

OFCOM MEDIA LITERACY TRACKER 2017 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 20th September to 30th October 2017.

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Base : All respondents	
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Base : Those who go online	
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Base : Those who have used search engines in the last year	
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Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook	
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Base : Those who go online	
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Base : Those who go online	
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Base : Those who have a smartphone	
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Base : Those with a smartphone who know how to check their mobile data allowance	
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Base : Those who have a smartphone	
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Base : Those who have a smartphone	
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Base : Those who have a smartphone	
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Base : Those who have a smartphone	
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Base : Those who have a smartphone

M7B. (SHOWCARD) Edit photos or videos (SINGLE CODE) 190

Base : Those who have a smartphone

M7C. (SHOWCARD) Use features such as maps or satellite navigation to get to where you want to go/ plot a route to your destination (SINGLE CODE) 191

Base : Those who have a smartphone

M7D. (SHOWCARD) Use your phone as a ticket or boarding pass or as an entry ticket to an event (SINGLE CODE) 192

Base : Those who have a smartphone

M8. (SHOWCARD) Other than phoning or texting, which one of these activities would you miss doing the most on your smartphone if your phone was taken away from you? (SINGLE CODE) 193

Base : Those who have a smartphone

M9. (SHOWCARD) AGREEMENT WITH STATEMENT - I know how to make decisions about using location services on my mobile? IF NECESSARY: Location services monitor your location to provide information to your phone based on where you are - this might be an updated weather forecast, bars, pubs or petrol stations near you or help you to plan a journey (SINGLE CODE) 195

Base : Those who have a smartphone

G1. (SHOWCARD) Do you ever play games at home or elsewhere in any of these ways? (MULTI CODE) 196

Base : All respondents

G2. Can you tell me if you have any concerns about gaming? IF NECESSARY - So playing games on consoles, computers, mobile phones or other portable devices. IF YES - What sorts of things are you concerned about? (MULTI CODE) 198

Base : All respondents

G2. Can you tell me if you have any concerns about gaming? IF NECESSARY - So playing games on consoles, computers, mobile phones or other portable devices. IF YES - What sorts of things are you concerned about? (MULTI CODE) 201

Base : Those who play games on any type of gaming device

G3. Many games can be played online. Do you ever play games online with or against other people? (SINGLE CODE) 204

Base : Those who play games on any type of gaming device

G3. Many games can be played online. Do you ever play games online with or against other people? (SINGLE CODE) 205

Base : All respondents

C1. (SHOWCARD) Please take a look at the options shown on this card and let me know which number applies to you? (SINGLE CODE) 206

Base : All respondents

C2. How many people are there in your household in total (including yourself)? (SINGLE CODE) 207

Base : All respondents

C3. Do you have any children aged under 16 who live at home with you - where you are their parent or guardian? (SINGLE CODE) 208

Base : All respondents

C4. And what ages are these children? (MULTI CODE) 209

Base : Those with children aged under 16 at home

C5. (SHOWCARD) Which of these adults aged 16 and over live in your household with you, in terms of their relationship to you? (MULTI CODE) 210

Base : All respondents

C6. Are you currently working? (SINGLE CODE) 212

Base : All respondents

C7. At what age did you finish your education? IF STILL IN EDUCATION - At what age do you expect to finish your education? (SINGLE CODE) 213

Base : All respondents

C8. (SHOWCARD) Which of these options best describes how you feel about your ability to read and write? (SINGLE CODE) 214

Base : All respondents

C10. (SHOWCARD) Please could you say which letter from this card applies to your total household income from all sources, before tax and other deductions? (SINGLE CODE) 215

Base : All respondents

C11. Do you have any long-standing illness, disability or infirmity? IF NECESSARY: By long-standing I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time? (SINGLE CODE) 216

Base : All respondents

C12. Does this illness, disability or infirmity limit your activities in any way? (SINGLE CODE) 217

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Base : Those with a long standing illness/ disability or infirmity

C13. (SHOWCARD) Which of these limit your activities? (MULTI CODE) 218

Base : Those whose long standing illness/ disability or infirmity limits their activities in any way

C14. (SHOWCARD) Which of these options applies to your home? (SINGLE CODE) 220

Base : All respondents

C15. (SHOWCARD) How would you describe your national identity? (SINGLE CODE) 221

Base : All respondents

C16. (SHOWCARD) Which one of these groups best describes your ethnic group or background? (SINGLE CODE) 222

Base : All respondents

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

NATION

Base : All respondents

	Total	AGE				All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+		65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
England	1291	191	258	134	124	1291	511	150	1140	1126	162
	85%	85%	84%	82%	85%	85%	84%	82%	85%	84%	97%
										a	
Scotland	137	19	27	16	12	137	53	15	123	131	4
	9%	8%	9%	10%	8%	9%	9%	8%	9%	10%	2%
										b	
Wales	61	10	15	8	7	61	30	14	46	59	2
	4%	5%	5%	5%	5%	4%	5%	8%	3%	4%	1%
								b			
Northern Ireland	30	4	7	4	3	30	14	5	26	30	*
	2%	2%	2%	3%	2%	2%	2%	3%	2%	2%	*%

Columns Tested: a,b,c,d,e - a,b - a,b

OFCOM MEDIA LITERACY TRACKER 2017 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 20th September to 30th October 2017.

Table 12

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

REGION/ NATION

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
London	216	25	31	17	15	216	65	9	206	132	77
	14%	11%	10%	10%	10%	14%	11%	5%	15%	10%	46%
									a		a
South East	212	34	52	29	23	212	80	19	195	194	19
	14%	15%	17%	18%	16%	14%	13%	10%	15%	14%	12%
South West	120	17	30	16	15	120	49	15	105	115	3
	8%	8%	10%	10%	10%	8%	8%	8%	8%	9%	2%
										b	
Eastern	127	24	29	18	11	127	55	21	103	110	14
	8%	11%	9%	11%	8%	8%	9%	12%	8%	8%	9%
East Midlands	100	19	23	11	12	100	42	7	95	94	7
	7%	8%	7%	7%	8%	7%	7%	4%	7%	7%	4%
West Midlands	156	17	26	11	15	156	58	14	144	138	21
	10%	8%	9%	7%	10%	10%	10%	7%	11%	10%	12%
Wales	61	10	15	8	7	61	30	14	46	59	2
	4%	5%	5%	5%	5%	4%	5%	8%	3%	4%	1%
Yorkshire & Humber	128	15	22	12	10	128	61	17	109	119	12
	8%	7%	7%	7%	7%	8%	10%	9%	8%	9%	7%
North East	66	9	12	5	7	66	30	22	46	66	-
	4%	4%	4%	3%	5%	4%	5%	12%	3%	5%	-%
										b	
North West	166	31	32	15	16	166	70	27	139	158	7
	11%	14%	10%	9%	11%	11%	12%	15%	10%	12%	4%
										b	
Scotland	137	19	27	16	12	137	53	15	123	131	4
	9%	8%	9%	10%	8%	9%	9%	8%	9%	10%	2%
										b	

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

REGION/ NATION

Base : All respondents

	Total	AGE				All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+		65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Northern Ireland	30	4	7	4	3	30	14	5	26	30	*
	2%	2%	2%	3%	2%	2%	2%	3%	2%	2%	*%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

LOCATION

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Urban	1315	189	257	133	124	1315	536	162	1152	1153	157
	87%	85%	83%	82%	86%	87%	88%	88%	86%	86%	94%
											a
Rural	204	35	51	30	21	204	72	21	183	193	11
	13%	15%	17%	18%	14%	13%	12%	12%	14%	14%	6%
										b	

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SOCIO-ECONOMIC GROUP

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
A	30 2%	2 1%	7 2%	4 2%	4 3%	30 2%	7 1%	5 3%	26 2%	27 2%	3 2%
B	376 25%	55 25%	66 22%	36 22%	30 21%	376 25%	66 11%	29 16%	352 26% a	331 25%	43 26%
C1	406 27%	55 25%	69 23%	38 23%	32 22%	406 27%	69 11%	42 23%	371 28%	353 26%	51 30%
C2	331 22%	52 23%	68 22%	38 23%	30 20%	331 22%	68 11%	39 21%	292 22%	302 22%	27 16%
D	185 12%	27 12%	26 8%	15 9%	11 8%	185 12%	191 31%	20 11%	162 12%	156 12%	27 16%
E	191 13%	32 14%	71 23% ae	32 20% e	39 27% ae	191 13%	206 34%	49 27% b	131 10%	176 13%	17 10%
SUMMARY CODES											
AB	406 27%	57 26%	74 24%	40 25%	34 23%	406 27%	74 12%	34 18%	378 28% a	358 27%	46 27%
DE	376 25%	59 26%	97 32% e	47 29%	50 35% e	376 25%	397 65%	69 38% b	294 22%	333 25%	44 27%
ABC1	812 53%	112 50%	143 46%	78 48%	65 45%	812 53% bd	143 24%	75 41%	749 56% a	711 53%	96 57%
C2DE	707 47%	111 50%	165 54% e	85 52%	80 55% e	707 47%	465 76%	108 59% b	586 44%	635 47%	71 43%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

RESPONDENT'S AGE

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
16 - 17	36 2%	- -%	- -%	- -%	- -%	36 2%	10 2%	1 1%	34 3%	26 2%	10 6%
						abcd					a
18 - 24	155 10%	- -%	- -%	- -%	- -%	155 10%	44 7%	4 2%	147 11%	133 10%	23 14%
						abcd			a		
25 - 34	280 18%	- -%	- -%	- -%	- -%	280 18%	88 15%	11 6%	263 20%	235 17%	47 28%
						abcd			a		a
35 - 44	288 19%	- -%	- -%	- -%	- -%	288 19%	58 10%	24 13%	266 20%	244 18%	41 25%
						abcd			a		
45 - 54	228 15%	- -%	- -%	- -%	- -%	228 15%	40 7%	23 12%	204 15%	201 15%	23 14%
						abcd					
55 - 64	224 15%	224 100%	- -%	- -%	- -%	224 15%	59 10%	29 16%	192 14%	210 16%	14 8%
		bcde				bcd				b	
65 - 74	174 11%	- -%	163 53%	163 100%	- -%	174 11%	163 27%	40 22%	139 10%	166 12%	6 4%
			ade	abde		ad		b		b	
75-79	81 5%	- -%	88 28%	- -%	88 60%	81 5%	88 14%	26 14%	59 4%	80 6%	2 1%
			ace		abce	ac		b		b	
80+	53 3%	- -%	58 19%	- -%	58 40%	53 3%	58 9%	26 14%	32 2%	52 4%	1 1%
			ace		abce	ac		b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

RESPONDENT'S AGE

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
SUMMARY CODES											
16 - 24	191 13%	- -%	- -%	- -%	- -%	191 13%	54 9%	5 3%	181 14%	159 12%	33 20%
						abcd			a		a
25 - 44	568 37%	- -%	- -%	- -%	- -%	568 37%	147 24%	35 19%	529 40%	479 36%	88 53%
						abcd			a		a
45 - 64	452 30%	224 100%	- -%	- -%	- -%	452 30%	99 16%	52 28%	396 30%	411 31%	37 22%
		bcde				bcd			b		
55+	532 35%	224 100%	308 100%	163 100%	145 100%	532 35%	367 60%	121 66%	421 32%	508 38%	23 14%
		e	e	e	e			b		b	
65+	308 20%	- -%	308 100%	163 100%	145 100%	308 20%	308 51%	92 50%	229 17%	298 22%	9 5%
			ae	ae	ae	a		b		b	
75+	134 9%	- -%	145 47%	- -%	145 100%	134 9%	145 24%	52 28%	90 7%	132 10%	3 2%
			ace		abce	ac		b		b	

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

RESPONDENT'S GENDER

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Male	744	110	136	78	58	744	272	83	649	652	84
	49%	49%	44%	48%	40%	49%	45%	45%	49%	48%	50%
					d						
Female	775	113	172	85	87	775	335	101	686	694	84
	51%	51%	56%	52%	60%	51%	55%	55%	51%	52%	50%
					e						

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

A1. (SHOWCARD) Can you please look at this list and tell me which of these you have at home? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Mobile phone or Smartphone	1435	208	270	146	125	1435	550	163	1272	1267	163
	94%	93%	88%	90%	86%	94%	90%	89%	95%	94%	97%
		bd				bcd			a		
Computer - laptop, desktop or netbook computer (PC or Mac)	1106	158	180	106	74	1106	355	109	1001	965	133
	73%	70%	59%	65%	51%	73%	58%	59%	75%	72%	80%
		bd		d		bcd			a		
Standard TV set	1014	152	259	131	128	1014	463	136	875	938	73
	67%	68%	84%	81%	88%	67%	76%	74%	66%	70%	44%
			ae	ae	ae			b		b	
Tablet (like an iPad, Kindle Fire or Google Nexus)	981	142	137	88	49	981	301	94	889	872	105
	65%	63%	45%	54%	34%	65%	50%	51%	67%	65%	62%
		bd	d	bd		bcd			a		
Radio set (either DAB or AM/ FM)	883	164	224	115	109	883	352	115	769	820	56
	58%	73%	73%	71%	75%	58%	58%	63%	58%	61%	33%
		e	e	e	e					b	
Digital video recorder/ DVR (like Sky Plus, TiVo/ V Plus or Freeview Plus)	794	127	125	72	53	794	243	77	719	709	80
	52%	57%	41%	45%	36%	52%	40%	42%	54%	53%	48%
		bcd				bd			a		
Smart TV set (a TV set that connects directly to the internet)	706	100	72	46	26	706	185	64	644	600	103
	46%	45%	23%	28%	18%	46%	31%	35%	48%	45%	61%
		bcd		d		bcd			a		a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

A1. (SHOWCARD) Can you please look at this list and tell me which of these you have at home? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Games console or handheld games player	571 38%	38 17%	12 4%	10 6%	1 1%	571 38%	138 23%	37 20%	528 40%	511 38%	59 35%
		bcd		d		abcd			a		
Streaming media player (like Apple TV, Now TV box, Amazon Fire TV, Chromecast, Roku)	321 21%	37 17%	18 6%	15 9%	4 3%	321 21%	64 11%	22 12%	297 22%	293 22%	29 17%
		bcd		d		bcd			a		
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	203 13%	21 10%	8 3%	6 3%	3 2%	203 13%	29 5%	18 10%	185 14%	183 14%	19 11%
		bcd				bcd					
ANY TV	1478 97%	222 99%	306 99%	161 99%	144 99%	1478 97%	597 98%	182 99%	1297 97%	1319 98%	155 93%
			e							b	
None of these	4 *%	- -%	1 *%	1 *%	* *%	4 *%	1 *%	* *%	3 *%	4 *%	- -%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

A2. (SHOWCARD) And which of these devices that you just said you had at home do you personally ever use, for any purpose? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Mobile phone or Smartphone	1354	189	231	126	105	1354	498	143	1210	1191	159
	89%	84%	75%	78%	72%	89%	82%	78%	91%	88%	95%
		bd				abcd			a		a
Computer - laptop, desktop or netbook computer (PC or Mac)	1019	139	158	93	65	1019	317	99	922	889	121
	67%	62%	51%	57%	45%	67%	52%	54%	69%	66%	72%
		bd		d		bcd			a		
Standard TV set	887	139	249	126	123	887	428	124	759	827	55
	58%	62%	81%	77%	85%	58%	70%	68%	57%	61%	33%
			ae	ae	ae			b		b	
Tablet (like an iPad, Kindle Fire or Google Nexus)	876	127	119	78	41	876	259	81	795	779	92
	58%	57%	39%	48%	28%	58%	43%	44%	60%	58%	55%
		bd	d	bd		bcd			a		
Radio set (either DAB or AM/ FM)	720	137	195	100	95	720	298	100	623	677	35
	47%	61%	63%	61%	66%	47%	49%	54%	47%	50%	21%
		e	e	e	e			b		b	
Digital video recorder/ DVR (like Sky Plus, TiVo/ V Plus or Freeview Plus)	674	109	103	59	44	674	200	64	610	607	62
	44%	49%	33%	36%	30%	44%	33%	35%	46%	45%	37%
		bcd				bd			a		
Smart TV set (a TV set that connects directly to the internet)	664	93	67	44	23	664	175	59	605	560	101
	44%	42%	22%	27%	16%	44%	29%	32%	45%	42%	60%
		bcd		d		bcd			a		a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

A2. (SHOWCARD) And which of these devices that you just said you had at home do you personally ever use, for any purpose? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Games console or handheld games player	319 21%	12 5%	3 1%	3 2%	* *%	319 21%	87 14%	20 11%	291 22%	279 21%	37 22%
		bd				abcd			a		
Streaming media player (like Apple TV, Now TV box, Amazon Fire TV, Chromecast, Roku)	256 17%	29 13%	12 4%	9 6%	3 2%	256 17%	48 8%	19 10%	237 18%	237 18%	17 10%
		bcd				bcd			a	b	
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	137 9%	14 6%	3 1%	2 1%	1 1%	137 9%	18 3%	14 7%	124 9%	121 9%	13 8%
		bcd				bcd					
ANY TV	1376 91%	209 93%	297 97%	157 97%	140 96%	1376 91%	562 92%	170 92%	1204 90%	1232 92%	141 84%
			e	e	e					b	
None of these	9 1%	1 1%	2 1%	2 1%	* *%	9 1%	2 *%	1 1%	8 1%	9 1%	- -%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

A3. (SHOWCARD) Which one of the things you use would you miss the most if it was taken away? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Mobile phone or Smartphone	695 46%	59 26%	32 10%	19 12%	13 9%	695 46%	180 30%	43 23%	648 49%	586 44%	109 65%
		bcd				abcd			a		a
Standard TV set	297 20%	57 26%	162 53%	74 46%	88 61%	297 20%	216 36%	75 41%	227 17%	283 21%	14 8%
		e	ae	ae	ace			b		b	
Computer - laptop, desktop or netbook computer (PC or Mac)	158 10%	33 15%	27 9%	22 13%	5 4%	158 10%	46 8%	12 7%	146 11%	134 10%	19 11%
		bd	d	d		d					
Smart TV set (a TV set that connects directly to the internet)	133 9%	35 16%	29 9%	16 10%	13 9%	133 9%	60 10%	24 13%	110 8%	122 9%	13 8%
		bde						b			
Tablet (like an iPad, Kindle Fire or Google Nexus)	82 5%	23 10%	17 6%	10 6%	8 5%	82 5%	28 5%	9 5%	73 5%	79 6%	4 2%
		be									
Radio set (either DAB or AM/ FM)	48 3%	8 4%	24 8%	11 7%	13 9%	48 3%	30 5%	11 6%	38 3%	46 3%	2 1%
			e	e	ae			b			
Games console or handheld games player	34 2%	- -%	- -%	- -%	- -%	34 2%	21 3%	3 2%	28 2%	31 2%	3 2%
						abd					

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

A3. (SHOWCARD) Which one of the things you use would you miss the most if it was taken away? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Digital video recorder/ DVR (like Sky Plus, TiVo/ V Plus or Freeview Plus)	18 1%	4 2%	3 1%	1 1%	2 1%	18 1%	6 1%	1 1%	17 1%	18 1%	- -%
Streaming media player (like Apple TV, Now TV box, Amazon Fire TV, Chromecast, Roku)	6 *%	* *%	- -%	- -%	- -%	6 *%	1 *%	- -%	6 *%	6 *%	- -%
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	5 *%	- -%	- -%	- -%	- -%	5 *%	- -%	- -%	5 *%	4 *%	1 1%
ANY TV	431 28%	92 41%	192 62%	91 56%	101 69%	431 28%	276 45%	99 54%	337 25%	405 30%	27 16%
		e	ae	ae	ace			b		b	
None of these	41 3%	4 2%	14 4%	9 6%	5 3%	41 3%	19 3%	6 3%	35 3%	38 3%	3 2%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

A4. You said you use a mobile phone. Is it a smartphone? (SINGLE CODE)

Base : Those who use a mobile phone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1623	247	349	181	168	1623	665	217	1406	1468	150
Effective Weighted Sample	1229	191	256	130	127	1229	482	144	1073	1092	118
Total	1354	189	231	126	105	1354	498	143	1210	1191	159
Yes	1124	143	88	58	30	1124	317	89	1033	973	148
	83%	76%	38%	46%	28%	83%	64%	62%	85%	82%	93%
		bcd		d		abcd			a		a
No	228	45	142	68	74	228	179	54	176	217	10
	17%	24%	61%	54%	71%	17%	36%	37%	15%	18%	6%
		e	ae	ae	ace			b		b	
Don't know	2	*	1	*	1	2	2	1	1	1	1
	*%	*%	1%	*%	1%	*%	*%	1%	*%	*%	*%
								b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF MOBILE PHONE OWNERSHIP

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
SMARTPHONE	1124	143	88	58	30	1124	317	89	1033	973	148
	74%	64%	29%	36%	20%	74%	52%	48%	77%	72%	89%
		bcd	d	d		abcd			a		a
NOT A SMARTPHONE	228	45	142	68	74	228	179	54	176	217	10
	15%	20%	46%	42%	51%	15%	29%	29%	13%	16%	6%
		e	ae	ae	ae			b		b	
UNSURE WHETHER SMARTPHONE	2	*	1	*	1	2	2	1	1	1	1
	*%	*%	*%	*%	1%	*%	*%	1%	*%	*%	*%
USES A MOBILE PHONE	1354	189	231	126	105	1354	498	143	1210	1191	159
	89%	84%	75%	78%	72%	89%	82%	78%	91%	88%	95%
		bd				abcd			a		a
DOES NOT USE A MOBILE PHONE	165	35	77	36	41	165	109	40	125	155	9
	11%	16%	25%	22%	28%	11%	18%	22%	9%	12%	5%
		e	ae	e	ae			b		b	

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T1. (SHOWCARD) Which, if any, of these types of television does your household receive at the moment? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Sky Satellite TV	596 39%	79 35%	86 28%	58 36%	27 19%	596 39%	183 30%	54 29%	543 41%	505 38%	90 54%
		d	d	d		bd			a		a
Freeview (through a set-top box or television set)	579 38%	90 40%	159 52%	68 42%	91 62%	579 38%	301 50%	91 50%	489 37%	539 40%	36 22%
			ace		abce			b		b	
Virgin Media (Cable TV)	251 17%	38 17%	42 14%	22 13%	21 14%	251 17%	85 14%	26 14%	225 17%	231 17%	23 14%
Freesat Satellite TV	82 5%	17 8%	20 6%	10 6%	10 7%	82 5%	33 5%	14 8%	69 5%	71 5%	11 6%
BT TV (formerly BT Vision)	59 4%	14 6%	13 4%	7 4%	6 4%	59 4%	20 3%	7 4%	51 4%	56 4%	3 2%
Talk Talk TV	34 2%	3 1%	7 2%	7 4%	1 *	34 2%	13 2%	5 3%	28 2%	32 2%	1 1%
				d							
YouView	17 1%	1 *	4 1%	2 1%	2 1%	17 1%	7 1%	3 2%	13 1%	14 1%	2 1%
EETV	12 1%	2 1%	2 1%	2 1%	- -	12 1%	7 1%	4 2%	8 1%	10 1%	2 1%
								b			
Other Satellite TV	12 1%	2 1%	2 1%	1 1%	1 1%	12 1%	6 1%	3 1%	11 1%	11 1%	* *
No TV in the household	40 3%	1 1%	2 1%	1 1%	1 1%	40 3%	11 2%	2 1%	38 3%	27 2%	12 7%
						b			a		a
Don't know	21 1%	2 1%	3 1%	1 1%	2 1%	21 1%	11 2%	2 1%	18 1%	20 1%	2 1%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T1. (SHOWCARD) Which, if any, of these types of television does your household receive at the moment? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
SUMMARY CODES											
ANY SATELLITE	681	96	107	69	38	681	219	69	613	579	100
	45%	43%	35%	42%	26%	45%	36%	38%	46%	43%	60%
		bd	d	d		bd			a		a
ANY TV SETS IN THE HOUSEHOLD AND AWARE OF TV SERVICE	1457	221	303	160	143	1457	586	180	1279	1299	153
	96%	99%	98%	99%	98%	96%	96%	98%	96%	97%	91%
		e	e							b	

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T2. Do you ever watch TV programmes or films via on-demand or streaming services? By on-demand or streaming services I mean watching TV programmes or films via online services such as BBC iPlayer, Netflix, Amazon Prime, Sky Go and so on. IF NECESSARY: This could be through your television service or on any device you use to go online (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e	65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Yes	842 55%	112 50% bcd	99 32%	62 38% d	37 26%	842 55% bcd	238 39%	72 39%	770 58% a	755 56%	79 47%
No	673 44%	112 50%	208 68% ae	101 62% ae	107 74% ace	673 44%	366 60%	109 59% b	564 42%	589 44%	87 52%
Don't know	4 *%	- -%	1 *%	- -%	1 1%	4 *%	3 *%	2 1% b	2 *%	3 *%	2 1%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T3A. (SHOWCARD) How do you choose what TV programmes or films to watch via on-demand or streaming services? (MULTI CODE)

Base : Those who watch content via on-demand or streaming services

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		~a	b	a	~b
Unweighted total	974	137	140	83	57	974	296	98	876	893	78
Effective Weighted Sample	747	109	104	62	43	747	219	64	675	674	61
Total	842	112	99	62	37	842	238	72	770	755	79
I have specific programmes I watch regularly	489	66	62	**	**	489	135	**	442	441	**
	58%	59%	63%	**	**	58%	57%	**	57%	58%	**
I browse through the service to see what's available	458	64	43	**	**	458	113	**	422	417	**
	54%	57%	43%	**	**	54%	48%	**	55%	55%	**
		b				b					
If it's something I missed when it was shown/ originally broadcast	383	60	50	**	**	383	102	**	348	349	**
	46%	54%	51%	**	**	46%	43%	**	45%	46%	**
Friends or family tell me about them/ recommend them	350	52	27	**	**	350	84	**	326	305	**
	42%	46%	27%	**	**	42%	35%	**	42%	40%	**
		b				b					
I like to watch a specific type of show or film (e.g, horror, comedies, drama and so on)	308	44	19	**	**	308	68	**	279	259	**
	37%	39%	19%	**	**	37%	29%	**	36%	34%	**
		b				b					
I see it promoted in trailers or adverts	222	23	19	**	**	222	55	**	205	194	**
	26%	21%	19%	**	**	26%	23%	**	27%	26%	**
I see it recommended or highlighted by the service (newly added / most popular / you might enjoy sections)	149	20	13	**	**	149	36	**	138	125	**
	18%	18%	13%	**	**	18%	15%	**	18%	17%	**

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T3A. (SHOWCARD) How do you choose what TV programmes or films to watch via on-demand or streaming services? (MULTI CODE)

Base : Those who watch content via on-demand or streaming services

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		~a	b	a	~b
Unweighted total	974	137	140	83	57	974	296	98	876	893	78
Effective Weighted Sample	747	109	104	62	43	747	219	64	675	674	61
Total	842	112	99	62	37	842	238	72	770	755	79
It's discussed or reviewed on TV, radio or in newspapers or magazines	118 14%	22 19%	19 19%	** **	** **	118 14%	32 13%	** **	109 14%	107 14%	** **
Somebody mentions it on social media	117 14%	12 11%	2 2%	** **	** **	117 14%	24 10%	** **	111 14%	102 14%	** **
		b				b					
Other	4 *%	- -%	2 2%	** **	** **	4 *%	3 1%	** **	3 *%	4 1%	** **
Don't know	1 *%	- -%	2 2%	** **	** **	1 *%	2 1%	** **	* *%	1 *%	** **

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T3B. Do you ever watch TV programmes or films via scheduled TV - so TV programmes that you watch at the time they are broadcast? IF YES - (SHOWCARD): How do you choose what TV programmes or films to watch via scheduled TV? (MULTI CODE)

Base : Those with any TV sets in the household that are aware of their TV service provider

	Total	AGE				All e	AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d		65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1808	291	472	236	236	1808	820	282	1526	1657	146
Effective Weighted Sample	1354	224	336	161	179	1354	584	186	1154	1222	115
Total	1457	221	303	160	143	1457	586	180	1279	1299	153
I have specific programmes I watch regularly	1001	165	242	124	118	1001	441	150	851	908	87
	69%	75%	80%	77%	83%	69%	75%	84%	67%	70%	57%
			e	e	e			b		b	
I browse through the channels or listings to see what's available	691	114	146	80	66	691	273	87	606	626	59
	47%	52%	48%	50%	46%	47%	47%	48%	47%	48%	39%
										b	
I like to watch a specific channel	384	55	99	56	43	384	179	61	324	343	37
	26%	25%	33%	35%	30%	26%	31%	34%	25%	26%	24%
			e	ae				b			
Friends or family tell me about them/ recommend them	377	60	67	37	30	377	131	38	342	339	36
	26%	27%	22%	23%	21%	26%	22%	21%	27%	26%	23%
I see it promoted in trailers or adverts	272	44	48	29	20	272	104	31	241	245	21
	19%	20%	16%	18%	14%	19%	18%	17%	19%	19%	13%
I look in newspapers or magazines to see what's available	254	49	101	46	55	254	144	44	212	240	11
	17%	22%	33%	29%	38%	17%	24%	25%	17%	18%	7%
			ae	e	ae			b		b	
It's discussed or reviewed on TV, radio or in newspapers or magazines	124	24	31	21	10	124	48	14	111	114	7
	9%	11%	10%	13%	7%	9%	8%	8%	9%	9%	5%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T3B. Do you ever watch TV programmes or films via scheduled TV - so TV programmes that you watch at the time they are broadcast? IF YES - (SHOWCARD): How do you choose what TV programmes or films to watch via scheduled TV? (MULTI CODE)

Base : Those with any TV sets in the household that are aware of their TV service provider

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d			REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1808	291	472	236	236	1808	820	282	1526	1657	146
Effective Weighted Sample	1354	224	336	161	179	1354	584	186	1154	1222	115
Total	1457	221	303	160	143	1457	586	180	1279	1299	153
Somebody mentions it on social media	106 7%	8 4%	6 2%	4 3%	2 1%	106 7% abcd	30 5%	10 5%	96 8%	94 7%	9 6%
If it's listed at the top of the page of the on-screen TV guide	93 6%	15 7%	15 5%	8 5%	7 5%	93 6%	27 5%	6 4%	86 7%	78 6%	11 7%
Other	4 *%	- -%	* *%	* *%	- -%	4 *%	2 *%	- -%	4 *%	2 *%	3 2% a
Don't know	4 *%	* *%	1 *%	1 1%	- -%	4 *%	2 *%	1 *%	3 *%	2 *%	3 2% a
I don't watch scheduled TV	138 9%	12 6%	16 5%	10 6%	7 5%	138 9% bd	42 7%	9 5%	129 10% a	113 9%	25 16% a
WATCHES SCHEDULED TV	1319 91%	208 94%	287 95% e	151 94%	136 95% e	1319 91%	544 93%	170 95% b	1149 90%	1186 91% b	128 84%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T4. How would you say BBC TV programmes are mainly funded? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Licence fee/ by the public	1208	202	275	144	130	1208	468	153	1058	1111	88
	80%	90%	89%	89%	90%	80%	77%	83%	79%	83%	52%
		e	e	e	e					b	
By the government	65	5	13	7	7	65	23	8	58	50	18
	4%	2%	4%	4%	5%	4%	4%	4%	4%	4%	11%
										a	
Advertising	42	1	2	1	1	42	19	1	41	28	17
	3%	1%	1%	1%	1%	3%	3%	1%	3%	2%	10%
						ab					a
Programme sponsorship	15	1	2	1	1	15	7	*	15	11	3
	1%	*%	1%	1%	1%	1%	1%	*%	1%	1%	2%
Sales of programmes and/or services to other channels/countries	10	1	1	1	-	10	3	1	9	10	-
	1%	*%	*%	*%	-%	1%	*%	*%	1%	1%	-%
Other	10	2	2	2	*	10	7	2	8	8	1
	1%	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%
Don't know	168	12	13	7	6	168	80	19	147	129	41
	11%	5%	4%	4%	4%	11%	13%	10%	11%	10%	25%
						abcd					a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T5. How would you say programmes are mainly funded on ITV, Channel 4 and Five? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Advertising	1065	187	235	126	109	1065	417	139	930	984	76
	70%	84%	76%	77%	75%	70%	69%	76%	70%	73%	45%
		bde	e							b	
Licence fee/ by the public	136	12	20	9	10	136	47	15	121	110	21
	9%	5%	6%	6%	7%	9%	8%	8%	9%	8%	13%
Programme sponsorship	59	5	6	4	3	59	16	3	55	48	6
	4%	2%	2%	2%	2%	4%	3%	2%	4%	4%	4%
By the government	30	2	5	2	3	30	12	4	25	22	11
	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	6%
											a
Sales of programmes and services to other channels/ countries	25	2	8	3	5	25	9	4	21	20	4
	2%	1%	3%	2%	3%	2%	2%	2%	2%	1%	2%
Other	8	1	1	1	-	8	2	-	8	8	-
	1%	*%	*%	1%	-%	1%	*%	-%	1%	1%	-%
Don't know	196	14	33	18	15	196	104	19	175	154	49
	13%	6%	11%	11%	10%	13%	17%	11%	13%	11%	29%
						a					a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T6. How is the Sky or Virgin Media TV service mainly funded? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Those with Sky or Virgin Media pay for it/ subscriptions to Sky or Virgin	819 54%	127 57%	151 49%	86 53%	65 45%	819 54%	284 47%	103 56%	717 54%	734 54%	80 48%
		d				d					
Advertising	324 21%	51 23%	70 23%	38 24%	32 22%	324 21%	145 24%	31 17%	291 22%	295 22%	30 18%
Licence fee/ by the public	76 5%	10 4%	16 5%	8 5%	8 6%	76 5%	28 5%	8 5%	67 5%	63 5%	15 9% a
Programme sponsorship	46 3%	7 3%	4 1%	3 2%	1 1%	46 3%	11 2%	2 1%	45 3%	40 3%	5 3%
Sales of programmes and/or services to other channels/countries	28 2%	1 *%	5 2%	3 2%	1 1%	28 2%	10 2%	2 1%	26 2%	20 1%	5 3%
Other	13 1%	1 *%	2 1%	2 1%	1 *%	13 1%	4 1%	* *%	13 1%	12 1%	2 1%
Don't know	212 14%	26 12%	59 19%	22 13%	37 26%	212 14%	126 21%	37 20%	176 13%	184 14%	30 18%
			ae		ace			b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T7. Can you tell me if you have any concerns about what is on TV? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
No, do not have any concerns	948 62%	129 58%	155 50%	90 55%	65 45%	948 62%	354 58%	93 50%	853 64%	850 63%	105 62%
		d				bd			a		
Violence (in general)	177 12%	32 14%	64 21%	29 18%	35 24%	177 12%	79 13%	28 15%	150 11%	157 12%	18 11%
			e	e	ae						
Too many repeats	134 9%	23 10%	31 10%	13 8%	18 13%	134 9%	53 9%	20 11%	113 8%	116 9%	14 8%
Bad/ offensive language (spoken or song lyrics)	130 9%	23 10%	54 18%	24 15%	30 21%	130 9%	64 11%	24 13%	109 8%	111 8%	14 9%
			ae	e	ae			b			
Sex/ nakedness (in general)	112 7%	19 9%	35 11%	14 9%	21 14%	112 7%	53 9%	19 10%	95 7%	90 7%	22 13%
			e		e						a
Too many reality TV programmes	102 7%	17 8%	22 7%	10 6%	12 8%	102 7%	36 6%	9 5%	93 7%	88 7%	10 6%
Inappropriate programmes shown before the watershed	95 6%	16 7%	19 6%	10 6%	9 6%	95 6%	30 5%	9 5%	86 6%	78 6%	18 11%
											a
Poor quality programmes	92 6%	13 6%	18 6%	6 4%	12 8%	92 6%	27 4%	6 3%	85 6%	79 6%	8 5%
Too many/ too long advertising breaks	86 6%	12 5%	19 6%	11 7%	8 5%	86 6%	38 6%	8 4%	78 6%	79 6%	6 4%

Columns Tested: a,b,c,d,e - a,b - a,b

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T7. Can you tell me if you have any concerns about what is on TV? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Lack of originality/ programmes are too similar	69 5%	11 5%	15 5%	7 4%	8 6%	69 5%	24 4%	9 5%	60 4%	58 4%	11 6%
People behaving badly	65 4%	10 5%	19 6%	11 7%	7 5%	65 4%	26 4%	11 6%	55 4%	49 4%	14 8% a
Bad taste/ shock tactics	65 4%	18 8% e	16 5%	7 5%	9 6%	65 4%	22 4%	7 4%	58 4%	57 4%	6 4%
Too many programmes with celebrities	60 4%	10 4%	11 4%	6 4%	5 4%	60 4%	19 3%	2 1%	57 4% a	49 4%	8 5%
Drug use/ drug references	50 3%	6 3%	8 3%	3 2%	5 3%	50 3%	11 2%	4 2%	46 3%	37 3%	10 6% a
Inaccurate/ biased information broadcast	41 3%	7 3%	10 3%	9 5% d	1 1%	41 3%	11 2%	2 1%	38 3%	34 3%	6 4%
Irritating/ annoying sponsorship messages	40 3%	3 1%	1 *%	1 1%	- -%	40 3% bd	7 1%	1 1%	38 3%	30 2%	7 4%
Commercial messages appearing in programme content/ excessive merchandising/ marketing to children within a television programme	36 2%	7 3% bcd	1 *%	1 *%	1 *%	36 2% b	7 1%	1 1%	34 3%	29 2%	6 4%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T7. Can you tell me if you have any concerns about what is on TV? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e	65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Too many American programmes	36 2%	7 3%	5 2%	2 1%	3 2%	36 2%	9 2%	2 1%	34 3%	33 2%	3 2%
Race - Discriminatory treatment or portrayal of people based on race	31 2%	4 2%	3 1%	1 1%	2 1%	31 2%	8 1%	3 2%	27 2%	22 2%	7 4% a
Religion - Discriminatory treatment or portrayal of people based on religion	30 2%	3 1%	6 2%	4 2%	2 2%	30 2%	11 2%	5 3%	25 2%	21 2%	9 5% a
Phone-in competitions that are fixed/ faked	28 2%	5 2%	3 1%	3 2%	1 *%	28 2%	10 2%	3 2%	23 2%	23 2%	4 3%
Sexual orientation - Discriminatory treatment or portrayal of people based on sexual orientation	27 2%	4 2%	5 2%	4 3%	1 *%	27 2%	7 1%	5 3%	23 2%	17 1%	9 5% a
Gender - Discriminatory treatment or portrayal of people based on gender (e.g. sexism)	27 2%	5 2%	4 1%	3 2%	1 1%	27 2%	8 1%	4 2%	23 2%	20 2%	4 2%
Age - Discriminatory treatment or portrayal of people based on age	26 2%	5 2%	3 1%	2 1%	2 1%	26 2%	8 1%	1 1%	25 2%	19 1%	6 3%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T7. Can you tell me if you have any concerns about what is on TV? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Not enough racial diversity	22 1%	1 *%	- -%	- -%	- -%	22 1% b	3 *%	1 *%	21 2%	12 1%	9 5% a
Product placement	21 1%	2 1%	2 1%	2 1%	- -%	21 1%	5 1%	* *%	21 2%	16 1%	3 2%
Disability - Discriminatory treatment or portrayal of people based on disability	20 1%	5 2%	2 1%	1 *%	1 1%	20 1%	8 1%	2 1%	18 1%	16 1%	3 2%
Not enough programmes for my age group	18 1%	1 *%	3 1%	1 1%	2 1%	18 1%	7 1%	5 3% b	12 1%	14 1%	3 2%
Other	70 5%	14 6%	20 6%	10 6%	10 7%	70 5%	32 5%	13 7%	59 4%	59 4%	7 4%
Don't know	16 1%	4 2%	3 1%	- -%	3 2%	16 1%	10 2%	4 2%	11 1%	15 1%	1 *%
SUMMARY CODES											
ANY CONCERNS	555 37%	91 41%	151 49% e	73 45% e	78 53% ae	555 37%	243 40%	87 47% b	472 35%	482 36%	62 37%
ANY HARMFUL/ OFFENSIVE CONTENT	333 22%	54 24%	109 35% ae	51 31% e	58 40% ae	333 22%	150 25%	50 27%	287 21%	291 22%	38 23%
ANY QUALITY OF CONTENT/ REPEATS	247 16%	40 18%	66 21% e	29 18%	37 26% e	247 16%	105 17%	31 17%	215 16%	216 16%	24 14%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T7. Can you tell me if you have any concerns about what is on TV? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e	65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
ANY ADVERTISING/ SPONSORSHIP	104 7%	13 6%	20 6%	12 7%	8 5%	104 7%	42 7%	8 4%	95 7%	90 7%	9 5%
ANY DIVERSITY OF CONTENT	102 7%	13 6%	17 5%	10 6%	7 5%	102 7%	37 6%	17 9%	85 6%	76 6%	22 13% a
ANY DON'T TRUST/ FIXED/ FAKE/ BIASED/ INACCURATE	56 4%	9 4%	11 3%	9 5% d	2 1%	56 4%	18 3%	4 2%	50 4%	48 4%	7 4%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T7. Can you tell me if you have any concerns about what is on TV? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those with any TV sets in the household

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1830	293	475	237	238	1830	832	287	1543	1677	148
Effective Weighted Sample	1372	225	339	162	181	1372	594	189	1168	1238	117
Total	1478	222	306	161	144	1478	597	182	1297	1319	155
No, do not have any concerns	924 62%	129 58%	154 50%	89 55%	65 45%	924 62%	346 58%	91 50%	829 64%	836 63%	93 60%
		d				bd			a		
Violence (in general)	172 12%	32 14%	63 21%	28 17%	35 24%	172 12%	78 13%	27 15%	146 11%	152 12%	18 12%
			e	e	ae						
Too many repeats	131 9%	23 10%	31 10%	13 8%	18 13%	131 9%	52 9%	20 11%	111 9%	114 9%	14 9%
Bad/ offensive language (spoken or song lyrics)	127 9%	23 10%	54 18%	24 15%	30 21%	127 9%	64 11%	24 13%	107 8%	108 8%	14 9%
			ae	e	ae			b			
Sex/ nakedness (in general)	110 7%	19 9%	35 11%	14 9%	21 14%	110 7%	53 9%	18 10%	93 7%	88 7%	22 14%
			e		e						a
Too many reality TV programmes	99 7%	17 8%	22 7%	10 6%	12 8%	99 7%	36 6%	9 5%	91 7%	85 6%	10 6%
Inappropriate programmes shown before the watershed	91 6%	16 7%	19 6%	10 6%	9 6%	91 6%	29 5%	9 5%	82 6%	74 6%	18 12%
											a
Poor quality programmes	87 6%	13 6%	18 6%	6 4%	12 8%	87 6%	26 4%	6 3%	80 6%	76 6%	8 5%
Too many/ too long advertising breaks	84 6%	12 5%	19 6%	11 7%	8 5%	84 6%	38 6%	8 4%	76 6%	77 6%	6 4%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T7. Can you tell me if you have any concerns about what is on TV? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those with any TV sets in the household

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1830	293	475	237	238	1830	832	287	1543	1677	148
Effective Weighted Sample	1372	225	339	162	181	1372	594	189	1168	1238	117
Total	1478	222	306	161	144	1478	597	182	1297	1319	155
Lack of originality/ programmes are too similar	67 5%	10 5%	15 5%	7 4%	8 5%	67 5%	23 4%	9 5%	58 4%	56 4%	11 7%
People behaving badly	64 4%	10 5%	18 6%	11 7%	7 5%	64 4%	25 4%	11 6%	54 4%	48 4%	14 9% a
Bad taste/ shock tactics	63 4%	18 8% e	15 5%	7 4%	8 6%	63 4%	21 3%	7 4%	57 4%	55 4%	6 4%
Too many programmes with celebrities	58 4%	9 4%	11 4%	6 4%	5 4%	58 4%	19 3%	2 1%	56 4% a	47 4%	8 5%
Drug use/ drug references	49 3%	6 3%	8 3%	3 2%	5 3%	49 3%	10 2%	4 2%	45 3%	35 3%	10 7% a
Inaccurate/ biased information broadcast	40 3%	7 3%	10 3%	9 5% d	1 1%	40 3%	11 2%	2 1%	37 3%	33 3%	6 4%
Irritating/ annoying sponsorship messages	37 3%	3 1%	1 *%	1 1%	- -%	37 3% bd	7 1%	1 1%	36 3%	27 2%	7 5%
Too many American programmes	36 2%	7 3%	5 2%	2 1%	3 2%	36 2%	9 2%	2 1%	34 3%	33 3%	3 2%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T7. Can you tell me if you have any concerns about what is on TV? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those with any TV sets in the household

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1830	293	475	237	238	1830	832	287	1543	1677	148
Effective Weighted Sample	1372	225	339	162	181	1372	594	189	1168	1238	117
Total	1478	222	306	161	144	1478	597	182	1297	1319	155
Commercial messages appearing in programme content/ excessive merchandising/ marketing to children within a television programme	34 2%	7 3% bcd	1 *% bcd	* *% bcd	1 *% bcd	34 2% b	6 1%	1 1%	32 3%	27 2%	6 4%
Religion - Discriminatory treatment or portrayal of people based on religion	30 2%	3 1%	6 2%	4 2%	2 2%	30 2%	11 2%	5 3%	25 2%	21 2%	9 6% a
Race - Discriminatory treatment or portrayal of people based on race	29 2%	4 2%	3 1%	1 1%	2 1%	29 2%	8 1%	3 2%	25 2%	20 2%	7 5% a
Phone-in competitions that are fixed/ faked	28 2%	5 2%	3 1%	3 2%	1 *%	28 2%	10 2%	3 2%	23 2%	23 2%	4 3%
Sexual orientation - Discriminatory treatment or portrayal of people based on sexual orientation	27 2%	4 2%	5 2%	4 3%	1 *%	27 2%	7 1%	5 3%	23 2%	17 1%	9 6% a
Gender - Discriminatory treatment or portrayal of people based on gender (e.g. sexism)	27 2%	5 2%	4 1%	3 2%	1 1%	27 2%	8 1%	4 2%	23 2%	20 2%	4 2%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T7. Can you tell me if you have any concerns about what is on TV? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those with any TV sets in the household

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1830	293	475	237	238	1830	832	287	1543	1677	148
Effective Weighted Sample	1372	225	339	162	181	1372	594	189	1168	1238	117
Total	1478	222	306	161	144	1478	597	182	1297	1319	155
Age - Discriminatory treatment or portrayal of people based on age	26 2%	5 2%	3 1%	2 1%	2 1%	26 2%	8 1%	1 1%	25 2%	19 1%	6 4%
Not enough racial diversity	22 1%	1 *%	- -%	- -%	- -%	22 1%	3 *%	1 *%	21 2%	12 1%	9 6% a
Product placement	20 1%	2 1%	2 1%	2 1%	- -%	20 1%	4 1%	- -%	20 2%	15 1%	3 2%
Disability - Discriminatory treatment or portrayal of people based on disability	20 1%	5 2%	2 1%	1 *%	1 1%	20 1%	7 1%	2 1%	18 1%	16 1%	3 2%
Not enough programmes for my age group	17 1%	1 *%	3 1%	1 1%	2 1%	17 1%	6 1%	5 3% b	12 1%	14 1%	3 2%
Other	70 5%	14 6%	20 6%	10 6%	10 7%	70 5%	32 5%	13 7%	59 5%	59 5%	7 5%
Don't know	13 1%	3 1%	3 1%	- -%	3 2%	13 1%	9 2%	4 2%	9 1%	13 1%	- -%
SUMMARY CODES											
ANY CONCERNS	541 37%	91 41%	150 49% e	73 45% e	77 53% ae	541 37%	241 40%	87 48% b	458 35%	469 36%	62 40%
ANY HARMFUL/ OFFENSIVE CONTENT	326 22%	54 24%	108 35% ae	50 31% e	58 40% ae	326 22%	148 25%	50 28%	281 22%	284 22%	38 25%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

T7. Can you tell me if you have any concerns about what is on TV? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those with any TV sets in the household

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1830	293	475	237	238	1830	832	287	1543	1677	148
Effective Weighted Sample	1372	225	339	162	181	1372	594	189	1168	1238	117
Total	1478	222	306	161	144	1478	597	182	1297	1319	155
ANY QUALITY OF CONTENT/ REPEATS	241	40	66	29	37	241	104	31	209	210	24
	16%	18%	21%	18%	26%	16%	17%	17%	16%	16%	16%
			e		e						
ANY ADVERTISING/ SPONSORSHIP	100	13	20	12	8	100	42	8	92	87	9
	7%	6%	6%	7%	5%	7%	7%	4%	7%	7%	6%
ANY DIVERSITY OF CONTENT	100	13	17	10	7	100	37	17	84	75	22
	7%	6%	5%	6%	5%	7%	6%	9%	6%	6%	14%
											a
ANY DON'T TRUST/ FIXED/ FAKE/ BIASED/ INACCURATE	55	9	11	9	2	55	18	4	49	47	7
	4%	4%	3%	5%	1%	4%	3%	2%	4%	4%	5%
				d							

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN1. Do you ever go online? Please think about any reason you may have for going online - maybe to visit a social media site or app, look at a website or use an app, watch a TV programme or video clip, play games online or check emails. IF NECESSARY -This could be at home or at work, when out and about or elsewhere. It could be through using a fixed broadband connection, perhaps Wi-Fi, or through a 3G or 4G mobile network signal (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Yes	1332	184	184	106	77	1332	448	128	1202	1166	160
	88%	82%	60%	65%	53%	88%	74%	70%	90%	87%	95%
		bcd		d		abcd			a		a
No	186	40	124	56	68	186	160	56	134	180	8
	12%	18%	40%	35%	47%	12%	26%	30%	10%	13%	5%
		e	ae	ae	ace			b		b	

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN2. (SHOWCARD) Do you go online using any of these devices? Please bear in mind that certain apps that you may use on a mobile phone or tablet computer may require you to go online - for example, social media, news or online video apps such as YouTube (MULTI CODE)

Base : Those who go online

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d			REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Smartphone (like an iPhone or Samsung Galaxy)	1059	111	51	35	16	1059	278	73	979	913	144
	79%	61%	28%	33%	21%	79%	62%	57%	82%	78%	90%
		bcd		d		abcd			a		a
Computer - laptop, desktop or netbook computer (PC or Mac)	944	132	133	78	56	944	281	92	854	817	116
	71%	72%	73%	73%	72%	71%	63%	72%	71%	70%	73%
Tablet (like an iPad, Kindle Fire or Google Nexus)	785	110	99	63	35	785	210	65	721	700	79
	59%	60%	54%	60%	46%	59%	47%	51%	60%	60%	50%
		d		d		d				b	
Smart TV (a TV set that connects directly to the internet and doesn't need a computer, set-top box or games console to go online)	248	26	9	3	6	248	40	25	225	212	30
	19%	14%	5%	3%	8%	19%	9%	19%	19%	18%	19%
		bc				bcd					
Games console or handheld games player	155	5	*	*	-	155	34	7	144	127	24
	12%	3%	*%	*%	-%	12%	8%	6%	12%	11%	15%
		b				abcd			a		
Streaming media player (like Apple TV, Now TV box, Amazon Fire TV, Chromecast, Roku)	123	9	5	3	2	123	19	7	116	109	13
	9%	5%	3%	3%	3%	9%	4%	6%	10%	9%	8%
						bcd					

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN2. (SHOWCARD) Do you go online using any of these devices? Please bear in mind that certain apps that you may use on a mobile phone or tablet computer may require you to go online - for example, social media, news or online video apps such as YouTube (MULTI CODE)

Base : Those who go online

	Total	AGE				All e	AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d		65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Wearable technology like a smartwatch (like an Apple Watch)	37 3%	2 1%	- -%	- -%	- -%	37 3%	1 *%	2 2%	35 3%	34 3%	3 2%
Other type of device	3 *%	1 *%	* *%	- -%	* *%	3 *%	2 *%	1 *%	2 *%	3 *%	- -%
GOES ONLINE	1332 100%	184 100%	184 100%	106 100%	77 100%	1332 100%	447 100%	128 100%	1201 100%	1166 100%	160 100%
ANY USE OF DEVICES OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK	1191 89%	148 80%	119 65%	75 71%	43 56%	1191 89%	358 80%	99 77%	1089 91%	1038 89%	149 94%
ONLY USE A DEVICE OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK TO GO ONLINE AT HOME	388 29%	52 28%	50 27%	28 27%	22 28%	388 29%	166 37%	36 28%	347 29%	348 30%	44 27%
ONLY USE A SMARTPHONE TO GO ONLINE	129 10%	10 6%	2 1%	1 1%	1 1%	129 10%	63 14%	14 11%	110 9%	114 10%	18 11%
ONLY USE A TABLET TO GO ONLINE	60 5%	20 11%	36 19%	18 17%	17 22%	60 5%	41 9%	12 9%	50 4%	56 5%	4 3%
USES A SMARTPHONE AND COMPUTER TO GO ONLINE	736 55%	80 43%	38 21%	27 25%	11 15%	736 55%	156 35%	50 39%	687 57%	626 54%	104 65%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN2. (SHOWCARD) Do you go online using any of these devices? Please bear in mind that certain apps that you may use on a mobile phone or tablet computer may require you to go online - for example, social media, news or online video apps such as YouTube (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Smartphone (like an iPhone or Samsung Galaxy)	1059	111	51	35	16	1059	278	73	979	913	144
	70%	50%	17%	22%	11%	70%	46%	40%	73%	68%	86%
		bcd		d		abcd			a		a
Computer - laptop, desktop or netbook computer (PC or Mac)	944	132	133	78	56	944	281	92	854	817	116
	62%	59%	43%	48%	38%	62%	46%	50%	64%	61%	69%
		bcd				bcd			a		
Tablet (like an iPad, Kindle Fire or Google Nexus)	785	110	99	63	35	785	210	65	721	700	79
	52%	49%	32%	39%	24%	52%	35%	36%	54%	52%	47%
		bcd		d		bcd			a		
Smart TV (a TV set that connects directly to the internet and doesn't need a computer, set-top box or games console to go online)	248	26	9	3	6	248	40	25	225	212	30
	16%	12%	3%	2%	4%	16%	7%	13%	17%	16%	18%
		bcd				bcd					
Games console or handheld games player	155	5	*	*	-	155	34	7	144	127	24
	10%	2%	*%	*%	-%	10%	6%	4%	11%	9%	15%
		bd				abcd			a		
Streaming media player (like Apple TV, Now TV box, Amazon Fire TV, Chromecast, Roku)	123	9	5	3	2	123	19	7	116	109	13
	8%	4%	2%	2%	1%	8%	3%	4%	9%	8%	8%
						abcd			a		

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN2. (SHOWCARD) Do you go online using any of these devices? Please bear in mind that certain apps that you may use on a mobile phone or tablet computer may require you to go online - for example, social media, news or online video apps such as YouTube (MULTI CODE)

Base : All respondents

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d			REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Wearable technology like a smartwatch (like an Apple Watch)	37 2%	2 1%	- -%	- -%	- -%	37 2% bcd	1 *%	2 1%	35 3%	34 2%	3 2%
Other type of device	3 *%	1 *%	* *%	- -%	* *%	3 *%	2 *%	1 *%	2 *%	3 *%	- -%
GOES ONLINE	1332 88%	184 82% bcd	184 60%	106 65% d	77 53%	1332 88% abcd	447 74%	128 70%	1201 90% a	1166 87%	160 95% a
DOES NOT GO ONLINE	186 12%	40 18% e	124 40% ae	56 35% ae	68 47% ace	186 12%	160 26%	56 30% b	134 10%	180 13% b	8 5%
ANY USE OF DEVICES OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK	1191 78%	148 66% bcd	119 38% d	75 46% d	43 30%	1191 78% abcd	358 59%	99 54%	1089 82% a	1038 77%	149 89% a
ONLY USE A DEVICE OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK TO GO ONLINE AT HOME	388 26%	52 23% bd	50 16%	28 17%	22 15%	388 26% bcd	166 27%	36 19%	347 26%	348 26%	44 26%
ONLY USE A SMARTPHONE TO GO ONLINE	129 8%	10 5% bcd	2 1%	1 1%	1 1%	129 8% abcd	63 10%	14 8%	110 8%	114 8%	18 10%
ONLY USE A TABLET TO GO ONLINE	60 4%	20 9% e	36 12% e	18 11% e	17 12% e	60 4%	41 7%	12 6%	50 4%	56 4%	4 3%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN2. (SHOWCARD) Do you go online using any of these devices? Please bear in mind that certain apps that you may use on a mobile phone or tablet computer may require you to go online - for example, social media, news or online video apps such as YouTube (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All		65+ OR DE	REPORTS	DOES NOT REPORT	WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
USES A SMARTPHONE AND COMPUTER TO GO ONLINE	736	80	38	27	11	736	156	50	687	626	104
	48%	36%	12%	16%	8%	48%	26%	28%	51%	47%	62%
		bcd		d		abcd			a		a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF USE OF PC/ LAPTOP/ NETBOOK AND OF ALTERNATIVE DEVICES TO GO ONLINE

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
DESKTOP/ LAPTOP/ NETBOOK AND NOT ALTERNATIVE DEVICE	141 9%	36 16% e	65 21% e	31 19% e	34 24% e	141 9%	89 15%	29 16% b	112 8%	128 9%	10 6%
DESKTOP/ LAPTOP/ NETBOOK AND ALTERNATIVE DEVICE	802 53%	96 43% bcd	68 22% d	47 29% d	22 15%	802 53% abcd	192 32%	64 35% a	742 56%	690 51%	106 63% a
ALTERNATIVE DEVICE AND NOT DESKTOP/ LAPTOP/ NETBOOK	388 26%	52 23% bd	50 16%	28 17%	22 15%	388 26% bcd	166 27%	36 19%	347 26%	348 26%	44 26%
NONE USED	186 12%	40 18% e	124 40% ae	56 35% ae	68 47% ace	186 12%	160 26%	56 30% b	134 10%	180 13% b	8 5%
ANY USE OF ALTERNATIVE DEVICE TO GO ONLINE	1191 78%	148 66% bcd	119 38% d	75 46% d	43 30%	1191 78% abcd	358 59%	99 54%	1089 82% a	1038 77%	149 89% a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN3. (SHOWCARD) How long ago did you first start going online? IF NECESSARY - Wherever you first started going online - perhaps at home, work, school, college, or anywhere else using any type of device (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Base for %	1285	177	179	104	74	1285	439	126	1156	1129	147
In the past year	7 1%	2 1%	5 3% e	1 1%	4 5% ae	7 1%	7 1%	4 3% b	4 *%	7 1%	- -%
In the past 2 years	23 2%	5 3%	8 4% e	5 4%	3 5% e	23 2%	21 5%	5 4%	19 2%	20 2%	3 2%
In the past 3-4 years	61 5%	16 9% e	15 8% e	5 5%	10 13% ce	61 5%	35 8%	9 7%	52 5%	53 5%	11 8%
In the past 5-9 years	285 22%	36 20%	34 19%	20 19%	14 19%	285 22%	122 28%	27 21%	253 22%	243 21%	43 30% a
Ten years ago or more	910 71%	118 67%	117 65%	73 70%	44 58%	910 71% d	253 58%	81 65%	828 72%	806 71% b	89 60%
Can't remember	47	6	5	2	3	47	9	2	45	37	12
SUMMARY CODES											
IN THE PAST 1-2 YEARS	30 2%	7 4%	13 7% e	6 5%	7 10% ae	30 2%	28 6%	8 7% b	22 2%	28 2%	3 2%
IN THE PAST 1-4 YEARS	91 7%	23 13% e	28 16% e	11 11%	17 23% ace	91 7%	63 14%	18 14% b	75 6%	80 7%	15 10%
FIVE YEARS AGO OR MORE	1194 93%	154 87% d	151 84%	93 89% d	58 77%	1194 93% abd	376 86%	108 86%	1082 94% a	1049 93%	133 90%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN4. (SHOWCARD) Which, if any of the following would you do if you got stuck or were unsure about how to do something online? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
PROMPTED RESPONSES											
Ask a friend or family member to help	804	128	143	76	67	804	316	90	716	714	95
	60%	69%	78%	72%	87%	60%	70%	70%	60%	61%	60%
		e	e	e	ace		b				
Figure it out myself	549	66	41	28	14	549	148	42	506	475	67
	41%	36%	22%	26%	17%	41%	33%	33%	42%	41%	42%
		bd				bcd			a		
Watch 'how to' videos on websites like YouTube or the BBC	271	37	16	14	2	271	70	29	244	231	35
	20%	20%	9%	13%	3%	20%	16%	22%	20%	20%	22%
		bd		d		bd					
Ask a colleague/ someone at work	163	19	4	3	1	163	29	9	157	138	20
	12%	10%	2%	3%	1%	12%	7%	7%	13%	12%	12%
		bcd				bcd			a		
Phone a helpline to get someone to talk me through it	132	24	11	8	4	132	30	15	118	107	20
	10%	13%	6%	7%	5%	10%	7%	12%	10%	9%	13%
		bd									
Give up or get someone else to do it for me	83	17	15	5	10	83	30	14	72	73	8
	6%	9%	8%	5%	12%	6%	7%	11%	6%	6%	5%
					e			b			
Look for help from online courses like 'learn my way', Digital Unite, Age UK or BBC	70	14	2	1	*	70	12	4	65	61	9
	5%	7%	1%	1%	1%	5%	3%	3%	5%	5%	6%
		bcd				bd					

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN4. (SHOWCARD) Which, if any of the following would you do if you got stuck or were unsure about how to do something online? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Go to the local library for help	32 2%	4 2%	5 2%	1 1%	3 4%	32 2%	13 3%	2 2%	29 2%	28 2%	2 1%
Go to my bank branch for help	23 2%	3 2%	2 1%	1 1%	1 2%	23 2%	10 2%	1 *%	22 2%	20 2%	3 2%
UNPROMPTED RESPONSES											
Google it/ use a search engine	30 2%	2 1%	2 1%	2 2%	* *%	30 2%	7 1%	4 3%	26 2%	22 2%	7 4%
Other	16 1%	3 1%	7 4%	4 4%	3 4%	16 1%	10 2%	3 2%	13 1%	16 1%	- -%
ANY OF THESE	1236 93%	171 93%	176 96%	102 96%	74 96%	1236 93%	429 96%	122 96%	1111 93%	1079 93%	151 95%
None of these/ I don't tend to get stuck when online	86 6%	12 7%	7 4%	4 3%	3 4%	86 6%	17 4%	5 4%	80 7%	78 7%	6 4%
Don't know	10 1%	1 1%	1 *%	1 1%	- -%	10 1%	2 *%	* *%	10 1%	9 1%	2 1%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN5A. How many hours in a typical week would you say you go online at home?

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
None	13 1%	5 3%	2 1%	- -%	2 3%	13 1%	8 2%	2 2%	11 1%	12 1%	1 1%
Up to 1 hour	59 4%	15 8%	20 11%	10 9%	10 13%	59 4%	29 6%	15 12%	46 4%	54 5%	6 4%
Up to 5 hours	259 19%	47 26%	55 30%	32 30%	23 29%	259 19%	113 25%	28 22%	231 19%	235 20%	22 14%
Up to 10 hours	371 28%	47 25%	61 33%	39 37%	22 28%	371 28%	112 25%	28 22%	345 29%	325 28%	40 25%
Up to 15 hours	203 15%	28 15%	20 11%	14 13%	7 9%	203 15%	59 13%	15 12%	188 16%	179 15%	25 16%
Up to 20 hours	143 11%	10 5%	9 5%	4 4%	4 6%	143 11%	29 6%	10 8%	131 11%	124 11%	19 12%
Up to 30 hours	173 13%	19 10%	11 6%	4 3%	7 9%	173 13%	55 12%	19 15%	153 13%	142 12%	30 19%
Up to 40 hours	48 4%	6 4%	3 2%	2 2%	1 1%	48 4%	18 4%	2 1%	45 4%	43 4%	8 5%
Up to 50 hours	35 3%	2 1%	1 1%	- -%	1 1%	35 3%	10 2%	7 5%	25 2%	28 2%	7 4%
Over 50 hours	29 2%	5 3%	1 *%	1 1%	- -%	29 2%	17 4%	2 2%	26 2%	25 2%	3 2%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN5A. How many hours in a typical week would you say you go online at home?

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Mean number of hours per week	14.9	12.9	9.1	9.1	9.1	14.9	14.3	14.1	14.8	14.6	17.2
Standard deviation	13.76	14.32	9.17	9.07	9.38	13.76	15.58	15.01	13.41	13.60	13.84
Standard error	.35	.95	.54	.74	.79	.35	.64	1.08	.36	.36	1.13

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN5B. How many hours in a typical week would you say you go online at your workplace or place of education?

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
None	673	121	167	94	73	673	358	97	569	612	63
	50%	66%	91%	89%	94%	50%	80%	76%	47%	52%	40%
		e	ae	ae	ae			b		b	
Up to 1 hour	70	7	5	3	2	70	20	3	66	65	6
	5%	4%	3%	3%	2%	5%	4%	2%	6%	6%	4%
Up to 5 hours	194	17	4	2	2	194	28	10	185	169	23
	15%	9%	2%	2%	3%	15%	6%	8%	15%	14%	14%
		bc				bcd			a		
Up to 10 hours	122	15	4	4	-	122	24	5	118	105	19
	9%	8%	2%	4%	-%	9%	5%	4%	10%	9%	12%
		bd		d		bd			a		
Up to 15 hours	55	5	*	*	*	55	3	5	51	47	6
	4%	3%	*%	*%	*%	4%	1%	4%	4%	4%	4%
		b				bc					
Up to 20 hours	85	9	2	2	-	85	6	-	85	64	17
	6%	5%	1%	2%	-%	6%	1%	-%	7%	5%	10%
		bd				bd			a		a
Up to 30 hours	70	5	1	1	*	70	5	7	65	54	14
	5%	3%	1%	1%	1%	5%	1%	5%	5%	5%	9%
						bcd					a
Up to 40 hours	53	3	1	1	-	53	2	1	51	41	9
	4%	2%	*%	1%	-%	4%	*%	1%	4%	4%	6%
						bd					
Up to 50 hours	5	2	-	-	-	5	-	*	4	5	-
	*%	1%	-%	-%	-%	*%	-%	*%	*%	*%	-%
Over 50 hours	7	-	-	-	-	7	3	-	7	4	3
	*%	-%	-%	-%	-%	*%	1%	-%	1%	*%	2%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN5B. How many hours in a typical week would you say you go online at your workplace or place of education?

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Mean number of hours per week	6.6	4.2	.8	1.2	.3	6.6	1.9	3.0	7.1	6.0	9.8
		bcd				abcd			a		a
Standard deviation	11.36	9.07	4.12	5.04	2.27	11.36	6.90	7.74	11.63	10.83	13.58
Standard error	.29	.60	.24	.41	.19	.29	.28	.56	.31	.29	1.10

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN5C. And how many hours in a typical week would you say you go online anywhere else?

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
None	646	134	143	79	64	646	279	86	560	577	71
	48%	73%	78%	74%	82%	48%	62%	68%	47%	49%	45%
		e	e	e	e			b			
Up to 1 hour	170	21	23	16	7	170	50	12	156	160	10
	13%	12%	12%	15%	9%	13%	11%	9%	13%	14%	6%
										b	
Up to 5 hours	354	20	16	10	7	354	79	19	336	296	53
	27%	11%	9%	9%	9%	27%	18%	15%	28%	25%	33%
						abcd			a		
Up to 10 hours	104	6	2	2	*	104	28	7	94	89	13
	8%	3%	1%	1%	1%	8%	6%	6%	8%	8%	8%
						abcd					
Up to 15 hours	24	-	-	-	-	24	5	1	23	17	5
	2%	0%	0%	0%	0%	2%	1%	1%	2%	1%	3%
Up to 20 hours	26	3	1	1	-	26	6	2	25	23	3
	2%	2%	1%	1%	0%	2%	1%	1%	2%	2%	2%
Up to 30 hours	6	-	-	-	-	6	1	-	6	3	4
	1%	0%	0%	0%	0%	1%	1%	0%	1%	1%	3%
										a	
Up to 40 hours	1	-	-	-	-	1	*	-	1	1	-
	1%	0%	0%	0%	0%	1%	1%	0%	1%	1%	0%
Up to 50 hours	*	-	-	-	-	*	-	*	-	*	-
	1%	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%
Mean number of hours per week	2.5	1.0	.5	.7	.4	2.5	1.7	1.5	2.6	2.3	3.4
		bd				abcd			a		a
Standard deviation	4.50	2.99	1.73	2.06	1.12	4.50	3.81	4.18	4.54	4.28	5.85
Standard error	.11	.20	.10	.17	.10	.11	.16	.30	.12	.11	.48

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF HOURS AT IN5A/ IN5B/ IN5C

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
None	4 *%	1 1%	2 1%	- -%	2 3%	4 *%	3 1%	1 1%	3 *%	3 *%	1 *%
			e		e						
Up to 1 hour	40 3%	9 5%	17 9%	9 9%	8 10%	40 3%	23 5%	9 7%	31 3%	37 3%	4 2%
			e	e	e			b			
Up to 5 hours	167 13%	38 21%	54 30%	30 28%	24 31%	167 13%	95 21%	27 21%	140 12%	157 13%	10 6%
			ae	e	ae			b		b	
Up to 10 hours	226 17%	37 20%	49 27%	30 28%	20 26%	226 17%	102 23%	25 19%	200 17%	199 17%	21 13%
			e	e	e						
Up to 15 hours	174 13%	28 15%	25 14%	19 17%	7 9%	174 13%	56 12%	12 9%	163 14%	157 13%	20 12%
Up to 20 hours	110 8%	12 7%	11 6%	7 7%	4 5%	110 8%	27 6%	10 8%	101 8%	97 8%	16 10%
Up to 30 hours	224 17%	25 13%	13 7%	3 3%	10 13%	224 17%	63 14%	21 16%	203 17%	203 17%	20 13%
			bc		c	bc					
Up to 40 hours	133 10%	13 7%	7 4%	6 6%	1 1%	133 10%	37 8%	12 10%	120 10%	115 10%	15 10%
			d			bd					
Up to 50 hours	118 9%	10 5%	2 1%	1 1%	1 1%	118 9%	10 2%	4 3%	114 9%	99 8%	19 12%
			b			bcd			a		
Over 50 hours	136 10%	10 6%	1 1%	1 1%	* 1%	136 10%	32 7%	8 6%	126 10%	98 8%	34 21%
			bcd			bcd					a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF HOURS AT IN5A/ IN5B/ IN5C

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Mean number of hours per week	24.0	18.1	10.5	11.0	9.8	24.0	17.9	18.6	24.5	22.9	30.4
		bcd				abcd			a		a
Standard deviation	20.62	18.74	10.76	11.19	10.17	20.62	18.79	20.05	20.50	19.98	22.39
Standard error	.52	1.25	.63	.92	.86	.52	.77	1.45	.55	.53	1.82

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN6. (SHOWCARD) Which, if any of these things do you or someone in your household do at home? IF NECESSARY:When you go online through a browser (like Google Chrome/ Internet Explorer/ Firefox and so on) small text files known as cookies are retained on your computer or mobile phone which contain information about a specific visit to a website or app. IF NECESSARY: Backing up information is to prevent you from losing things like photos, music files and other documents stored on your device in the event of your device crashing or being lost or stolen IF NECESSARY: By 'strong' passwords I mean passwords that use combinations of uppercase and lowercase letters, numbers and other symbols (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Use security software such as an anti-virus or anti-spyware package (e.g. Norton, McAfee, Bitdefender, Kaspersky)	861 65%	120 65%	115 63%	70 66%	45 58%	861 65%	243 54%	81 63%	781 65%	756 65%	97 61%
Use strong passwords on devices that can be used to go online	730 55%	100 54% bd	76 41% d	53 50% d	23 30%	730 55% bd	208 46%	68 53%	663 55%	642 55%	74 46%
Use strong passwords for online services like email, social media, PayPal etc.	638 48%	89 48% bd	64 35%	44 42% d	19 25%	638 48% bd	175 39%	62 48%	577 48%	555 48%	76 47%
Use a firewall	550 41%	93 50% bde	72 39%	47 44%	25 32%	550 41%	151 34%	57 45%	492 41%	495 42% b	48 30%
Download the latest software updates onto devices when prompted	533 40%	84 46% bd	53 29% d	39 37% d	14 18%	533 40% bd	141 32%	55 43%	477 40%	472 40%	54 34%
Routinely back-up the information on your devices	462 35%	69 37% bd	49 27% d	37 35% d	11 15%	462 35% bd	111 25%	44 35%	419 35%	410 35%	46 29%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN6. (SHOWCARD) Which, if any of these things do you or someone in your household do at home? IF NECESSARY:When you go online through a browser (like Google Chrome/ Internet Explorer/ Firefox and so on) small text files known as cookies are retained on your computer or mobile phone which contain information about a specific visit to a website or app. IF NECESSARY: Backing up information is to prevent you from losing things like photos, music files and other documents stored on your device in the event of your device crashing or being lost or stolen IF NECESSARY: By 'strong' passwords I mean passwords that use combinations of uppercase and lowercase letters, numbers and other symbols (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Delete cookies from your web browser (Google Chrome/ Internet Explorer/ Firefox/ Mozilla/ Safari/ Opera etc.)	449 34%	60 33% bd	36 20%	24 23%	12 15%	449 34%	105 24%	40 31%	408 34%	394 34%	49 31%
Use email filters or software that can block unwanted or spam emails	422 32%	56 31% bd	39 21%	28 27% d	11 14%	422 32% bd	107 24%	39 31%	383 32%	377 32% b	36 23%
Use ad blocking filters or software to stop seeing some types of online adverts	357 27%	50 27% bd	26 14%	19 18%	8 10%	357 27% bcd	84 19%	37 29%	319 27%	312 27%	35 22%
ANY OF THESE	1149 86%	159 86% d	148 81%	92 87% d	56 72%	1149 86% bd	358 80%	105 82%	1043 87%	1004 86%	135 84%
None of these	129 10%	13 7%	20 11%	7 7%	12 16% ace	129 10%	58 13%	13 10%	114 10%	114 10%	18 11%
Don't know	54 4%	12 7%	16 8%	7 6%	9 12% e	54 4%	32 7%	10 8%	44 4%	49 4%	7 4%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN7. (SHOWCARD) Have you personally experienced any of the following issues in the past 12 months? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
A computer virus on any device you use to go online	185 14%	28 15%	19 10%	13 12%	6 7%	185 14%	55 12%	19 15%	164 14%	151 13%	29 18%
Your email account was hacked (someone accessing or sending emails from your account without your permission)	106 8%	12 7%	6 3%	3 3%	3 3%	106 8%	24 5%	9 7%	96 8%	90 8%	13 8%
Online contact from someone who was pretending to be someone else	74 6%	14 8%	10 5%	7 7%	3 3%	74 6%	24 5%	10 8%	65 5%	65 6%	9 6%
Your social media account was hacked (someone accessing or posting things from your account without your permission)	62 5%	5 2%	2 1%	2 1%	* 1%	62 5%	19 4%	3 3%	57 5%	49 4%	12 7%
Lost money online (i.e. got scammed or ripped off)	51 4%	4 2%	2 1%	2 1%	1 1%	51 4%	11 2%	2 2%	47 4%	43 4%	7 4%
Data or files were lost from your device as a result of a virus or other scam	48 4%	3 2%	2 1%	2 2%	- -%	48 4%	10 2%	6 5%	40 3%	38 3%	9 6%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN7. (SHOWCARD) Have you personally experienced any of the following issues in the past 12 months? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Your financial or other personal information being stolen and used online without your permission or knowledge	48 4%	6 3%	4 2%	3 3%	1 1%	48 4%	11 2%	1 *%	47 4%	37 3%	11 7%
Been 'trolled' online- an anonymous person making hurtful or harmful comments to you	25 2%	1 *%	3 1%	2 2%	* *%	25 2%	13 3%	5 4%	17 1%	21 2%	3 2%
ANY OF THESE	348 26%	51 28%	32 18%	22 20%	11 14%	348 26%	99 22%	36 29%	308 26%	298 26%	44 28%
None of these	974 73%	128 70%	148 81%	84 79%	64 83%	974 73%	343 77%	91 71%	883 74%	861 74%	113 71%
Don't know	10 1%	4 2%	3 2%	1 1%	2 3%	10 1%	6 1%	* *%	10 1%	7 1%	3 2%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN8A. (SHOWCARD) Which of these reasons describe why you don't go online? (MULTI CODE)

Base : Those who do not go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 ~a	65+ b	65-74 ~c	75+ d	All e	65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE ~b
Significance Level: 95%											
Unweighted total	305	71	191	90	101	305	252	101	204	296	8
Effective Weighted Sample	234	51	139	62	77	234	181	69	160	226	7
Total	186	40	124	56	68	186	160	56	134	180	8
PROMPTED RESPONSES											
It's just not for people for like me/ I don't see the need	96 52%	** **	71 57%	** **	38 57%	96 52%	84 53%	34 61%	65 49%	96 53%	** **
I don't trust the internet/ being online is not safe/ secure	35 19%	** **	21 17%	** **	10 14%	35 19%	29 18%	9 17%	26 19%	34 19%	** **
I don't have the right equipment	31 17%	** **	20 16%	** **	11 16%	31 17%	27 17%	6 11%	25 18%	31 17%	** **
Using the internet, finding your way around on the internet is too complicated	31 16%	** **	25 20%	** **	14 21%	31 16%	27 17%	8 15%	23 17%	30 17%	** **
I don't have the right help to know how to start	26 14%	** **	20 16%	** **	9 13%	26 14%	24 15%	9 16%	17 13%	26 14%	** **
The equipment needed to go online is too expensive/ not worth the money	21 11%	** **	7 5%	** **	5 7%	21 11%	18 11%	7 13%	12 9%	20 11%	** **
Getting online/ getting connected to the internet is too complicated	20 11%	** **	15 12%	** **	7 11%	20 11%	20 12%	3 6%	16 12%	18 10%	** **

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN8A. (SHOWCARD) Which of these reasons describe why you don't go online? (MULTI CODE)

Base : Those who do not go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e		a	b	a	~b
Unweighted total	305	71	191	90	101	305	252	101	204	296	8
Effective Weighted Sample	234	51	139	62	77	234	181	69	160	226	7
Total	186	40	124	56	68	186	160	56	134	180	8
Being connected to the internet is too expensive/ not worth the money	13 7%	** **	4 3%	** **	3 4%	13 7%	12 7%	5 9%	8 6%	13 7%	** **
UNPROMPTED RESPONSES											
I'm not interested	7 4%	** **	8 7%	** **	6 8%	7 4%	8 5%	3 5%	5 4%	7 4%	** **
I'm too old for it/not for people my age	5 3%	** **	5 4%	** **	5 8%	5 3%	5 3%	4 7%	2 2%	5 3%	** **
Don't need to as someone else in the household (husband/ wife) goes online	3 2%	** **	1 1%	** **	1 1%	3 2%	1 1%	1 1%	2 2%	2 1%	** **
Other	9 5%	** **	4 3%	** **	2 4%	9 5%	10 6%	2 4%	7 6%	9 5%	** **
Don't know	5 3%	** **	1 1%	** **	1 1%	5 3%	2 1%	3 5%	3 2%	5 3%	** **
SUMMARY CODES											
ANY REASONS RELATING TO BEING TOO COMPLICATED	41 22%	** **	32 26%	** **	17 25%	41 22%	37 23%	10 18%	31 23%	39 22%	** **
ANY REASONS RELATING TO COSTS	28 15%	** **	9 7%	** **	6 8%	28 15%	24 15%	9 17%	16 12%	27 15%	** **

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN8B. (SHOWCARD) Which one of the following best describes the main reason why you don't go online? (SINGLE CODE)

Base : Those who do not go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e		a	b	a	~b
Unweighted total	305	71	191	90	101	305	252	101	204	296	8
Effective Weighted Sample	234	51	139	62	77	234	181	69	160	226	7
Total	186	40	124	56	68	186	160	56	134	180	8
It's just not for people for like me/ I don't see the need	78 42%	** **	60 48%	** **	33 48%	78 42%	70 44%	27 49%	53 40%	77 43%	** **
I don't trust the internet/ being online is not safe/ secure	21 11%	** **	10 8%	** **	3 5%	21 11%	16 10%	6 10%	15 11%	19 11%	** **
Using the internet, finding your way around on the internet is too complicated	15 8%	** **	12 9%	** **	7 11%	15 8%	12 8%	1 2%	14 10%	14 8%	** **
I don't have the right equipment	13 7%	** **	9 7%	** **	6 9%	13 7%	11 7%	2 4%	10 8%	13 7%	** **
The equipment needed to go online is too expensive/ not worth the money	12 6%	** **	4 3%	** **	2 3%	12 6%	10 6%	4 7%	8 6%	12 7%	** **
I don't have the right help to know how to start	10 6%	** **	8 7%	** **	3 4%	10 6%	10 6%	4 7%	6 4%	10 6%	** **
Getting online/ getting connected to the internet is too complicated	10 5%	** **	7 6%	** **	3 5%	10 5%	9 6%	1 2%	9 6%	9 5%	** **
Being connected to the internet is too expensive/ not worth the money	5 3%	** **	1 1%	** **	* 1%	5 3%	4 3%	1 1%	4 3%	5 3%	** **

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN8B. (SHOWCARD) Which one of the following best describes the main reason why you don't go online? (SINGLE CODE)

Base : Those who do not go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e		a	b	a	~b
Unweighted total	305	71	191	90	101	305	252	101	204	296	8
Effective Weighted Sample	234	51	139	62	77	234	181	69	160	226	7
Total	186	40	124	56	68	186	160	56	134	180	8
UNPROMPTED RESPONSES											
I'm not interested	5 3%	** **	6 5%	** **	4 5%	5 3%	6 4%	3 5%	3 3%	5 3%	** **
I'm too old for it/not for people my age	3 2%	** **	3 2%	** **	3 4%	3 2%	3 2%	2 4%	2 1%	3 2%	** **
Don't need to as someone else in the household (husband/ wife) goes online	3 1%	** **	1 1%	** **	1 1%	3 1%	1 1%	1 1%	2 2%	2 1%	** **
Other	6 3%	** **	2 1%	** **	1 2%	6 3%	5 3%	1 2%	5 3%	5 3%	** **
Don't know	5 3%	** **	2 2%	** **	2 2%	5 3%	3 2%	3 5%	4 3%	5 3%	** **
SUMMARY CODES											
ANY REASONS RELATING TO BEING TOO COMPLICATED	25 13%	** **	19 15%	** **	11 16%	25 13%	22 13%	3 5%	22 17%	23 13%	** **
ANY REASONS RELATING TO COSTS	17 9%	** **	5 4%	** **	3 4%	17 9%	14 9%	4 8%	12 9%	17 9%	** **

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN9. In the past year, have you asked someone else to do something for you on the internet? IF YES - (SHOWCARD) And was it to do any of the following or to do something else? (MULTI CODE)

Base : Those who do not go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e		a	b	a	~b
Unweighted total	305	71	191	90	101	305	252	101	204	296	8
Effective Weighted Sample	234	51	139	62	77	234	181	69	160	226	7
Total	186	40	124	56	68	186	160	56	134	180	8
To buy something/ for shopping	52 28%	** **	37 30%	** **	20 29%	52 28%	45 28%	14 25%	40 30%	50 28%	** **
To access other information	30 16%	** **	20 16%	** **	10 15%	30 16%	24 15%	8 15%	23 17%	29 16%	** **
To access public services provided by the Government or council (e.g. doctor or hospital appointments, apply for a bus pass, get advice about tax etc.)	14 8%	** **	8 6%	** **	4 6%	14 8%	10 6%	5 9%	9 7%	13 7%	** **
To apply or claim for some type of benefit (e.g. Universal Credit, housing, health, employment etc.)	12 6%	** **	8 6%	** **	6 8%	12 6%	13 8%	6 11%	6 4%	12 6%	** **
To get in touch with someone	10 5%	** **	3 2%	** **	1 2%	10 5%	4 2%	2 4%	8 6%	8 4%	** **
Other	2 1%	** **	2 2%	** **	2 3%	2 1%	2 1%	1 1%	1 1%	2 1%	** **
TOTAL - YES	81 44%	** **	54 44%	** **	28 41%	81 44%	70 44%	27 49%	56 42%	79 44%	** **
No	102 55%	** **	68 55%	** **	39 58%	102 55%	87 55%	27 49%	76 57%	98 55%	** **
Don't know	3 2%	** **	2 2%	** **	1 1%	3 2%	2 1%	1 2%	2 2%	3 2%	** **

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN10. (SHOWCARD) And would any of these reasons prompt you to go online in the next 12 months? (MULTI CODE)

Base : Those who do not go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e		a	b	a	~b
Unweighted total	305	71	191	90	101	305	252	101	204	296	8
Effective Weighted Sample	234	51	139	62	77	234	181	69	160	226	7
Total	186	40	124	56	68	186	160	56	134	180	8
To buy something/ for shopping	21 11%	** **	11 9%	** **	4 7%	21 11%	16 10%	4 7%	17 13%	21 12%	** **
To access other information	12 6%	** **	8 7%	** **	2 4%	12 6%	10 6%	2 4%	9 7%	12 7%	** **
If my job required me to go online	9 5%	** **	- -%	** **	- -%	9 5%	2 2%	1 1%	8 6%	9 5%	** **
If I had someone to help me or to show me how to do it	8 4%	** **	5 4%	** **	2 3%	8 4%	8 5%	4 7%	4 3%	8 5%	** **
To access public services provided by the Government or council (e.g. doctor or hospital appointments, apply for a bus pass, get advice about tax etc.)	7 4%	** **	2 2%	** **	2 2%	7 4%	6 4%	2 4%	5 4%	7 4%	** **
To apply or claim for some type of benefit (e.g. Universal Credit, housing, health, employment etc.)	7 4%	** **	1 *%	** **	- -%	7 4%	5 3%	2 4%	3 3%	7 4%	** **
To get in touch with someone	6 3%	** **	3 3%	** **	1 2%	6 3%	5 3%	* 1%	5 4%	6 3%	** **
If I had better equipment or better access to the internet	4 2%	** **	* *%	** **	- -%	4 2%	3 2%	1 2%	2 2%	4 2%	** **

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN10. (SHOWCARD) And would any of these reasons prompt you to go online in the next 12 months? (MULTI CODE)

Base : Those who do not go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e		a	b	a	~b
Unweighted total	305	71	191	90	101	305	252	101	204	296	8
Effective Weighted Sample	234	51	139	62	77	234	181	69	160	226	7
Total	186	40	124	56	68	186	160	56	134	180	8
To use BBC online services such as the BBC iPlayer or the BBC website	3 2%	** **	1 1%	** **	- -%	3 2%	3 2%	- -%	3 2%	3 2%	** **
Other	1 1%	** **	1 1%	** **	1 2%	1 1%	2 1%	- -%	1 1%	1 1%	** **
WOULD BE PROMPTED TO GO ONLINE IN THE NEXT 12 MONTHS	52 28%	** **	24 19%	** **	11 16%	52 28% d	39 25%	11 20%	41 31%	52 29%	** **
Nothing would prompt me to go online in the next 12 months	118 63%	** **	92 74% e	** **	55 80% e	118 63%	109 68%	40 73%	80 60%	113 63%	** **
Don't know	16 9%	** **	8 7%	** **	2 3%	16 9%	11 7%	4 7%	12 9%	14 8%	** **

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN11A. (SHOWCARD) Overall, how confident are you as an internet user? (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Very confident	654 49%	66 36%	40 22%	30 28%	10 12%	654 49%	150 34%	53 41%	599 50%	569 49%	78 49%
		bd	d	d		abcd					
Fairly confident	499 37%	69 37%	78 42%	47 44%	31 40%	499 37%	188 42%	38 30%	461 38%	433 37%	67 42%
Neither confident nor not confident	67 5%	17 9%	26 14%	12 11%	14 18%	67 5%	37 8%	15 11%	53 4%	63 5%	3 2%
		e	e	e	ae			b			
Not very confident	95 7%	28 15%	34 18%	16 15%	18 23%	95 7%	64 14%	18 14%	77 6%	86 7%	11 7%
		e	e	e	e			b			
Not at all confident	16 1%	4 2%	7 4%	2 2%	5 6%	16 1%	9 2%	5 4%	12 1%	16 1%	- -%
			e		e			b			
SUMMARY CODES											
TOTAL CONFIDENT	1154 87%	134 73%	117 64%	77 72%	41 52%	1154 87%	338 76%	91 71%	1060 88%	1001 86%	146 91%
		d	d	d		abcd			a		
TOTAL NOT CONFIDENT	112 8%	33 18%	41 22%	18 17%	23 29%	112 8%	73 16%	23 18%	88 7%	102 9%	11 7%
		e	e	e	ace			b			
TOTAL NEITHER/ DON'T KNOW	67 5%	17 9%	26 14%	12 11%	14 18%	67 5%	37 8%	15 11%	53 4%	63 5%	3 2%
		e	e	e	ae			b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN11C. (SHOWCARD) How confident are you in knowing how to manage who has access to your personal data online? By this I mean knowing how to stop some companies from getting access to information like your personal details (like your address, phone number, date of birth etc) or information on things like where you shop or your interests? (SINGLE CODE)

Base : Those who go online

	Total	AGE				All e	AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d		65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Very confident	476 36%	49 26% bd	30 16%	20 19%	10 13%	476 36% abcd	117 26%	41 32%	431 36%	423 36%	48 30%
Fairly confident	499 37%	68 37%	60 33%	34 32%	26 34%	499 37%	158 35%	31 24%	467 39% a	422 36%	77 48% a
Neither confident nor not confident	130 10%	23 13%	18 10%	10 10%	8 10%	130 10%	44 10%	9 7%	122 10%	113 10%	19 12%
Not very confident	147 11%	25 14%	39 21% e	24 23% ae	14 18% e	147 11%	73 16%	24 19% b	121 10%	136 12% b	8 5%
Not at all confident	69 5%	17 9% e	34 18% ae	17 16% e	17 22% ae	69 5%	50 11%	23 18% b	51 4%	62 5%	7 5%
Don't know	11 1%	3 1%	3 2%	1 1%	2 3%	11 1%	5 1%	1 *% %	10 1%	11 1%	- -%
SUMMARY CODES											
TOTAL CONFIDENT	975 73%	116 63% bcd	90 49%	53 50%	36 47%	975 73% abcd	275 61%	72 56%	898 75% a	845 72%	125 79%
TOTAL NOT CONFIDENT	216 16%	42 23% e	73 39% ae	41 39% ae	31 41% ae	216 16%	123 28%	47 37% b	172 14%	198 17% b	16 10%
TOTAL NEITHER/ DON'T KNOW	141 11%	26 14%	21 12%	12 11%	10 13%	141 11%	49 11%	9 7%	132 11%	123 11%	19 12%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN11D. (SHOWCARD) When you see or read things online, how confident are you in recognising what is advertising and what is not? (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Very confident	556 42%	64 35%	47 26%	31 29%	16 21%	556 42%	163 36%	49 38%	503 42%	487 42%	63 40%
		d				bcd					
Fairly confident	578 43%	85 46%	79 43%	44 42%	34 44%	578 43%	185 41%	41 32%	536 45%	511 44%	65 41%
									a		
Neither confident nor not confident	104 8%	18 10%	19 11%	12 11%	8 10%	104 8%	40 9%	12 10%	93 8%	86 7%	19 12%
Not very confident	68 5%	14 8%	25 14%	14 13%	11 15%	68 5%	40 9%	17 13%	52 4%	57 5%	12 8%
			e	e	e			b			
Not at all confident	20 2%	3 2%	9 5%	4 4%	5 6%	20 2%	15 3%	6 5%	15 1%	20 2%	1 *%
			e	e	ae			b			
Don't know	5 *%	* *%	4 2%	1 1%	4 5%	5 *%	5 1%	3 2%	3 *%	5 *%	- -%
			e		ae			b			
SUMMARY CODES											
TOTAL CONFIDENT	1134 85%	149 81%	126 68%	75 71%	50 65%	1134 85%	349 78%	90 70%	1038 86%	998 86%	128 80%
		bd				bcd			a		
TOTAL NOT CONFIDENT	89 7%	17 9%	34 19%	18 17%	16 21%	89 7%	55 12%	23 18%	67 6%	76 7%	13 8%
			ae	e	ae			b			
TOTAL NEITHER/ DON'T KNOW	109 8%	18 10%	24 13%	12 12%	11 15%	109 8%	44 10%	15 12%	97 8%	92 8%	19 12%
			e		e						

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN12. In the last month, when you have gone online, have you... (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Only used websites or apps that you've used before	510 38%	86 47%	98 53%	51 48%	47 61%	510 38%	224 50%	64 50%	445 37%	449 39%	64 40%
		e	e	e	ae			b			
Used maybe one or two websites or apps that you haven't used before	497 37%	70 38%	59 32%	37 35%	23 29%	497 37%	151 34%	38 30%	457 38%	435 37%	61 38%
Used lots of websites or apps that you haven't used before	302 23%	25 14%	18 10%	15 14%	3 4%	302 23%	62 14%	23 18%	279 23%	263 23%	31 19%
		d		d		abcd					
Have not gone online in the last month	11 1%	2 1%	6 3%	4 3%	2 3%	11 1%	6 1%	1 1%	9 1%	11 1%	- -%
			e	e	e						
Don't know	13 1%	2 1%	3 1%	- -%	3 3%	13 1%	5 1%	2 2%	11 1%	9 1%	4 2%
					e						

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN13. (SHOWCARD) Which if any of these activities have you ever done online? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Find information online for your leisure time including cinema and live music	908 68%	115 63% bd	93 51%	62 59% d	30 39%	908 68% bd	248 55%	78 61%	828 69%	807 69% b	87 54%
Compare products or services online such as looking at reviews or doing price comparison searches	856 64%	112 61% d	97 53%	65 61% d	32 41%	856 64% bd	247 55%	77 60%	781 65%	755 65% b	88 55%
Access news websites or websites about politics or current affairs	831 62%	117 64% d	101 55%	67 63% d	35 45%	831 62% d	242 54%	69 54%	760 63% a	734 63%	91 57%
Complete Government processes online - such as update Universal Credit, renew a driving licence or passport etc	773 58%	84 45%	76 41%	49 46%	26 34%	773 58% abcd	213 47%	67 52%	707 59%	672 58%	88 55%
Look online for public services information on government sites such as ni. direct (Northern Ireland only) gov.uk (England, Wales and Scotland only) or HMRC	768 58%	110 60% bd	78 42%	51 48% d	27 34%	768 58% bd	216 48%	67 52%	701 58%	675 58%	82 51%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN13. (SHOWCARD) Which if any of these activities have you ever done online? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Pay bills or check bills online	730 55%	93 51%	74 40%	49 46%	26 33%	730 55%	192 43%	69 54%	662 55%	659 57%	63 40%
		bd				bd				b	
Find information online about cultural activities such as museums or theatre	641 48%	92 50%	71 38%	43 41%	28 36%	641 48%	170 38%	55 43%	587 49%	566 49%	61 38%
		bd				bd				b	
Look online at job opportunities or apply for a job online	605 45%	59 32%	9 5%	8 7%	1 1%	605 45%	151 34%	39 31%	561 47%	517 44%	78 49%
		bcd		d		abcd			a		
Pay online for your council tax or for another local council service (parking ticket, congestion charge etc.)	603 45%	74 40%	59 32%	41 38%	18 24%	603 45%	151 34%	51 40%	553 46%	531 46%	58 36%
		d		d		bd					
Sign an online petition or used a campaigning website such as change.org	549 41%	74 40%	60 33%	44 42%	16 20%	549 41%	155 35%	55 43%	494 41%	487 42%	56 35%
		d	d	d		bd					
None of these	88 7%	20 11%	25 13%	10 10%	14 19%	88 7%	45 10%	18 14%	69 6%	77 7%	12 8%
		e	e		e			b			
Don't know	1 *%	- -%	- -%	- -%	- -%	1 *%	* *%	- -%	1 *%	1 *%	- -%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN14. (SHOWCARD) And which if any of these activities have you used the internet for in the last week? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Access news websites or websites about politics or current affairs	516 39%	77 42%	60 33%	39 37%	21 27%	516 39%	137 31%	42 33%	475 40%	452 39%	62 39%
		d				d					
Find information online for your leisure time including cinema and live music	439 33%	51 28%	30 16%	20 19%	10 13%	439 33%	99 22%	32 25%	406 34%	380 33%	52 32%
		bd				bcd			a		
Compare products or services online such as looking at reviews or doing price comparison searches	403 30%	49 27%	33 18%	21 19%	13 17%	403 30%	105 23%	31 24%	374 31%	353 30%	42 26%
		bd				bcd					
Pay bills or check bills online	402 30%	62 33%	35 19%	22 21%	13 16%	402 30%	97 22%	36 28%	366 30%	362 31%	37 23%
		bcd				bcd					
Find information online about cultural activities such as museums or theatre	222 17%	30 17%	21 12%	16 15%	5 6%	222 17%	51 11%	16 12%	209 17%	198 17%	19 12%
		d		d		d					
Look online at job opportunities or apply for a job online	208 16%	11 6%	1 1%	1 1%	* *%	208 16%	69 15%	16 13%	190 16%	174 15%	31 19%
		bcd				abcd					

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN14. (SHOWCARD) And which if any of these activities have you used the internet for in the last week? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Look online for public services information on government sites such as ni. direct (Northern Ireland only) gov.uk (England, Wales and Scotland only) or HMRC	202 15%	30 16%	16 9%	13 12%	3 4%	202 15%	48 11%	22 17%	181 15%	179 15%	20 13%
Complete Government processes online - such as update Universal Credit, renew a driving licence or passport etc	159 12%	22 12%	15 8%	9 9%	6 7%	159 12%	47 11%	19 15%	141 12%	132 11%	19 12%
Pay online for your council tax or for another local council service (parking ticket, congestion charge etc.)	150 11%	13 7%	9 5%	5 5%	3 4%	150 11%	37 8%	18 14%	135 11%	128 11%	18 11%
Sign an online petition or used a campaigning website such as change.org	98 7%	12 7%	9 5%	8 8%	1 2%	98 7%	32 7%	8 6%	91 8%	84 7%	14 9%
None of these	328 25%	53 29%	78 43%	41 38%	37 48%	328 25%	148 33%	51 40%	277 23%	289 25%	40 25%
Don't know	2 *%	2 1%	* *%	* *%	- -%	2 *%	1 *%	* *%	2 *%	2 *%	- -%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Access news websites or websites about politics or current affairs

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
DONE THIS IN THE LAST WEEK	516	77	60	39	21	516	137	42	475	452	62
	39%	42%	33%	37%	27%	39%	31%	33%	40%	39%	39%
		d				d					
DONE THIS BUT NOT IN THE LAST WEEK	315	40	41	28	14	315	105	27	285	281	29
	24%	22%	23%	26%	18%	24%	23%	21%	24%	24%	18%
EVER DONE THIS	831	117	101	67	35	831	242	69	760	734	91
	62%	64%	55%	63%	45%	62%	54%	54%	63%	63%	57%
		d		d		d			a		
NEVER DONE THIS	502	66	82	40	43	502	206	59	441	433	68
	38%	36%	45%	37%	55%	38%	46%	46%	37%	37%	43%
					ace			b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Sign an online petition or used a campaigning website such as change.org

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
DONE THIS IN THE LAST WEEK	98 7%	12 7%	9 5%	8 8%	1 2%	98 7%	32 7%	8 6%	91 8%	84 7%	14 9%
		d		d		d					
DONE THIS BUT NOT IN THE LAST WEEK	450 34%	61 33%	50 27%	36 34%	14 18%	450 34%	123 27%	47 36%	403 34%	403 35%	42 27%
		d		d		d					
EVER DONE THIS	549 41%	74 40%	60 33%	44 42%	16 20%	549 41%	155 35%	55 43%	494 41%	487 42%	56 35%
		d	d	d		bd					
NEVER DONE THIS	784 59%	110 60%	124 67%	62 58%	62 80%	784 59%	293 65%	73 57%	707 59%	679 58%	104 65%
			e			abce					

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Complete Government processes online - such as update Universal Credit, renew a driving licence or passport etc

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
DONE THIS IN THE LAST WEEK	159	22	15	9	6	159	47	19	141	132	19
	12%	12%	8%	9%	7%	12%	11%	15%	12%	11%	12%
DONE THIS BUT NOT IN THE LAST WEEK	614	61	61	40	21	614	165	48	566	540	69
	46%	33%	33%	38%	27%	46%	37%	37%	47%	46%	43%
						abd			a		
EVER DONE THIS	773	84	76	49	26	773	213	67	707	672	88
	58%	45%	41%	46%	34%	58%	47%	52%	59%	58%	55%
						abcd					
NEVER DONE THIS	560	100	108	57	51	560	235	61	495	494	72
	42%	55%	59%	54%	66%	42%	53%	48%	41%	42%	45%
		e	e	e	e						

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Pay online for your council tax or for another local council service (parking ticket, congestion charge etc.)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
DONE THIS IN THE LAST WEEK	150	13	9	5	3	150	37	18	135	128	18
	11%	7%	5%	5%	4%	11%	8%	14%	11%	11%	11%
						bd					
DONE THIS BUT NOT IN THE LAST WEEK	453	61	51	35	15	453	114	33	418	404	40
	34%	33%	28%	33%	20%	34%	25%	26%	35%	35%	25%
		d		d		d			a	b	
EVER DONE THIS	603	74	59	41	18	603	151	51	553	531	58
	45%	40%	32%	38%	24%	45%	34%	40%	46%	46%	36%
		d		d		bd					
NEVER DONE THIS	729	110	124	65	59	729	297	77	648	635	102
	55%	60%	68%	62%	76%	55%	66%	60%	54%	54%	64%
			e			ace					

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Look online for public services information on government sites such as ni. direct (Northern Ireland only) gov.uk (England, Wales and Scotland only) or HMRC

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
DONE THIS IN THE LAST WEEK	202	30	16	13	3	202	48	22	181	179	20
	15%	16%	9%	12%	4%	15%	11%	17%	15%	15%	13%
		bd		d		bd					
DONE THIS BUT NOT IN THE LAST WEEK	566	80	61	38	24	566	168	46	520	497	62
	42%	43%	33%	36%	31%	42%	38%	36%	43%	43%	39%
		bd				bd					
EVER DONE THIS	768	110	78	51	27	768	216	67	701	675	82
	58%	60%	42%	48%	34%	58%	48%	52%	58%	58%	51%
		bd		d		bd					
NEVER DONE THIS	564	74	106	55	51	564	232	61	501	491	78
	42%	40%	58%	52%	66%	42%	52%	48%	42%	42%	49%
			ae		ace						

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Look online at job opportunities or apply for a job online

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
DONE THIS IN THE LAST WEEK	208 16%	11 6%	1 1%	1 1%	* *%	208 16%	69 15%	16 13%	190 16%	174 15%	31 19%
		bcd				abcd					
DONE THIS BUT NOT IN THE LAST WEEK	397 30%	48 26%	7 4%	7 7%	* *%	397 30%	82 18%	23 18%	371 31%	343 29%	47 29%
		bcd		d		bcd			a		
EVER DONE THIS	605 45%	59 32%	9 5%	8 7%	1 1%	605 45%	151 34%	39 31%	561 47%	517 44%	78 49%
		bcd		d		abcd			a		
NEVER DONE THIS	727 55%	125 68%	175 95%	98 93%	77 99%	727 55%	297 66%	89 69%	640 53%	649 56%	82 51%
		e	ae	ae	ace			b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Find information online for your leisure time including cinema and live music

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
DONE THIS IN THE LAST WEEK	439	51	30	20	10	439	99	32	406	380	52
	33%	28%	16%	19%	13%	33%	22%	25%	34%	33%	32%
		bd				bcd			a		
DONE THIS BUT NOT IN THE LAST WEEK	469	65	63	42	20	469	149	46	423	427	35
	35%	35%	34%	40%	26%	35%	33%	36%	35%	37%	22%
				d						b	
EVER DONE THIS	908	115	93	62	30	908	248	78	828	807	87
	68%	63%	51%	59%	39%	68%	55%	61%	69%	69%	54%
		bd		d		bd				b	
NEVER DONE THIS	424	69	91	44	47	424	200	50	373	359	73
	32%	37%	49%	41%	61%	32%	45%	39%	31%	31%	46%
			ae		ace						a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Compare products or services online such as looking at reviews or doing price comparison searches

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
DONE THIS IN THE LAST WEEK	403	49	33	21	13	403	105	31	374	353	42
	30%	27%	18%	19%	17%	30%	23%	24%	31%	30%	26%
		bd				bcd					
DONE THIS BUT NOT IN THE LAST WEEK	453	63	63	44	19	453	143	46	408	402	46
	34%	34%	35%	42%	25%	34%	32%	36%	34%	34%	29%
				d							
EVER DONE THIS	856	112	97	65	32	856	247	77	781	755	88
	64%	61%	53%	61%	41%	64%	55%	60%	65%	65%	55%
		d		d		bd				b	
NEVER DONE THIS	476	72	87	41	45	476	201	51	420	412	72
	36%	39%	47%	39%	59%	36%	45%	40%	35%	35%	45%
			e			ace					a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Find information online about cultural activities such as museums or theatre

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
DONE THIS IN THE LAST WEEK	222	30	21	16	5	222	51	16	209	198	19
	17%	17%	12%	15%	6%	17%	11%	12%	17%	17%	12%
		d		d		d					
DONE THIS BUT NOT IN THE LAST WEEK	419	62	49	27	23	419	119	39	379	369	43
	31%	34%	27%	25%	29%	31%	27%	31%	32%	32%	27%
EVER DONE THIS	641	92	71	43	28	641	170	55	587	566	61
	48%	50%	38%	41%	36%	48%	38%	43%	49%	49%	38%
		bd				bd				b	
NEVER DONE THIS	692	92	113	63	50	692	278	73	614	600	98
	52%	50%	62%	59%	64%	52%	62%	57%	51%	51%	62%
			ae		ae						a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Pay bills or check bills online

Base : Those who go online

	Total	AGE					AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
DONE THIS IN THE LAST WEEK	402	62	35	22	13	402	97	36	366	362	37
	30%	33%	19%	21%	16%	30%	22%	28%	30%	31%	23%
		bcd				bcd					
DONE THIS BUT NOT IN THE LAST WEEK	328	32	40	27	13	328	95	33	296	298	26
	25%	17%	22%	25%	17%	25%	21%	26%	25%	26%	16%
		a				a				b	
EVER DONE THIS	730	93	74	49	26	730	192	69	662	659	63
	55%	51%	40%	46%	33%	55%	43%	54%	55%	57%	40%
		bd				bd				b	
NEVER DONE THIS	603	91	109	57	52	603	256	59	539	507	97
	45%	49%	60%	54%	67%	45%	57%	46%	45%	43%	60%
			ae		ae						a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN15. (SHOWCARD) You said earlier that you don't go online to complete government processes (such as updating Universal Credit, renewing a driving licence or a passport). Which of these are reasons why you don't do this online? (MULTI CODE)

Base : Those who have never completed government processes online

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 ~c	75+ ~d			REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE ~b
Significance Level: 95%											
Unweighted total	727	121	173	76	97	727	328	105	622	662	64
Effective Weighted Sample	535	96	116	50	72	535	231	71	460	477	50
Total	560	100	108	57	51	560	235	61	495	494	72
PROMPTED RESPONSES											
I don't need to complete these government processes	147 26%	20 20%	22 20%	** **	** **	147 26%	57 24%	12 20%	133 27%	128 26%	** **
I prefer to use pen and paper / fill out a form / use the post	135 24%	32 32%	30 28%	** **	** **	135 24%	59 25%	16 26%	118 24%	125 25%	** **
I prefer to talk with someone in person to do these things	115 21%	21 21%	27 25%	** **	** **	115 21%	52 22%	15 25%	101 20%	101 20%	** **
I prefer to make a phone call to do these things	99 18%	17 17%	21 19%	** **	** **	99 18%	54 23%	14 23%	83 17%	87 18%	** **
I don't believe it is safe to give my information online to do these things	48 9%	10 10%	10 10%	** **	** **	48 9%	23 10%	7 11%	42 8%	45 9%	** **
I wasn't aware you could do this online	48 9%	6 6%	8 8%	** **	** **	48 9%	16 7%	3 5%	44 9%	41 8%	** **
The websites or apps are difficult to use or take too long to use	21 4%	5 5%	5 5%	** **	** **	21 4%	10 4%	6 10%	16 3%	19 4%	** **

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN15. (SHOWCARD) You said earlier that you don't go online to complete government processes (such as updating Universal Credit, renewing a driving licence or a passport). Which of these are reasons why you don't do this online? (MULTI CODE)

Base : Those who have never completed government processes online

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 ~c	75+ ~d			REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE ~b
Significance Level: 95%											
Unweighted total	727	121	173	76	97	727	328	105	622	662	64
Effective Weighted Sample	535	96	116	50	72	535	231	71	460	477	50
Total	560	100	108	57	51	560	235	61	495	494	72
It's only possible to do these things in person or by phone, they can't be done online	15 3%	* *%	- -%	** **	** **	15 3%	2 1%	2 3%	14 3%	13 3%	** **
UNPROMPTED RESPONSES											
I'm not responsible for this in the household/ someone else does this for me	15 3%	5 5%	8 8% e	** **	** **	15 3%	10 4%	3 6%	13 3%	13 3%	** **
Lack confidence online/ don't feel comfortable doing it/ need help going online	3 1%	- -%	2 2%	** **	** **	3 1%	2 1%	1 2%	2 *%	2 *%	** **
Other reasons	9 2%	2 2%	1 1%	** **	** **	9 2%	2 1%	1 2%	7 1%	9 2%	** **
Don't know	52 9%	9 9%	5 4%	** **	** **	52 9%	19 8%	7 11%	43 9%	42 8%	** **

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN16. (SHOWCARD) You said earlier that you go online to complete government processes such as updating Universal Credit, renewing a driving licence or a passport. Which one of these devices do you use most for completing government processes online? (SINGLE CODE)

Base : Those who have ever completed government processes online

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 ~c	75+ ~d			REPORTS ~a	DOES NOT REPORT b	WHITE a	NON-WHITE ~b
Significance Level: 95%											
Unweighted total	843	104	116	73	43	843	268	87	756	752	87
Effective Weighted Sample	661	83	88	54	36	661	197	57	596	580	70
Total	773	84	76	49	26	773	213	67	707	672	88
A computer - laptop, desktop or netbook computer (PC or Mac)	453 59%	59 71% e	56 73% e	** **	** **	453 59%	114 53%	** **	412 58%	389 58%	** **
A smartphone	157 20%	3 4%	2 2%	** **	** **	157 20% ab	61 29%	** **	143 20%	138 21%	** **
A tablet	157 20%	20 24%	18 24%	** **	** **	157 20%	37 17%	** **	147 21%	140 21%	** **
Some other device	4 *%	1 1%	- -%	** **	** **	4 *%	1 *%	** **	4 1%	4 1%	** **
Don't know	1 *%	1 1%	- -%	** **	** **	1 *%	- -%	** **	1 *%	1 *%	** **

Columns Tested: a,b,c,d,e - a,b - a,b

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IN17. Can you tell me if you have any concerns about what is on the internet? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
No, do not have any concerns	757	97	143	71	72	757	297	84	672	667	87
	50%	43%	46%	44%	49%	50%	49%	46%	50%	50%	52%
Strangers contacting children	287	45	44	24	20	287	103	33	253	254	32
	19%	20%	14%	15%	14%	19%	17%	18%	19%	19%	19%
Unsuitable content for children	258	44	40	20	21	258	87	27	231	230	23
	17%	20%	13%	12%	14%	17%	14%	15%	17%	17%	14%
		bc									
Sexual content/ pornography	249	38	40	17	23	249	85	29	221	210	32
	16%	17%	13%	10%	16%	16%	14%	16%	17%	16%	19%
					c						
Identity theft	219	38	30	15	15	219	59	17	202	190	25
	14%	17%	10%	9%	10%	14%	10%	9%	15%	14%	15%
		bc				b			a		
Fraud	209	32	35	18	18	209	65	23	184	177	30
	14%	14%	12%	11%	12%	14%	11%	13%	14%	13%	18%
People masquerading as younger people online	193	32	32	19	12	193	69	19	173	169	18
	13%	14%	10%	12%	9%	13%	11%	10%	13%	13%	11%
Violent content	168	28	26	13	13	168	55	15	151	133	28
	11%	13%	8%	8%	9%	11%	9%	8%	11%	10%	16%
											a
Websites promoting radicalisation/ instructing how to be a terrorist	160	32	28	16	11	160	43	10	149	141	15
	11%	14%	9%	10%	8%	11%	7%	5%	11%	11%	9%
		bd							a		

Columns Tested: a,b,c,d,e - a,b - a,b

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IN17. Can you tell me if you have any concerns about what is on the internet? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Racist/ far right websites	136 9%	24 11% bd	14 5%	9 6%	5 3%	136 9% bd	33 5%	11 6%	125 9%	108 8%	25 15% a
Viruses/ trojans/ worms/ spyware/ malicious software	135 9%	13 6%	14 4%	8 5%	6 4%	135 9% bd	28 5%	6 3%	128 10% a	108 8%	22 13% a
Loss of data/ information/ files from having to clean up and restore software/ hardware after a virus or other scam	135 9%	20 9% d	16 5%	12 7%	5 3%	135 9% bd	32 5%	8 4%	125 9% a	111 8%	18 11%
Websites showing indecent images of children	130 9%	19 9%	21 7%	12 7%	9 6%	130 9% bd	40 7%	10 6%	118 9%	108 8%	18 11%
Claims for money/ phishing emails	129 8%	18 8%	14 4%	8 5%	6 4%	129 8% bd	30 5%	10 5%	118 9%	105 8%	19 11%
Others getting access to my personal details	128 8%	20 9%	21 7%	14 8%	8 5%	128 8% bd	38 6%	9 5%	117 9%	112 8%	15 9%
Religious hate material/ websites	119 8%	23 10% bcd	10 3%	8 5%	3 2%	119 8% bd	28 5%	7 4%	111 8% a	100 7%	19 11%
Spam/ unwanted emails	114 8%	17 8%	14 4%	8 5%	6 4%	114 8% b	28 5%	12 6%	101 8%	97 7%	16 10%

Columns Tested: a,b,c,d,e - a,b - a,b

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IN17. Can you tell me if you have any concerns about what is on the internet? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Personal information that companies may hold about me	105 7%	21 10% bcd	10 3%	6 4%	3 2%	105 7% bd	18 3%	8 4%	96 7%	81 6%	22 13% a
Content encouraging violence or crime	100 7%	18 8%	14 4%	6 4%	7 5%	100 7%	25 4%	6 3%	93 7% a	86 6%	13 8%
Body image/websites with information about excessive dieting/ eating disorders	97 6%	19 8% bc	12 4%	5 3%	7 5%	97 6%	23 4%	8 4%	89 7%	82 6%	13 8%
Strong/ offensive language/ swearing	97 6%	18 8%	17 5%	7 4%	10 7%	97 6%	31 5%	11 6%	86 6%	80 6%	14 8%
Unsecure sites	97 6%	13 6%	12 4%	8 5%	4 3%	97 6% d	23 4%	5 3%	91 7% a	79 6%	14 9%
Websites instructing how to commit suicide/ self-harm	96 6%	16 7%	14 4%	7 5%	6 4%	96 6%	27 5%	6 3%	90 7% a	78 6%	15 9%
Third parties having access to/ using your personal data without informing you	95 6%	18 8% bd	10 3%	6 4%	4 2%	95 6% bd	20 3%	4 2%	90 7% a	80 6%	13 8%
Pop-up adverts/ too many adverts	95 6%	16 7% bd	11 3%	8 5%	3 2%	95 6% bd	21 3%	6 3%	88 7%	81 6%	12 7%

Columns Tested: a,b,c,d,e - a,b - a,b

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IN17. Can you tell me if you have any concerns about what is on the internet? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Homophobic material/ websites	94 6%	15 7%	11 4%	7 4%	4 3%	94 6%	20 3%	8 4%	86 6%	76 6%	16 10%
Illegal goods for sale online	93 6%	17 7%	12 4%	7 4%	4 3%	93 6%	24 4%	5 3%	88 7%	73 5%	16 9%
									a		
People gambling online	86 6%	17 8%	14 5%	10 6%	5 3%	86 6%	30 5%	9 5%	76 6%	76 6%	9 5%
General concerns about online privacy (unspecified)	84 6%	14 6%	16 5%	8 5%	9 6%	84 6%	23 4%	7 4%	76 6%	74 5%	8 5%
Not controlled/ regulated/ anything can be shown on it	82 5%	17 8%	15 5%	11 7%	4 2%	82 5%	27 4%	12 6%	69 5%	74 5%	8 5%
										d	
Inappropriate advertising/ selling	82 5%	12 5%	11 4%	7 4%	4 3%	82 5%	25 4%	12 6%	70 5%	73 5%	9 5%
Receiving advertising that is personally targeted	65 4%	11 5%	5 2%	3 2%	3 2%	65 4%	11 2%	3 1%	62 5%	58 4%	9 5%
									a		
Personal information that the government may hold about me	64 4%	8 4%	7 2%	6 4%	1 1%	64 4%	14 2%	4 2%	59 4%	48 4%	14 9%
											a

Columns Tested: a,b,c,d,e - a,b - a,b

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IN17. Can you tell me if you have any concerns about what is on the internet? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
My behaviour online being recorded/ tracked by websites	57 4%	10 4%	5 2%	4 2%	1 1%	57 4%	7 1%	4 2%	53 4%	46 3%	9 6%
Social media sites/ Facebook/ issues with content posted/ trolling on social media sites	11 1%	- -	5 2%	3 2%	2 1%	11 1%	9 1%	2 1%	9 1%	11 1%	- -
Bullying/ children being bullied online	10 1%	1 1%	3 1%	2 1%	1 *	10 1%	5 1%	2 1%	8 1%	10 1%	- -
Other	28 2%	6 3%	9 3%	6 3%	4 3%	28 2%	15 2%	4 2%	25 2%	26 2%	4 2%
Don't know	20 1%	4 2%	10 3%	5 3%	5 3%	20 1%	16 3%	6 3%	14 1%	19 1%	1 1%
SUMMARY CODES											
ANY CONCERNS	743 49%	122 55%	155 50%	86 53%	69 48%	743 49%	294 48%	93 51%	649 49%	660 49%	80 47%
OFFENSIVE/ ILLEGAL CONTENT	497 33%	78 35%	91 30%	50 31%	42 29%	497 33%	185 30%	52 29%	444 33%	433 32%	57 34%
RISKS TO OTHERS/ SOCIETY	398 26%	65 29%	68 22%	38 24%	29 20%	398 26%	142 23%	40 22%	355 27%	354 26%	39 23%
SECURITY/ FRAUD	364 24%	58 26%	68 22%	35 21%	33 23%	364 24%	121 20%	40 22%	321 24%	311 23%	49 29%

Columns Tested: a,b,c,d,e - a,b - a,b

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IN17. Can you tell me if you have any concerns about what is on the internet? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
PERSONAL PRIVACY	162	28	23	13	10	162	39	16	145	133	26
	11%	12%	7%	8%	7%	11%	6%	9%	11%	10%	16%
		b								a	
ADVERTISING	148	23	17	11	6	148	39	16	132	126	22
	10%	10%	6%	7%	4%	10%	6%	9%	10%	9%	13%
		bd				bd					

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN17. Can you tell me if you have any concerns about what is on the internet? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
No, do not have any concerns	656 49%	76 41%	73 40%	43 41%	30 39%	656 49% abd	210 47%	57 44%	598 50%	570 49%	82 51%
Strangers contacting children	256 19%	35 19%	27 15%	17 16%	11 14%	256 19%	80 18%	24 19%	229 19%	224 19%	31 20%
Unsuitable content for children	232 17%	36 20%	29 16%	15 14%	13 17%	232 17%	68 15%	20 16%	211 18%	207 18%	21 13%
Sexual content/ pornography	230 17%	30 16%	32 17%	14 13%	18 23%	230 17%	74 16%	24 19%	206 17%	193 17%	30 19%
Identity theft	202 15%	33 18%	21 12%	11 10%	10 14%	202 15%	48 11%	13 10%	190 16%	174 15%	24 15%
Fraud	194 15%	29 16%	26 14%	14 13%	12 15%	194 15%	52 12%	18 14%	174 14%	162 14%	30 19%
People masquerading as younger people online	178 13%	29 16%	23 12%	15 14%	8 10%	178 13%	56 13%	13 10%	163 14%	154 13%	18 11%
Violent content	154 12%	22 12%	20 11%	8 8%	12 15%	154 12%	45 10%	14 11%	139 12%	120 10%	27 17% a
Websites promoting radicalisation/ instructing how to be a terrorist	152 11%	29 16%	25 14%	15 14%	10 13%	152 11%	38 9%	8 6%	143 12%	134 11%	15 9%
Viruses/ trojans/ worms/ spyware/ malicious software	132 10%	12 7%	12 7%	7 6%	5 7%	132 10%	26 6%	5 4%	126 10% a	105 9%	22 14%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN17. Can you tell me if you have any concerns about what is on the internet? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e	65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Racist/ far right websites	129 10%	20 11%	13 7%	8 8%	5 6%	129 10%	30 7%	10 8%	118 10%	102 9%	22 14%
Loss of data/ information/ files from having to clean up and restore software/ hardware after a virus or other scam	127 10%	18 10%	12 6%	8 7%	4 5%	127 10%	26 6%	5 4%	120 10%	103 9%	18 11%
Claims for money/ phishing emails	126 9%	17 9%	13 7%	8 7%	5 7%	126 9%	28 6%	9 7%	115 10%	103 9%	19 12%
Websites showing indecent images of children	121 9%	17 9%	14 8%	8 7%	6 8%	121 9%	32 7%	8 6%	112 9%	99 9%	18 11%
Others getting access to my personal details	120 9%	18 10%	17 9%	10 9%	7 9%	120 9%	32 7%	7 5%	113 9%	105 9%	15 9%
Religious hate material/ websites	113 9%	20 11%	9 5%	7 6%	3 3%	113 9%	24 5%	6 5%	107 9%	94 8%	17 11%
Spam/ unwanted emails	110 8%	16 9%	11 6%	7 6%	5 6%	110 8%	25 6%	11 9%	98 8%	93 8%	16 10%
Personal information that companies may hold about me	100 7%	20 11%	8 4%	5 4%	3 4%	100 7%	15 3%	6 5%	93 8%	75 6%	22 14%

Columns Tested: a,b,c,d,e - a,b - a,b

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IN17. Can you tell me if you have any concerns about what is on the internet? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Pop-up adverts/ too many adverts	93 7%	16 9%	10 5%	7 7%	3 4%	93 7%	20 4%	5 4%	88 7%	79 7%	12 7%
Body image/websites with information about excessive dieting/ eating disorders	93 7%	17 10%	9 5%	4 4%	5 7%	93 7%	20 4%	6 5%	85 7%	77 7%	13 8%
Content encouraging violence or crime	92 7%	13 7%	12 6%	5 5%	7 8%	92 7%	21 5%	5 4%	86 7%	78 7%	13 8%
Unsecure sites	91 7%	11 6%	11 6%	7 7%	4 5%	91 7%	19 4%	2 2%	89 7%	74 6%	14 9%
Websites instructing how to commit suicide/ self-harm	91 7%	15 8%	10 5%	5 5%	5 6%	91 7%	23 5%	4 3%	86 7%	73 6%	15 9%
Illegal goods for sale online	90 7%	15 8%	11 6%	6 6%	4 6%	90 7%	23 5%	4 3%	85 7%	70 6%	16 10%
Homophobic material/ websites	89 7%	13 7%	10 5%	6 5%	4 5%	89 7%	17 4%	7 6%	82 7%	72 6%	15 9%
Third parties having access to/ using your personal data without informing you	89 7%	16 8%	7 4%	4 3%	3 4%	89 7%	16 3%	4 3%	83 7%	74 6%	12 8%
Strong/ offensive language/ swearing	88 7%	13 7%	15 8%	5 5%	10 13%	88 7%	26 6%	9 7%	79 7%	72 6%	13 8%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN17. Can you tell me if you have any concerns about what is on the internet? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
People gambling online	78 6%	14 7%	11 6%	7 7%	4 5%	78 6%	24 5%	6 5%	70 6%	68 6%	9 5%
Inappropriate advertising/ selling	78 6%	10 6%	11 6%	6 6%	4 6%	78 6%	22 5%	11 9%	66 6%	69 6%	9 6%
Not controlled/ regulated/ anything can be shown on it	77 6%	16 8%	11 6%	7 7%	4 5%	77 6%	23 5%	11 9%	65 5%	69 6%	8 5%
General concerns about online privacy (unspecified)	76 6%	13 7%	11 6%	4 4%	7 9%	76 6%	17 4%	4 3%	71 6%	67 6%	7 5%
Receiving advertising that is personally targeted	64 5%	11 6%	5 3%	2 2%	3 3%	64 5%	10 2%	2 2%	61 5%	56 5%	9 5%
Personal information that the government may hold about me	61 5%	7 4%	6 3%	5 4%	1 2%	61 5%	12 3%	4 3%	57 5%	45 4%	14 9% a
My behaviour online being recorded/ tracked by websites	55 4%	10 5%	5 3%	3 3%	1 2%	55 4%	6 1%	3 3%	52 4%	44 4%	9 6%
Bullying/ children being bullied online	10 1%	1 1%	3 1%	2 2%	1 1%	10 1%	5 1%	2 1%	7 1%	10 1%	- -%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN17. Can you tell me if you have any concerns about what is on the internet? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Social media sites/ Facebook/ issues with content posted/ trolling on social media sites	10 1%	- -%	5 2% ae	3 2% a	2 3% a	10 1%	8 2%	1 1%	8 1%	10 1%	- -%
Other	23 2%	5 3%	4 2%	3 3%	1 1%	23 2%	9 2%	2 1%	21 2%	20 2%	4 2%
Don't know	7 1%	3 2%	1 1%	* *%	1 2%	7 1%	3 1%	* *%	7 1%	6 *%	1 1%
SUMMARY CODES											
ANY CONCERNS	669 50%	105 57%	109 59% e	63 59%	46 60%	669 50%	235 52%	71 55%	597 50%	590 51%	77 48%
OFFENSIVE/ ILLEGAL CONTENT	453 34%	64 35%	66 36%	38 36%	29 37%	453 34%	151 34%	43 34%	409 34%	392 34%	55 35%
RISKS TO OTHERS/ SOCIETY	361 27%	53 29%	49 27%	30 29%	19 25%	361 27%	116 26%	30 24%	328 27%	319 27%	38 24%
SECURITY/ FRAUD	336 25%	52 28%	50 27%	25 23%	25 32%	336 25%	99 22%	31 24%	303 25%	284 24%	49 31%
PERSONAL PRIVACY	151 11%	25 14%	16 9%	9 8%	7 10%	151 11%	30 7%	12 10%	138 11%	122 10%	25 16%
ADVERTISING	143 11%	21 12%	16 9%	11 10%	6 7%	143 11%	35 8%	15 11%	128 11%	120 10%	22 13%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN18A. (SHOWCARD) In the past year have you seen anything hateful on the internet that has been directed at a particular group of people, based on for instance their gender, religion, disability, sexuality or gender identity? Examples of these sorts of things might be cruel or hateful comments or images that have been posted on social media, comments in response to an article that you read online, or videos posted on sites like YouTube. Which of these options best describes whether you have seen things like this online in the past year? (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
I have never seen things like this	669	129	141	77	64	669	266	75	597	600	68
	50%	70%	77%	73%	82%	50%	59%	58%	50%	51%	43%
		e	e	e	ae						
I sometimes see things like this	439	36	30	19	10	439	112	24	412	370	61
	33%	19%	16%	18%	13%	33%	25%	19%	34%	32%	38%
						abcd			a		
I often see things like this	183	14	6	6	*	183	51	25	155	158	26
	14%	8%	3%	5%	***	14%	11%	20%	13%	14%	16%
		d		d		abcd		b			
Don't know	42	5	7	4	3	42	20	4	38	37	4
	3%	3%	4%	4%	4%	3%	4%	3%	3%	3%	2%
TOTAL - HAVE SEEN SOMETHING HATEFUL IN THE PAST YEAR	622	50	36	25	10	622	163	49	567	529	87
	47%	27%	19%	24%	13%	47%	36%	39%	47%	45%	55%
		d		d		abcd					a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN18B. (SHOWCARD) What if anything did you do after you saw the most recent example of something hateful online? (MULTI CODE)

Base : Those who have ever seen something hateful online in the past year

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e		~a	b	a	~b
Unweighted total	702	58	59	37	22	702	205	74	628	615	83
Effective Weighted Sample	537	46	39	25	16	537	144	44	484	459	64
Total	622	50	36	25	10	622	163	49	567	529	87
I ignored it/ didn't do anything	369 59%	**	**	**	**	369 59%	92 57%	**	347 61%	313 59%	**
I reported it to the website	100 16%	**	**	**	**	100 16%	25 15%	**	84 15%	86 16%	**
I blocked the person who shared or made the comments	95 15%	**	**	**	**	95 15%	18 11%	**	89 16%	80 15%	**
I commented on it to say I thought it was wrong	85 14%	**	**	**	**	85 14%	27 16%	**	73 13%	68 13%	**
I responded by 'disliking' the post/ comment/ video	52 8%	**	**	**	**	52 8%	15 9%	**	47 8%	39 7%	**
I shared it with my friends to say I thought it was wrong	40 6%	**	**	**	**	40 6%	15 9%	**	38 7%	28 5%	**
Other	11 2%	**	**	**	**	11 2%	2 1%	**	9 2%	8 2%	**
TOTAL - TOOK SOME SORT OF ACTION	251 40%	**	**	**	**	251 40%	70 43%	**	217 38%	213 40%	**
Don't know	2 *%	**	**	**	**	2 *%	1 *%	**	2 *%	2 *%	**

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN18B. (SHOWCARD) What if anything did you do after you saw the most recent example of something hateful online? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
I ignored it/ didn't do anything	369 28%	29 16%	25 14%	17 16%	8 11%	369 28%	92 21%	20 16%	347 29%	313 27%	57 36%
						abcd			a		a
I reported it to the website	100 7%	4 2%	- -%	- -%	- -%	100 7%	25 6%	14 11%	84 7%	86 7%	10 7%
		b				abcd					
I blocked the person who shared or made the comments	95 7%	10 6%	3 2%	3 3%	1 1%	95 7%	18 4%	7 6%	89 7%	80 7%	11 7%
		d				bd					
I commented on it to say I thought it was wrong	85 6%	7 4%	4 2%	3 3%	1 1%	85 6%	27 6%	9 7%	73 6%	68 6%	14 9%
						bd					
I responded by 'disliking' the post/ comment/ video	52 4%	3 1%	3 1%	2 2%	* *%	52 4%	15 3%	4 3%	47 4%	39 3%	8 5%
I shared it with my friends to say I thought it was wrong	40 3%	5 3%	1 1%	1 1%	* *%	40 3%	15 3%	1 1%	38 3%	28 2%	10 6%
						b					a
Other	11 1%	- -%	1 *%	1 1%	- -%	11 1%	2 *%	3 2%	9 1%	8 1%	2 1%
TOTAL - TOOK SOME SORT OF ACTION	251 19%	21 12%	10 6%	8 8%	2 3%	251 19%	70 16%	29 23%	217 18%	213 18%	31 19%
		bd				abcd					

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN18B. (SHOWCARD) What if anything did you do after you saw the most recent example of something hateful online? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
NOT SEEN ANYTHING HATEFUL IN THE PAST YEAR	711	134	148	81	67	711	285	78	635	638	72
	53%	73%	81%	76%	87%	53%	64%	61%	53%	55%	45%
		e	e	e	ace					b	
Don't know	2	-	-	-	-	2	1	-	2	2	-
	*%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN19A. Do you ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook? IF NECESSARY: By 'videos' I mean any kind of videos including those made by professionals or media organisations, as well as videos made by ordinary people IF NECESSARY: On any devices you use to go online (SINGLE CODE)

Base : Those who go online

	Total	AGE				All e	AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d		65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Yes	1018	109	76	50	26	1018	295	80	931	872	143
	76%	59%	41%	47%	33%	76%	66%	62%	78%	75%	90%
		bcd		d		abcd			a		a
No	315	75	108	56	52	315	153	48	270	294	16
	24%	41%	59%	53%	67%	24%	34%	38%	22%	25%	10%
		e	ae	ae	ace			b		b	

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN19B. (SHOWCARD) And what types of videos do you tend to watch on these sites and apps? (MULTI CODE)

Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook

	Total	AGE					All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	65+ OR DE			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b	
Unweighted total	1161	135	121	74	47	1161	373	118	1043	1026	131	
Effective Weighted Sample	890	108	87	53	35	890	272	74	803	769	105	
Total	1018	109	76	50	26	1018	295	80	931	872	143	
Music videos	638	48	36	**	**	638	187	56	578	537	95	
	63%	44%	47%	**	**	63%	63%	70%	62%	62%	67%	
						ab						
Funny videos / jokes / pranks / challenges	605	48	25	**	**	605	169	41	558	515	92	
	59%	44%	32%	**	**	59%	57%	51%	60%	59%	64%	
						ab						
'How-to' videos, tips or tutorials about things that I want to do	551	64	38	**	**	551	138	42	507	483	64	
	54%	58%	50%	**	**	54%	47%	53%	54%	55%	45%	
										b		
Reviews about things I may want to buy	408	37	23	**	**	408	98	17	389	362	45	
	40%	34%	31%	**	**	40%	33%	22%	42%	41%	32%	
									a			
Short entertainment videos (film trailers, clips from TV programmes or highlights).	392	27	18	**	**	392	94	18	371	335	51	
	38%	24%	24%	**	**	38%	32%	22%	40%	38%	36%	
						ab			a			
News / current affairs / documentaries	328	43	22	**	**	328	83	21	304	267	62	
	32%	40%	29%	**	**	32%	28%	27%	33%	31%	43%	
											a	
Sports/ football clips or videos	303	23	17	**	**	303	74	15	284	251	51	
	30%	21%	22%	**	**	30%	25%	18%	30%	29%	36%	
									a			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN19B. (SHOWCARD) And what types of videos do you tend to watch on these sites and apps? (MULTI CODE)

Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1161	135	121	74	47	1161	373	118	1043	1026	131
Effective Weighted Sample	890	108	87	53	35	890	272	74	803	769	105
Total	1018	109	76	50	26	1018	295	80	931	872	143
Whole TV programmes or films	253 25%	27 25%	8 11%	** **	** **	253 25%	68 23%	18 22%	235 25%	204 23%	49 34%
		b				b					a
Game tutorials, walk-throughs, watching other people play games	102 10%	4 4%	2 3%	** **	** **	102 10%	27 9%	5 6%	95 10%	85 10%	16 11%
						ab					
Political speeches or campaigns	99 10%	6 6%	6 8%	** **	** **	99 10%	18 6%	7 9%	92 10%	81 9%	17 12%
Vlogs from vloggers (like Zoella or Thatcher Joe)	86 8%	4 3%	1 1%	** **	** **	86 8%	18 6%	5 6%	80 9%	67 8%	18 13%
						b					
Religious speeches or events	43 4%	5 5%	1 2%	** **	** **	43 4%	10 3%	2 2%	40 4%	22 3%	24 17%
											a
Other types of videos	25 2%	5 4%	4 5%	** **	** **	25 2%	8 3%	4 5%	20 2%	24 3%	1 1%
Don't know	1 *%	- -%	1 1%	** **	** **	1 *%	1 *%	* 1%	1 *%	1 *%	- -%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN20A. (SHOWCARD) If you found something on YouTube that you considered inappropriate, how confident would you be in knowing how to report the inappropriate content to YouTube? (SINGLE CODE)

Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook

	Total	AGE					All	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64	65+	65-74	75+	REPORTS			DOES NOT REPORT	WHITE	NON-WHITE	
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b	
Unweighted total	1161	135	121	74	47	1161	373	118	1043	1026	131	
Effective Weighted Sample	890	108	87	53	35	890	272	74	803	769	105	
Total	1018	109	76	50	26	1018	295	80	931	872	143	
Very confident	392 39%	20 19%	13 18%	** **	** **	392 39%	107 36%	36 45%	350 38%	333 38%	52 36%	
Fairly confident	293 29%	32 30%	14 18%	** **	** **	293 29%	63 21%	12 15%	277 30%	243 28%	54 38%	
Neither confident nor not confident	87 9%	16 15%	5 7%	** **	** **	87 9%	24 8%	9 11%	80 9%	84 10%	5 3%	
Not very confident	105 10%	17 15%	14 19%	** **	** **	105 10%	40 14%	7 9%	98 11%	93 11%	11 8%	
Not at all confident	108 11%	19 17%	26 35%	** **	** **	108 11%	47 16%	11 14%	97 10%	93 11%	17 12%	
Don't know	32 3%	5 4%	3 4%	** **	** **	32 3%	14 5%	4 4%	29 3%	27 3%	4 3%	
SUMMARY CODES												
TOTAL CONFIDENT	685 67%	53 48%	27 36%	** **	** **	685 67%	170 58%	48 61%	628 67%	576 66%	106 74%	
TOTAL NOT CONFIDENT	213 21%	35 32%	41 54%	** **	** **	213 21%	87 30%	19 24%	195 21%	186 21%	28 20%	
TOTAL NEITHER/ DON'T KNOW	119 12%	21 19%	8 11%	** **	** **	119 12%	37 13%	12 16%	109 12%	111 13%	9 6%	

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN20B. Did you know there is a reporting button or flag on YouTube which can be used to report inappropriate content? (SINGLE CODE)

Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1161	135	121	74	47	1161	373	118	1043	1026	131
Effective Weighted Sample	890	108	87	53	35	890	272	74	803	769	105
Total	1018	109	76	50	26	1018	295	80	931	872	143
Yes	634	49	23	**	**	634	160	49	579	544	83
	62%	44%	30%	**	**	62%	54%	61%	62%	62%	58%
		b				ab					
No	360	58	51	**	**	360	129	31	329	305	60
	35%	53%	67%	**	**	35%	44%	39%	35%	35%	42%
		e	e								
Don't know	24	3	2	**	**	24	6	*	23	24	-
	2%	3%	3%	**	**	2%	2%	%	3%	3%	-%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN20C. Have you ever reported inappropriate content to YouTube? IF YES - (SHOWCARD) How did you report this inappropriate content to YouTube (MULTI CODE)

Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook

	Total	AGE				All	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1161	135	121	74	47	1161	373	118	1043	1026	131
Effective Weighted Sample	890	108	87	53	35	890	272	74	803	769	105
Total	1018	109	76	50	26	1018	295	80	931	872	143
I reported it through the reporting button/flag on YouTube	82 8%	5 5%	- -%	** **	** **	82 8%	22 7%	10 13%	70 7%	64 7%	12 8%
I emailed/ sent a message to YouTube	36 4%	2 2%	- -%	** **	** **	36 4%	11 4%	4 5%	30 3%	25 3%	8 6%
I posted a comment on the site/ app under the inappropriate content	24 2%	2 1%	* *%	** **	** **	24 2%	4 1%	1 2%	22 2%	16 2%	7 5%
Other	1 *%	- -%	- -%	** **	** **	1 *%	1 *%	1 1%	- -%	- -%	1 *%
Don't know	9 1%	3 3%	- -%	** **	** **	9 1%	2 1%	- -%	9 1%	5 1%	3 2%
EVER REPORTED SOMETHING INAPPROPRIATE TO YOUTUBE	129 13%	10 9%	* *%	** **	** **	129 13%	36 12%	14 18%	112 12%	96 11%	25 18%
I have not reported something inappropriate to YouTube	889 87%	99 91%	76 100%	** **	** **	889 87%	259 88%	66 82%	820 88%	777 89%	118 82%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN21. I'd now like to ask you some questions about your use of social media or messaging sites or apps - so websites or apps like Facebook, Twitter, Instagram, Snapchat, WhatsApp and YouTube. Do you have a social media profile or account on any of these types of sites or apps? (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e		REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Yes	1031	110	71	46	25	1031	304	80	945	887	140
	77%	60%	39%	43%	32%	77%	68%	62%	79%	76%	88%
		bcd				abcd			a		a
No	298	73	113	60	52	298	144	48	253	276	19
	22%	40%	61%	57%	68%	22%	32%	38%	21%	24%	12%
		e	ae	ae	ae			b		b	
Don't know	3	-	-	-	-	3	-	-	3	3	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN22. (SHOWCARD) Which social media or messaging sites or apps do you have a profile or account on that you still use? (MULTI CODE)

Base : Those with a social media profile or account

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
Facebook	943 91%	99 89%	64 91%	** **	** **	943 91%	278 92%	76 95%	861 91%	818 92%	121 86%
WhatsApp	553 54%	42 38%	18 25%	** **	** **	553 54%	141 46%	33 42%	517 55%	448 50%	108 77%
YouTube	340 33%	31 28%	7 10%	** **	** **	340 33%	88 29%	18 23%	317 34%	261 29%	78 56%
Instagram	322 31%	4 4%	2 3%	** **	** **	322 31%	77 25%	9 12%	310 33%	267 30%	53 38%
Snapchat	278 27%	4 4%	1 2%	** **	** **	278 27%	83 27%	11 13%	262 28%	233 26%	50 35%
Twitter	248 24%	18 16%	3 4%	** **	** **	248 24%	46 15%	15 18%	229 24%	209 24%	36 26%
LinkedIn	168 16%	17 15%	6 8%	** **	** **	168 16%	23 8%	11 13%	156 17%	150 17%	15 11%
Pinterest	148 14%	13 11%	6 8%	** **	** **	148 14%	32 10%	9 11%	139 15%	127 14%	19 14%
Google+ (inc. Google Hangouts)	145 14%	16 15%	2 3%	** **	** **	145 14%	41 13%	12 15%	130 14%	118 13%	23 16%
Tumblr	29 3%	- -%	- -%	** **	** **	29 3%	8 2%	1 2%	27 3%	19 2%	7 5%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN22. (SHOWCARD) Which social media or messaging sites or apps do you have a profile or account on that you still use? (MULTI CODE)

Base : Those with a social media profile or account

	Total	AGE				All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
Other	10	2	*	**	**	10	2	2	8	10	-
	1%	2%	*%	**	**	1%	1%	2%	1%	1%	-%
FACEBOOK ONLY	266	43	42	**	**	266	105	37	228	247	14
	26%	39%	59%	**	**	26%	34%	47%	24%	28%	10%
		e	ae					b		b	

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN23. (SHOWCARD) And which one would you say is your main social media or messaging site or app - the one you use most often? (SINGLE CODE)

Base : Those with a social media profile or account

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
Facebook	724 70%	77 70%	59 83%	** **	** **	724 70%	228 75%	64 80%	656 69%	648 73%	68 48%
			ae							b	
WhatsApp	162 16%	21 19%	9 12%	** **	** **	162 16%	41 13%	12 15%	149 16%	117 13%	46 32%
										a	
Snapchat	41 4%	1 1%	- -%	** **	** **	41 4%	14 5%	1 1%	39 4%	29 3%	14 10%
										a	
Instagram	36 3%	- -%	- -%	** **	** **	36 3%	8 3%	- -%	36 4%	29 3%	7 5%
						a					
Twitter	27 3%	1 1%	1 1%	** **	** **	27 3%	3 1%	- -%	27 3%	25 3%	3 2%
YouTube	20 2%	6 6%	2 2%	** **	** **	20 2%	8 3%	1 2%	19 2%	18 2%	3 2%
		e									
LinkedIn	8 1%	2 2%	1 1%	** **	** **	8 1%	1 *%	- -%	8 1%	8 1%	- -%
Other	8 1%	1 1%	* *%	** **	** **	8 1%	1 *%	2 2%	6 1%	8 1%	- -%
Don't know	5 *%	1 1%	- -%	** **	** **	5 *%	1 *%	* *%	5 *%	5 1%	- -%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN24. Generally, when you visit social media sites or apps like Facebook, Instagram, Snapchat, Twitter, or You Tube, do you ever think about whether the information posted on these sites or apps is truthful? IF YES - (SHOWCARD) Do you believe that all the information you see on these sites or apps is truthful, most of it is truthful or just some of it is truthful? (SINGLE CODE)

Base : Those with a social media profile or account

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 ~c	75+ ~d			REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
All is truthful	18 2%	1 1%	1 1%	** **	** **	18 2%	5 2%	- -%	18 2%	12 1%	5 3%
Most is truthful	212 21%	25 22%	12 17%	** **	** **	212 21%	57 19%	18 22%	190 20%	182 20%	31 22%
Some is truthful	669 65%	62 56%	49 69%	** **	** **	669 65%	196 64%	54 67%	612 65%	576 65%	87 62%
Don't know	37 4%	11 10% be	1 1%	** **	** **	37 4%	12 4%	1 2%	36 4%	32 4%	6 5%
I don't think about whether the information on social media sites is truthful	96 9%	12 11%	8 12%	** **	** **	96 9%	36 12%	7 9%	89 9%	85 10%	11 8%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN24. Generally, when you visit social media sites or apps like Facebook, Instagram, Snapchat, Twitter, or You Tube, do you ever think about whether the information posted on these sites or apps is truthful? IF YES - (SHOWCARD) Do you believe that all the information you see on these sites or apps is truthful, most of it is truthful or just some of it is truthful? (SINGLE CODE)

Base : Those who consider whether the information on social media sites is true

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 ~c	75+ ~d			REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1071	124	100	59	41	1071	336	113	958	947	120
Effective Weighted Sample	815	96	67	41	28	815	241	70	735	704	95
Total	936	99	62	42	20	936	269	73	856	802	129
All is truthful	18 2%	1 1%	1 1%	** **	** **	18 2%	5 2%	- -%	18 2%	12 2%	5 4%
Most is truthful	212 23%	25 25%	12 19%	** **	** **	212 23%	57 21%	18 24%	190 22%	182 23%	31 24%
Some is truthful	669 71%	62 63%	49 78% a	** **	** **	669 71%	196 73%	54 74%	612 71%	576 72%	87 68%
Don't know	37 4%	11 11% be	1 1%	** **	** **	37 4%	12 4%	1 2%	36 4%	32 4%	6 5%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN25. (SHOWCARD) When you read or see a news story or article on social media site or apps which, if any, of these things would you ever do if you wanted to check the information in the article to see if it was true? IF NECESSARY: For example, this might be a news story or article that appears in your news feed, or a link to an article that is shared with you or sent to you, something that you see through a 'trending' section of the site or through any channels you visit on social media (MULTI CODE)

Base : Those with a social media profile or account

	Total	AGE				All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+		65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
PROMPTED RESPONSES											
Check if it was by an organisation I had heard of	383 37%	35 32%	22 31%	** **	** **	383 37%	101 33%	36 45%	342 36%	327 37%	55 39%
Check if it was by an organisation I thought was trustworthy	347 34%	36 33%	16 22%	** **	** **	347 34%	75 25%	22 27%	323 34%	294 33%	47 33%
Check to see if the same information in the article appears anywhere else	315 31%	32 29%	15 21%	** **	** **	315 31%	78 26%	30 37%	285 30%	269 30%	45 32%
Look at how professional the article looks, e.g. are there spelling mistakes, do the images or videos look high quality	267 26%	30 27%	15 21%	** **	** **	267 26%	56 18%	18 23%	248 26%	229 26%	32 23%
Think about what the article is about to see how likely is it to be true	258 25%	34 31%	15 21%	** **	** **	258 25%	62 20%	23 29%	236 25%	217 25%	38 27%
Look at the comments/ what people have said about the article	250 24%	27 25%	13 19%	** **	** **	250 24%	63 21%	24 31%	224 24%	206 23%	42 30%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN25. (SHOWCARD) When you read or see a news story or article on social media site or apps which, if any, of these things would you ever do if you wanted to check the information in the article to see if it was true? IF NECESSARY: For example, this might be a news story or article that appears in your news feed, or a link to an article that is shared with you or sent to you, something that you see through a 'trending' section of the site or through any channels you visit on social media (MULTI CODE)

Base : Those with a social media profile or account

	Total	AGE				All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+		65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
Think about whether the person who shared it was someone I trusted	186 18%	26 24% b	8 11%	** **	** **	186 18%	41 13%	13 17%	172 18%	161 18%	21 15%
Check to see if it is by someone who was there when it happened/ saw it for themselves	110 11%	16 15% b	3 4%	** **	** **	110 11%	24 8%	12 15%	98 10%	94 11%	13 9%
UNPROMPTED RESPONSE											
I would Google it	14 1%	* *%	* *%	** **	** **	14 1%	7 2%	2 3%	11 1%	12 1%	1 1%
Other	7 1%	1 1%	1 1%	** **	** **	7 1%	5 2%	1 1%	7 1%	6 1%	1 1%
TOTAL - WOULD CHECK TO SEE IF THE INFORMATION APPEARED ANYWHERE ELSE (INCLUDING GOOGLE)	327 32%	33 29%	15 22%	** **	** **	327 32%	85 28%	32 40%	293 31%	278 31%	46 33%
ANY CHECKS MADE TO SEE IF THE NEWS ON SOCIAL MEDIA IS TRUE	693 67%	69 62%	38 54%	** **	** **	693 67% b	195 64%	51 64%	635 67%	587 66%	103 73%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN25. (SHOWCARD) When you read or see a news story or article on social media site or apps which, if any, of these things would you ever do if you wanted to check the information in the article to see if it was true? IF NECESSARY: For example, this might be a news story or article that appears in your news feed, or a link to an article that is shared with you or sent to you, something that you see through a 'trending' section of the site or through any channels you visit on social media (MULTI CODE)

Base : Those with a social media profile or account

	Total	AGE				All e	AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 ~c	75+ ~d		65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
I wouldn't tend to check the information in the article to see if it was true	241 23%	23 21%	22 31%	** **	** **	241 23%	76 25%	20 25%	223 24%	214 24%	26 19%
I don't see news stories/ articles on social media	69 7%	13 12%	9 13%	** **	** **	69 7%	20 7%	6 8%	63 7%	61 7%	9 7%
Don't know	28 3%	5 4%	2 3%	** **	** **	28 3%	13 4%	3 4%	24 3%	25 3%	2 2%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN25. (SHOWCARD) When you read or see a news story or article on social media site or apps which, if any, of these things would you ever do if you wanted to check the information in the article to see if it was true? IF NECESSARY: For example, this might be a news story or article that appears in your news feed, or a link to an article that is shared with you or sent to you, something that you see through a 'trending' section of the site or through any channels you visit on social media (MULTI CODE)

Base : Those who see news content on social media

	Total	AGE				All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+		65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	~b	~c	~d	e		a	b	a	b
Unweighted total	1062	113	94	52	42	1062	337	107	955	938	121
Effective Weighted Sample	815	90	66	38	30	815	247	64	738	704	95
Total	934	92	60	39	21	934	271	70	858	801	129
PROMPTED RESPONSES											
Check if it was by an organisation I had heard of	383	35	**	**	**	383	101	36	342	327	55
	41%	38%	**	**	**	41%	37%	51%	40%	41%	43%
Check if it was by an organisation I thought was trustworthy	347	36	**	**	**	347	75	22	323	294	47
	37%	39%	**	**	**	37%	28%	31%	38%	37%	36%
Check to see if the same information in the article appears anywhere else	315	32	**	**	**	315	78	30	285	269	45
	34%	35%	**	**	**	34%	29%	42%	33%	34%	35%
Look at how professional the article looks, e.g. are there spelling mistakes, do the images or videos look high quality	267	30	**	**	**	267	56	18	248	229	32
	29%	33%	**	**	**	29%	21%	26%	29%	29%	25%
Think about what the article is about to see how likely is it to be true	258	34	**	**	**	258	62	23	236	217	38
	28%	37%	**	**	**	28%	23%	33%	27%	27%	29%
Look at the comments/ what people have said about the article	250	27	**	**	**	250	63	24	224	206	42
	27%	29%	**	**	**	27%	23%	35%	26%	26%	32%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN25. (SHOWCARD) When you read or see a news story or article on social media site or apps which, if any, of these things would you ever do if you wanted to check the information in the article to see if it was true? IF NECESSARY: For example, this might be a news story or article that appears in your news feed, or a link to an article that is shared with you or sent to you, something that you see through a 'trending' section of the site or through any channels you visit on social media (MULTI CODE)

Base : Those who see news content on social media

	Total	AGE				All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+		65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	~b	~c	~d	e		a	b	a	b
Unweighted total	1062	113	94	52	42	1062	337	107	955	938	121
Effective Weighted Sample	815	90	66	38	30	815	247	64	738	704	95
Total	934	92	60	39	21	934	271	70	858	801	129
Think about whether the person who shared it was someone I trusted	186 20%	26 29%	**	**	**	186 20%	41 15%	13 19%	172 20%	161 20%	21 17%
Check to see if it is by someone who was there when it happened/ saw it for themselves	110 12%	16 18%	**	**	**	110 12%	24 9%	12 17%	98 11%	94 12%	13 10%
UNPROMPTED RESPONSE											
I would Google it	14 1%	* %	**	**	**	14 1%	7 3%	2 3%	11 1%	12 2%	1 1%
Other	7 1%	1 1%	**	**	**	7 1%	5 2%	1 1%	7 1%	6 1%	1 1%
TOTAL - WOULD CHECK TO SEE IF THE INFORMATION APPEARED ANYWHERE ELSE (INCLUDING GOOGLE)	327 35%	33 35%	**	**	**	327 35%	85 31%	32 45%	293 34%	278 35%	46 36%
ANY CHECKS MADE TO SEE IF THE NEWS ON SOCIAL MEDIA IS TRUE	693 74%	69 75%	**	**	**	693 74%	195 72%	51 72%	635 74%	587 73%	103 80%
I wouldn't tend to check the information in the article to see if it was true	241 26%	23 25%	**	**	**	241 26%	76 28%	20 28%	223 26%	214 27%	26 20%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN26. (SHOWCARD) AGREEMENT WITH STATEMENT - The images or videos that other people post online make their life look more interesting than it is (SINGLE CODE)

Base : Those with a social media profile or account

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
Strongly disagree	85 8%	14 12%	7 10%	** **	** **	85 8%	32 10%	8 10%	77 8%	74 8%	10 7%
Slightly disagree	79 8%	9 8%	8 11%	** **	** **	79 8%	25 8%	7 8%	71 8%	65 7%	13 9%
Neither agree nor disagree	201 20%	22 20%	11 15%	** **	** **	201 20%	55 18%	13 16%	187 20%	165 19%	36 26%
Slightly agree	275 27%	29 26%	20 28%	** **	** **	275 27%	63 21%	21 27%	250 26%	237 27%	38 27%
Strongly agree	362 35%	29 27%	20 28%	** **	** **	362 35%	115 38%	28 36%	332 35%	322 36%	38 27%
Don't know	30 3%	8 7%	6 9%	** **	** **	30 3%	14 5%	3 4%	27 3%	25 3%	6 4%
		e	e								
SUMMARY CODES											
TOTAL DISAGREE	163 16%	23 21%	15 21%	** **	** **	163 16%	57 19%	15 18%	149 16%	139 16%	23 16%
TOTAL AGREE	637 62%	58 53%	39 56%	** **	** **	637 62%	178 59%	50 62%	582 62%	559 63%	75 54%
TOTAL NEITHER/ DON'T KNOW	231 22%	30 27%	17 23%	** **	** **	231 22%	69 23%	16 20%	214 23%	189 21%	42 30%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN27A. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT USING SOCIAL MEDIA - I usually accept the terms & conditions without reading them on social media and messaging sites. (SINGLE CODE)

Base : Those with a social media profile or account

	Total	AGE				All	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
Strongly disagree	153 15%	27 24%	17 24%	** **	** **	153 15%	57 19%	13 16%	138 15%	133 15%	21 15%
		e	e								
Slightly disagree	115 11%	12 10%	8 12%	** **	** **	115 11%	23 8%	6 7%	108 11%	97 11%	19 14%
Neither agree nor disagree	102 10%	10 9%	6 9%	** **	** **	102 10%	23 7%	7 9%	95 10%	78 9%	22 16%
											a
Slightly agree	262 25%	25 23%	14 20%	** **	** **	262 25%	68 22%	16 20%	245 26%	231 26%	32 23%
Strongly agree	389 38%	32 29%	23 32%	** **	** **	389 38%	130 43%	37 47%	351 37%	341 38%	43 31%
Don't know	10 1%	5 5%	3 4%	** **	** **	10 1%	4 1%	1 2%	9 1%	8 1%	3 2%
		e	e								
SUMMARY CODES											
TOTAL DISAGREE	269 26%	38 35%	25 35%	** **	** **	269 26%	80 26%	19 23%	246 26%	230 26%	40 28%
TOTAL AGREE	650 63%	57 51%	37 52%	** **	** **	650 63%	198 65%	53 66%	596 63%	571 64%	76 54%
						ab				b	
TOTAL NEITHER/ DON'T KNOW	112 11%	15 14%	9 13%	** **	** **	112 11%	26 9%	8 10%	103 11%	86 10%	25 18%
											a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN27B. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT USING SOCIAL MEDIA - Once my post goes online I no longer have control over it. (SINGLE CODE)

Base : Those with a social media profile or account

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
Strongly disagree	146 14%	17 15%	7 10%	** **	** **	146 14%	43 14%	17 21%	129 14%	127 14%	20 14%
Slightly disagree	177 17%	18 16%	9 13%	** **	** **	177 17%	41 13%	11 13%	163 17%	159 18%	17 12%
Neither agree nor disagree	92 9%	9 8%	10 15%	** **	** **	92 9%	32 11%	7 8%	84 9%	82 9%	9 7%
Slightly agree	275 27%	18 16%	19 27%	** **	** **	275 27%	66 22%	16 20%	259 27%	231 26%	48 34%
Strongly agree	305 30%	32 29%	18 26%	** **	** **	305 30%	107 35%	28 35%	277 29%	254 29%	42 30%
Don't know	35 3%	16 15%	7 10%	** **	** **	35 3%	14 5%	2 3%	33 3%	33 4%	3 2%
		e	e								
SUMMARY CODES											
TOTAL DISAGREE	323 31%	35 32%	16 23%	** **	** **	323 31%	84 28%	27 34%	293 31%	286 32%	38 27%
TOTAL AGREE	581 56%	50 45%	37 53%	** **	** **	581 56%	173 57%	44 54%	536 57%	485 55%	90 64%
TOTAL NEITHER/ DON'T KNOW	127 12%	25 23%	17 24%	** **	** **	127 12%	47 15%	9 11%	117 12%	115 13%	13 9%
		e	e								

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN27C. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT USING SOCIAL MEDIA - It is easy to delete photos and videos from the internet after they have been posted. (SINGLE CODE)

Base : Those with a social media profile or account

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
Strongly disagree	222 22%	17 15%	11 16%	** **	** **	222 22%	60 20%	18 23%	205 22%	187 21%	28 20%
Slightly disagree	183 18%	22 20%	6 8%	** **	** **	183 18%	57 19%	13 16%	169 18%	154 17%	29 21%
Neither agree nor disagree	105 10%	13 12%	8 11%	** **	** **	105 10%	27 9%	6 8%	98 10%	92 10%	14 10%
Slightly agree	222 22%	20 18%	8 11%	** **	** **	222 22%	46 15%	11 14%	208 22%	192 22%	32 23%
Strongly agree	215 21%	16 14%	19 27%	** **	** **	215 21%	74 24%	23 28%	189 20%	183 21%	33 23%
Don't know	84 8%	22 20%	19 27%	** **	** **	84 8%	40 13%	8 10%	77 8%	79 9%	5 4%
SUMMARY CODES											
TOTAL DISAGREE	405 39%	39 36%	17 24%	** **	** **	405 39%	117 38%	31 39%	374 40%	341 38%	57 41%
TOTAL AGREE	437 42%	36 33%	27 38%	** **	** **	437 42%	120 40%	34 43%	397 42%	375 42%	64 46%
TOTAL NEITHER/ DON'T KNOW	189 18%	35 32%	27 38%	** **	** **	189 18%	67 22%	15 18%	175 18%	171 19%	19 14%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN27D. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT USING SOCIAL MEDIA - It is OK to share a photograph or video of other people without their permission. (SINGLE CODE)

Base : Those with a social media profile or account

	Total	AGE				All	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
Strongly disagree	613 59%	74 67%	48 68%	** **	** **	613 59%	196 64%	56 70%	555 59%	527 59%	81 58%
Slightly disagree	163 16%	12 11%	7 10%	** **	** **	163 16%	37 12%	7 9%	154 16%	140 16%	21 15%
Neither agree nor disagree	92 9%	8 7%	3 5%	** **	** **	92 9%	22 7%	7 9%	83 9%	75 8%	21 15% a
Slightly agree	109 11%	9 8%	7 9%	** **	** **	109 11%	27 9%	3 3%	105 11% a	94 11%	16 12%
Strongly agree	38 4%	4 4%	2 3%	** **	** **	38 4%	12 4%	5 6%	34 4%	36 4%	2 1%
Don't know	15 1%	3 3%	3 5% e	** **	** **	15 1%	10 3%	2 3%	13 1%	15 2%	- -%
SUMMARY CODES											
TOTAL DISAGREE	776 75%	86 78%	55 78%	** **	** **	776 75%	232 76%	63 79%	709 75%	667 75%	102 73%
TOTAL AGREE	148 14%	13 12%	9 13%	** **	** **	148 14%	40 13%	7 9%	139 15%	130 15%	18 13%
TOTAL NEITHER/ DON'T KNOW	107 10%	11 10%	7 9%	** **	** **	107 10%	32 10%	9 12%	97 10%	91 10%	21 15%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN27E. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT USING SOCIAL MEDIA - I am confident in using the settings on my social media account to control who sees the photos and videos I share. (SINGLE CODE)

Base : Those with a social media profile or account

	Total	AGE				All	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
Strongly disagree	47 5%	12 11%	6 9%	** **	** **	47 5%	17 6%	4 5%	43 5%	35 4%	14 10%
		e									a
Slightly disagree	68 7%	14 13%	9 13%	** **	** **	68 7%	21 7%	11 13%	58 6%	52 6%	16 11%
		e	e					b			a
Neither agree nor disagree	73 7%	14 13%	4 6%	** **	** **	73 7%	22 7%	3 4%	69 7%	63 7%	11 8%
		e									
Slightly agree	254 25%	20 18%	20 29%	** **	** **	254 25%	68 22%	12 15%	240 25%	224 25%	29 21%
Strongly agree	582 56%	50 45%	26 37%	** **	** **	582 56%	170 56%	50 62%	527 56%	506 57%	71 50%
						ab					
Don't know	8 1%	1 1%	5 7%	** **	** **	8 1%	6 2%	1 1%	7 1%	8 1%	- -%
			ae								
SUMMARY CODES											
TOTAL DISAGREE	115 11%	26 23%	16 22%	** **	** **	115 11%	38 12%	14 18%	102 11%	87 10%	29 21%
		e	e								a
TOTAL AGREE	836 81%	70 63%	46 65%	** **	** **	836 81%	238 78%	62 77%	767 81%	730 82%	100 71%
						ab				b	
TOTAL NEITHER/ DON'T KNOW	81 8%	15 14%	9 13%	** **	** **	81 8%	28 9%	4 5%	76 8%	71 8%	11 8%
		e									

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN27F. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT USING SOCIAL MEDIA - I'm happy sharing personal photos and videos with everyone. (SINGLE CODE)

Base : Those with a social media profile or account

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
Strongly disagree	444 43%	64 58%	38 53%	** **	** **	444 43%	135 44%	47 58%	398 42%	385 43%	55 39%
Slightly disagree	197 19%	15 13%	7 9%	** **	** **	197 19%	47 16%	9 12%	186 20%	169 19%	28 20%
Neither agree nor disagree	100 10%	10 9%	6 8%	** **	** **	100 10%	35 11%	6 8%	94 10%	84 9%	18 13%
Slightly agree	178 17%	10 9%	12 16%	** **	** **	178 17%	43 14%	6 8%	169 18%	151 17%	27 19%
Strongly agree	109 11%	13 11%	8 11%	** **	** **	109 11%	44 14%	11 14%	97 10%	95 11%	12 8%
Don't know	2 *%	- -%	1 1%	** **	** **	2 *%	1 *%	1 1%	2 *%	2 *%	- -%
SUMMARY CODES											
TOTAL DISAGREE	642 62%	78 71%	44 62%	** **	** **	642 62%	183 60%	56 70%	584 62%	554 62%	83 59%
TOTAL AGREE	287 28%	22 20%	20 28%	** **	** **	287 28%	86 28%	17 22%	266 28%	247 28%	39 28%
TOTAL NEITHER/ DON'T KNOW	103 10%	10 9%	7 10%	** **	** **	103 10%	35 12%	7 8%	95 10%	86 10%	18 13%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN28. (SHOWCARD) When you use social media, which one of these best applies? (SINGLE CODE)

Base : Those with a social media profile or account

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 ~c	75+ ~d			REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
I often see views that I disagree with.	205 20%	15 14%	17 24%	** **	** **	205 20%	73 24%	28 35% b	176 19%	174 20%	24 17%
I sometimes see views that I disagree with	609 59%	71 64% b	35 49%	** **	** **	609 59%	153 50%	42 53%	565 60%	524 59%	82 59%
I rarely see views that I disagree with	189 18%	19 17%	15 22%	** **	** **	189 18%	62 20%	8 10%	178 19% a	165 19%	28 20%
Don't know	29 3%	6 5%	3 5%	** **	** **	29 3%	16 5%	2 3%	27 3%	25 3%	5 4%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN29. (SHOWCARD) Which one of these two options is closest to how you feel about sharing opinions online? Please think about sharing opinions online that might be visible to everyone as well as those visible only to people you allow to see them. (SINGLE CODE)

Base : Those who go online

	Total	AGE				All e	AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d		65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
I think people should always share their opinions online using their real name, even if the opinion is controversial	614 46%	96 52%	94 51%	55 52%	39 50%	614 46%	206 46%	71 55% b	543 45%	561 48% b	54 34%
I think people should have the right to hide their identity online in order to express their views anonymously	494 37%	51 28%	50 27%	28 26%	22 28%	494 37% abc	138 31%	37 29%	456 38%	409 35%	76 48% a
Don't know	224 17%	37 20%	40 22%	23 22%	17 22%	224 17%	104 23%	20 16%	203 17%	196 17%	29 18%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN30. (SHOWCARD) Thinking now about the following statement: 'I share my opinions online using my real name even if the opinion is controversial' Which one of these options best applies to you personally? (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
I always share opinions using my real name	438 33%	54 29% bd	35 19%	23 22%	12 16%	438 33% bcd	136 30%	41 32%	394 33%	382 33%	55 34%
I never share opinions using my real name	56 4%	8 5%	8 4%	6 6%	2 2%	56 4%	17 4%	7 6%	50 4%	44 4%	12 8% a
It depends on who I'm sharing them with or where I'm sharing them or how controversial they are	264 20%	15 8%	17 9%	13 12%	4 5%	264 20% abd	76 17%	20 16%	242 20%	217 19%	37 23%
EVER SHARE OPINIONS ONLINE	758 57%	77 42% d	60 33%	42 40% d	18 23%	758 57% abcd	229 51%	68 53%	686 57%	643 55%	105 66% a
I never share opinions online	557 42%	105 57% e	122 66% e	62 59% e	59 77% ace	557 42%	213 48%	59 46%	500 42%	512 44% b	51 32%
Don't know	17 1%	1 1%	2 1%	2 2%	* *%	17 1%	6 1%	1 1%	15 1%	12 1%	4 3%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN31. How do you think the BBC's website is mainly funded? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Licence fee/ by the public	996	159	189	101	88	996	364	112	884	904	83
	66%	71%	61%	62%	61%	66%	60%	61%	66%	67%	50%
		bd								b	
Advertising on the website	73	8	9	6	2	73	26	7	67	57	15
	5%	3%	3%	4%	2%	5%	4%	4%	5%	4%	9%
						d				a	
By the government	64	8	5	2	3	64	15	2	62	47	18
	4%	4%	2%	1%	2%	4%	2%	1%	5%	3%	11%
						b			a		a
Sales of programmes and services to other channels/ countries	21	2	2	*	2	21	2	1	19	18	3
	1%	1%	1%	*%	2%	1%	*%	1%	1%	1%	2%
Advertisers pay to prioritise their entry on the list/ be first on the list	10	1	1	1	-	10	2	-	10	10	-
	1%	*%	*%	1%	-%	1%	*%	-%	1%	1%	-%
Advertisers pay when users click through from sponsored links to their website	10	2	2	1	1	10	6	1	9	9	1
	1%	1%	1%	1%	1%	1%	1%	*%	1%	1%	*%
Other	8	3	-	-	-	8	2	4	4	7	1
	1%	1%	-%	-%	-%	1%	*%	2%	*%	*%	*%
		b						b			
Never heard of it	12	1	10	6	4	12	11	3	9	10	1
	1%	*%	3%	4%	3%	1%	2%	2%	1%	1%	*%
			ae	ae	ae						
Don't know	326	41	89	45	45	326	178	53	272	285	47
	21%	18%	29%	28%	31%	21%	29%	29%	20%	21%	28%
			ae	a	ae			b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN31. How do you think the BBC's website is mainly funded? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
SUMMARY CODES											
INCORRECT RESPONSE	185	23	19	11	8	185	55	15	170	147	37
	12%	10%	6%	7%	6%	12%	9%	8%	13%	11%	22%
						bcd					a
TOTAL NEVER HEARD OF IT/ DON'T KNOW	338	41	100	51	49	338	189	56	281	295	48
	22%	18%	32%	31%	34%	22%	31%	31%	21%	22%	28%
			ae	ae	ae			b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN32. How do you think search engine websites such as Google or Bing are mainly funded? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Advertising on the website	696 46%	112 50%	103 34%	62 38%	41 29%	696 46%	216 36%	67 37%	628 47%	625 46%	67 40%
		bcd				bd			a		
Advertisers pay to prioritise their entry on the list/ be first on the list	158 10%	14 6%	19 6%	14 9%	5 4%	158 10%	42 7%	9 5%	148 11%	143 11%	12 7%
						bd			a		
Advertisers pay when users click through from sponsored links to their website	116 8%	13 6%	10 3%	5 3%	5 3%	116 8%	32 5%	7 4%	109 8%	102 8%	12 7%
						bcd			a		
Licence fee/ by the public	52 3%	10 4%	9 3%	5 3%	4 3%	52 3%	22 4%	9 5%	44 3%	39 3%	14 8%
											a
Selling content to other channels or countries	21 1%	1 1%	2 1%	2 1%	1 1%	21 1%	9 2%	1 *	20 2%	17 1%	3 2%
By the government	21 1%	* *	5 2%	3 2%	2 1%	21 1%	11 2%	2 1%	18 1%	14 1%	10 6%
											a
Other	27 2%	7 3%	6 2%	4 3%	2 1%	27 2%	10 2%	2 1%	24 2%	27 2%	- -%
Never heard of it	32 2%	5 2%	23 7%	8 5%	14 10%	32 2%	27 4%	10 6%	22 2%	30 2%	2 1%
			ae	e	ae			b			
Don't know	395 26%	61 27%	130 42%	60 37%	71 49%	395 26%	238 39%	76 42%	323 24%	350 26%	48 29%
			ae	ae	ace			b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN32. How do you think search engine websites such as Google or Bing are mainly funded? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
SUMMARY CODES											
CORRECT RESPONSES	813	126	113	67	46	813	248	74	737	727	79
	54%	56%	37%	41%	32%	54%	41%	40%	55%	54%	47%
		bcd				bcd			a		
INCORRECT RESPONSES	279	32	42	28	14	279	95	23	254	239	39
	18%	14%	14%	17%	10%	18%	16%	12%	19%	18%	23%
				d		bd			a		
TOTAL NEVER HEARD OF IT/ DON'T KNOW	427	66	153	68	85	427	265	87	345	380	50
	28%	29%	50%	42%	59%	28%	44%	47%	26%	28%	30%
			ae	ae	ace			b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN33. How do you think the BBC's iPlayer service is mainly funded? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Licence fee/ by the public	846	140	154	91	64	846	298	95	751	775	62
	56%	63%	50%	56%	44%	56%	49%	52%	56%	58%	37%
		bde		d		d				b	
Advertising on the website	133	11	11	7	4	133	41	8	124	110	22
	9%	5%	4%	4%	2%	9%	7%	4%	9%	8%	13%
						bd			a		
By the government	54	4	6	4	2	54	17	2	52	38	16
	4%	2%	2%	2%	1%	4%	3%	1%	4%	3%	9%
						a			a		a
Sales of programmes and services to other channels/ countries	33	6	1	1	-	33	8	1	31	27	6
	2%	2%	*%	*%	-%	2%	1%	1%	2%	2%	3%
		bd				bd					
Advertisers pay to prioritise their entry on the list/ be first on the list	19	1	4	2	3	19	7	1	17	17	1
	1%	*%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Advertisers pay when users click through from sponsored links to their website	15	2	2	2	*	15	4	1	13	13	1
	1%	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%
Other	7	2	1	1	-	7	1	-	7	7	-
	*%	1%	*%	1%	-%	*%	*%	-%	1%	1%	-%
Never heard of it	28	5	19	9	9	28	21	8	20	27	2
	2%	2%	6%	6%	6%	2%	3%	4%	1%	2%	1%
			ae	e	ae			b			
Don't know	385	53	110	46	64	385	211	67	320	332	59
	25%	24%	36%	28%	44%	25%	35%	37%	24%	25%	35%
			ae		ae			b			a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN33. How do you think the BBC's iPlayer service is mainly funded? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
SUMMARY CODES											
INCORRECT RESPONSE	260	26	25	16	8	260	78	14	244	212	46
	17%	12%	8%	10%	6%	17%	13%	7%	18%	16%	27%
		d				abcd			a		a
TOTAL NEVER HEARD OF IT/ DON'T KNOW	413	57	129	56	74	413	232	75	340	358	60
	27%	26%	42%	34%	51%	27%	38%	41%	25%	27%	36%
			ae		ace			b			a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN34. How do you think YouTube is mainly funded? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Advertising on the website	680 45%	101 45%	77 25%	51 32%	26 18%	680 45%	201 33%	60 32%	617 46%	592 44%	87 52%
		bcd		d		bcd			a		
Advertisers pay when users click through from sponsored links to their website	145 10%	11 5%	8 2%	6 4%	2 1%	145 10%	28 5%	5 3%	139 10%	124 9%	15 9%
		d				abcd			a		
Advertisers pay to prioritise their entry on the list/ be first on the list	97 6%	5 2%	11 3%	8 5%	3 2%	97 6%	28 5%	6 3%	88 7%	88 7%	8 5%
						abd					
Licence fee/ by the public	32 2%	3 1%	8 3%	6 4%	2 2%	32 2%	20 3%	5 3%	27 2%	27 2%	4 2%
Selling content to other channels or countries	16 1%	1 *%	1 *%	* *%	1 1%	16 1%	7 1%	2 1%	14 1%	14 1%	1 1%
By the government	12 1%	2 1%	2 1%	2 1%	- -%	12 1%	4 1%	* *%	11 1%	8 1%	4 2%
											a
Other	25 2%	4 2%	6 2%	4 2%	3 2%	25 2%	10 2%	4 2%	21 2%	24 2%	1 *%
Never heard of it	30 2%	7 3%	19 6%	9 6%	9 6%	30 2%	23 4%	6 3%	23 2%	28 2%	2 1%
			e	e	e						
Don't know	483 32%	92 41%	176 57%	77 47%	100 69%	483 32%	284 47%	95 52%	395 30%	441 33%	46 28%
		e	ace	e	abce			b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN34. How do you think YouTube is mainly funded? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
SUMMARY CODES											
INCORRECT RESPONSES	326	25	36	25	10	326	98	23	300	285	32
	21%	11%	12%	16%	7%	21%	16%	12%	22%	21%	19%
			d			abd			a		
TOTAL NEVER HEARD OF IT/ DON'T KNOW	513	98	195	86	109	513	308	101	418	468	48
	34%	44%	63%	53%	75%	34%	51%	55%	31%	35%	29%
		e	ace	e	abce			b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN35A. (SHOWCARD) AGREEMENT WITH STATEMENT - Internet users must be protected from seeing inappropriate or offensive content. (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Strongly disagree	41 3%	6 3%	2 1%	1 1%	* 1%	41 3%	6 1%	1 1%	41 3%	38 3%	2 1%
Slightly disagree	77 6%	11 6%	11 6%	8 8%	3 4%	77 6%	20 4%	9 7%	68 6%	69 6%	5 3%
Neither agree nor disagree	147 11%	23 12%	14 8%	12 11%	3 4%	147 11%	42 9%	9 7%	138 11%	127 11%	19 12%
		d		d		d					
Slightly agree	315 24%	35 19%	31 17%	17 16%	14 18%	315 24%	86 19%	24 19%	288 24%	278 24%	39 24%
						b					
Strongly agree	739 55%	107 58%	122 66%	65 61%	56 73%	739 55%	289 65%	83 65%	655 55%	642 55%	93 58%
			e		ae			b			
Don't know	13 1%	2 1%	3 2%	3 2%	1 1%	13 1%	5 1%	2 1%	12 1%	11 1%	1 1%
SUMMARY CODES											
TOTAL DISAGREE	118 9%	17 9%	13 7%	10 9%	4 5%	118 9%	26 6%	10 8%	109 9%	107 9%	7 4%
TOTAL AGREE	1054 79%	141 77%	153 83%	82 77%	71 91%	1054 79%	375 84%	108 84%	943 78%	920 79%	132 83%
					ace						
TOTAL NEITHER/ DON'T KNOW	161 12%	25 14%	18 10%	14 13%	3 4%	161 12%	47 10%	11 8%	150 12%	139 12%	21 13%
		d		d		d					

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN35B. (SHOWCARD) AGREEMENT WITH STATEMENT - As long as the internet provides good websites it doesn't really matter who owns the websites or how they're funded (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Strongly disagree	264 20%	41 22%	34 18%	23 22%	10 13%	264 20%	98 22%	29 22%	235 20%	243 21% b	18 11%
Slightly disagree	248 19%	29 16%	33 18%	21 20%	12 16%	248 19%	70 16%	23 18%	225 19%	216 19%	28 18%
Neither agree nor disagree	261 20%	33 18%	32 18%	16 15%	16 21%	261 20%	81 18%	24 19%	236 20%	227 19%	34 21%
Slightly agree	306 23%	38 21%	42 23%	21 20%	20 26%	306 23%	95 21%	23 18%	284 24%	264 23%	44 28%
Strongly agree	198 15%	31 17%	31 17%	21 19%	10 13%	198 15%	75 17%	23 18%	173 14%	165 14%	31 19%
Don't know	56 4%	11 6%	11 6%	4 4%	8 10% e	56 4%	28 6%	7 5%	49 4%	51 4%	5 3%
SUMMARY CODES											
TOTAL DISAGREE	512 38%	70 38%	67 37%	44 42%	23 29%	512 38%	168 38%	52 40%	459 38%	459 39% b	46 29%
TOTAL AGREE	504 38%	69 38%	73 40%	42 39%	31 40%	504 38%	170 38%	46 36%	457 38%	429 37%	75 47% a
TOTAL NEITHER/ DON'T KNOW	316 24%	45 24%	44 24%	20 19%	24 31% c	316 24%	109 24%	30 24%	285 24%	278 24%	39 24%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN36. Thinking generally, when you find factual information online, perhaps on search engines like Google, do you ever think about whether the information you find is truthful? IF YES - (SHOWCARD) Do you believe that all the information you find online is truthful, most of it is truthful or just some of it is truthful? (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e	65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
All is truthful	31 2%	5 3%	6 3%	4 4%	2 2%	31 2%	8 2%	6 5%	27 2%	28 2%	4 3%
Most is truthful	327 25%	42 23%	50 27%	29 27%	21 27%	327 25%	106 24%	31 24%	295 25%	292 25%	36 22%
Some is truthful	791 59%	109 59% bd	89 49%	57 54%	32 41%	791 59% bd	252 56%	64 50%	723 60% a	680 58%	104 65%
Don't know	51 4%	11 6%	14 8% ce	2 2%	12 15% abce	51 4%	25 6%	9 7% b	42 4%	44 4%	7 5%
Don't think about whether the information is truthful	132 10%	16 9%	25 14%	13 13%	11 15%	132 10%	56 13%	18 14%	115 10%	122 10%	9 5%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN36. Thinking generally, when you find factual information online, perhaps on search engines like Google, do you ever think about whether the information you find is truthful? IF YES - (SHOWCARD) Do you believe that all the information you find online is truthful, most of it is truthful or just some of it is truthful? (SINGLE CODE)

Base : Those who go online - excluding those who do not consider whether the information is truthful

	Total	AGE				All e	AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d		65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1401	203	249	130	119	1401	515	166	1235	1256	141
Effective Weighted Sample	1070	163	174	89	91	1070	371	106	950	940	111
Total	1201	168	159	93	66	1201	392	110	1087	1044	151
All is truthful	31 3%	5 3%	6 3%	4 4%	2 2%	31 3%	8 2%	6 6%	27 2%	28 3%	4 3%
Most is truthful	327 27%	42 25%	50 31%	29 31%	21 31%	327 27%	106 27%	31 28%	295 27%	292 28%	36 24%
Some is truthful	791 66%	109 65%	89 56%	57 62%	32 48%	791 66%	252 64%	64 58%	723 67%	680 65%	104 69%
Don't know	51 4%	11 7%	14 9%	2 2%	12 18%	51 4%	25 6%	9 8%	42 4%	44 4%	7 5%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN37. (SHOWCARD) When you find factual information online, perhaps on search engines like Google, do you check if the information is truthful in any of these ways? (MULTI CODE)

Base : Those who would consider whether the information they find online is truthful

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	~d	e		a	b	a	b
Unweighted total	1316	188	221	123	98	1316	470	148	1168	1178	134
Effective Weighted Sample	1015	150	156	86	76	1015	342	94	906	891	106
Total	1150	156	145	91	54	1150	366	101	1045	1000	144
PROMPTED RESPONSES											
Check different websites to see if the same information appears on them all	507 44%	60 38%	44 30%	34 38%	** **	507 44%	140 38%	43 43%	463 44%	445 44%	57 40%
Check that the website address looks genuine	370 32%	39 25%	26 18%	17 18%	** **	370 32%	96 26%	29 28%	339 32%	313 31%	47 33%
Check the credibility of the information (authors name or link to original publication)	268 23%	36 23%	17 12%	12 14%	** **	268 23%	48 13%	21 21%	247 24%	232 23%	30 21%
Check whether the site looks professional	233 20%	32 21%	14 10%	11 13%	** **	233 20%	47 13%	17 17%	216 21%	203 20%	23 16%
Check whether people I trust use the site or sites	230 20%	28 18%	20 14%	14 15%	** **	230 20%	57 16%	11 11%	218 21%	192 19%	41 28%
Check whether the site is regularly updated	196 17%	27 17%	10 7%	7 8%	** **	196 17%	42 11%	16 16%	180 17%	168 17%	25 17%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN37. (SHOWCARD) When you find factual information online, perhaps on search engines like Google, do you check if the information is truthful in any of these ways? (MULTI CODE)

Base : Those who would consider whether the information they find online is truthful

	Total	AGE				All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	~d	e		a	b	a	b
Unweighted total	1316	188	221	123	98	1316	470	148	1168	1178	134
Effective Weighted Sample	1015	150	156	86	76	1015	342	94	906	891	106
Total	1150	156	145	91	54	1150	366	101	1045	1000	144
UNPROMPTED RESPONSES											
Check other (offline) sources like the BBC/ newspapers/ reference books	15 1%	3 2%	2 2%	2 2%	** **	15 1%	3 1%	- -%	15 1%	15 2%	- -%
Make checks in other ways	15 1%	1 1%	4 3%	3 3%	** **	15 1%	5 1%	5 5% b	9 1%	15 1%	- -%
ANY CHECKS MADE	775 67%	97 62% b	71 49%	51 56%	** **	775 67% bc	213 58%	59 58%	714 68% a	672 67%	98 68%
I don't make any checks	359 31%	53 34%	70 48% ae	37 41%	** **	359 31%	143 39%	40 40%	318 30%	315 31%	43 30%
Don't know	15 1%	6 4% e	4 3%	3 3%	** **	15 1%	10 3%	2 2%	13 1%	13 1%	2 1%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN38. (SHOWCARD) When you buy things online, which if any of these things do you do before entering your credit or debit card details? I look to see.... (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
If the site looks secure (has the padlock symbol or uses 'https')	758 57%	103 56%	66 36%	44 42%	22 28%	758 57%	213 47%	60 47%	695 58%	670 57%	82 51%
		bcd		d		bcd			a		
If I'm familiar with the company or brand	640 48%	84 46%	70 38%	45 43%	25 32%	640 48%	181 40%	52 41%	592 49%	563 48%	74 46%
		d				bd					
If there is a link to another reputable service like PayPal	580 44%	86 47%	41 22%	28 26%	14 18%	580 44%	150 33%	51 40%	528 44%	511 44%	68 42%
		bcd				bcd					
If there is a guarantee my details won't be shared with anyone else.	378 28%	56 30%	40 22%	29 27%	11 14%	378 28%	102 23%	35 27%	343 29%	318 27%	56 35%
		d		d		bd					
If the site is recommended by friends/ family	267 20%	34 19%	30 16%	17 16%	13 17%	267 20%	75 17%	18 14%	248 21%	225 19%	44 28%
											a
If the site is listed by a search engine such as Google or Bing	128 10%	14 7%	9 5%	5 5%	4 6%	128 10%	36 8%	10 8%	118 10%	106 9%	19 12%
						b					
If it's the only way to get the service or product I want	113 8%	12 6%	12 7%	9 8%	3 4%	113 8%	24 5%	8 6%	106 9%	93 8%	17 10%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN38. (SHOWCARD) When you buy things online, which if any of these things do you do before entering your credit or debit card details? I look to see.... (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Other	15	2	2	2	1	15	5	4	12	13	2
	1%	1%	1%	2%	1%	1%	1%	3%	1%	1%	1%
I enter my credit or debit card details online whenever they are required	49	2	13	9	4	49	22	3	45	43	5
	4%	1%	7%	9%	5%	4%	5%	3%	4%	4%	3%
			ae	ae	a						
I don't buy things online	165	35	51	19	32	165	95	28	135	142	24
	12%	19%	28%	18%	41%	12%	21%	22%	11%	12%	15%
		e	ae		abce			b			
Don't know	10	1	2	1	1	10	6	*	9	8	2
	1%	1%	1%	1%	2%	1%	1%	***	1%	1%	1%
SUMMARY CODES											
ANY MENTION OF LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER WHENEVER REQUIRED	263	25	32	21	11	263	75	20	243	219	38
	20%	13%	17%	20%	14%	20%	17%	16%	20%	19%	24%
						a					
ANY 'CORRECT' MEASURES TAKEN BUT NOT LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER DETAILS WHENEVER REQUIRED	895	124	99	65	33	895	272	80	814	798	96
	67%	67%	54%	61%	43%	67%	61%	62%	68%	68%	60%
		bd		d		bd					

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN38. (SHOWCARD) When you buy things online, which if any of these things do you do before entering your credit or debit card details? I look to see.... (MULTI CODE)

Base : Those who say they buy things online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	~d	e		a	b	a	b
Unweighted total	1335	179	200	117	83	1335	453	143	1192	1202	128
Effective Weighted Sample	1021	145	143	83	65	1021	328	92	917	903	100
Total	1167	149	133	87	46	1167	353	100	1066	1025	135
If the site looks secure (has the padlock symbol or uses 'https')	758 65%	103 69%	66 50%	44 51%	** **	758 65%	213 60%	60 61%	695 65%	670 65%	82 60%
If I'm familiar with the company or brand	640 55%	84 56%	70 53%	45 52%	** **	640 55%	181 51%	52 52%	592 56%	563 55%	74 54%
If there is a link to another reputable service like PayPal	580 50%	86 58%	41 31%	28 32%	** **	580 50%	150 42%	51 51%	528 49%	511 50%	68 50%
If there is a guarantee my details won't be shared with anyone else.	378 32%	56 37%	40 30%	29 33%	** **	378 32%	102 29%	35 35%	343 32%	318 31%	56 41% a
If the site is recommended by friends/ family	267 23%	34 23%	30 23%	17 20%	** **	267 23%	75 21%	18 18%	248 23%	225 22%	44 33% a
If the site is listed by a search engine such as Google or Bing	128 11%	14 9%	9 7%	5 6%	** **	128 11%	36 10%	10 10%	118 11%	106 10%	19 14%
If it's the only way to get the service or product I want	113 10%	12 8%	12 9%	9 10%	** **	113 10%	24 7%	8 8%	106 10%	93 9%	17 12%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN38. (SHOWCARD) When you buy things online, which if any of these things do you do before entering your credit or debit card details? I look to see.... (MULTI CODE)

Base : Those who say they buy things online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ ~d	All e	65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1335	179	200	117	83	1335	453	143	1192	1202	128
Effective Weighted Sample	1021	145	143	83	65	1021	328	92	917	903	100
Total	1167	149	133	87	46	1167	353	100	1066	1025	135
Other	15 1%	2 2%	2 2%	2 2%	** **	15 1%	5 1%	4 4%	12 1%	13 1%	2 1%
I enter my credit or debit card details online whenever they are required	49 4%	2 1%	13 10% ae	9 11% ae	** **	49 4%	22 6%	3 3%	45 4%	43 4%	5 3%
Don't know	10 1%	1 1%	2 2%	1 1%	** **	10 1%	6 2%	* *%	9 1%	8 1%	2 1%
SUMMARY CODES											
ANY MENTION OF LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER WHENEVER REQUIRED	263 23%	25 17%	32 24%	21 24%	** **	263 23%	75 21%	20 20%	243 23%	219 21%	38 28%
ANY 'CORRECT' MEASURES TAKEN BUT NOT LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER DETAILS WHENEVER REQUIRED	895 77%	124 83%	99 74%	65 75%	** **	895 77%	272 77%	80 80%	814 76%	798 78%	96 71%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN39. (SHOWCARD) Lots of websites now ask you to register your personal details with them, which if any of these things do you do before registering personal details online? IF NECESSARY - By personal details I mean things like your email address, your home address or phone number, your date of birth and place of birth and so on. I look to see.... (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e	65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
PROMPTED RESPONSES											
If the site looks secure (has the padlock symbol or uses 'https')	737 55%	101 55% bd	74 40%	48 45%	26 34%	737 55% bcd	219 49%	63 49%	670 56%	648 56%	84 53%
If I'm familiar with the company or brand	635 48%	77 42%	83 45%	48 45%	35 45%	635 48%	194 43%	50 39%	584 49% a	562 48%	71 44%
If there is a link to another reputable service like PayPal	498 37%	64 35% bd	43 24%	29 27%	14 18%	498 37% bcd	132 30%	38 30%	458 38%	439 38%	52 32%
If there is a guarantee my details won't be shared with anyone else.	451 34%	55 30%	42 23%	27 25%	15 20%	451 34% bd	117 26%	34 26%	416 35%	395 34%	53 33%
If the site is recommended by friends/ family	297 22%	37 20%	44 24%	26 24%	18 24%	297 22%	91 20%	20 16%	274 23%	258 22%	41 25%
If it's the only way to get the service or product I want	156 12%	17 9%	16 9%	9 8%	7 9%	156 12%	36 8%	14 11%	141 12%	129 11%	19 12%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN39. (SHOWCARD) Lots of websites now ask you to register your personal details with them, which if any of these things do you do before registering personal details online? IF NECESSARY - By personal details I mean things like your email address, your home address or phone number, your date of birth and place of birth and so on. I look to see.... (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e	65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
If the site is listed by a search engine such as Google or Bing	116 9%	12 6%	8 4%	4 3%	5 6%	116 9% b	34 8%	9 7%	108 9%	98 8%	15 9%
UNPROMPTED RESPONSES											
I don't do this/ I never register online/ I don't give out my personal details	34 3%	7 4%	11 6% e	5 4%	7 9% e	34 3%	20 4%	7 6% b	28 2%	32 3%	1 1%
Other	19 1%	3 2%	7 4% e	4 4% e	3 3%	19 1%	7 2%	7 6% b	13 1%	18 2%	1 1%
I register my details online whenever they are required	95 7%	15 8%	11 6%	4 4%	7 9%	95 7%	38 9%	5 4%	88 7%	80 7%	18 11%
Don't know	57 4%	14 8%	18 10% e	6 6%	11 15% ce	57 4%	30 7%	10 8% b	47 4%	49 4%	8 5%
SUMMARY CODES											
ANY MENTION OF LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER WHENEVER REQUIRED	338 25%	40 22%	33 18%	15 14%	18 23%	338 25% bc	103 23%	26 20%	311 26%	282 24%	50 31%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN39. (SHOWCARD) Lots of websites now ask you to register your personal details with them, which if any of these things do you do before registering personal details online? IF NECESSARY - By personal details I mean things like your email address, your home address or phone number, your date of birth and place of birth and so on. I look to see.... (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e		REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
ANY 'CORRECT' MEASURES TAKEN BUT NOT LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER DETAILS WHENEVER REQUIRED	904 68%	123 67%	122 66%	80 76%	41 54%	904 68%	295 66%	85 66%	816 68%	804 69%	100 63%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN39. (SHOWCARD) Lots of websites now ask you to register your personal details with them, which if any of these things do you do before registering personal details online? IF NECESSARY - By personal details I mean things like your email address, your home address or phone number, your date of birth and place of birth and so on. I look to see.... (MULTI CODE)

Base : Those who say they register their details online

	Total	AGE				All e	AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d		65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1525	218	272	142	130	1525	570	182	1343	1371	149
Effective Weighted Sample	1158	173	190	97	100	1158	409	117	1027	1021	117
Total	1298	177	172	101	71	1298	428	120	1173	1134	158
PROMPTED RESPONSES											
If the site looks secure (has the padlock symbol or uses 'https')	737 57%	101 57% bd	74 43%	48 47%	26 37%	737 57% bd	219 51%	63 52%	670 57%	648 57%	84 53%
If I'm familiar with the company or brand	635 49%	77 43%	83 48%	48 48%	35 49%	635 49%	194 45%	50 41%	584 50%	562 50%	71 45%
If there is a link to another reputable service like PayPal	498 38%	64 36% bd	43 25%	29 29%	14 20%	498 38% bd	132 31%	38 31%	458 39%	439 39%	52 33%
If there is a guarantee my details won't be shared with anyone else.	451 35%	55 31%	42 24%	27 26%	15 22%	451 35% bd	117 27%	34 28%	416 35%	395 35%	53 34%
If the site is recommended by friends/ family	297 23%	37 21%	44 26%	26 25%	18 26%	297 23%	91 21%	20 17%	274 23%	258 23%	41 26%
If it's the only way to get the service or product I want	156 12%	17 10%	16 9%	9 9%	7 10%	156 12%	36 8%	14 12%	141 12%	129 11%	19 12%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN39. (SHOWCARD) Lots of websites now ask you to register your personal details with them, which if any of these things do you do before registering personal details online? IF NECESSARY - By personal details I mean things like your email address, your home address or phone number, your date of birth and place of birth and so on. I look to see.... (MULTI CODE)

Base : Those who say they register their details online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e	65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1525	218	272	142	130	1525	570	182	1343	1371	149
Effective Weighted Sample	1158	173	190	97	100	1158	409	117	1027	1021	117
Total	1298	177	172	101	71	1298	428	120	1173	1134	158
If the site is listed by a search engine such as Google or Bing	116 9%	12 7%	8 5%	4 3%	5 7%	116 9%	34 8%	9 7%	108 9%	98 9%	15 9%
UNPROMPTED RESPONSES											
Other	19 1%	3 2%	7 4% e	4 4% e	3 4%	19 1%	7 2%	7 6% b	13 1%	18 2%	1 1%
I register my details online whenever they are required	95 7%	15 9%	11 6%	4 4%	7 10%	95 7%	38 9%	5 4%	88 8%	80 7%	18 11%
Don't know	57 4%	14 8% e	18 10% e	6 6%	11 16% ace	57 4%	30 7%	10 8% b	47 4%	49 4%	8 5%
SUMMARY CODES											
ANY MENTION OF LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER WHENEVER REQUIRED	338 26%	40 23%	33 19%	15 15%	18 25%	338 26% bc	103 24%	26 21%	311 26%	282 25%	50 32%
ANY 'CORRECT' MEASURES TAKEN BUT NOT LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER DETAILS WHENEVER REQUIRED	904 70%	123 70%	122 71% d	80 79% d	41 59%	904 70% d	295 69%	85 70%	816 70%	804 71%	100 63%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN42. Do you ever go online to look for information relating to your work, college, school or to do other official tasks online (e.g. passport applications, tax returns etc.) (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Yes	843	92	52	38	15	843	196	56	783	718	119
	63%	50%	28%	35%	19%	63%	44%	44%	65%	62%	75%
		bcd		d		abcd			a		a
No	485	92	131	68	62	485	251	72	413	444	40
	36%	50%	71%	64%	80%	36%	56%	56%	34%	38%	25%
		e	ae	ae	ace			b		b	
Don't know	5	-	1	*	*	5	1	-	5	5	-
	*%	-%	*%	*%	1%	*%	*%	-%	*%	*%	-%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN43. (SHOWCARD) Please think about when you want to look for information about something online. Which, if any of these sources have you ever used to look for information online? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Search engines - such as Google	1267 95%	170 92%	170 93%	100 94%	70 90%	1267 95%	417 93%	119 93%	1146 95%	1109 95%	151 94%
Websites with user reviews, such as Amazon, TripAdvisor or OpenTable	533 40%	81 44%	61 33%	43 41%	17 22%	533 40%	155 35%	49 38%	486 40%	485 42%	41 25%
The Wikipedia website	522 39%	69 38%	61 33%	39 37%	22 28%	522 39%	139 31%	46 36%	474 39%	462 40%	55 35%
A Government or local council website	479 36%	81 44%	52 28%	37 35%	15 19%	479 36%	129 29%	49 38%	430 36%	427 37%	45 28%
The YouTube website	466 35%	46 25%	33 18%	23 22%	9 12%	466 35%	136 30%	38 30%	426 35%	398 34%	65 41%
The BBC website	424 32%	71 39%	55 30%	37 35%	18 23%	424 32%	118 26%	39 30%	386 32%	378 32%	40 25%
Social media websites or apps (like Facebook, Twitter, Instagram),	347 26%	40 22%	24 13%	17 16%	7 10%	347 26%	110 25%	25 20%	322 27%	310 27%	37 23%
Online articles	315 24%	35 19%	26 14%	21 20%	5 7%	315 24%	78 17%	27 21%	288 24%	272 23%	39 25%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN43. (SHOWCARD) Please think about when you want to look for information about something online. Which, if any of these sources have you ever used to look for information online? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
ANY OF THESE	1308	179	176	102	73	1308	432	123	1182	1144	157
	98%	97%	96%	97%	94%	98%	97%	96%	98%	98%	98%
						bd					
None of these	25	5	8	4	4	25	16	5	20	22	3
	2%	3%	4%	3%	6%	2%	3%	4%	2%	2%	2%
			e		e						

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN44. After purchasing a product or using a service, do you ever write online reviews for other people to read about that product or service? IF YES - Is that always or sometimes? (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Yes, always	65 5%	6 3%	8 4%	6 6%	1 2%	65 5%	24 5%	12 9%	53 4%	57 5%	9 6%
Yes, sometimes	550 41%	74 40%	45 25%	33 31%	12 16%	550 41%	138 31%	47 37%	500 42%	479 41%	67 42%
TOTAL - YES	615 46%	80 43%	53 29%	39 37%	13 17%	615 46%	162 36%	58 46%	553 46%	536 46%	76 48%
No, never	709 53%	103 56%	129 70%	66 62%	63 81%	709 53%	284 63%	69 54%	641 53%	623 53%	82 52%
Don't know	8 1%	1 1%	2 1%	1 1%	1 1%	8 1%	2 *%	1 1%	7 1%	7 1%	1 1%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN45. Have you used search engines such as Google or Bing in the last year? (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Yes	1287	173	172	102	70	1287	430	120	1163	1126	154
	97%	94%	94%	96%	91%	97%	96%	94%	97%	97%	96%
						bd					
No	44	10	11	4	7	44	17	8	36	38	6
	3%	5%	6%	4%	9%	3%	4%	6%	3%	3%	4%
					e						
Don't know	2	1	1	*	*	2	1	-	2	2	-
	*%	1%	*%	*%	1%	*%	*%	-%	*%	*%	-%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN46. (SHOWCARD) When you use a search engine to find information, you enter a query in the search box and the search engine will then show some links to websites in the results pages. Which one of these is closest to your opinion about the level of accuracy or bias of the information detailed in the websites that appear in the results pages? (SINGLE CODE)

Base : Those who have used search engines in the last year

	Total	AGE				All e	AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d		65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1508	211	268	140	128	1508	566	178	1330	1356	147
Effective Weighted Sample	1147	167	190	98	98	1147	408	115	1017	1012	116
Total	1287	173	172	102	70	1287	430	120	1163	1126	154
I think that if they have been listed by the search engine, these websites will have accurate and unbiased information	236 18%	32 19%	28 16%	14 14%	15 21%	236 18%	76 18%	23 19%	212 18%	202 18%	27 18%
I think that some of the websites will be accurate or unbiased and some won't be	759 59%	106 61%	100 58%	65 64% d	35 49%	759 59%	226 53%	64 53%	693 60%	662 59%	94 61%
I don't really think about whether or not they have accurate or unbiased information, I just use the sites I like the look of	222 17%	24 14%	24 14%	15 15%	10 14%	222 17%	89 21%	21 17%	199 17%	199 18%	25 16%
Don't know	70 5%	11 6%	19 11% e	8 8%	12 16% ae	70 5%	39 9%	13 11% b	59 5%	64 6%	7 5%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN47. (SHOWCARD) Here's an image from a Google search for 'walking boots'. Do any of these (SHOWCARD) apply to the first two results shown under the pictures? (MULTI CODE)

Base : Those who have used search engines in the last year

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1508	211	268	140	128	1508	566	178	1330	1356	147
Effective Weighted Sample	1147	167	190	98	98	1147	408	115	1017	1012	116
Total	1287	173	172	102	70	1287	430	120	1163	1126	154
These are adverts/ sponsored links/ paid to appear here	741 58%	101 59%	95 55%	63 62%	32 45%	741 58%	233 54%	63 52%	676 58%	648 58%	86 56%
		d		d		d					
These are the best results/ the most relevant results	301 23%	32 18%	27 16%	20 19%	7 10%	301 23%	93 22%	17 14%	282 24%	260 23%	41 27%
						bd			a		
These are most popular results used by other people	246 19%	25 14%	27 16%	19 19%	8 11%	246 19%	81 19%	24 20%	222 19%	213 19%	29 19%
Other	5 *%	3 2%	1 1%	- -%	1 2%	5 *%	1 *%	1 1%	4 *%	5 *%	- -%
		e			e						
Don't know	174 14%	29 17%	38 22%	13 13%	25 35%	174 14%	75 17%	23 19%	152 13%	152 13%	24 16%
			e		abce						
ONLY SELECTED THE CORRECT RESPONSE - ADVERTS/ SPONSORED LINKS/ PAID TO APPEAR	618 48%	89 52%	83 48%	53 52%	29 42%	618 48%	199 46%	58 48%	558 48%	542 48%	71 46%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN48. (SHOWCARD) When someone in the same country as you visits the same website or app at the same time as you, which one of these things applies to any advertising you can see? (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Some people might see different adverts to the ones that I see	776 58%	96 52%	67 37%	40 38%	27 35%	776 58%	212 47%	63 50%	707 59%	676 58%	90 56%
		bcd				bcd			a		
Everyone will see exactly the same adverts as me	313 23%	48 26%	52 28%	31 29%	21 27%	313 23%	120 27%	35 27%	282 23%	273 23%	43 27%
Don't know	243 18%	41 22%	65 35%	35 33%	30 39%	243 18%	116 26%	30 23%	212 18%	218 19%	27 17%
			ae	ae	ae						

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN49. (SHOWCARD) Which of the following statements best describes your feelings about online advertisements? (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
I don't mind seeing any online ads	309 23%	34 18%	28 15%	19 17%	10 13%	309 23%	103 23%	28 22%	280 23%	274 23%	29 18%
I don't mind seeing online ads as long as they are for things I'm interested in	460 35%	53 29%	48 26%	27 26%	21 27%	460 35%	141 32%	37 29%	424 35%	401 34%	57 35%
I dislike all online ads	538 40%	91 50%	99 54%	57 54%	42 54%	538 40%	189 42%	57 45%	479 40%	469 40%	72 45%
Don't know	25 2%	6 3%	8 4%	3 3%	5 6%	25 2%	15 3%	6 5%	19 2%	23 2%	2 1%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN50. (SHOWCARD) Which, if any, of the following steps have you taken to avoid seeing online ads? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Say no / don't tick the box allowing companies to send me 'information on offers and news'	424 32%	58 31%	48 26%	29 27%	19 24%	424 32%	111 25%	50 39%	376 31%	366 31%	51 32%
Used ad-blocking filters or software (software that prevents some types of ads appearing)	418 31%	51 28%	28 15%	21 20%	8 10%	418 31%	97 22%	35 27%	379 32%	352 30%	61 38%
Used false information when registering for things online to avoid spam/ junk email	125 9%	12 7%	5 3%	4 4%	1 1%	125 9%	28 6%	18 14%	108 9%	102 9%	22 14%
Only visit ad-free sites (like the BBC)	114 9%	13 7%	9 5%	6 6%	3 4%	114 9%	22 5%	9 7%	105 9%	91 8%	25 16%
Other	12 1%	1 1%	- -%	- -%	- -%	12 1%	2 *%	2 2%	10 1%	11 1%	1 *%
ANY OF THESE STEPS TAKEN	651 49%	82 45%	62 34%	41 38%	22 28%	651 49%	174 39%	66 52%	581 48%	555 48%	92 57%
I haven't take any steps to avoid seeing online ads	661 50%	99 54%	117 64%	63 60%	54 70%	661 50%	266 59%	61 48%	600 50%	594 51%	66 41%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN50. (SHOWCARD) Which, if any, of the following steps have you taken to avoid seeing online ads? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Don't know	21	3	4	2	2	21	8	1	20	17	2
	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	1%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN51. (SHOWCARD) On sites like YouTube some vloggers with lots of followers like Zoella or Thatcher Joe, might say good things about a particular company or product or brand, such as Nike clothing, a new game or clothes from TopShop. Which, if any, of these are reasons why they might say good things about these products or brands? (MULTI CODE)

Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 ~c	75+ ~d			REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1161	135	121	74	47	1161	373	118	1043	1026	131
Effective Weighted Sample	890	108	87	53	35	890	272	74	803	769	105
Total	1018	109	76	50	26	1018	295	80	931	872	143
They are being paid by the company or brand to say this	762 75%	79 73%	56 74%	** **	** **	762 75%	215 73%	60 75%	697 75%	649 74%	106 74%
They think this information will be of interest or use to their followers	287 28%	27 24%	17 22%	** **	** **	287 28%	70 24%	18 23%	269 29%	246 28%	43 30%
They like to use those particular products or brands because of their quality or value	200 20%	18 16%	12 16%	** **	** **	200 20%	50 17%	17 21%	183 20%	174 20%	23 16%
Other	7 1%	1 1%	- -%	** **	** **	7 1%	2 1%	- -%	7 1%	7 1%	- -%
Don't know	94 9%	18 16%	9 12%	** **	** **	94 9%	33 11%	8 10%	86 9%	81 9%	16 11%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN52. (SHOWCARD) There are many ways that online companies can collect information about people based on what they do online. Which, if any of the following ways are you aware of? IF NECESSARY: By online companies this might be Facebook, Twitter, Google, Amazon and so on (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Using 'cookies' to collect information about the websites people visit or what products and services interest them	924 69%	124 68% bd	103 56%	66 62% d	38 48%	924 69% bd	266 59%	75 59%	845 70% a	816 70%	103 64%
Collecting information from social media accounts - i.e. about users' interests, "likes", location, preferences and so on	780 59%	93 51% d	76 41% d	53 50% d	23 30%	780 59% bd	217 48%	59 46%	718 60% a	681 58%	92 58%
Asking customers to 'register' with a website or app and to opt in/ opt out of receiving further information from them	768 58%	97 52% bd	72 39%	45 43%	27 35%	768 58% bcd	213 48%	62 48%	706 59% a	670 57%	91 57%
Asking customers to 'register' with a website or app and to opt in/ opt out of receiving further information from their partners or other companies	675 51%	92 50% bd	60 33%	41 39% d	19 24%	675 51% bcd	180 40%	53 42%	621 52% a	589 50%	78 49%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN52. (SHOWCARD) There are many ways that online companies can collect information about people based on what they do online. Which, if any of the following ways are you aware of? IF NECESSARY: By online companies this might be Facebook, Twitter, Google, Amazon and so on (MULTI CODE)

Base : Those who go online

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d			REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
Using apps on smartphones to collect data on users' locations or what products and services interest them	593 45%	81 44%	40 22%	27 25%	13 17%	593 45%	148 33%	47 37%	545 45%	527 45%	61 38%
		bcd				bcd					
TOTAL - AWARE OF ANY OF THESE WAYS THAT COMPANIES CAN COLLECT INFORMATION ABOUT ME	1106 83%	142 77%	126 69%	83 78%	44 56%	1106 83%	338 75%	94 73%	1010 84%	967 83%	134 84%
		d	d	d		bd			a		
Not aware of any of these / Not aware that companies collect information about what people do online	135 10%	20 11%	32 17%	13 12%	19 25%	135 10%	61 14%	19 15%	115 10%	119 10%	16 10%
			e		ace						
Don't know	91 7%	21 12%	25 14%	10 10%	15 19%	91 7%	49 11%	15 12%	77 6%	80 7%	10 6%
		e	e		e			b			

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN53. (SHOWCARD) Please read the full list of statements on this card about how people feel about online companies collecting and using their personal information. If you agree with any of these statements please just tell me the number that corresponds with each. I am happy for companies to collect and use my personal information if (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e	65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
I can choose to opt-out at any point and they will stop using my data	471 35%	58 32% bd	41 22%	28 26%	13 17%	471 35% bd	123 28%	37 29%	430 36%	418 36%	55 35%
They are clear about how they will use my information	445 33%	55 30% bd	39 21%	28 27% d	11 14%	445 33% bd	130 29%	34 27%	406 34%	383 33%	62 39%
They reassure me they will not share my information with other companies	420 32%	58 32% d	42 23%	32 30% d	11 14%	420 32% bd	119 26%	34 26%	385 32%	362 31%	58 36%
They use it to send me relevant special offers/ discounts for products/ services they think I might like	250 19%	22 12% d	13 7%	10 9%	4 5%	250 19% abcd	56 13%	19 15%	232 19%	210 18%	38 24%
I get something like access to a free service in return - like access to their public WiFi network	177 13%	15 8% bd	5 2%	3 3%	1 2%	177 13% bcd	32 7%	12 10%	164 14%	152 13%	27 17%
They use it to show me adverts or information that might be more relevant to me	177 13%	20 11% d	12 7%	11 10% d	1 2%	177 13% bd	44 10%	17 14%	160 13%	152 13%	24 15%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN53. (SHOWCARD) Please read the full list of statements on this card about how people feel about online companies collecting and using their personal information. If you agree with any of these statements please just tell me the number that corresponds with each. I am happy for companies to collect and use my personal information if (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e		REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
I get a personalised service in return - like a weather update on my phone (based on my location)	112 8%	14 8%	7 4%	5 5%	2 2%	112 8%	25 5%	9 7%	103 9%	96 8%	16 10%
		d				bd					
TOTAL - HAPPY FOR COMPANIES TO COLLECT/ USE MY INFORMATION IN ANY OF THESE WAYS	749 56%	90 49%	69 38%	49 46%	20 26%	749 56%	225 50%	56 44%	690 57%	645 55%	105 66%
		bd	d	d		bd			a		a
I am not happy for companies to collect and use my personal information	545 41%	91 50%	106 58%	53 50%	53 69%	545 41%	202 45%	70 55%	476 40%	492 42%	48 30%
		e	e		ace			b		b	
Don't know	38 3%	2 1%	9 5%	4 4%	4 6%	38 3%	21 5%	2 2%	35 3%	29 3%	6 4%
					a						

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN54. You said earlier you had a social media profile or account. Have you seen anything that upset or offended you in the last 12 months on any of the social media sites you use? (SINGLE CODE)

Base : Those with a social media profile or account

	Total	AGE				All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
Yes, often	91 9%	5 4%	4 6%	** **	** **	91 9%	35 11%	14 17%	74 8%	72 8%	19 14%
Yes, sometimes	270 26%	24 22%	14 20%	** **	** **	270 26%	67 22%	17 21%	252 27%	219 25%	48 34%
Yes, rarely	204 20%	19 18%	5 8%	** **	** **	204 20%	48 16%	15 19%	188 20%	174 20%	33 23%
TOTAL- YES	565 55%	48 43%	24 34%	** **	** **	565 55%	149 49%	45 57%	514 54%	464 52%	100 71%
No, never	461 45%	62 56%	47 66%	** **	** **	461 45%	155 51%	34 43%	425 45%	416 47%	40 29%
Don't know	6 1%	1 1%	- -%	** **	** **	6 1%	* *%	- -%	6 1%	6 1%	- -%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN55. (SHOWCARD) Did you take any of the following actions as a result of seeing this upsetting or offensive content? (MULTI CODE)

Base : Those with a social media profile who have seen something upsetting or offensive on social media in the past 12 months

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e		~a	b	a	~b
Unweighted total	644	58	36	21	15	644	182	67	577	552	89
Effective Weighted Sample	489	46	25	16	11	489	130	40	441	408	71
Total	565	48	24	18	6	565	149	45	514	464	100
I reported it through the report function or the block content function on the website	171 30%	**	**	**	**	171 30%	46 31%	**	149 29%	137 29%	**
I blocked the person who shared the content or made the comments	154 27%	**	**	**	**	154 27%	33 22%	**	137 27%	127 27%	**
I responded privately to the person who shared the content or made the comments	54 10%	**	**	**	**	54 10%	10 7%	**	51 10%	42 9%	**
I responded publicly to the person who shared the content or made the comments	50 9%	**	**	**	**	50 9%	8 5%	**	44 8%	41 9%	**
I stopped using that social media site	31 5%	**	**	**	**	31 5%	5 3%	**	30 6%	23 5%	**
I shared it to highlight the issue to others	24 4%	**	**	**	**	24 4%	3 2%	**	23 4%	20 4%	**
TOTAL - ANY OF THESE ACTIONS TAKEN	309 55%	**	**	**	**	309 55%	75 50%	**	278 54%	258 55%	**
I didn't take any of these actions	255 45%	**	**	**	**	255 45%	74 50%	**	235 46%	206 44%	**

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN55. (SHOWCARD) Did you take any of the following actions as a result of seeing this upsetting or offensive content? (MULTI CODE)

Base : Those with a social media profile who have seen something upsetting or offensive on social media in the past 12 months

	Total	AGE				All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e		~a	b	a	~b
Unweighted total	644	58	36	21	15	644	182	67	577	552	89
Effective Weighted Sample	489	46	25	16	11	489	130	40	441	408	71
Total	565	48	24	18	6	565	149	45	514	464	100
Don't know	1	**	**	**	**	1	*	**	1	1	**
	*%	**	**	**	**	*%	*%	**	*%	*%	**

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN55. (SHOWCARD) Did you take any of the following actions as a result of seeing this upsetting or offensive content? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
I reported it through the report function or the block content function on the website	171 13%	11 6% bd	3 2%	3 3%	- -%	171 13% abcd	46 10%	21 16%	149 12%	137 12%	32 20% a
I blocked the person who shared the content or made the comments	154 12%	10 6% d	4 2%	4 3%	* 1%	154 12% abcd	33 7%	17 13%	137 11%	127 11%	26 17%
I responded privately to the person who shared the content or made the comments	54 4%	1 *%	- -%	- -%	- -%	54 4% abcd	10 2%	4 3%	51 4%	42 4%	12 8% a
I responded publicly to the person who shared the content or made the comments	50 4%	2 1%	1 1%	1 1%	1 1%	50 4% b	8 2%	6 4%	44 4%	41 4%	9 6%
I stopped using that social media site	31 2%	3 2%	1 *%	1 *%	- -%	31 2%	5 1%	1 *%	30 2%	23 2%	8 5% a
I shared it to highlight the issue to others	24 2%	1 1%	1 *%	1 1%	- -%	24 2%	3 1%	1 *%	23 2%	20 2%	3 2%
TOTAL - ANY OF THESE ACTIONS TAKEN	309 23%	20 11% bd	8 4%	7 6%	1 1%	309 23% abcd	75 17%	29 23%	278 23%	258 22%	49 30% a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

IN55. (SHOWCARD) Did you take any of the following actions as a result of seeing this upsetting or offensive content? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1570	225	289	149	140	1570	596	192	1378	1414	151
Effective Weighted Sample	1192	179	204	102	108	1192	428	125	1053	1054	119
Total	1332	184	184	106	77	1332	448	128	1202	1166	160
I didn't take any of these actions	255 19%	28 15%	16 9%	11 10%	5 7%	255 19%	74 17%	16 13%	235 20%	206 18%	52 33%
		bd				bcd					a
Don't know	1 *%	- -%	* *%	* *%	- -%	1 *%	* *%	- -%	1 *%	1 *%	- -%
HAVE NOT SEEN ANYTHING UPSETTING OR OFFENSIVE ON SOCIAL MEDIA IN THE PAST 12 MONTHS	768 58%	136 74%	160 87%	89 83%	71 92%	768 58%	299 67%	83 65%	687 57%	702 60%	59 37%
		e	ae	e	ae					b	

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M1. Can you tell me if you have any concerns about mobile phones? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
No, do not have any concerns	1064	158	222	118	104	1064	448	119	946	960	108
	70%	71%	72%	72%	72%	70%	74%	65%	71%	71%	64%
People driving while using mobile phones	129	16	14	8	6	129	34	12	116	106	18
	9%	7%	4%	5%	4%	9%	6%	7%	9%	8%	11%
						bd					
Children having phones at a young age	96	12	13	6	7	96	26	10	87	79	16
	6%	5%	4%	3%	5%	6%	4%	5%	7%	6%	10%
Cost of new handsets	96	9	10	4	5	96	29	7	87	73	18
	6%	4%	3%	3%	4%	6%	5%	4%	7%	5%	11%
						b					a
Junk/ spam text messages	90	9	8	5	4	90	19	6	84	69	20
	6%	4%	3%	3%	3%	6%	3%	3%	6%	5%	12%
						b					a
Strangers contacting children	82	10	6	3	3	82	26	5	75	64	14
	5%	5%	2%	2%	2%	5%	4%	3%	6%	5%	9%
						bc					
Cost of calls - generally	79	8	19	11	8	79	36	12	66	63	11
	5%	4%	6%	7%	5%	5%	6%	7%	5%	5%	7%
People using phones in quiet spaces	75	10	16	8	8	75	20	10	66	66	5
	5%	5%	5%	5%	5%	5%	3%	5%	5%	5%	3%
Unsolicited text messages that charge a premium rate to respond	75	8	7	3	4	75	19	3	72	62	11
	5%	4%	2%	2%	3%	5%	3%	1%	5%	5%	7%
						b			a		

Columns Tested: a,b,c,d,e - a,b - a,b

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M1. Can you tell me if you have any concerns about mobile phones? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Cost of calls when abroad	67	8	7	4	3	67	12	4	63	50	11
	4%	4%	2%	3%	2%	4%	2%	2%	5%	4%	7%
Target for stealing mobile phone	67	7	3	2	2	67	12	4	63	55	8
	4%	3%	1%	1%	1%	4%	2%	2%	5%	4%	5%
						bcd					
Intrusion into other people's space/ public space	61	9	12	6	6	61	20	16	49	51	9
	4%	4%	4%	4%	4%	4%	3%	9%	4%	4%	6%
								b			
Health concerns - using handset	59	9	12	8	5	59	20	3	55	48	9
	4%	4%	4%	5%	3%	4%	3%	2%	4%	4%	5%
Use of phone to film anti- social or inappropriate behaviour	59	7	5	3	2	59	12	9	51	48	9
	4%	3%	2%	2%	1%	4%	2%	5%	4%	4%	6%
						b					
Loss of data/ information/ files from having to clean up and restore software/ hardware after a virus or other scam	56	5	2	1	1	56	11	4	50	39	15
	4%	2%	1%	1%	1%	4%	2%	2%	4%	3%	9%
						bc					a
Health concerns - masts	53	9	8	6	2	53	14	4	48	46	6
	3%	4%	3%	4%	1%	3%	2%	2%	4%	3%	3%
Getting viruses, trojans or malware installed on the phone	52	5	5	1	3	52	9	3	49	40	12
	3%	2%	2%	1%	2%	3%	2%	2%	4%	3%	7%
											a

Columns Tested: a,b,c,d,e - a,b - a,b

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M1. Can you tell me if you have any concerns about mobile phones? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Incurring unexpected additional charges through using apps/ applications	51 3%	6 3%	4 1%	1 1%	3 2%	51 3%	12 2%	1 1%	49 4%	41 3%	8 5%
Cost of premium rate text messages	50 3%	8 3%	6 2%	3 2%	3 2%	50 3%	13 2%	4 2%	46 3%	39 3%	7 4%
Cost of using the phone to get online/ visit websites / Data usage	48 3%	8 4%	3 1%	1 1%	2 1%	48 3%	17 3%	4 2%	43 3%	40 3%	9 5%
Incurring unexpected costs due to exceeding the data plan/ going online too much	43 3%	6 3%	3 1%	1 1%	2 1%	43 3%	11 2%	1 1%	41 3%	36 3%	6 3%
Receiving targeted advertising based on my location	39 3%	6 3%	5 2%	* *%	4 3%	39 3%	6 1%	* *%	38 3%	36 3%	2 1%
Over reliance on phones/ addictive/ cannot put down/ less social interaction/ impact on social skills	16 1%	3 2%	4 1%	1 1%	2 2%	16 1%	5 1%	5 3%	11 1%	14 1%	- -%
Unsolicited calls on the phone/ cold calling	11 1%	5 2%	2 1%	- -%	2 1%	11 1%	3 *%	* *%	11 1%	10 1%	1 *%

bce

Columns Tested: a,b,c,d,e - a,b - a,b

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M1. Can you tell me if you have any concerns about mobile phones? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Being tracked through them/ people listening in to calls	11 1%	2 1%	1 *%	1 *%	* *%	11 1%	4 1%	1 1%	8 1%	8 1%	1 1%
Being hacked through phone/ not safe or secure to use/ people can access your information/ identity theft	9 1%	2 1%	1 *%	1 1%	- -%	9 1%	2 *%	3 2%	7 *%	8 1%	1 1%
Signal/ Poor reception	8 1%	4 2%	2 1%	1 1%	1 *%	8 1%	2 *%	1 1%	7 *%	8 1%	- -%
Other	41 3%	7 3%	15 5%	7 5%	7 5%	41 3%	20 3%	10 5%	34 3%	35 3%	6 4%
Don't know	11 1%	* *%	3 1%	2 1%	1 *%	11 1%	6 1%	2 1%	9 1%	9 1%	1 1%
SUMMARY CODES											
ANY CONCERNS	444 29%	65 29%	83 27%	43 26%	40 28%	444 29%	154 25%	62 34%	380 28%	377 28%	59 35%
ANY AFFORDABILITY	208 14%	19 8%	31 10%	16 10%	15 10%	208 14%	68 11%	20 11%	184 14%	168 12%	31 19%
ANY RISKS TO OTHER PEOPLE/ RISKS TO SOCIETY	192 13%	24 11%	24 8%	11 7%	12 8%	192 13%	52 9%	21 12%	171 13%	160 12%	29 17%
ANY SECURITY/ FRAUD	157 10%	14 6%	15 5%	6 4%	9 6%	157 10%	38 6%	13 7%	143 11%	120 9%	34 20%

Columns Tested: a,b,c,d,e - a,b - a,b

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M1. Can you tell me if you have any concerns about mobile phones? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
ANY PRIVACY	126	19	25	10	15	126	37	22	107	110	12
	8%	8%	8%	6%	10%	8%	6%	12%	8%	8%	7%
ANY HEALTH	85	12	16	10	5	85	26	6	79	71	11
	6%	6%	5%	6%	4%	6%	4%	3%	6%	5%	6%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M1. Can you tell me if you have any concerns about mobile phones? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who use a mobile phone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1623	247	349	181	168	1623	665	217	1406	1468	150
Effective Weighted Sample	1229	191	256	130	127	1229	482	144	1073	1092	118
Total	1354	189	231	126	105	1354	498	143	1210	1191	159
No, do not have any concerns	950	133	167	90	76	950	373	93	857	850	104
	70%	71%	72%	72%	73%	70%	75%	65%	71%	71%	66%
People driving while using mobile phones	118	16	9	6	3	118	26	9	108	96	17
	9%	8%	4%	5%	3%	9%	5%	6%	9%	8%	11%
		bd				bd					
Cost of new handsets	89	9	9	4	5	89	25	6	80	69	15
	7%	5%	4%	3%	5%	7%	5%	4%	7%	6%	10%
Children having phones at a young age	87	12	8	4	4	87	20	6	81	70	15
	6%	6%	4%	4%	4%	6%	4%	4%	7%	6%	10%
Junk/ spam text messages	85	8	7	4	3	85	17	5	80	66	18
	6%	4%	3%	3%	2%	6%	3%	3%	7%	6%	11%
						b					a
Cost of calls - generally	73	8	14	9	6	73	31	11	61	58	10
	5%	4%	6%	7%	5%	5%	6%	8%	5%	5%	6%
Strangers contacting children	72	9	2	2	*	72	19	3	68	55	14
	5%	5%	1%	2%	1%	5%	4%	2%	6%	5%	9%
		bd				bd					
Unsolicited text messages that charge a premium rate to respond	71	8	5	3	2	71	15	2	68	57	11
	5%	4%	2%	2%	2%	5%	3%	1%	6%	5%	7%
						b			a		
People using phones in quiet spaces	65	10	11	6	4	65	14	5	61	56	5
	5%	5%	5%	5%	4%	5%	3%	4%	5%	5%	3%

Columns Tested: a,b,c,d,e - a,b - a,b

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M1. Can you tell me if you have any concerns about mobile phones? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who use a mobile phone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1623	247	349	181	168	1623	665	217	1406	1468	150
Effective Weighted Sample	1229	191	256	130	127	1229	482	144	1073	1092	118
Total	1354	189	231	126	105	1354	498	143	1210	1191	159
Target for stealing mobile phone	63 5%	7 4%	3 1%	2 1%	1 1%	63 5%	10 2%	2 2%	60 5%	51 4%	8 5%
Cost of calls when abroad	61 4%	8 4%	6 3%	4 3%	2 2%	61 4%	9 2%	3 2%	58 5%	46 4%	9 6%
Loss of data/ information/ files from having to clean up and restore software/ hardware after a virus or other scam	53 4%	5 3%	2 1%	1 1%	1 1%	53 4%	11 2%	4 3%	48 4%	37 3%	14 9%
Use of phone to film anti- social or inappropriate behaviour	52 4%	5 2%	4 2%	3 2%	2 2%	52 4%	8 2%	8 5%	46 4%	41 3%	9 6%
Health concerns - using handset	52 4%	8 4%	8 4%	6 5%	3 2%	52 4%	14 3%	2 2%	50 4%	41 3%	9 6%
Intrusion into other people's space/ public space	52 4%	7 4%	8 4%	5 4%	3 3%	52 4%	15 3%	12 9%	42 3%	42 4%	9 5%
Getting viruses, trojans or malware installed on the phone	50 4%	4 2%	5 2%	1 1%	3 3%	50 4%	9 2%	3 2%	47 4%	37 3%	12 8%
Health concerns - masts	48 4%	7 4%	7 3%	6 5%	* *% d	48 4%	10 2%	3 2%	45 4%	40 3%	6 4%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M1. Can you tell me if you have any concerns about mobile phones? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who use a mobile phone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 a	65+ b	65-74 c	75+ d	All e	65+ OR DE	REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1623	247	349	181	168	1623	665	217	1406	1468	150
Effective Weighted Sample	1229	191	256	130	127	1229	482	144	1073	1092	118
Total	1354	189	231	126	105	1354	498	143	1210	1191	159
Incurring unexpected additional charges through using apps/ applications	46 3%	6 3%	4 2%	1 1%	3 3%	46 3%	12 2%	1 *%	45 4% a	37 3%	7 5%
Cost of premium rate text messages	45 3%	8 4%	5 2%	3 2%	2 2%	45 3%	12 2%	4 3%	43 4%	37 3%	6 4%
Cost of using the phone to get online/ visit websites / Data usage	44 3%	8 4%	3 1%	1 1%	2 2%	44 3%	16 3%	3 2%	40 3%	38 3%	7 5%
Incurring unexpected costs due to exceeding the data plan/ going online too much	39 3%	6 3%	2 1%	1 1%	1 1%	39 3%	10 2%	1 1%	37 3%	32 3%	5 3%
Receiving targeted advertising based on my location	37 3%	6 3%	4 2%	* *%	3 3%	37 3%	6 1%	* *%	37 3% a	34 3%	2 1%
Over reliance on phones/ addictive/ cannot put down/ less social interaction/ impact on social skills	14 1%	3 2%	3 1%	1 1%	1 1%	14 1%	3 1%	3 2%	10 1%	13 1%	- -%
Unsolicited calls on the phone/ cold calling	11 1%	5 3%	2 1%	- -%	2 1%	11 1%	3 1%	* *%	11 1%	10 1%	1 *%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M1. Can you tell me if you have any concerns about mobile phones? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who use a mobile phone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1623	247	349	181	168	1623	665	217	1406	1468	150
Effective Weighted Sample	1229	191	256	130	127	1229	482	144	1073	1092	118
Total	1354	189	231	126	105	1354	498	143	1210	1191	159
Being tracked through them/ people listening in to calls	10 1%	2 1%	* *%	- -%	* *%	10 1%	3 1%	1 1%	8 1%	8 1%	1 1%
Signal/ Poor reception	8 1%	4 2%	2 1%	1 1%	1 1%	8 1%	2 *%	1 1%	7 1%	8 1%	- -%
		e									
Being hacked through phone/ not safe or secure to use/ people can access your information/ identity theft	7 1%	1 *%	1 1%	1 1%	- -%	7 1%	2 *%	* *%	7 1%	6 1%	1 1%
Other	35 3%	6 3%	11 5%	6 5%	5 5%	35 3%	15 3%	8 5%	29 2%	30 3%	5 3%
								b			
Don't know	9 1%	* *%	2 1%	2 1%	* *%	9 1%	4 1%	1 1%	8 1%	8 1%	1 1%
SUMMARY CODES											
ANY CONCERNS	395 29%	55 29%	62 27%	34 27%	28 27%	395 29%	122 24%	48 34%	345 28%	334 28%	53 34%
ANY AFFORDABILITY	192 14%	19 10%	26 11%	14 11%	11 11%	192 14%	60 12%	19 13%	171 14%	157 13%	28 18%
ANY RISKS TO OTHER PEOPLE/ RISKS TO SOCIETY	170 13%	20 11%	15 6%	8 6%	7 6%	170 13%	37 8%	16 11%	155 13%	141 12%	27 17%
						bcd					
ANY SECURITY/ FRAUD	149 11%	13 7%	12 5%	6 5%	6 6%	149 11%	34 7%	11 8%	137 11%	114 10%	32 20%
						bc					a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M1. Can you tell me if you have any concerns about mobile phones? IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who use a mobile phone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1623	247	349	181	168	1623	665	217	1406	1468	150
Effective Weighted Sample	1229	191	256	130	127	1229	482	144	1073	1092	118
Total	1354	189	231	126	105	1354	498	143	1210	1191	159
ANY PRIVACY	111	17	18	8	10	111	28	16	97	95	12
	8%	9%	8%	6%	10%	8%	6%	11%	8%	8%	7%
ANY HEALTH	76	10	11	8	3	76	19	4	72	63	11
	6%	5%	5%	7%	3%	6%	4%	3%	6%	5%	7%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M2A. Do you know how to check your data allowance to see how much data you have left? (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
Yes	916	105	47	**	**	916	233	67	845	793	119
	81%	73%	53%	**	**	81%	74%	75%	82%	81%	80%
		b				ab					
No	196	36	39	**	**	196	76	20	177	170	28
	17%	25%	44%	**	**	17%	24%	22%	17%	18%	19%
		e	ae								
Don't know	13	2	3	**	**	13	7	2	11	10	1
	1%	2%	3%	**	**	1%	2%	2%	1%	1%	1%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M2B. Do you ever check your data allowance to see how much data you have left? (SINGLE CODE)

Base : Those with a smartphone who know how to check their mobile data allowance

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	~b	~c	~d	e		~a	b	a	b
Unweighted total	1028	129	78	49	29	1028	285	96	932	912	114
Effective Weighted Sample	785	102	58	36	22	785	208	58	716	682	88
Total	916	105	47	31	16	916	233	67	845	793	119
Yes	679	74	**	**	**	679	177	**	622	575	101
	74%	70%	**	**	**	74%	76%	**	74%	73%	85%
											a
No	237	31	**	**	**	237	56	**	222	218	18
	26%	30%	**	**	**	26%	24%	**	26%	27%	15%
										b	

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

SUMMARY OF AWARENESS AND USE OF CHECKING DATA ALLOWANCE

Base : Those who have a smartphone

	Total	AGE				All	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
CHECKS DATA ALLOWANCE	679 60%	74 51%	30 34%	** **	** **	679 60%	177 56%	52 58%	622 60%	575 59%	101 68%
DOES NOT CHECK DATA ALLOWANCE	237 21%	31 22%	17 19%	** **	** **	237 21%	56 18%	15 17%	222 22%	218 22%	18 12%
TOTAL - AWARE OF HOW TO CHECK DATA ALLOWANCE	916 81%	105 73%	47 53%	** **	** **	916 81%	233 74%	67 75%	845 82%	793 81%	119 80%
UNAWARE OF HOW TO CHECK DATA ALLOWANCE	208 19%	38 27%	41 47%	** **	** **	208 19%	84 26%	22 25%	188 18%	181 19%	29 20%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M3. Do you ever use up your data allowance on your mobile phone? (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
Yes, very often/ most months	130 12%	4 3%	1 1%	** **	** **	130 12% ab	46 15%	8 9%	121 12%	106 11%	24 16%
Yes, often / not every month	88 8%	8 6%	3 3%	** **	** **	88 8%	23 7%	3 3%	85 8%	68 7%	23 15% a
Yes, sometimes / a couple of times a year	215 19%	18 13%	12 13%	** **	** **	215 19%	57 18%	19 21%	198 19%	195 20%	20 14%
TOTAL - YES	434 39%	31 22%	16 18%	** **	** **	434 39% ab	127 40%	29 33%	404 39%	368 38%	67 45%
No, I never run out of data	673 60%	108 75% e	67 77% e	** **	** **	673 60%	181 57%	59 67%	612 59%	593 61%	79 53%
Don't know	17 1%	5 3%	5 6% e	** **	** **	17 1%	10 3%	- -%	17 2%	13 1%	2 2%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M4. (SHOWCARD) When you are at risk of running out of data do you ever do any of the following things? (MULTI CODE)

Base : Those with a smartphone who have ever used up their data allowance

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64 ~a	65+ ~b	65-74 ~c	75+ ~d	All e	65+ OR DE	REPORTS ~a	DOES NOT REPORT b	WHITE a	NON-WHITE ~b
Significance Level: 95%											
Unweighted total	493	42	24	16	8	493	145	39	454	427	64
Effective Weighted Sample	372	33	19	13	6	372	108	23	344	315	47
Total	434	31	16	11	5	434	127	29	404	368	67
Only go online when you can use Wi-Fi	240 55%	**	**	**	**	240 55%	72 57%	**	227 56%	202 55%	**
Use the phone less for going online so you can save your data	208 48%	**	**	**	**	208 48%	52 41%	**	196 48%	168 46%	**
Buy extra data	99 23%	**	**	**	**	99 23%	31 25%	**	87 22%	85 23%	**
Avoid doing 'data-hungry' activities like playing videos or playing games	89 20%	**	**	**	**	89 20%	16 13%	**	86 21%	71 19%	**
Turn off or restrict automatic downloads of upgrades or automatic updates for apps	82 19%	**	**	**	**	82 19%	23 18%	**	77 19%	66 18%	**
Go to fewer sites or apps than you would usually/ use your browser less	50 12%	**	**	**	**	50 12%	14 11%	**	49 12%	38 10%	**
Other	6 1%	**	**	**	**	6 1%	1 1%	**	6 2%	6 2%	**
Don't know	9 2%	**	**	**	**	9 2%	3 2%	**	8 2%	8 2%	**

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M5. Do you ever use free public Wi-Fi? IF NECESSARY Wi-Fi that is provided free of charge in public locations like coffee shops or hotels. Some of these may require you to register or to log in to gain access to the public Wi-Fi. -(SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE				All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
Yes	787	93	40	**	**	787	205	61	725	693	86
	70%	65%	45%	**	**	70%	64%	68%	70%	71%	58%
		b				b				b	
No	337	49	48	**	**	337	112	28	307	279	63
	30%	34%	55%	**	**	30%	35%	32%	30%	29%	42%
			ae								a
Don't know	1	1	-	**	**	1	1	-	1	1	-
	*%	*%	-%	**	**	*%	*%	-%	*%	*%	-%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M6. (SHOWCARD) AGREEMENT WITH STATEMENT - Completing forms and working on documents is more difficult on my smartphone than on a laptop or desktop (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
Strongly disagree	60 5%	4 3%	2 2%	** **	** **	60 5%	20 6%	3 4%	55 5%	51 5%	8 6%
Slightly disagree	84 7%	3 2%	5 6%	** **	** **	84 7%	23 7%	2 3%	81 8%	66 7%	16 10%
Neither agree nor disagree	157 14%	19 13%	11 12%	** **	** **	157 14%	44 14%	2 2%	155 15%	131 13%	30 20%
Slightly agree	278 25%	30 21%	12 14%	** **	** **	278 25%	61 19%	18 20%	258 25%	236 24%	46 31%
Strongly agree	502 45%	75 52%	47 54%	** **	** **	502 45%	143 45%	56 63%	447 43%	450 46%	43 29%
Don't know	44 4%	13 9%	11 12%	** **	** **	44 4%	27 8%	7 8%	37 4%	39 4%	5 3%
SUMMARY CODES											
TOTAL DISAGREE	144 13%	7 5%	7 8%	** **	** **	144 13%	43 14%	6 7%	137 13%	117 12%	24 16%
TOTAL AGREE	779 69%	105 73%	60 68%	** **	** **	779 69%	203 64%	74 83%	705 68%	686 70%	90 60%
TOTAL NEITHER/ DON'T KNOW	201 18%	32 22%	21 24%	** **	** **	201 18%	70 22%	9 10%	191 19%	170 17%	35 23%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M7A. (SHOWCARD) Complete a form or an application for something on my phone (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
Most days	48 4%	* *%	2 2%	** **	** **	48 4%	20 6%	* 1%	47 5%	39 4%	8 6%
						a					
Once or twice a week	119 11%	4 3%	3 3%	** **	** **	119 11%	30 10%	6 7%	113 11%	107 11%	10 7%
						ab					
At least every 3 months	209 19%	12 8%	5 5%	** **	** **	209 19%	43 14%	17 19%	192 19%	170 17%	44 30%
						ab					a
Less often	367 33%	50 35%	18 20%	** **	** **	367 33%	96 30%	27 31%	337 33%	326 34%	39 26%
		b				b					
Never	381 34%	77 54%	61 69%	** **	** **	381 34%	128 40%	38 43%	344 33%	331 34%	47 31%
		e	ae								
SUMMARY CODES											
EVER DO THIS	743 66%	66 46%	27 31%	** **	** **	743 66%	190 60%	51 57%	689 67%	642 66%	102 69%
		b				ab					
AT LEAST WEEKLY	167 15%	4 3%	5 5%	** **	** **	167 15%	51 16%	7 8%	161 16%	146 15%	19 13%
						ab					
AT LEAST QUARTERLY	376 33%	16 11%	9 10%	** **	** **	376 33%	94 30%	24 27%	352 34%	316 32%	63 43%
						ab					a
EVER DO THIS - BUT LESS FREQUENTLY THAN WEEKLY	576 51%	62 43%	22 25%	** **	** **	576 51%	139 44%	44 50%	528 51%	496 51%	83 56%
		b				b					

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M7B. (SHOWCARD) Edit photos or videos (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE					All	AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	65+ OR DE			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b	
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139	
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109	
Total	1124	143	88	58	30	1124	317	89	1033	973	148	
Most days	86 8%	2 1%	1 1%	** **	** **	86 8%	32 10%	4 4%	82 8%	73 7%	12 8%	
Once or twice a week	255 23%	16 11%	5 6%	** **	** **	255 23%	50 16%	9 11%	245 24%	218 22%	34 23%	
At least every 3 months	223 20%	24 17%	13 15%	** **	** **	223 20%	53 17%	12 14%	211 20%	199 20%	26 17%	
Less often	248 22%	41 28%	19 22%	** **	** **	248 22%	74 23%	19 22%	228 22%	207 21%	42 28%	
Never	313 28%	62 43%	50 57%	** **	** **	313 28%	108 34%	44 49%	267 26%	276 28%	35 24%	
SUMMARY CODES												
EVER DO THIS	812 72%	82 57%	38 43%	** **	** **	812 72%	210 66%	45 51%	765 74%	697 72%	113 76%	
AT LEAST WEEKLY	341 30%	17 12%	6 6%	** **	** **	341 30%	82 26%	13 15%	326 32%	291 30%	45 31%	
AT LEAST QUARTERLY	564 50%	41 29%	19 22%	** **	** **	564 50%	135 43%	25 29%	538 52%	490 50%	71 48%	
EVER DO THIS - BUT LESS FREQUENTLY THAN WEEKLY	471 42%	64 45%	32 37%	** **	** **	471 42%	128 40%	32 36%	439 42%	406 42%	68 46%	

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M7C. (SHOWCARD) Use features such as maps or satellite navigation to get to where you want to go/ plot a route to your destination (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE					AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
Most days	193 17%	12 8%	1 1%	** **	** **	193 17%	32 10%	5 6%	189 18%	152 16%	39 26%
		b				ab		a		a	
Once or twice a week	290 26%	28 19%	9 10%	** **	** **	290 26%	44 14%	22 25%	267 26%	257 26%	31 21%
		b				b					
At least every 3 months	256 23%	29 21%	21 24%	** **	** **	256 23%	86 27%	15 17%	238 23%	228 23%	27 18%
Less often	204 18%	33 23%	26 30%	** **	** **	204 18%	80 25%	22 25%	181 18%	176 18%	28 19%
			e								
Never	181 16%	41 28%	31 35%	** **	** **	181 16%	75 24%	25 28%	158 15%	160 16%	24 16%
		e	e					b			
SUMMARY CODES											
EVER DO THIS	943 84%	103 72%	57 65%	** **	** **	943 84%	243 76%	64 72%	875 85%	813 84%	125 84%
						ab		a			
AT LEAST WEEKLY	483 43%	40 28%	10 11%	** **	** **	483 43%	77 24%	27 30%	456 44%	408 42%	70 47%
		b				ab		a			
AT LEAST QUARTERLY	739 66%	69 48%	31 35%	** **	** **	739 66%	163 51%	42 47%	694 67%	637 65%	97 65%
		b				ab		a			
EVER DO THIS - BUT LESS FREQUENTLY THAN WEEKLY	460 41%	63 44%	47 53%	** **	** **	460 41%	166 52%	37 42%	419 41%	404 42%	55 37%
			e								

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M7D. (SHOWCARD) Use your phone as a ticket or boarding pass or as an entry ticket to an event (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
Most days	38 3%	2 1%	- -%	** **	** **	38 3%	6 2%	1 1%	38 4%	28 3%	10 7% a
Once or twice a week	87 8%	4 3%	- -%	** **	** **	87 8%	7 2%	2 2%	84 8% a	69 7%	15 10%
At least every 3 months	229 20%	23 16%	9 10%	** **	** **	229 20%	39 12%	9 10%	220 21% a	205 21%	23 15%
Less often	282 25%	26 18%	19 22%	** **	** **	282 25%	77 24%	19 22%	260 25%	241 25%	40 27%
Never	488 43%	89 62%	60 68%	** **	** **	488 43%	188 59%	58 65%	431 42% b	429 44%	60 41%
SUMMARY CODES											
EVER DO THIS	637 57%	55 38%	28 32%	** **	** **	637 57% ab	130 41%	31 35%	602 58% a	544 56%	88 59%
AT LEAST WEEKLY	125 11%	6 4% b	- -%	** **	** **	125 11% ab	13 4%	2 3%	122 12% a	98 10%	26 17% a
AT LEAST QUARTERLY	355 32%	29 20% b	9 10%	** **	** **	355 32% ab	52 17%	11 13%	342 33% a	303 31%	48 32%
EVER DO THIS - BUT LESS FREQUENTLY THAN WEEKLY	511 45%	49 34%	28 32%	** **	** **	511 45% ab	117 37%	28 32%	480 46% a	446 46%	62 42%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M8. (SHOWCARD) Other than phoning or texting, which one of these activities would you miss doing the most on your smartphone if your phone was taken away from you? (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
Checking social media / messaging people	328 29%	16 11%	4 4%	** **	** **	328 29%	100 31%	20 23%	305 30%	289 30%	41 28%
Checking email	310 28%	43 30%	29 33%	** **	** **	310 28%	70 22%	20 23%	292 28%	260 27%	48 32%
Taking videos or photos	134 12%	27 19%	8 9%	** **	** **	134 12%	33 11%	10 12%	123 12%	121 12%	14 9%
Using maps or other location-based services	63 6%	8 5%	2 3%	** **	** **	63 6%	12 4%	4 5%	58 6%	51 5%	11 7%
Checking news, travel or weather updates	57 5%	15 10%	7 8%	** **	** **	57 5%	14 5%	2 2%	55 5%	50 5%	5 4%
Making Skype or FaceTime calls	49 4%	4 2%	4 4%	** **	** **	49 4%	16 5%	4 4%	44 4%	39 4%	11 7%
Playing games	33 3%	5 4%	1 1%	** **	** **	33 3%	15 5%	6 7%	25 2%	32 3%	2 1%
Using the calendar or diary	30 3%	4 3%	7 8%	** **	** **	30 3%	9 3%	10 11%	22 2%	26 3%	3 2%
Watching TV or video content	22 2%	2 1%	* *%	** **	** **	22 2%	10 3%	3 3%	19 2%	16 2%	5 3%
ANY OF THESE	1026 91%	124 86%	62 70%	** **	** **	1026 91%	280 88%	80 90%	944 91%	884 91%	138 93%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M8. (SHOWCARD) Other than phoning or texting, which one of these activities would you miss doing the most on your smartphone if your phone was taken away from you? (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE				All	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e		a	b	a	b
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
None of these	90	19	26	**	**	90	34	9	81	81	10
	8%	13%	29%	**	**	8%	11%	10%	8%	8%	7%
		e	ae								
Don't know	8	*	1	**	**	8	4	-	8	8	-
	1%	*%	1%	**	**	1%	1%	-%	1%	1%	-%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

M9. (SHOWCARD) AGREEMENT WITH STATEMENT - I know how to make decisions about using location services on my mobile? IF NECESSARY: Location services monitor your location to provide information to your phone based on where you are - this might be an updated weather forecast, bars, pubs or petrol stations near you or help you to plan a journey (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 a	65+ b	65-74 ~c	75+ ~d			REPORTS a	DOES NOT REPORT b	WHITE a	NON-WHITE b
Significance Level: 95%											
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
Strongly disagree	73 6%	18 12%	17 19%	** **	** **	73 6%	36 11%	10 12%	64 6%	66 7%	7 5%
Slightly disagree	60 5%	9 6%	8 9%	** **	** **	60 5%	17 5%	4 5%	56 5%	51 5%	9 6%
Neither agree nor disagree	141 13%	12 9%	9 10%	** **	** **	141 13%	50 16%	11 12%	130 13%	118 12%	23 15%
Slightly agree	313 28%	34 24%	20 23%	** **	** **	313 28%	61 19%	18 20%	294 28%	266 27%	44 30%
Strongly agree	492 44%	62 43%	25 29%	** **	** **	492 44%	134 42%	42 47%	447 43%	432 44%	58 39%
Don't know	46 4%	9 6%	9 10%	** **	** **	46 4%	18 6%	3 4%	42 4%	40 4%	7 5%
SUMMARY CODES											
TOTAL DISAGREE	133 12%	26 18%	25 29%	** **	** **	133 12%	53 17%	15 17%	119 12%	118 12%	17 11%
TOTAL AGREE	805 72%	96 67%	45 51%	** **	** **	805 72%	195 62%	60 67%	741 72%	698 72%	102 69%
TOTAL NEITHER/ DON'T KNOW	186 17%	21 15%	18 20%	** **	** **	186 17%	69 22%	14 16%	172 17%	158 16%	30 20%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

G1. (SHOWCARD) Do you ever play games at home or elsewhere in any of these ways? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
On a mobile phone or smartphone (such as an iPhone or Samsung Galaxy)	317 21%	26 12%	12 4%	8 5%	4 3%	317 21%	104 17%	29 16%	283 21%	265 20%	48 28%
		bcd				abcd					a
On a games console connected to a TV (such as Xbox/ Sony PlayStation/ Nintendo Wii)	227 15%	5 2%	2 1%	1 *%	1 1%	227 15%	65 11%	13 7%	208 16%	194 14%	29 17%
						abcd			a		
On a tablet computer (such as an iPad)	179 12%	29 13%	23 7%	13 8%	10 7%	179 12%	60 10%	21 11%	156 12%	165 12%	8 5%
		bd				bd				b	
On a desktop computer, laptop, or netbook	140 9%	17 8%	14 5%	7 4%	8 5%	140 9%	44 7%	22 12%	117 9%	122 9%	12 7%
						bc					
On a hand-held games console (such as Sony PS Vita/ Nintendo DS or 3DS)	70 5%	3 1%	1 *%	1 1%	- -%	70 5%	18 3%	5 3%	63 5%	61 5%	7 4%
						abcd					
Through an app on a smart TV	27 2%	5 2%	1 *%	* *%	1 *%	27 2%	10 2%	2 1%	23 2%	22 2%	2 1%
		b				b					
On a virtual reality gaming headset/ device	8 1%	- -%	1 *%	1 *%	- -%	8 1%	1 *%	2 1%	6 *%	7 1%	* *%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

G1. (SHOWCARD) Do you ever play games at home or elsewhere in any of these ways? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Using wearable technology like a smart watch (such as Apple Watch)	2 *%	- -%	1 *%	1 *%	- -%	2 *%	1 *%	- -%	2 *%	2 *%	- -%
TOTAL - ANY GAMING	544 36%	51 23% bd	46 15%	25 16%	20 14%	544 36% abcd	193 32%	55 30%	480 36%	473 35%	67 40%
No, never	974 64%	172 77% e	262 85% ae	137 84% e	125 86% ae	974 64%	414 68%	128 70%	855 64%	873 65%	101 60%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

G2. Can you tell me if you have any concerns about gaming? IF NECESSARY - So playing games on consoles, computers, mobile phones or other portable devices. IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
No, do not have any concerns	1033	135	212	106	106	1033	434	125	911	920	114
	68%	60%	69%	65%	73%	68%	71%	68%	68%	68%	68%
			a		a	a					
Unsuitable for children	183	27	27	16	11	183	52	19	161	158	23
	12%	12%	9%	10%	8%	12%	9%	10%	12%	12%	14%
Violent content	161	27	21	13	7	161	42	18	141	143	16
	11%	12%	7%	8%	5%	11%	7%	10%	11%	11%	10%
		bd			bd						
Encourage children to stay indoors	108	24	18	10	8	108	36	10	97	96	10
	7%	11%	6%	6%	6%	7%	6%	5%	7%	7%	6%
		b									
Discourage creative play for children	103	17	20	12	8	103	29	9	93	86	12
	7%	8%	6%	7%	5%	7%	5%	5%	7%	6%	7%
Others could become addicted to playing games	98	23	21	12	9	98	32	12	85	86	7
	6%	10%	7%	7%	6%	6%	5%	7%	6%	6%	4%
		e									
Bad/ offensive language	77	5	8	5	3	77	16	4	73	61	15
	5%	2%	3%	3%	2%	5%	3%	2%	5%	4%	9%
						b					a
Impact on social skills	75	15	11	6	5	75	24	5	69	67	7
	5%	7%	4%	4%	4%	5%	4%	3%	5%	5%	4%
Sexual content	75	8	8	6	2	75	14	8	67	57	17
	5%	4%	2%	4%	1%	5%	2%	4%	5%	4%	10%
						bd					a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

G2. Can you tell me if you have any concerns about gaming? IF NECESSARY - So playing games on consoles, computers, mobile phones or other portable devices. IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Cost of games	71 5%	11 5%	8 3%	2 1%	6 4%	71 5%	23 4%	2 1%	68 5%	60 4%	8 5%
Waste too much time playing games	69 5%	13 6%	14 5%	8 5%	7 5%	69 5%	21 3%	7 4%	63 5%	64 5%	3 2%
I could become addicted to playing games	61 4%	15 7%	14 5%	9 6%	5 4%	61 4%	25 4%	11 6%	49 4%	56 4%	5 3%
Contributes to obesity	52 3%	8 4%	4 1%	2 1%	2 2%	52 3%	8 1%	5 3%	47 4%	45 3%	5 3%
Health issues	51 3%	6 3%	7 2%	4 3%	2 2%	51 3%	11 2%	4 2%	47 4%	41 3%	9 5%
Cost of in-game purchases	49 3%	14 6%	6 2%	2 1%	4 3%	49 3%	13 2%	5 3%	43 3%	42 3%	6 3%
Cost of games consoles/ games players	43 3%	5 2%	6 2%	5 3%	2 1%	43 3%	15 3%	1 1%	42 3%	35 3%	6 4%
Contact with people I don't personally know/ I've never met in person	26 2%	2 1%	1 *%	* *%	1 *%	26 2%	5 1%	1 1%	24 2%	20 1%	4 2%
Gambling/ betting games/ too easy to use them/ get into debt	11 1%	3 1%	8 3%	3 2%	5 4%	11 1%	9 1%	3 1%	9 1%	11 1%	- -%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

G2. Can you tell me if you have any concerns about gaming? IF NECESSARY - So playing games on consoles, computers, mobile phones or other portable devices. IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Other	23	3	3	2	1	23	7	2	20	20	4
	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
Don't know	39	7	11	6	5	39	17	6	31	31	7
	3%	3%	4%	4%	3%	3%	3%	4%	2%	2%	4%
SUMMARY CODES											
ANY CONCERNS	447	82	85	51	34	447	157	52	392	395	46
	29%	37%	28%	31%	23%	29%	26%	28%	29%	29%	28%
		bde									
ANY OFFENSIVE CONTENT	278	41	38	24	14	278	80	29	245	238	39
	18%	19%	12%	15%	10%	18%	13%	16%	18%	18%	23%
		bd				bd					
ANY RISKS TO OTHER PEOPLE/ TO SOCIETY	183	33	31	17	13	183	58	15	167	157	21
	12%	15%	10%	11%	9%	12%	10%	8%	13%	12%	12%
ANY HEALTH	171	38	36	22	14	171	58	23	149	148	18
	11%	17%	12%	13%	10%	11%	10%	13%	11%	11%	11%
		de									
ANY AFFORDABILITY	102	20	14	6	8	102	35	6	95	88	12
	7%	9%	4%	4%	5%	7%	6%	3%	7%	7%	7%
		bc							a		

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

G2. Can you tell me if you have any concerns about gaming? IF NECESSARY - So playing games on consoles, computers, mobile phones or other portable devices. IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who play games on any type of gaming device

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e		~a	b	a	~b
Unweighted total	632	61	67	35	32	632	236	86	546	564	66
Effective Weighted Sample	486	49	49	25	25	486	175	58	422	425	53
Total	544	51	46	25	20	544	193	55	480	473	67
No, do not have any concerns	400	**	**	**	**	400	143	**	360	347	**
	73%	**	**	**	**	73%	74%	**	75%	73%	**
Unsuitable for children	63	**	**	**	**	63	16	**	52	55	**
	12%	**	**	**	**	12%	8%	**	11%	12%	**
Violent content	51	**	**	**	**	51	10	**	45	43	**
	9%	**	**	**	**	9%	5%	**	9%	9%	**
Encourage children to stay indoors	34	**	**	**	**	34	9	**	32	28	**
	6%	**	**	**	**	6%	5%	**	7%	6%	**
Others could become addicted to playing games	34	**	**	**	**	34	10	**	29	29	**
	6%	**	**	**	**	6%	5%	**	6%	6%	**
Cost of games	31	**	**	**	**	31	12	**	30	23	**
	6%	**	**	**	**	6%	6%	**	6%	5%	**
I could become addicted to playing games	28	**	**	**	**	28	12	**	22	25	**
	5%	**	**	**	**	5%	6%	**	5%	5%	**
Sexual content	28	**	**	**	**	28	5	**	25	20	**
	5%	**	**	**	**	5%	3%	**	5%	4%	**
Waste too much time playing games	27	**	**	**	**	27	5	**	26	24	**
	5%	**	**	**	**	5%	3%	**	5%	5%	**
Discourage creative play for children	27	**	**	**	**	27	3	**	26	22	**
	5%	**	**	**	**	5%	2%	**	5%	5%	**
Impact on social skills	25	**	**	**	**	25	6	**	23	22	**
	5%	**	**	**	**	5%	3%	**	5%	5%	**

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

G2. Can you tell me if you have any concerns about gaming? IF NECESSARY - So playing games on consoles, computers, mobile phones or other portable devices. IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who play games on any type of gaming device

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e		~a	b	a	~b
Unweighted total	632	61	67	35	32	632	236	86	546	564	66
Effective Weighted Sample	486	49	49	25	25	486	175	58	422	425	53
Total	544	51	46	25	20	544	193	55	480	473	67
Bad/ offensive language	24 4%	**	**	**	**	24 4%	4 2%	**	23 5%	21 4%	**
Cost of in-game purchases	24 4%	**	**	**	**	24 4%	8 4%	**	20 4%	20 4%	**
Cost of games consoles/ games players	20 4%	**	**	**	**	20 4%	6 3%	**	19 4%	14 3%	**
Health issues	20 4%	**	**	**	**	20 4%	2 1%	**	19 4%	17 4%	**
Contributes to obesity	16 3%	**	**	**	**	16 3%	1 1%	**	14 3%	13 3%	**
Contact with people I don't personally know/ I've never met in person	12 2%	**	**	**	**	12 2%	1 *%	**	12 2%	9 2%	**
Gambling/ betting games/ too easy to use them/ get into debt	2 *%	**	**	**	**	2 *%	3 1%	**	2 *%	2 *%	**
Other	13 2%	**	**	**	**	13 2%	3 2%	**	9 2%	10 2%	**
Don't know	3 1%	**	**	**	**	3 1%	1 1%	**	3 1%	3 1%	**
SUMMARY CODES											
ANY CONCERNS	141 26%	**	**	**	**	141 26%	49 25%	**	118 24%	122 26%	**

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

G2. Can you tell me if you have any concerns about gaming? IF NECESSARY - So playing games on consoles, computers, mobile phones or other portable devices. IF YES - What sorts of things are you concerned about? (MULTI CODE)

Base : Those who play games on any type of gaming device

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 ~a	65+ ~b	65-74 ~c	75+ ~d			REPORTS ~a	DOES NOT REPORT b	WHITE a	NON-WHITE ~b
Significance Level: 95%											
Unweighted total	632	61	67	35	32	632	236	86	546	564	66
Effective Weighted Sample	486	49	49	25	25	486	175	58	422	425	53
Total	544	51	46	25	20	544	193	55	480	473	67
ANY OFFENSIVE CONTENT	89 16%	**	**	**	**	89 16%	26 13%	**	75 16%	74 16%	**
ANY HEALTH	57 10%	**	**	**	**	57 10%	18 9%	**	48 10%	49 10%	**
ANY RISKS TO OTHER PEOPLE/ TO SOCIETY	51 9%	**	**	**	**	51 9%	11 6%	**	48 10%	43 9%	**
ANY AFFORDABILITY	42 8%	**	**	**	**	42 8%	17 9%	**	37 8%	34 7%	**

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

G3. Many games can be played online. Do you ever play games online with or against other people? (SINGLE CODE)

Base : Those who play games on any type of gaming device

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e		~a	b	a	~b
Unweighted total	632	61	67	35	32	632	236	86	546	564	66
Effective Weighted Sample	486	49	49	25	25	486	175	58	422	425	53
Total	544	51	46	25	20	544	193	55	480	473	67
Yes - play games online	247	**	**	**	**	247	88	**	222	213	**
	45%	**	**	**	**	45%	46%	**	46%	45%	**
No - do not play games online	297	**	**	**	**	297	105	**	258	260	**
	55%	**	**	**	**	55%	54%	**	54%	55%	**
Don't know whether play games online	1	**	**	**	**	1	-	**	1	-	**
	*%	**	**	**	**	*%	-%	**	*%	-%	**
ALL WHO EVERY PLAY GAMES	544	**	**	**	**	544	193	**	480	473	**
	100%	**	**	**	**	100%	100%	**	100%	100%	**

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

G3. Many games can be played online. Do you ever play games online with or against other people? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Yes - play games online	247 16%	12 5%	8 3%	2 1%	7 5%	247 16%	88 15%	20 11%	222 17%	213 16%	30 18%
		c			c	abcd			a		
No - do not play games online	297 20%	39 18%	37 12%	24 15%	13 9%	297 20%	105 17%	35 19%	258 19%	260 19%	36 22%
		d				bd					
Don't know whether play games online	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	* *%
ALL WHO EVERY PLAY GAMES	544 36%	51 23%	46 15%	25 16%	20 14%	544 36%	193 32%	55 30%	480 36%	473 35%	67 40%
		bd				abcd					
NEVER PLAY GAMES	974 64%	172 77%	262 85%	137 84%	125 86%	974 64%	414 68%	128 70%	855 64%	873 65%	101 60%
		e	ae	e	ae						

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C1. (SHOWCARD) Please take a look at the options shown on this card and let me know which number applies to you? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Base for %	1517	223	307	162	145	1517	607	184	1333	1344	167
Married/ Civil partnership	753	135	187	115	71	753	278	85	674	668	87
	50%	61%	61%	71%	49%	50%	46%	46%	51%	50%	52%
		de	de	abde							
Co-habiting	156	16	8	6	1	156	47	12	142	140	11
	10%	7%	3%	4%	1%	10%	8%	6%	11%	10%	7%
		bd				bcd					
Single	402	22	10	6	4	402	144	32	364	340	61
	27%	10%	3%	4%	2%	27%	24%	17%	27%	25%	36%
		bcd				abcd			a		a
Widowed, divorced or separated	206	50	103	34	69	206	139	55	153	196	9
	14%	22%	34%	21%	47%	14%	23%	30%	11%	15%	5%
		e	ace	e	abce			b		b	
Refused	2	1	1	1	-	2	1	-	2	2	-

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C2. How many people are there in your household in total (including yourself)? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
1	258 17%	53 24%	102 33%	38 24%	64 44%	258 17%	155 26%	60 33%	198 15%	242 18%	14 8%
		e	ace	e	abce			b		b	
2	498 33%	113 51%	176 57%	101 62%	74 51%	498 33%	245 40%	73 40%	433 32%	458 34%	34 21%
		e	e	ade	e			b		b	
3	313 21%	35 15%	22 7%	19 11%	4 2%	313 21%	98 16%	23 13%	285 21%	279 21%	31 19%
		bd	d	d		bcd			a		
4	288 19%	16 7%	7 2%	4 3%	3 2%	288 19%	60 10%	18 10%	270 20%	252 19%	37 22%
		bcd				abcd			a		
5-6	148 10%	6 3%	1 *%	* *%	* *%	148 10%	43 7%	9 5%	137 10%	104 8%	47 28%
		bc				abcd			a		a
7-9	13 1%	- -%	- -%	- -%	- -%	13 1%	6 1%	- -%	13 1%	11 1%	4 2%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C3. Do you have any children aged under 16 who live at home with you - where you are their parent or guardian? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
None	972	204	300	155	145	972	453	154	822	879	86
	64%	91%	97%	95%	100%	64%	75%	84%	62%	65%	51%
		e	ae	e	ace			b		b	
1	221	10	8	7	*	221	65	10	208	195	25
	15%	4%	2%	5%	15%	15%	11%	5%	16%	15%	15%
		d		d	abcd			a			
2	237	8	*	-	*	237	55	16	220	200	39
	16%	4%	16%	16%	16%	16%	9%	9%	16%	15%	23%
		bcd			abcd			a		a	
3	75	*	-	-	-	75	24	4	70	59	15
	5%	5%	5%	5%	5%	5%	4%	2%	5%	4%	9%
					abcd					a	
4	11	2	-	-	-	11	8	-	11	10	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
5-6	4	-	-	-	-	4	2	-	4	3	1
	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C4. And what ages are these children? (MULTI CODE)

Base : Those with children aged under 16 at home

	Total	AGE				All e	AGE/SEG 65+ OR DE	DISABILITY		EMG	
		55-64 ~a	65+ ~b	65-74 ~c	75+ ~d			REPORTS ~a	DOES NOT REPORT b	WHITE a	NON-WHITE ~b
Significance Level: 95%											
Unweighted total	532	19	8	6	2	532	156	39	493	464	67
Effective Weighted Sample	407	15	5	5	2	407	116	22	379	345	55
Total	547	20	8	7	*	547	155	30	513	467	81
Base for %	539	20	8	7	*	539	153	30	505	459	81
Under 1 year old	75	**	**	**	**	75	29	**	72	63	**
	14%	**	**	**	**	14%	19%	**	14%	14%	**
1-4 years old	194	**	**	**	**	194	55	**	184	169	**
	36%	**	**	**	**	36%	36%	**	36%	37%	**
5-7 years old	182	**	**	**	**	182	52	**	170	153	**
	34%	**	**	**	**	34%	34%	**	34%	33%	**
8-11 years old	224	**	**	**	**	224	54	**	212	182	**
	41%	**	**	**	**	41%	35%	**	42%	40%	**
12-15 years old	168	**	**	**	**	168	49	**	156	144	**
	31%	**	**	**	**	31%	32%	**	31%	31%	**
Refused	8	**	**	**	**	8	2	**	8	8	**

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C5. (SHOWCARD) Which of these adults aged 16 and over live in your household with you, in terms of their relationship to you? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Base for %	1516	222	308	163	145	1516	606	184	1332	1344	167
Husband/ Wife/ Partner	895	147	189	120	69	895	318	97	802	805	87
	59%	66%	61%	74%	47%	59%	53%	53%	60%	60%	52%
		de	d	bde		d					
Child/ children aged 16 and over	201	42	25	14	10	201	67	24	178	168	33
	13%	19%	8%	9%	7%	13%	11%	13%	13%	12%	20%
		bcde				bd					a
Mother/ Stepmother/ Partner of Father	159	4	2	2	-	159	39	8	149	120	42
	10%	2%	1%	1%	-%	10%	6%	4%	11%	9%	25%
						abcd			a		a
Father/ Stepfather/ Partner of Mother	84	-	-	-	-	84	18	4	77	68	20
	6%	-%	-%	-%	-%	6%	3%	2%	6%	5%	12%
						abcd			a		a
Brothers/ Sisters/ Stepbrothers/ Stepsisters	82	*	1	1	-	82	25	4	75	58	28
	5%	*%	*%	1%	-%	5%	4%	2%	6%	4%	17%
						abcd			a		a
Friend/ other person not related to you aged 16 or over	56	2	-	-	-	56	15	3	52	44	10
	4%	1%	-%	-%	-%	4%	3%	2%	4%	3%	6%
						abcd					
Other relative aged 16 or over	36	6	11	3	8	36	22	5	30	31	6
	2%	3%	4%	2%	6%	2%	4%	3%	2%	2%	3%
					e						

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C5. (SHOWCARD) Which of these adults aged 16 and over live in your household with you, in terms of their relationship to you? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Grandmother	3 *%	- -%	- -%	- -%	- -%	3 *%	- -%	- -%	3 *%	3 *%	- -%
Grandfather	3 *%	- -%	- -%	- -%	- -%	3 *%	- -%	- -%	3 *%	* *%	2 1% a
None - I am the only adult in the household	330 22%	56 25%	102 33% ace	38 24%	64 44% abce	330 22%	197 32%	62 34% b	268 20%	310 23% b	18 11%
Refused	3	2	-	-	-	3	2	-	3	2	1

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C6. Are you currently working? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Base for %	1518	224	308	163	145	1518	608	184	1335	1345	167
Working full-time (30 hours per week plus)	598	70	10	9	1	598	88	14	586	508	78
	39%	31%	3%	6%	1%	39%	15%	8%	44%	38%	47%
		bcd	d	d		abcd			a		
Working part-time (Under 30 hours per week)	283	49	18	17	1	283	73	29	261	258	18
	19%	22%	6%	11%	1%	19%	12%	16%	20%	19%	10%
		bcd	d	d		bcd				b	
Looking for work	45	4	-	-	-	45	27	3	40	40	8
	3%	2%	0%	0%	0%	3%	4%	2%	3%	3%	4%
		b				bcd					
In full-time education	72	-	-	-	-	72	11	2	68	50	26
	5%	0%	0%	0%	0%	5%	2%	1%	5%	4%	16%
						abcd			a		a
Retired	334	63	273	132	141	334	283	94	251	324	11
	22%	28%	89%	81%	97%	22%	47%	51%	19%	24%	7%
		e	ace	ae	abce			b		b	
Not working	186	38	7	4	2	186	125	42	128	165	27
	12%	17%	2%	3%	2%	12%	21%	23%	10%	12%	16%
		bcd				bcd		b			
Refused	1	-	-	-	-	1	-	-	1	1	-

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C7. At what age did you finish your education? IF STILL IN EDUCATION - At what age do you expect to finish your education? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Base for %	1518	224	308	163	145	1518	608	183	1334	1345	167
Aged 16 or under	524	103	187	86	100	524	353	115	408	507	18
	35%	46%	61%	53%	69%	35%	58%	63%	31%	38%	11%
		e	ae	e	ace			b		b	
Aged 17-18	324	43	47	29	18	324	114	25	297	296	26
	21%	19%	15%	18%	12%	21%	19%	14%	22%	22%	16%
						bd			a		
Aged 19-20	185	15	19	12	8	185	44	12	172	145	40
	12%	7%	6%	7%	5%	12%	7%	7%	13%	11%	24%
						abd			a		a
Aged 21 or over	474	61	55	35	19	474	93	30	447	390	79
	31%	27%	18%	22%	13%	31%	15%	17%	34%	29%	47%
		bd		d		bcd			a		a
Don't know	10	1	-	-	-	10	3	-	10	7	4
	1%	1%	-%	-%	-%	1%	1%	-%	1%	1%	2%
											a
Refused	1	*	-	-	-	1	*	*	1	1	-

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C10. (SHOWCARD) Please could you say which letter from this card applies to your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Up to £199 per week/ Up to £10,399	110 7%	20 9%	27 9%	17 10%	11 7%	110 7%	91 15%	21 12%	84 6%	100 7%	11 6%
From £200 to £299 per week/ £10,400 to £15,599 per year	149 10%	28 13%	51 17%	27 17%	24 17%	149 10%	97 16%	26 14%	122 9%	141 10%	8 5%
From £300 to £499 per week/ £15,600 to £25,999 per year	169 11%	28 13%	37 12%	18 11%	19 13%	169 11%	65 11%	24 13%	147 11%	145 11%	26 15%
From £500 to £699 per week/ £26,000 to £36,399 per year	150 10%	22 10%	21 7%	17 10%	4 3%	150 10%	39 6%	11 6%	141 11%	136 10%	14 8%
From £700 to £999 per week/ £36,400 to £51,999 per year	123 8%	21 10%	11 4%	7 4%	4 3%	123 8%	23 4%	8 5%	115 9%	109 8%	10 6%
£1,000 and above per week / £52,000 and above per year	150 10%	19 9%	7 2%	6 4%	1 *	150 10%	8 1%	15 8%	138 10%	130 10%	17 10%
Don't know/ Refused	667 44%	85 38%	153 50%	71 44%	83 57%	667 44%	285 47%	77 42%	589 44%	585 43%	83 49%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C11. Do you have any long-standing illness, disability or infirmity? IF NECESSARY: By long-standing I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Yes	244	45	112	50	62	244	182	184	61	233	11
	16%	20%	36%	31%	43%	16%	30%	100%	5%	17%	7%
			ae	ae	ace			b		b	
No	1270	177	196	112	83	1270	425	-	1270	1108	156
	84%	79%	64%	69%	57%	84%	70%	-%	95%	82%	93%
		bcd		d		bcd		a		a	
Don't know	4	1	-	-	-	4	1	-	4	4	-
	*%	1%	-%	-%	-%	*%	*%	-%	*%	*%	-%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C12. Does this illness, disability or infirmity limit your activities in any way? (SINGLE CODE)

Base : Those with a long standing illness/ disability or infirmity

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e		a	~b	a	~b
Unweighted total	385	72	187	82	105	385	294	293	92	373	12
Effective Weighted Sample	286	55	131	55	76	286	207	192	69	275	10
Total	244	45	112	50	62	244	182	184	61	233	11
Yes	190	**	86	**	50	190	145	184	**	182	**
	78%	**	76%	**	81%	78%	80%	100%	**	78%	**
No	54	**	27	**	12	54	37	-	**	51	**
	22%	**	24%	**	19%	22%	20%	-%	**	22%	**
Don't know	*	**	-	**	-	*	*	-	**	*	**
	*%	**	-%	**	-%	*%	*%	-%	**	*%	**

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C13. (SHOWCARD) Which of these limit your activities? (MULTI CODE)

Base : Those whose long standing illness/ disability or infirmity limits their activities in any way

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	~d	e		a	~b	a	~b
Unweighted total	307	53	147	60	87	307	241	293	14	297	10
Effective Weighted Sample	227	39	103	40	63	227	169	192	11	217	9
Total	190	33	86	35	50	190	145	184	7	182	9
Base for %	184	32	83	35	48	184	139	184	-	176	6
Cannot walk very far or manage stairs or can only do so with difficulty	76 41%	** **	48 58%	** **	** **	76 41%	67 48%	80 44%	** **	72 41%	** **
Other illnesses/ health problems which limit daily activities	61 33%	** **	17 21%	** **	** **	61 33%	36 26%	58 32%	** **	58 33%	** **
Breathlessness or chest pains	46 25%	** **	23 28%	** **	** **	46 25%	37 27%	46 25%	** **	45 25%	** **
Mental health problems or difficulties	36 19%	** **	2 2%	** **	** **	36 19%	24 17%	29 16%	** **	33 18%	** **
Poor hearing, partial hearing or deafness	20 11%	** **	12 15%	** **	** **	20 11%	14 10%	23 12%	** **	20 12%	** **
Limited ability to reach	18 10%	** **	7 8%	** **	** **	18 10%	14 10%	18 10%	** **	17 9%	** **
Poor vision, partial sight or blindness	18 10%	** **	13 15%	** **	** **	18 10%	16 11%	19 10%	** **	17 9%	** **
Cannot walk at all/ use a wheelchair	17 9%	** **	5 6%	** **	** **	17 9%	11 8%	17 9%	** **	15 8%	** **

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C13. (SHOWCARD) Which of these limit your activities? (MULTI CODE)

Base : Those whose long standing illness/ disability or infirmity limits their activities in any way

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	~d	e		a	~b	a	~b
Unweighted total	307	53	147	60	87	307	241	293	14	297	10
Effective Weighted Sample	227	39	103	40	63	227	169	192	11	217	9
Total	190	33	86	35	50	190	145	184	7	182	9
Dyslexia	7	**	1	**	**	7	5	4	**	7	**
	4%	**	1%	**	**	4%	4%	2%	**	4%	**
Difficulty in speaking or communicating	6	**	*	**	**	6	2	3	**	4	**
	3%	**	*%	**	**	3%	1%	2%	**	2%	**
Refused	7	**	3	**	**	7	6	-	**	5	**

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C14. (SHOWCARD) Which of these options applies to your home? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Being bought on mortgage	479	45	20	15	5	479	65	21	460	435	38
	32%	20%	6%	9%	3%	32%	11%	12%	34%	32%	23%
		bcd		d		abcd			a	b	
Owned outright by the household	425	114	203	105	98	425	227	71	363	396	33
	28%	51%	66%	65%	67%	28%	37%	38%	27%	29%	20%
		e	ae	ae	ae			b		b	
Rented from Local Authority/ Housing Association/ Trust	329	48	68	35	33	329	205	70	254	283	41
	22%	21%	22%	21%	23%	22%	34%	38%	19%	21%	25%
								b			
Rented from Private Landlord	252	15	11	6	5	252	97	19	227	206	47
	17%	7%	4%	4%	3%	17%	16%	10%	17%	15%	28%
						abcd			a		a
Other	15	*	5	1	4	15	8	2	13	13	1
	1%	*%	2%	1%	3%	1%	1%	1%	1%	1%	1%
					a						
Don't know	19	2	1	1	1	19	5	*	18	13	7
	1%	1%	*%	*%	*%	1%	1%	*%	1%	1%	4%
											a

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C15. (SHOWCARD) How would you describe your national identity? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
English	840 55%	132 59%	199 65%	97 60%	102 70%	840 55%	370 61%	116 63%	719 54%	822 61%	15 9%
Scottish	127 8%	20 9%	26 8%	14 9%	12 8%	127 8%	51 8%	15 8%	114 9%	127 9%	- -%
Welsh	40 3%	8 3%	11 4%	5 3%	6 4%	40 3%	21 3%	11 6%	29 2%	39 3%	* *%
Northern Irish	17 1%	2 1%	8 3%	6 4%	2 1%	17 1%	12 2%	4 2%	13 1%	17 1%	- -%
British	381 25%	55 25%	55 18%	33 20%	22 15%	381 25%	121 20%	30 16%	353 26%	283 21%	98 59%
Other	114 7%	6 3%	8 3%	7 4%	1 1%	114 7%	32 5%	8 4%	107 8%	58 4%	54 32%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C16. (SHOWCARD) Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
WHITE											
British	725 48%	115 52%	142 46%	73 45%	69 47%	725 48%	272 45%	97 53%	630 47%	725 54%	- -%
English	386 25%	63 28%	105 34%	53 32%	52 36%	386 25%	181 30%	52 28%	332 25%	386 29%	- -%
Scottish	119 8%	20 9%	25 8%	14 8%	11 8%	119 8%	48 8%	14 7%	107 8%	119 9%	- -%
Welsh	35 2%	6 3%	12 4%	5 3%	7 5%	35 2%	21 3%	10 6%	25 2%	35 3%	- -%
Irish	20 1%	2 1%	9 3%	6 4%	3 2%	20 1%	15 2%	4 2%	16 1%	20 2%	- -%
Any other white background	60 4%	4 2%	4 1%	3 2%	1 1%	60 4%	20 3%	1 *%	59 4%	60 4%	- -%
MIXED											
White and Black Caribbean	13 1%	- -%	- -%	- -%	- -%	13 1%	4 1%	* *%	12 1%	- -%	9 6%
White and Black African	6 *%	1 *%	- -%	- -%	- -%	6 *%	2 *%	* *%	5 *%	- -%	5 3%
White and Asian	4 *%	- -%	- -%	- -%	- -%	4 *%	- -%	- -%	4 *%	- -%	3 2%

Columns Tested: a,b,c,d,e - a,b - a,b

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C16. (SHOWCARD) Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Any other mixed background	3 *%	- -%	2 1%	2 1%	- -%	3 *%	3 *%	- -%	3 *%	- -%	3 2% a
ASIAN AND BRITISH ASIAN											
Indian	15 1%	2 1%	1 *%	- -%	1 1%	15 1%	3 1%	- -%	15 1%	- -%	22 13% a
Pakistani	28 2%	2 1%	1 *%	- -%	1 *%	28 2% b	12 2%	- -%	28 2% a	- -%	44 26% a
Bangladeshi	7 *%	- -%	- -%	- -%	- -%	7 *%	- -%	* *%	7 *%	- -%	13 8% a
Any other Asian background	10 1%	- -%	- -%	- -%	- -%	10 1%	3 *%	- -%	10 1%	- -%	15 9% a
BLACK AND BLACK BRITISH											
Caribbean	22 1%	4 2%	2 1%	2 1%	- -%	22 1%	4 1%	1 *%	21 2%	- -%	15 9% a
African	36 2%	2 1%	3 1%	2 1%	1 1%	36 2%	10 2%	1 *%	36 3% a	- -%	25 15% a
Any other black background	1 *%	- -%	- -%	- -%	- -%	1 *%	1 *%	1 1% b	- -%	- -%	1 *% a

Columns Tested: a,b,c,d,e - a,b - a,b

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C16. (SHOWCARD) Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents

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Total	1519	224	308	163	145	1519	608	184	1335	1346	167
MIDDLE EAST AND ARABIC ORIGIN											
Iranian	2 *%	- -%	- -%	- -%	- -%	2 *%	1 *%	- -%	2 *%	- -%	1 1% a
CHINESE OR OTHER ETHNIC GROUP											
Chinese	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	2 *%	- -%	2 1% a
Any other background	19 1%	2 1%	2 1%	2 1%	- -%	19 1%	6 1%	2 1%	17 1%	- -%	11 6% a
Refused	5 *%	* *%	1 *%	1 1%	* *%	5 *%	1 *%	- -%	5 *%	- -%	- -%

Columns Tested: a,b,c,d,e - a,b - a,b