers.

When responding, please think about all of the BBC TV programmes that you watch, the BBC radio stations that you listen to and all of the BBC websites and apps that you use.

D1 Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television:

Please tick one option per row

	Compared to other providers the BBC is.....					Don't know
	Much better	A little better	About the same	A little worse	Much worse	
Provides a broad mix of TV content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appeals to a wide range of different TV audiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides high quality TV content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides TV content made for UK audiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides TV content that dares to be different	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides TV content that is different from other providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D2 Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio:

Please tick one option per row

	Compared to other providers BBC radio is.....					Don't know
	Much better	A little better	About the same	A little worse	Much worse	
Provides a broad mix of radio content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appeals to a wide range of different radio audiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides high quality radio content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides radio content made for UK audiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides radio content that dares to be different	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides radio content that is different from other providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D3 Comparing BBC websites or apps to other websites and apps, how well, if at all, do you think BBC websites and apps:

Please tick one option per row

	Compared to other providers BBC websites and apps are.....					Don't know
	Much better	A little better	About the same	A little worse	Much worse	
Provides a broad mix of online content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appeals to a wide range of different online audiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides high quality online content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides online content made for UK audiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides online content that dares to be different	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides online content that is different from other providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section E: General attitudes towards the BBC

E1 Where would you place yourself on this scale in terms of how you feel about the BBC as a whole?

Please tick one option

	Importance of BBC to you personally										
	1	2	3	4	5	6	7	8	9	10	
The BBC is <u>not</u> important to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The BBC <u>is</u> important to me

E2 To what extent do you agree or disagree with the statement “I would miss the BBC if it wasn't there”?

Please tick one option

	Definitely agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Definitely disagree	Don't know
“I would miss the BBC if it wasn't there”	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E3 Which, if any, of the following have you done in the past? (longer than 3 months ago)

Please tick one option per row

	Yes	No	Not sure
Watched BBC TV services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listened to BBC Radio services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used BBC websites or apps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About you

The final section is to find out more about you, to help us to further compare different groups of people. The questions will not be used to attempt to identify you, but if you would prefer not to answer please indicate by ticking the 'prefer not to say' box.

Q1 Which of the following describes how you think of yourself?

Please tick one option.

<input type="checkbox"/> Male	<input type="checkbox"/> In another way
<input type="checkbox"/> Female	<input type="checkbox"/> Prefer not to say

Q2 How old are you?

<input type="checkbox"/> Please enter your age in years: _____	<input type="checkbox"/> Prefer not to say
--	--

Q3 Which of these best describes the chief income earner in your household?

If you/ they are retired and living on a private pension, please choose your description based on what you/ they did before you/ they retired.

If you/ they have been unemployed for six months or less, please choose your description based on your/ their most recent main job.

Please tick one option

<input type="checkbox"/> Very senior management; top level civil servant or professional (e.g. surgeon; partner in a law firm; regional bank manager; board director of medium/ large firm)
<input type="checkbox"/> Senior or middle management in large organisation; owner of small business; principal officer in civil service/ local government
<input type="checkbox"/> Junior management or professional; or administrative (e.g. most office workers; accounts clerk; secretary; police sergeant; nurse)
<input type="checkbox"/> Skilled manual worker - e.g. mechanic, paramedic, cook, fitter, plumber, electrician, lorry driver, train driver, hairdresser, beautician, etc.
<input type="checkbox"/> Semi-skilled or unskilled manual worker - e.g. baggage handler, restaurant server, factory worker, receptionist, labourer, gardener etc.
<input type="checkbox"/> Looking after family/ housewife/ househusband
<input type="checkbox"/> Unemployed
<input type="checkbox"/> Student
<input type="checkbox"/> Retired and on state pension ONLY (If retired but not only on state pension, please indicate the occupation just before retirement)
<input type="checkbox"/> Prefer not to say

Q4 Which of these best describes your current situation?

Please tick one option.

<input type="checkbox"/> In full time employment	<input type="checkbox"/> Full-time responsibility for home/ family
<input type="checkbox"/> In part time employment	<input type="checkbox"/> Retired
<input type="checkbox"/> Unemployed	<input type="checkbox"/> Other
<input type="checkbox"/> A student	<input type="checkbox"/> Prefer not to say

Q5 Which one of these – if any – is the highest educational or professional qualification that you currently have?

Please tick one option.

<input type="checkbox"/> I have no formal qualifications (and I am not still studying)	<input type="checkbox"/> Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)
<input type="checkbox"/> Entry level qualification such as ESOL, ELC or Skills for Life	<input type="checkbox"/> Level 4-5 vocational qualification or higher apprenticeship
<input type="checkbox"/> GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades – but not Maths and not English	<input type="checkbox"/> University first degree (BA/ BSc/ BEd/ PGCE or equivalent)
<input type="checkbox"/> GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades – including Maths or English	<input type="checkbox"/> Level 6 vocational qualification or degree apprenticeship
<input type="checkbox"/> Level 1-2 vocational qualification or intermediate apprenticeship	<input type="checkbox"/> University higher degree (e.g. Masters, PhD or equivalent)
<input type="checkbox"/> A' level, Scottish Higher, Welsh Baccaulaureate, International Baccaulaureate or equivalent	<input type="checkbox"/> Still studying/ still at school
<input type="checkbox"/> Level 3 vocational qualification or advanced apprenticeship	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Don't know	

Q6 How would you describe your national identity

Please tick one option.

<input type="checkbox"/> English	<input type="checkbox"/> British
<input type="checkbox"/> Welsh	<input type="checkbox"/> Irish
<input type="checkbox"/> Scottish	<input type="checkbox"/> Other (write in below)
<input type="checkbox"/> Northern Irish	<input type="checkbox"/> Prefer not to say

Q7 Which one of these groups best describes your ethnic group or background??*Please tick one option.***WHITE** English/ Welsh/ Scottish/ Northern Irish/ British Irish Gypsy, Traveller 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 AND BRITISH ASIAN** Indian Pakistani Bangladeshi Chinese Any other Asian background**BLACK AND BLACK BRITISH** Caribbean African Any other black/ African/ Caribbean background**OTHER ETHNIC GROUP** Arab Any other ethnic background **PREFER NOT TO SAY****Q8 What is your religion, if any?***Please tick one option.* No religion Hindu Catholic Jewish Church of England/ Scotland/ Ireland Muslim Other Christian Sikh Buddhist Any other religion (write in below) Prefer not to say

Q9 What is the total number of people in the household (including yourself and any children)?

Please enter the total number: _____ Prefer not to say

Q10 Do any children aged under 16 live in your household?
Please tick all that apply

<input type="checkbox"/> Yes, aged 0-2	CONTINUE TO Q11
<input type="checkbox"/> Yes, aged 3-4	
<input type="checkbox"/> Yes, aged 5-10	
<input type="checkbox"/> Yes, aged 11-15	
<input type="checkbox"/> No children aged under 16	SKIP TO Q12 IF YOU DO NOT LIVE ALONE
<input type="checkbox"/> Don't know	SKIP TO Q13 IF YOU LIVE ALONE
<input type="checkbox"/> Prefer not to say	

Q11 Are you responsible for any of the children aged under 16 in your household, as a parent or guardian?
Please tick one option.

Yes No Prefer not to say

Q12 Which of these people aged 16 or over do you usually share your home with?
Please tick all that apply

<input type="checkbox"/> Your spouse or partner	<input type="checkbox"/> Any other relatives of yours
<input type="checkbox"/> Your parent/ parents	<input type="checkbox"/> Your friend/s or housemates
<input type="checkbox"/> Your child/ children aged 16 or over	<input type="checkbox"/> Any other adults aged 16 or over
<input type="checkbox"/> Your brother/s or sister/s	<input type="checkbox"/> None of these
<input type="checkbox"/> Prefer not to say	

Q13 Which one of these bands describes your total household income before tax or any other deductions are made
Please include any benefits or credits that you or anyone else in your household receives, including housing benefit, as well as any income from employment.
Please tick one option

	Per week	Per Year
<input type="checkbox"/>	Up to £199	Up to £10,399
<input type="checkbox"/>	From £200 to £299	From £10,400 to £15,599
<input type="checkbox"/>	From £300 to £499	From £15,600 to £25,999
<input type="checkbox"/>	From £500 to £699	From £26,000 to £36,399
<input type="checkbox"/>	From £700 to £999	From £36,400 to £51,999
<input type="checkbox"/>	£1,000 and above	£52,000 and above
<input type="checkbox"/>	Don't know	
<input type="checkbox"/>	Prefer not to say	

Q14 Please indicate which of the following you consider yourself to be:
Please tick one option

<input type="checkbox"/> Heterosexual or straight	<input type="checkbox"/> Something else
<input type="checkbox"/> Gay or lesbian	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Bisexual	

Q15 Is your gender identity the same as the sex you were assigned at birth?
Please tick one option.

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say
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Q16 Which of these – if any – impact or limit your daily activities or the work you can do?
Please tick all that apply

<input type="checkbox"/> Hearing (Poor hearing, partial hearing, or are deaf)	<input type="checkbox"/> Social/ behavioural (Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.)
<input type="checkbox"/> Eyesight (Poor vision, colour blindness, partial sight, or are blind)	<input type="checkbox"/> Your mental health (Anxiety, depression, or trauma-related conditions, for example)
<input type="checkbox"/> Mobility (Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty)	<input type="checkbox"/> Other illnesses/ conditions which impact or limit your daily activities or the work you can do
<input type="checkbox"/> Dexterity (Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.)	<input type="checkbox"/> Nothing – no impairments or conditions impact or limit your daily activities or the work you can do
<input type="checkbox"/> Breathing (Breathlessness or chest pains)	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Mental abilities (Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration)	<input type="checkbox"/> Don't know

Close

That's the end of the survey now, thank you very much for your time and opinions, we do appreciate it.

Please enter your name and a contact telephone number below:

Name:	Tel:
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Please place your completed survey in the reply paid envelope provided and send it back.